



富豪酒店國際控股有限公司
Regal Hotels
International Holdings Limited

(Incorporated in Bermuda with limited liability)
(Stock Code : 78)

2020

Environmental, Social and Governance Report



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ABOUT THIS REPORT

Reporting Standard

This report has been prepared in accordance with the “comply or explain” provisions set out in the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”).

Reporting Principles

The Group has adhered to the four fundamental reporting principles outlined in the ESG Reporting Guide in the preparation of this report. These principles facilitate effective communication and informed decision making. The details are as follows:

- **Materiality:** Stakeholder engagement and materiality assessments were conducted to identify material environmental, social and governance (“ESG”) issues in our business operations. 13 material ESG issues were identified, which form the focus of this report.
- **Quantitative:** In order to assess the performance of different environmental and social responsibility initiatives, data about environmental and social responsibility were identified, collected and monitored.
- **Balance:** This report discloses both achievements and improvement plans in order to present an unbiased view on our ESG performance.
- **Consistency:** Consistent reporting methodologies are adopted to present an effective year-on-year performance comparison. Any changes in the methodologies and reporting scope are explained in remarks for stakeholders’ reference.

Reporting Scope and Boundary

This is the fifth annual standalone ESG report of Regal Hotels International Holdings Limited (“Regal” or the “Company” and together with its subsidiaries, the “Group” or “Regal Group”). This report covers the sustainability performance of ESG issues that are material to the hotels owned and managed by the Group in Hong Kong, and also includes the initiative highlights of the hotels managed by the Group in Mainland China.

Reporting Period

Unless otherwise stated, this report presents the highlights of our progress and performance on material ESG issues for the period from 1 January 2020 to 31 December 2020.

Accessibility of the Report and Feedback

An electronic copy of this report can be accessed on Regal’s website at www.regal.com.hk. Should you have any enquiries about the report or opinions regarding Regal’s ESG performance, please feel free to contact us via info@regal.com.hk.

Board Approval

This report was reviewed and approved by the Board of Directors of the Company (the “Board”) on 29 July 2021.

CHAIRMAN'S STATEMENT

I am pleased to present herein the Environmental, Social, and Governance Report 2020 of the Company.

Regal has always strived to integrate sustainability elements in our business operations while upholding its mission to be an internationally recognised hotel group that is known for its Sustainability Programmes. Starting from 2012, we have implemented various Sustainability Programmes, including green hotel management and corporate social responsibility activities, in an effort to contribute benefits to the environment, the communities, our own hotel properties as well as the economy as a whole.

Over the past year, the coronavirus pandemic (COVID-19) has totally reshaped social and business activities worldwide. Normal social interactions have become inconvenient, if not hindered, under pandemic controls and social distancing restrictions. These circumstances have not only affected our hotel business but also made organisational activities, training or social programmes difficult. To cope with this adverse situation, the Group has adjusted its business strategies, as well as introducing digital technology to facilitate its operations and Sustainability Programmes.

In an effort to assist the community to combat the spread of the coronavirus pandemic, we leased our Regal Oriental Hotel to the Hong Kong Government in April 2020 for use as a holding facility for incoming visitors to Hong Kong while waiting for their COVID-19 test results, which arrangement lasted until August 2020. Moreover, three of our hotels, namely, the Regal Airport Hotel, the Regal Oriental Hotel and the iclub Ma Tau Wai Hotel, have enrolled in the Designated Quarantine Hotel Scheme organised by the Department of Health of the Hong Kong Government since December 2020 for use as quarantine hotels for incoming visitors. In order to safeguard the health and safety of our guests and employees against the COVID-19 infection, a series of protective measures, like temperature checks, health declaration and frequent cleaning and disinfection arrangements, were put in place in all our hotel properties.

On the environment front, Regal continues to keep close watch on and strive to contribute efforts in dealing with environmental problems and their adverse effects on climate change. In this regard, nine of our hotels have been able to retain the same class of EarthCheck certification this year, in recognition of their effort and commitment to reducing the environmental footprint while providing quality guest services to their customers.

In 2020, we are glad to have one new member added to our iclub Hotels series, which is iclub AMTD Sheung Wan Hotel that was officially opened for business in November last year. While the Group will continue to expand its presence in Hong Kong and Mainland China, it will also continue to uphold the value of sustainability in its business operations.

We would also like to take this opportunity to thank all our stakeholders who have provided support to us as we progress along of our sustainability journey.

LO YUK SUI

Chairman

Hong Kong
29 July 2021

ABOUT REGAL

Our Business

Regal Group’s significant investments and principal business activities mainly comprise hotel ownership business undertaken through Regal Real Estate Investment Trust (“Regal REIT”, a listed subsidiary of the Company), hotel operation and management businesses, asset management of Regal REIT, property development and investment, including those undertaken through the joint venture in P&R Holdings Limited (“P&R Holdings”, which is 50% owned by the Group), aircraft ownership and leasing, and other investments including financial assets investments.

Despite engaging in a diversified investment and business portfolio, the Group’s core business segment focuses on hotel operation and management, which accounts for approximately 90% of its overall revenue.

 <p>Mission</p> <ul style="list-style-type: none"> • Sustainable Growth • Maximisation of Profit • Quality Management System • Innovative Marketing • Recognition as a Preferred Hotel Employer • Guest Satisfaction 	 <p>Core Values</p> <ul style="list-style-type: none"> • Passion and Ownership • Innovation • Continuous Improvement • Quality • Teamwork • Initiation
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Our Brand

Regal has been listed in Hong Kong since 1980 and is one of the largest local hotel operators. The Group is operating more than 10,000 rooms and 90 restaurants and bars in its existing hotel property portfolio and aims to become a leading and renowned hotel group in the Asia-Pacific region.

The Group currently operates under three different hotel brands, namely, Regal, Regal Residence and iclub. Regala is an upcoming new brand which is designed to cater to guests with different demands, from business to leisure and from full to select services. We will continue to promote our “Regal”, “Regal Residence”, “iclub” and the new “Regala” brand names by enhancing the guest experience.

 <p>Regal</p> <p>Elegant and upscale, Regal Hotel offers full-service accommodation with a variety of food and beverage choices, entertainment venues and conference facilities.</p>	 <p>Regal Residence</p> <p>Regal Residence incorporates hotel and residential features, providing guests with the convenience and amenities of a hotel while retaining privacy and home-away-from-home comfort for an extended stay.</p>	 <p>iclub</p> <p>iclub provides upscale select-service hotels at prime locations with tech-savvy facilities that are designed for optimum functionality.</p>
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ABOUT REGAL

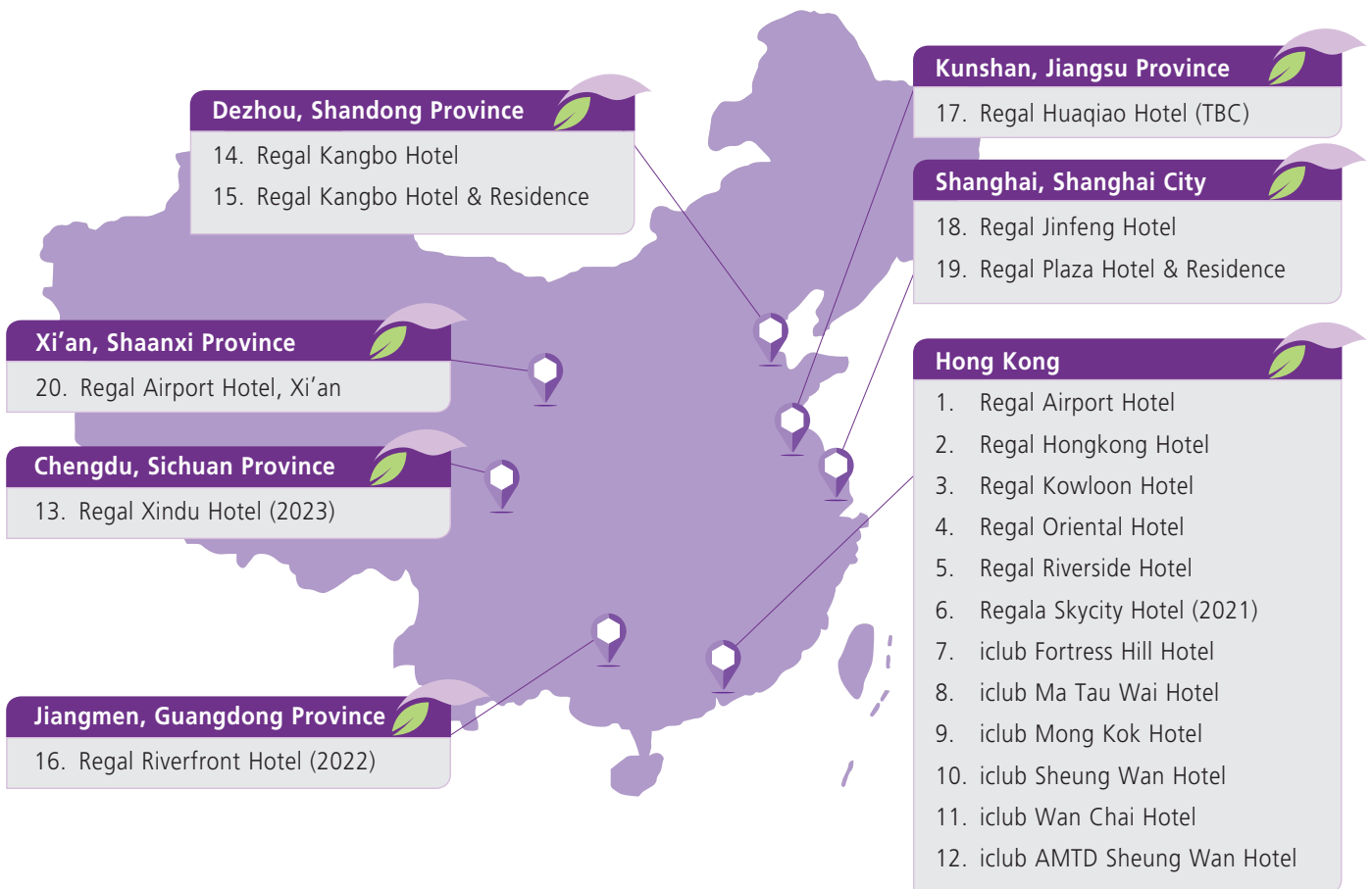
Our Presence

Regal has over the years established an extensive presence in Hong Kong and Mainland China. In Hong Kong, we are operating and/or managing eleven hotels under the Regal and iclub by Regal brands. All the five Regal Hotels and four of the iclub Hotels are wholly-owned by Regal REIT and the two remaining iclub Hotels are wholly or 50%-owned by P&R Holdings. In Mainland China, we manage five hotels operating under the Regal and Regal Residence brands. This current hotel portfolio encompasses a mix of full-service and select-service hotels in strategic locations, providing a wide range of services to our diverse guest profile.

In 2020, we continued to expand our presence in Hong Kong. The iclub AMTD Sheung Wan Hotel, which is 50%-owned by P&R Holdings and managed by the Group is the 6th hotel in our iclub Hotels series. This hotel was officially opened for business in November 2020. Besides, the Group is developing the Regala Skycity Hotel at the Hong Kong International Airport, which is expected to be opened in the fourth quarter of 2021.

In Mainland China, we are expecting the completion of three new hotels in the coming years. Regal Xindu Hotel, a component part within the Regal Cosmopolitan City being developed by Cosmopolitan International Holdings Limited (a listed fellow subsidiary of the Group), will be managed by the Group upon its completion. Two other hotels to be managed by the Group, which are located in Kunshan and Jiangmen and owned by independent owners, are also in the pipeline.

As for overseas, Regal also owns the Campus La Mola, located in Barcelona, Spain, which was leased to an independent third party for operation. Furthermore, the Group acquired in 2019 a freehold existing property located at a prime location in London. Design development and planning works to renovate this property into a hotel with a restaurant are ongoing and the renovation works are anticipated to be commenced after the planning works are completed. The hotel will be self-operated by the Group on completion of the renovation works.



Regal Hotels in Hong Kong and Mainland China

OUR ESG APPROACH

Sustainability has always been one of the core values of Regal, and we are committed to incorporating sustainable operational practices into each hotel within its portfolio.



Our Sustainability Core Values and Commitments:

- To implement Green Programmes inside and outside the workplace;
- To launch a minimum of one significant Humanitarian Service Project per business unit per year, focusing on Youth Development and Health Enhancement in communities where we operate;
- To be a financially responsible Group accountable to our shareholders;
- To implement sustainable Economic and Community Development Programmes where we operate;
- To engage our guests, employees and their families in all our sustainability efforts; and
- To engage internationally recognised certification organisations to measure our sustainability performance and development.

As an internationally recognised hotel group, Regal has organised a range of Sustainability Programmes which target environmental, social and economic sustainability.

Environmental Responsibility Programmes

- Reducing carbon emissions
- Reducing energy consumption
- Enhancing energy and water conservation
- Implementing waste management programme and practices
- Implementing the 5-R Principle (Reduce, Reuse, Recycle, Reform and Reject)
- Exploring the implementation on renewable energy

Social Responsibility Programmes

- Employing minority and physically handicapped citizens
- Supporting health and medical projects in our community
- Bolstering youth development

Economic Responsibility Programmes

- Maximisation of revenue and minimisation of cost business practices
- Delivering maximum profit to investors and shareholders
- Creation of local employment
- Development of employees and implementation of equal employment opportunity practices
- Delivering quality products and services
- Enhancing work efficiency
- Exploiting technology and automation
- Implementing economies of scale and engaging with local partners

OUR ESG APPROACH

Corporate Governance

Regal strives to maintain an integral and high standard in its corporate governance system, aligning with the Code Provisions in the Corporate Governance Code in Appendix 14 of the Listing Rules. Three board committees including the Audit Committee, the Remuneration Committee and the Nomination Committee have been formed to oversee different corporate governance functions. Under their delegated duties, the Committees would review the Group's management policies and practices and material corporate matters concerned to ensure compliance with relevant rules and regulations. New policies and measures are implemented whenever necessary.

For more information regarding our corporate governance and the Board of Directors, please refer to Regal's Annual Report 2020.

Sustainability Governance

Sustainable business practices have always been one of the top priorities in the Group's development plan. The feedback and opinions of key stakeholders regarding our sustainability performance and their interests are duly considered when we develop our business goals. Since 2012, the Group has launched different Sustainability Programmes to help address environmental, social and economic issues related to our business operations.

Apart from the Sustainability Programmes, we have developed a clear responsibility delegation system, enabling efficient sustainability governance and management within the Group. The Board of Directors is responsible for oversight of the overall sustainability performance and disclosure of the Group. The Executive Directors formulate and implement three-pronged Sustainability Programmes. The targets and goals of the sustainability plan will then be prioritised and implemented by different operating divisions of the Group.

Regal has also set up a management system in every hotel to facilitate the implementation of sustainability plans and operation. Led by the hotel general managers, relevant managerial employees are responsible for setting achievable goals to balance the needs of the community, providing high-quality services and implementing relevant sustainability programmes. To encourage internal communications and improve transparency, employees are taken on board through our green and social good initiatives. In addition, we strive to establish and maintain relationships with our stakeholders based on mutual trust. We hope to promote sustainable development through collaboration with different stakeholder groups, including customers, investors, shareholders, business and community partners, suppliers and employees.

OUR ESG APPROACH

Stakeholder Engagement

In order that we can understand the opinions and needs of different stakeholder groups, several transparent and regular communication channels have been established to ensure that their views are collected effectively. The major communication channels for each group are listed as follows:

Stakeholder Group Engaged		Methods of Engagement ¹
Internal Stakeholders	Management	<ul style="list-style-type: none"> • Regular meetings • Ongoing engagement
	General Employees	<ul style="list-style-type: none"> • Employee satisfaction questionnaires • Regular meetings • Town Hall meetings • Orientation activities • Notice boards • Annual appraisal meetings • Employee engagement activities
External Stakeholders	Community	<ul style="list-style-type: none"> • Media conferences • Face-to-face meetings • Volunteer activities • Green sales programmes
	Hotel Guests	<ul style="list-style-type: none"> • Guest satisfaction surveys • Loyalty clubs, e.g. 925 Club • Website and social media • Day-to-day communication with front-line employees • Customer feedback mechanism • Hotlines
	Investors/Shareholders	<ul style="list-style-type: none"> • Analyst briefings • Investor meetings • General meetings • Annual and interim reports • Press releases/announcements
	Industrial Associations	<ul style="list-style-type: none"> • Industry forums
	Suppliers/Contractors/ Business Partners	<ul style="list-style-type: none"> • On-site evaluation visits and meetings • Regular meetings

¹ Due to the pandemic and social distancing restrictions, most events involving physical gatherings have been temporarily suspended.

OUR ESG APPROACH

Materiality Assessment

Regal regularly reviews the material sustainability issues related to our business operation. The outcome of the stakeholder engagement exercise is used as the basis for the materiality assessment. The prioritisation of the material topics followed the principles defined in the ESG Reporting Guide, and the steps are summarised as follows:



Based on the results from the materiality assessment, the following 13 material issues were identified. They will be addressed in detail throughout this Report.



ENVIRONMENTAL RESPONSIBILITY

With a vision of providing a tranquil and pleasant place for every individual, Regal duly cares about its responsibility for contributing to a thriving and sustainable planet. In our hospitality operations, we spare no efforts in monitoring and managing our environmental impact. Through a series of environmental management practices, we hope to promote the well-being and the environmental quality of our surroundings.

Environmental Policy

Recognising environmental protection is paramount to our planet's survival and prosperity, Regal has formulated a group-wide Environmental Policy Statement to minimise our adverse environmental impact wherever practicable. Serving as a guiding document to our hotel operations, the Statement stipulates our environmental missions including compliance, monitoring and reporting, employee awareness, enhancement initiatives and risk management.

Managing our hospitality operations, we have identified and prioritised three material aspects, including energy consumption, water consumption and waste management, as the essential environmental responsibility. To achieve ongoing improvement in the aforementioned aspects, we have established a Green Committee to monitor the hotels' performances regularly and to implement different environmental management initiatives.

EarthCheck and Achievement

Our hotel operations in Hong Kong have implemented an environmental management system as well as a series of sustainability measures to reduce the use of resources and promote waste management. We ensure that our hotels comply with all relevant environmental laws and regulations² and our environmental performance in different aspects such as energy and water consumption, carbon emissions and waste management are making progress to conform to industrial best practices.

In recognition of their efforts on environmental protection, the hotels in Hong Kong under our operation and/or management have attained a number of international awards and certification. For instance, our environmental performance comply with the requirements of the EarthCheck Certification standards, which is the world's leading scientific benchmarking, certification and advisory group for travel and tourism. By engaging with their Global Tourism Advisory Group to conduct independent third-party verification, we adopt a systematic and process-driven method for continuous improvement of environmental sustainability. For the year 2020, Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel continued to be holders of EarthCheck Gold Certifications, while the four iclub Hotels - iclub Fortress Hill Hotel, iclub Sheung Wan Hotel, iclub Wan Chai Hotel and iclub Ma Tau Wai Hotel are holders of EarthCheck Silver Certifications.

² The environmental laws and regulations that might be significant to Regal include Air Pollution Control Ordinance (Cap. 311 of the laws of Hong Kong), Waste Disposal Ordinance (Cap. 354 of the laws of Hong Kong), Water Pollution Ordinance (Cap. 358 of the laws of Hong Kong) and Noise Control Ordinance (Cap. 400 of the laws of Hong Kong).

ENVIRONMENTAL RESPONSIBILITY

Over past years, Regal has taken progressive steps to enhance environmental performance with the aim to achieving its sustainability goals and targets. To secure the certification endorsements, we have implemented different environmental-friendly measures, including:

- establishing Environmental Management System (EMS) for effective implementation of sustainability action in hotels with more than 500 guestrooms;
- replacing quartz lamps/fluorescent lamps with LED lights for better energy saving;
- participating in Automatic Demand Response Programmes by electricity companies to reduce our electricity consumption at critical peak-load periods;
- replacing aged plant with new equipment to enhance efficiency in operation, energy saving and reduction of carbon emission;
- installing a new Building Management System (BMS) for the monitoring of plant and machinery operation schedules and arranging partial loading at different periods of the day;
- signing performance-based contracts with specialist contractors for the implementation of energy saving programme to the chillers in the hotels;
- incorporating frequency controllers on replacement of air conditioning systems and hot or cold water pumps;
- working closely with the Hong Kong Hotel Association and professional engineering bodies to exchange updated sustainability information;
- appointing registered waste collectors to handle the disposal of electrical appliances, so as to curb land contamination and refrigerant leakage; and
- actively engaging in the “Plastic-free” campaign.

Meanwhile, our managed hotels in Mainland China attained an alternative certification scheme, namely the China Green Hotel as stipulated by the National Tourism Administration of China. With satisfying performances in environmental aspects such as green design, energy and resource management, and pollution control, Regal Kangbo Hotel and Regal Plaza Hotel & Residence are certified as “Silver Leaf” under the scheme.

To advocate the concept of a green workplace, Regal has launched an initiative “We Love Our Planet” since 2012. Different departments including Engineering, Finance, Human Resources, Marketing, Operations, Project Development, Purchasing and Sales are encouraged to embrace environmental responsibility into their day-to-day office operations. This scheme showcases our commitment to upholding a high standard of sustainability.



Our five Initial Hotels received EarthCheck Gold Certification.



“We Love Our Planet” promotes environmental sustainability inside and outside our workplaces.

ENVIRONMENTAL RESPONSIBILITY

Energy and Emissions

As reducing carbon emissions is essential to global climate action, we set the achieving of energy efficiency as one of the core environmental management strategies in our hotel operations. To ensure that both operational needs and industry best practices are complied with, we conduct regular reviews and upgrades of the energy management systems. In this regard, the Regal Airport Hotel was the first hotel in Hong Kong to obtain both internationally recognised ISO 50001 Energy Management System certification and ISO 14064 Greenhouse Gas Accounting and Verification certification.

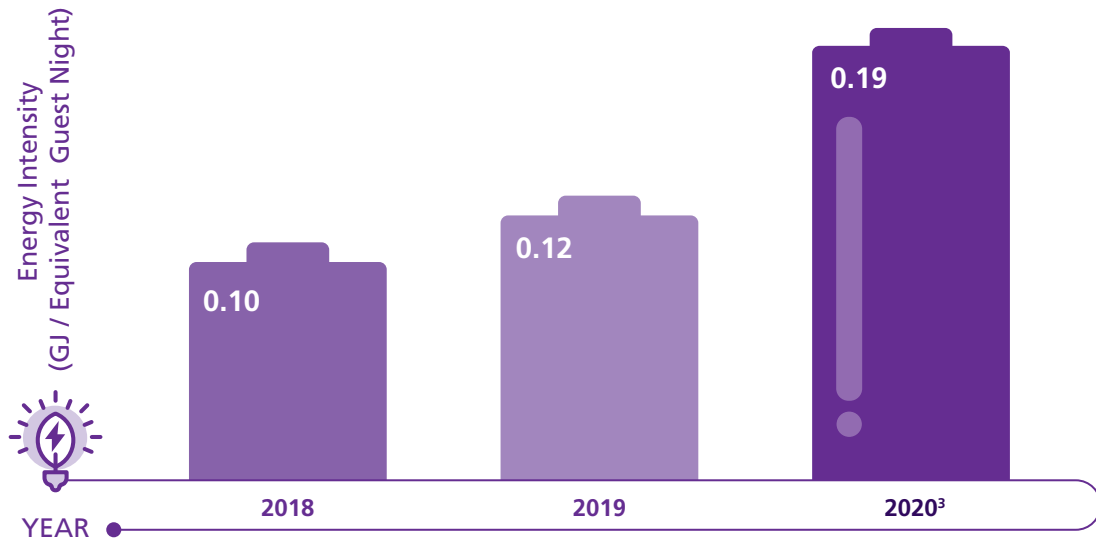
As a normal operational procedure, all our hotels are required each year to propose energy and reduction targets with concrete implementation plans. Due to the business disruption caused by the COVID-19 pandemic, target setting was suspended in 2020. However, we continue to be committed to exploring means to improve the energy management at our hotels and to achieve better energy efficiency, and overall to facilitate the transition of the operations of our hotels towards a low-carbon environment.

To enhance energy efficiency, we have implemented various improvement measures in our managed hotels in past years, including:

- replacing all lighting with more energy efficient LED lights;
- installing automatic induction devices in areas with lower guest flows to reduce unnecessary lighting;
- reviewing the energy efficiency of the kitchen and water heating equipment and systems and replacing them with more energy-efficient models whenever practicable;
- applying adequate insulation to reduce heat loss in piping and reduce energy consumption to maintain room temperature for hotels with space heating systems;
- replacing centralised air conditioning systems in some hotels to enhance energy efficiency; and
- partnering with electric companies to conduct energy audits in the hotels to explore Energy Management Opportunities (EMOs).

ENVIRONMENTAL RESPONSIBILITY

Energy Intensity during 2018 to 2020



³ Due to the impact of the COVID-19 pandemic, additional hygiene measures including better ventilation, cooler in-room temperature to get rid of mould and more frequent cleansing exercises were enforced in the hotels, while there were significant decreases in the number of room guests and food and beverage (F&B) patrons during the year. Under these changed circumstances, there was an increase in energy consumption intensity (0.20 GJ/equivalent guest night) as shown in the bar chart in 2020. It is expected that the energy consumption intensity will drop when the hotel operations resume to normal levels after the pandemic.

ENVIRONMENTAL RESPONSIBILITY

Apart from upgrading the equipment, Regal is also dedicated to fostering environmental-friendly behaviours among our employees and guests, so as to promote energy saving. For instance, we post energy-saving tips and reminders in the hotel lobbies and guestrooms to remind our employees and guests to turn off all lighting and electronic devices after use.

Regal realises that climate change can pose a huge threat to our business. For instance, extreme weather such as typhoon and flooding can disrupt our day-to-day operations as well as causing damage to the facilities of the hotel buildings. Some of the hotels under our management have adopted various measures to increase resilience to climate change. For instance, Regal Jinfeng Hotel has enhanced the thermal insulation of exposed pipes to minimise the effects of extreme cold impact. In addition, according to the Intergovernmental Panel on Climate Change (IPCC) special report, a more aggressive greenhouse gas reduction target is needed to address the increasing threat from climate change. In this regard, apart from the aforementioned energy saving initiatives, measures on greenhouse gas reduction have also been implemented to help reducing climate change risks, which include:

- installing electric vehicle charging stations in most of our managed hotels to promote clean and low carbon transportation;
- phasing out and replacing diesel-powered equipment with natural gas-powered equipment to reduce air and carbon emissions;
- setting up organic farms in five of our managed hotels in Hong Kong to reduce carbon emissions and provide fresh and chemical-free herbs for our restaurants; and
- modernisation of the guest lifts in phases at Regal Kowloon Hotel to reduce power consumption of the motor-generator.



Regal Kowloon Hotel uses LED lights in festive Christmas illuminations to promote an environmentally friendly celebration.



Regal Airport Hotel, Xi'an replaced the mirror lights of 297 guestrooms with LED lights to enhance energy efficiency.

ENVIRONMENTAL RESPONSIBILITY

To demonstrate Regal's commitment to advocating energy conservation and tackling climate change, we participate in the environmental initiatives hosted by external parties like the World Wide Fund for Nature (WWF) to extend our care to the environment.



富豪酒店承諾支持世界自然基金會地球一小時
REGAL HOTELS IS COMMITTED TO WWF'S EARTH HOUR



富豪酒店承諾支持世界自然基金會地球一小時
iclub Hotels is committed to WWF's Earth Hour

All our Regal and iclub hotels supported WWF's Earth Hour activity in 2020.

Water Management

To reduce water wastage, Regal monitors water consumption in the hotels every step of the way. From catering to cleaning, we implement stringent water management practices to reduce usage of water resources. Examples of our water-saving initiatives include:

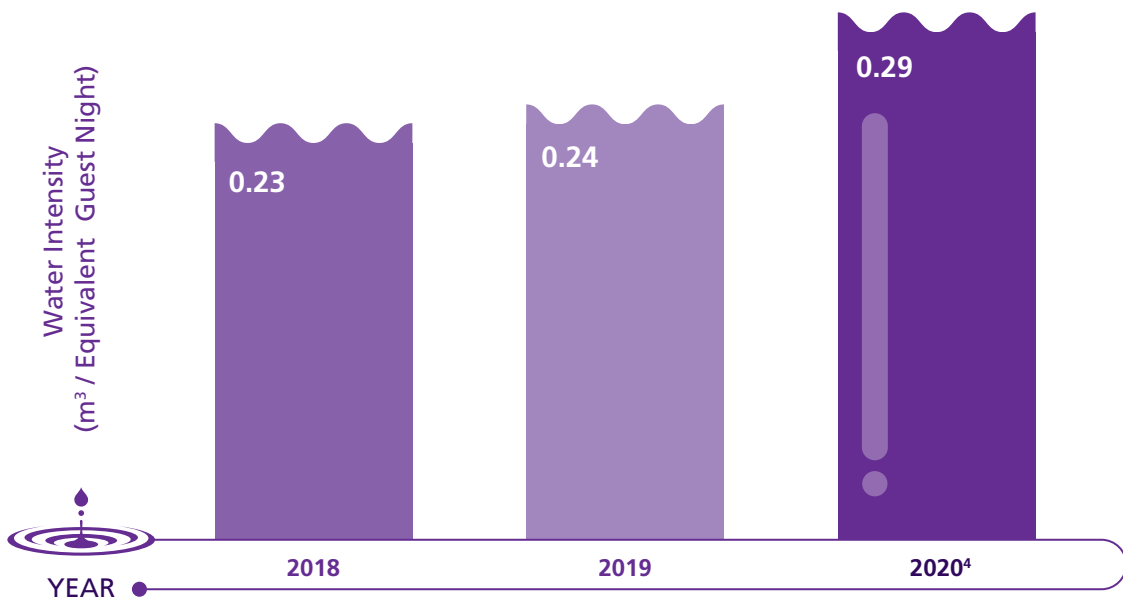
- recycling and reusing of air-conditioning condensing water;
- retrofitting hotel toilets with automatic faucets and toilet flushers;
- installing dual-flush toilets while renovating guestrooms, which enables the use of an appropriate amount of flushing water;
- checking all water meters daily to fix any possible water leakage in a timely manner;
- encouraging hotel guests to participate in the linen and bath towel reuse programme; and
- requiring all new shower heads to fulfil the Water Efficiency Grade 2 requirements set by the Water Supplies Department (i.e. with water-saving design with flow rate at 10 litres per minute)

Of all hotel facilities, swimming pools are the most water-intensive part of our operations. In this regard, we continue to adopt quartz sand in boiler tanks for water filtration in the Regal Airport Hotel and Regal Riverside Hotel. These not only reduce the frequency of pool water refill and help conserve water resources, but can also enhance the water quality of the swimming pools.

ENVIRONMENTAL RESPONSIBILITY

We are committed to exploring and adopting additional measures to achieve better water conservation throughout the course of our hotel operations whenever economically viable and practicable.

Water Intensity during 2018 to 2020



Waste Minimisation and Recycling

When it comes to the hospitality industry, waste generation is a material environmental concern. Taking the issue as an integral part of our environmental responsibility, Regal adopts diverse measures at production and disposal stages to ensure effective waste management. From material consumption to waste handling, we work in collaboration with our employees, guests and non-profit organisations to reuse and recycle waste whenever economically practicable.

⁴ Despite the significant decrease in hotel occupancy, our hotel operations have enforced additional hygiene measures like more frequent cleansing of our hotel facilities in response to the COVID-19 pandemic. Also, it is believed that our hotel guests have become more attentive of their personal hygiene and have been using the sanitary facilities at our hotels more frequently.

Moreover, in the reporting year, one of our hotels conducted concrete repair work for two flushing water tanks for four weeks, during which period potable water has been used as an alternative source. Given the above factors, there was an increase in water consumption intensity (0.29 m³/equivalent guest night) in 2020 as shown in the bar chart. It is expected that the water consumption intensity will drop when our hotel operations resume to normal after the pandemic.

ENVIRONMENTAL RESPONSIBILITY

Food waste is one of the major sources of waste in hospitality and catering operation. To reduce food waste at source, strict procurement control procedures have been implemented to avoid over-purchasing. We review and adjust our food procurement volume regularly, based on the estimated number of guests and meal reservations. We continue to partner with Foodlink Foundation (“Foodlink”), a leading Hong Kong hunger-relief charity in 2020, donating unconsumed food of good and edible condition to the needy. In 2020, a total of 47,412 kg of food was donated to Foodlink. During the year, 2,972 litres of used cooking oil were collected by qualified contractors from the hotels for appropriate treatment and recycling.

For instance, Regal Airport Hotel, Xi’an hosted a campaign named “Clear Your Plate” to promote the reduction of food waste. To foster a culture of serving yourselves with “just right” food portions during buffet, we placed reminders and signs in prominent areas in the hotel restaurants. Through raising guests’ awareness in their consumption habits, we hope to minimise the amount of food waste generated by our catering services.

Disposable room amenities are another major source of waste associated with our hotel operations. We aim to promote the concept and practices of “Green Hotel”, and encourage guests to bring their personal care items and contribute to waste reduction during their stay. To reduce the disposal of plastic small bottles, all the guestrooms in the Regal and iclub Hotels in Hong Kong have replaced bath amenities with the use of shower dispensers from the fourth quarter of 2020. For the managed hotels in China which have yet to adopt such practice, we require the hotel employees to actively sort unused amenities, including soap and shampoo, and to reuse them for cloth washing. In the reporting year, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Riverside Hotel, iclub Sheung Wan Hotel and iclub Fortress Hill Hotel donated a total of 199 kg of soap to the needy through local NGOs such as Clean The World and Soap Recycling.

Besides dealing with the two major sources of waste generation, Regal was active in promoting an environmental-friendly lifestyle in the hotel operations. To achieve our advocacy, our hotels offer our guests and employees a Green Meeting Package with a 5-R Principle, including:

- **Reduce**
 - Reducing the use of plastic bottles by offering refillable water jugs and setting up water stations with sliced fruit
 - Embracing the use of our MICE App to reduce paper consumption from printing
- **Reuse**
 - Using papers on both sides
- **Recycle**
 - Offering pencils made from recycled materials to replace ball pens
 - Installing recycling bins at our hotel meeting rooms
- **Replace**
 - Providing a designated stationery zone with different sizes of paper to reduce wastage
- **Reject**
 - Prohibiting the use of harmful pens and adopting the use of non-toxic whiteboard markers

ENVIRONMENTAL RESPONSIBILITY

Apart from the focus on Green MICE package, we embrace waste recycling and continues to increase the recycled content of materials that the hotels use at different operation stages. For instance, we provide guests with silicon foldable lunch boxes, reusable water bottles and reusable shopping bags. To reduce yard waste in the community, Regal Hongkong Hotel, Regal Kowloon Hotel, iclub Wan Chai Hotel, iclub Sheung Wan Hotel, iclub Fortress Hill Hotel, iclub Ma Tau Wai Hotel and iclub Mong Kok Hotel participated in a peach blossom trees recycling programme during the reporting year to recycle suitable collected trees into useful materials. Starting from the fourth quarter of 2019, our iclub hotels used umbrellas that are made up of PET fabrics from recycled plastic bottles.

To avoid excessive amount of paper being consumed during the day-to-day business operations, Regal has digitalised our hotel reservation and documentation process through adopting an online customer relations management platform. Besides hotel reservation and reception services, Regal has also digitalised its Food and Beverage (F&B) dining membership programme, where membership cards and paper coupons were replaced by mobile application and digital coupons. For our administrative operations, we provide our employees with a printing guideline to promote duplex printing of documents and the use of double-sided paper whenever printing is necessary. Moreover, we leverage on a variety of digital channels for hotel advertising, such as e-brochure, e-flyers, e-banners, social media posts, and online direct marketing. Making full use of digital marketing, the use of traditional printed sales materials to promote our hotel service offerings is kept to minimum. When selecting the type of paper for office use, we carefully source those that are certified by the Forest Stewardship Council whenever practicable to promote responsible consumption.

For the purpose of enhancing solid waste management, we track and ensure that waste generated is collected, categorised and disposed of properly and responsibly. A case in point, our hotel operation in Shanghai strictly observes the Shanghai Municipal Solid Waste Management Regulation by offering four types of waste garbage collection boxes. It helps to sort out wet and dry waste, hazardous waste and other recyclable items respectively. Moreover, our hotel employees stay proactive in evaluating the amount of waste generated and recycled to seek further improvements.

Based on their business nature, our hospitality operations do not generate any significant amounts of hazardous waste. Nonetheless, potential irreversible negative environmental impacts can be caused by hazardous waste and, hence, our hotels handle all our waste in a cautious manner. Our hazardous waste mainly includes chemicals from cleaning products and their containers. To mitigate the environmental burden of using cleaning products with hazardous chemicals at source, suppliers are required to provide eco-certificates or labels for their products. A protocol on hazardous materials and waste storage and handling has been formulated to guide our employees on hazardous waste handling and to prevent environmental incidents, such as water and land contamination caused by improper handling procedures. Registered collectors were appointed to handle the disposal of electrical appliances, such as computers, fridges and televisions in order to avoid land contamination and leakage of refrigerant.

ENVIRONMENTAL RESPONSIBILITY

Regala Skycity Hotel: Creating Enhanced Environmental Value

Located at a site surrounded by the Terminal 2 of the Hong Kong International Airport, the Asia World-Expo and SkyPier, Regala Skycity Hotel is expected to bring to its guests ultimate convenience with the extensive transportation network and facilities.

Apart from the geographical advantages, the hotel embraces a wide range of sustainable features in its building design, construction and operation, all with an objective to create enhanced environmental values. Highlighted green features of the hotel include:

- Achieving 30% reduction in lighting power density for guestroom and 30% reduction in rated power for lifts compared with the relevant standards⁵;
- No consumption of virgin-forest timber product throughout the construction;
- Design of large-scale greenery;
- Preference on locally manufactured materials

The hotel has achieved Gold Rating under Provisional Assessment of BEAM Plus Certification. From the results of the Provisional Assessment and calculation according to the relevant methodologies, we are expecting:

- 25.7% and 23.8% CO₂ reduction respectively in the hotel portion and the carpark portion compared with BEAM Plus Baseline;
- 30.6% annual potable water consumption saving⁶;
- 31% annual effluent discharge reduction;
- 96.55% materials sourced locally⁷;
- 30% waste reduction in C&D waste is targeted;
- 22.76% site area as greenery

⁵ The performance is compared with the Building Energy Codes of Practice 2015 Edition issued by Electrical and Mechanical Engineering Department.

⁶ The expected results account for water pressure at each level ranging from 2.5BAR to 5.5BAR.

⁷ Within 800km.

SOCIAL RESPONSIBILITY

While striving to provide quality accommodation service, Regal also emphasises creating social benefits to society, as a socially responsible corporate citizen. To this end, we actively participate in different community programmes.

Regal regards corporate social responsibility (“CSR”) as a pillar of its long-term sustainability programme. We have set up a Social Responsibility Steering Committee to monitor the CSR efforts continuously, which is chaired by the chief operating officer of Regal and supported by the function heads. The Committee has identified three social responsibility focuses:

- Youth Development;
- Health Enhancement; and
- Social Inclusion.

Fostering Community Engagement

Regal believes that long-term community participation is very important, as it can encourage employees to develop their personal capabilities such as leadership, management and communication skills. To foster the process, two volunteer teams, which are Colour our World and Young Colour our World, were established. The two teams consist of adult and young people, respectively, and work together to serve the society.

In 2020, the Group collaborated with 11 non-profit organisations and participated in different community programmes, providing the employee volunteers the opportunities to connect with different social groups and understand their needs. However, due to the outbreak of COVID-19, the organisation of visits to community centres or elderly homes have been suspended during the reporting year. Nevertheless, we continued to express our care with donations of useful resources to different parties in need.

Highlights of Community Investment in 2020 were as follows:

- Number of partnering non-profit organisations and other institutes: 11
- Number of organised volunteer activities: 5
- Ongoing volunteer programmes: 3
- Total volunteer hours contributed by employees: 86 hours
- Amount of donations and sponsorships: HK\$442,556

Regal has been recognised as a “Caring Company” by the Hong Kong Council of Social Service for 18 years consecutively with the award of “15 Years Plus Caring Company Logo”.



SOCIAL RESPONSIBILITY

The Group was awarded “Family-friendly Good Employer 2020” by the Labour Department and became a Signatory of “the Good Employer Charter 2020”.



Youth Development

Regal believes that the young generation represents the future of society and nourishing them with education and personal development opportunities is important. Through organising internship programmes and hotel tours, Regal offers to young people a different and rewarding learning experience to complement their conventional school education.

Regal Hotels International Youth Development Programme 2020

Regal aims to provide more opportunities to those young people who are interested to join the hospitality industry. Since 2015, Regal has continually launched the “Regal Hotels International Youth Development Programme”. Students from the Hotel, Service and Tourism Studies disciplines at the Hong Kong Institute of Vocational Education (IVE), a member of the Vocational Training Council, were offered scholarships and 300 hours of invaluable internship opportunities every year. During the internship period, students can experience different working roles and duties, such as the front office, food & beverage department as well as helping with the housekeeping team. Through these internships, they can gain a more comprehensive understanding of the hotel operations through practical working experience in different departments. It is believed that the internship scheme can pave the way for their early success in the hospitality industry.



SOCIAL RESPONSIBILITY

Hotel visits

Understanding the limitation of traditional school education, Regal seeks to provide young people with learning experiences outside the classroom. With Tourism and Hospitality Studies now an elective subject in the Hong Kong Diploma of Secondary Education Examination, the hospitality industry has gained increasing attention in recent years. Responding to this on-going trend, Regal spares no effort to support education in our local community and to enhance students' learning experiences. Inviting students to visit our hotels, the Group organised hotel tours, career talks and practical games to enhance students' understanding of the hotel operations.



Health Enhancement

A healthy living environment has always been essential to fostering a harmonious and prosperous society. During the outbreak of COVID-19, Regal has strived to spare extra effort to providing different social groups with support and medical resources.

Hotel participation in pandemic prevention

In an effort to assist the community to combat against the spread of the coronavirus pandemic, the Regal Oriental Hotel was leased to the Hong Kong Government in April 2020 for use as a holding facility for incoming visitors to Hong Kong while waiting for their COVID-19 test results, which arrangement lasted until August 2020. Moreover, three of our hotels, namely, the Regal Airport Hotel, the Regal Oriental Hotel and the iclub Ma Tau Wai Hotel, have enrolled in the Designated Quarantine Hotel Scheme organised by the Department of Health of the Hong Kong Government since December 2020 for use as quarantine hotels for incoming visitors. These are illustrative of our efforts in supporting the government's measures to reduce the risks of a community outbreak of the pandemic.

Anti-pandemic set delivery to elderly home

To extend love and care to the elderly, especially during the pandemic, our Regal Airport Hotel delivered over 50 packs of anti-pandemic sets to the Fung Shing Elderly Home in Tung Chung in June 2020. The packs each contained colourful masks hand made by the hotel tailor together with a bottle of hand sanitiser, which were packed by the housekeeping team, in the hope that the elderly could feel some warmth in this tough period.



SOCIAL RESPONSIBILITY

Cookie charity sale for Helping Hands

During the outbreak of COVID-19, medical resources are essential and it is critical to provide more assistance to social groups in need. In 2020, our Regal Kowloon Hotel organised a cookie charity sale and the revenues from the sale together with 1,000 protective masks were donated to Helping Hands to support the elderly services.



Social Inclusion

Regal believes that the success of a society can only be achieved through the creation of an inclusive community. Every individual, regardless of their background and capability, should be treated equally and respected. During the year, Regal took initiatives to show care to those groups which are easily ignored by society. We believe that through the educational programmes, we can cultivate among people within the society a better understanding and respect of the needs of others.

Mooncake Charity Sales 2020 for Society with Abandoned Animals

In appreciation and support of the efforts of the Society with Abandoned Animals (SAA) in taking care of abandoned, physically-impaired or unhealthy animals, a Mooncakes Charity Sale event was organised by Regal, partnering with charity organisation Bodhi Love Foundation, in September 2020. Part of the sale proceeds of the Regal Hotels and the Bodhi Love Foundation mooncake gift sets were donated to SAA to support the medical expenses for the elderly animals in SAA.



ECONOMIC RESPONSIBILITY

Regal is dedicated to offering our guests with quality hotel services, so as to reinforce customer loyalty and brand reputation as well as driving sustainable business growth in the long term. Apart from providing premium and responsible products and services, Regal is also committed to be a caring employer. We strive to create and maintain a fair and equal workplace for our employees, and to offer them a clear and promising career path. In addition, a robust supply chain management system is in place to regulate our procurement practices as well as the conduct of our suppliers. All in all, Regal seeks to implement sustainable business practices that can create greater value for our stakeholders.

The three primary focuses of Regal on economic responsibility are: employment, customer relations and operational practices. We believe that employees play a vital role in sustaining and driving business growth. In this regard, we are committed to attracting, nurturing and retaining talents through developing sound employment policies, offering competitive compensation and welfare packages, and implementing training programmes and employee initiatives that fit our employees' needs. Moreover, we are keen to establishing and maintaining good customer relationships. To this end, we are dedicated to offering hotel services of premium quality to our guests and engaging with them through diverse communication channels and loyalty programmes. In addition, we uphold a high standard of ethical business operation practices and robust supply chain management, aiming to create positive impacts throughout the value chain, including our shareholders, customers and the community as a whole.

Caring For Our Employees

Regal believes that employees are a fundamental and essential part of its business. We have spared no efforts in attracting and retaining talent to sustain business growth, like for instance, by offering competitive remuneration and welfare packages to enhance employee loyalty and workplace cohesion. We have formulated a Staff Handbook, which sets out the comprehensive policies on human resources management and guidelines on labour practices. The Handbook also covers information regarding employee compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, other benefits and welfare.

As an equal opportunity employer, we observe the guidelines and regulations set by the Equal Opportunities Commission and ensure that our human resources policies align with such guidelines. To create an equal and fair workplace, we uphold a high standard of fairness in our recruitment and promotion processes to avoid any discrimination or mistreatment incidents. We treat all our employees fairly, regardless of their gender, age, ethnicity, family status, sexual orientation, disability, race and religion. We have zero tolerance to any form of discrimination and strive to maintain an inclusive and unbiased workplace for our employees.

In addition, we are dedicated to fostering the culture of work-life balance across the Group. Office employees have work schedules of a five-day work week, which allows our employees more personal time to spend with their families and to seek personal development. Overall, Regal's Human Resources Department works closely with management in all these employment related areas for continuous improvements.

Due to the adverse impact of the COVID-19 pandemic on our hotel operations, Regal had to implement a staff retrenchment programme for the hotel operating staff in the first quarter of 2020 in order to reduce operating costs. As there was no improvement in the business conditions of the hotel industry in the latter part of the year, a no pay leave programme was further introduced for both office and hotel operating staff to further contain the level of salaries and wages. The management in conjunction with the Human Resources Department have strived to execute these difficult cost cutting measures in a fair and equitable manner, taking into account the mutual interests of the Group as well as the employees and also aiming to minimise any severe financial hardships that might be caused to the employees.

ECONOMIC RESPONSIBILITY

During the reporting period, there were no non-compliances with relevant laws and regulations⁸ that had a significant impact on the Group concerning compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare. We have also provided a safe working environment to our employees protected from occupational hazards and avoided any use of child or forced labour.

Workplace Health and Safety

Regal recognises that occupational health and safety is crucial to all of our employees and contributes to a productive workplace. We have implemented robust policies, sound management system and operating procedures to ensure a safe and healthy workplace. Regal's Safety Policy, which covers health and safety standards, requirements and practices, is made known to all employees, ensuring their awareness towards occupational safety. The Policy is reviewed on a regular basis to keep up with the latest developments in workplace health and safety and related regulations. In addition, a Safety Committee is formed to oversee the safety management system and to ensure compliance with all relevant laws and regulations.

At the operational level, the following precautionary measures were undertaken to promote workplace health and safety:

- **Dedicated Team:** A dedicated team comprising experienced safety and security officers is responsible for identifying potential hazards, and developing prevention and improvement measures.
- **Internal Rules and Procedures:** A Safety Manual, covering the management, control and coordination of safety work, is well communicated to all employees to ensure stringent compliance, in order to minimise potential occupational safety risks throughout all stages of our hospitality operation, from room cleaning and catering to engineering and renovation work. By means of the implementation of a sound safety management system and proper preventive measures for accidents, regular review, job hazard analysis, monitoring and safety audits, we strive to ensure health and safety at the workplace. Employees who fail to comply with the safety rules and procedures might be subject to penalty. Moreover, adequate personal protective equipment and first aid materials are readily available in all hotels.
- **Training:** Training regarding occupational health and safety risks are arranged for all employees and external parties are invited to provide training to the supervisory and management staff members. The training focuses on how to incorporate safety concerns into hotel daily operations. We have also formulated contingency plans for emergencies and arranged relating training, such as the use of fire-fighting equipment, provision of first aid and rescue techniques for selected employees, to ensure sufficient trained employees are available to cope with accidents. In addition, to enhance our emergency preparedness, our safety and security officers organise emergency drills for all emergency and rescue teams on a regular basis.
- **Communications:** To enhance awareness, health and safety information sheets, newsletters and bulletins are distributed to our employees to keep them informed of the latest health and safety measures. Relevant warning signs, emergency and rescue procedures, notices and placards are also posted up in hotel offices, workshops and welfare facilities to keep our employees alert to potential occupational hazards. To advocate the culture of working safely across the Group, Safety Awards are given to employees that demonstrate the best health and safety practices at work.

⁸ The laws and regulations include Employment Ordinance (Cap. 57 of the laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480 of the laws of Hong Kong), Disability Discrimination Ordinance (Cap. 487 of the laws of Hong Kong), Family Status Discrimination Ordinance (Cap. 527 of the laws of Hong Kong), Race Discrimination Ordinance (Cap. 602 of the laws of Hong Kong), Occupational Safety and Health Ordinance (Cap. 509 of the laws of Hong Kong), Factories and Industrial Undertakings Ordinance (Cap. 59 of the laws of Hong Kong), Employment of Children Regulations (Cap. 57B of the laws of Hong Kong), Employment of Young Persons (Industry) Regulations (Cap. 57C of the laws of Hong Kong).

ECONOMIC RESPONSIBILITY

- **Review and Monitoring:** Safety and security officers are required to submit monthly safety reports detailing any accidents, injury statistical data, health and safety training undertaken, safety inspections and audits for the hotel general manager's endorsement. A health assurance programme is also in place to arrange pre-job medical examinations as well as regular medical examinations for these employees who are exposed to hazardous waste and materials to ensure their physical well-being.

Responding to the outbreak of pandemic in 2020, various measures were implemented at the hotels to minimise the risks of virus infection for our employees. For instance, we organised a COVID-19 information session for employees, installed and set up infrared thermal cameras and disinfection stations at staff entrances, provided personal protective equipment at work and sponsored employees living in buildings with confirmed cases to receive Antigen tests.

Learning and Career Development

Regal offers a wide range of employee training and development to all its employees, aiming to equip them with the latest industry knowledge and skills to enhance their work performance and career advancement. General training courses are provided to enhance employees' understanding of Regal's corporate values and its code of conduct. All new joiners are required to attend orientation programmes which cover an introduction to the hotels business and working environment. Besides general training, topic-specific training is offered on different subjects covering standards and practices on environmental management, occupational health and safety, hotel services and business ethics.

Apart from the holistic training offered to employees in general, Regal also offers role-specific training in different operating departments to satisfy the training needs of employees in different working posts and levels, so that they can further develop their capabilities for career advancement. To encourage and support employees in their efforts to seek career development, we offer subsidies to employees to attend external training programmes.

Due to the pandemic and social distancing measures, no conferences and forums were organised in 2020. Training has been carried out through departmental training and online learning platforms. In the future, we aim to continue to diversify its training programmes and online training courses.

Regal continues to provide appropriate career coaching to those employees who are currently enrolled in the Management Trainee Programme and Executive Trainee Programme, respectively. Overall, we are committed to offering to its employees a clear and promising career path, with promotion opportunities to be assessed on an equitable and unbiased basis and basing solely on the merits of their job performance.

Employee Engagement

We foster a culture of work-life balance. To promote this culture, leisure activities are arranged on a regular basis, including sports competitions and annual parties. However, due to the pandemic and social distancing measures, we suspended most of the regular employee engagement activities during 2020. In recognition of the efforts and loyalty of employees, award programmes such as Year-of-service Awards, Long Service Awards, and retirement celebrations with limited participation continued to be organised. Other employee engagement programmes that do not involve physical gatherings, such as giving out birthday gifts, child-birth gifts and education sponsorships were also maintained.

We value employees voices. Through both offline and online communication channels, we are able to collect their feedback and opinions, which can facilitate the enhancement of the quality of the services, facilities and internal management systems. These channels include employee meetings with the hotel general managers, suggestion boxes, annual surveys and the hotel Facebook page. A grievance mechanism is also in place to allow employees to voice concerns to dedicated supervisors or management. All concerns are carefully handled and our management team is required to respond to enquiries within a given timeframe.

ECONOMIC RESPONSIBILITY

Caring For Our Guests

Regal strives to offer to the hotel guests quality hotel services and amenities. Regal seeks to reinforce and strengthen its two well-known “Regal” and “iclub by Regal” hotel brands with its commitment to safety, quality and attention to details. To be able to achieve progress in a rapidly changing hospitality industry and global environment, we acknowledge that it has to enhance its service quality continuously. It actively listens and responds to customer feedback and demands, which are valuable to maintain business growth. Diverse communication channels such as the Regal Rewards and 925 Club are established to keep up consistent customer engagement and to collect their opinions on our services.

Guest Health and Safety

Apart from the quality of our hospitality services, the health and safety of our hotel guests is also one of our primary concerns.

During 2020, the COVID-19 pandemic has posed huge health threat to every one of us, including the hotel guests as well as our employees. In light of this, we have strengthened the preventive and monitoring measures to protect hotel guests from potential virus infection. These measures include:

- requiring all employees and hotel guests to check body temperatures before entering the hotel areas;
- requiring all guests to complete Health Declaration Forms upon checking-in;
- strictly complying with the government’s social distancing rules and regulations within the hotels;
- implementing “Regal Care” COVID-19 Precautionary Hygiene Measures Programme with scheduled internal audits;
- increasing the cleaning and disinfecting frequencies at the hotel public areas; and
- enhancing disinfection measures in the guestrooms after the guests have checked out.

Regal will continue to exercise additional efforts to ensuring a clean and safe environment in the hotels, in the interests of both hotel guests and its employees.

We have formulated a Food Safety Policy Statement to guide the operating procedures on food supply. We require our food suppliers to provide full list of ingredients with supporting documents for their delivery of ready-made food products to ensure the quality as well as their compliance with government regulations. We also require our employees to strictly follow our receiving guidelines and to reject any food ingredients delivered without appropriate supporting documents to further ensure food safety. All vendors are required to declare compliance with Hong Kong laws and regulations, including but not limited to Part V of the Public Health and Municipal Services Ordinance (Cap. 132 of the laws of Hong Kong) and the Food Safety Ordinance (Cap. 612 of the laws of Hong Kong).

Four of our hotels, namely, Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel have each established robust food safety management systems in accordance with the ISO 22000:2005 Food Safety Management System, which demonstrates our commitment to food quality and safety. Under the system, “traceability” is one of the core requirements. Safety checks are conducted on all incoming raw materials from the suppliers. To prevent risks of cross-contamination, all food products are categorised and stored separately by category. In addition, selected suppliers’ product and/or process controls are audited on-site through plant visits to ensure the safety of our food supply. In 2020, we were unable to conduct any on-site verification at selected suppliers’ factories due to the COVID-19 outbreak. However, we ensured there were no non-compliance cases relating to food safety standards, through our internal control procedures conducted on monitoring all incoming food supplies.

ECONOMIC RESPONSIBILITY

Customer Privacy

Regal's operation includes the collection and handling of customers' personal information. As a responsible hotel operator, Regal recognises the importance of protecting our customers' privacy. Privacy Policy is formulated in alignment with all laws and regulations on personal data privacy in the jurisdictions where the hotels operate. The Policy emphasises that all personal data collected must be handled with strict confidentiality. Our employees are authorised with different levels of personal data access rights according to their positions and job duties. We ensure that only authorised employees are given permission to get access to customers' personal information and only as and when required.

During Regal's day-to-day operations, we collect customers' personal information for membership management and marketing purposes only with their consents. Since our guests come from a worldwide market, in addition to complying with local data protection regulations, we also observe the European Union General Data Protection Regulation. To align our practices with the regulations, we explain clearly to customers on how their personal data will be collected, stored and used, and that their personal information will be used only under the circumstances that Regal has obtained their permission. During the reporting period, we observed no non-compliance cases against the Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong).

Connecting with Our Guests

Regal aims to provide customer-oriented services and, hence, we regularly engage with our customers to understand their needs and to catch up with the latest market trends. In addition, we strive to incorporate innovative technology into our operations to create a connected hotel environment, facilitating guests' travel planning and bringing them a remarkable hotel experience.

Smart Delivery Robots

In Regal JinFeng Hotel, we adopted robotic technology to enhance our guests' hotel experience. Smart Delivery Robots are used to offer in-room services, such as delivery of small hotel amenities.



ECONOMIC RESPONSIBILITY

We strive to maintain good connections with our customers and to reinforce brand loyalty through active engagement and communication with them. Regal offers a wide range of rewards programmes to frequent travellers and loyal customers with refined and tailor-made services and has been operating a total of five major programmes, namely, the Regal Rewards, 925 Club, Regal Card, Regal Kids Club and Airline Rewards, to meet the needs of different customer groups. Moreover, we also provided various member exclusive offers and discounts to the reward programme members, including a special redemption programme, bonus points, booking discounts and incentive programmes, additional communal lounge and communal kitchen, shopping coupons and special day trip arrangements.

In order to collect customers' feedback effectively, we set up diverse channels for them to express their opinions, including verbal communications, guest questionnaires and websites. All collected feedback will be categorised and distributed to the relevant business units for follow-up. Under our formulated Guest Comments Reply Standards, every single guest comment is taken as top priority. The relevant business units are required to contact the customers in person or by writing within 48 hours after they received the feedback. Further follow-up actions are taken whenever necessary. During the reporting year, we have ensured that all complaint cases regarding hotel services were properly handled according to the customer complaint handling procedures and standards.

Supply Chain Management

Regal relies on an extensive network of vendors and suppliers to support our operations. They provide us with a wide range of products and services, including food and beverages, hotel cleaning and laundry services, guestroom supplies and all sorts of hotel amenities. The Group Purchasing Department is responsible for procurement management. We carefully select accredited partners based on our specific procurement terms and guidance on listed criteria, in order to control and balance the quality and cost of the procured materials. In addition, we proactively advocate environmentally-friendly and local purchases in our procurement process, as we believe that our procurement practices can contribute positive impacts across the entire supply chain.

Moreover, we have also developed a robust system to monitor suppliers' compliance with relevant laws, regulations and standards, so as to minimise any negative environmental and social impacts that may otherwise arise from our procurement process.

Responsible Sourcing

We understand that good supply chain management is essential to ensuring product safety and quality. Suppliers and vendors are prudently selected to ensure that all works to be performed for the hotels comply with relevant regulations. The compliance by the suppliers of our formulated Supplier Code of Conduct is regarded as one of the basic consideration criteria for our maintaining or expanding cooperation with them. The Group Purchasing Department is also responsible for monitoring the quality of products on a regular basis and to ensure that the suppliers meet the Supplier Code of Conduct.

Regal has a rigorous procedure to select qualified suppliers. Vendors are required to provide samples and catalogues for it to conduct testing and examination during the pre-qualification period. The formulated On-site Evaluation Checklist helps to assess the quality of all types of procurement, from engineering-related equipment to food and beverage items. With the Checklist, all risks that might occur during slaughtering or harvesting, storage, distribution and transportation of products can be mitigated. This assessment is conducted before supplier selection. Regular reviews are carried out to ensure suppliers' compliance throughout the term of business relationship. In addition, priority is given to the contractors that are ISO 9001 certified, whenever possible. As there was an outbreak of African Swine fever in mid-2018, we continue to implement a dual-track measure to ensure that no infected pork would be supplied to our hotels. While prohibiting the supply of pork from places where the outbreak occurred, we also requested all suppliers to submit certificates of origin and national inspection and quarantine results for their pork products.

ECONOMIC RESPONSIBILITY

Being a member of the Green Council since 2012, Regal takes into account not only suppliers' product quality and safety, but also environmental and social responsibility considerations into its supply chain management. A Green Purchasing Policy has been formulated, which guides the Group Purchasing Manager and Group Hygiene Manager on the evaluation of potential contractors using an On-site Evaluation Checklist, to ensure that they have adopted environmentally friendly techniques in processing products. Preference will be given to suppliers that share the same commitment with us to create an environmentally and socially responsible supply chain whenever practicable.

Regal is also committed to implementing sustainable procurement practices while balancing cost and quality. Efforts are made to procure products and materials that have minimal impacts on the environment and human health. For instance, we source printing and copying paper certified by the Forest Stewardship Council, hazardous chemicals and cleaning products with eco-certificates or labels, plastic items made of bio-degradable materials, as well as prohibiting the use of disposable cutlery.

Regal also supports local sourcing. We purchase vegetables and fruit from local farmers whenever possible. We believe that implementing sustainable procurement practices relies on collaborative work with all relevant parties and, hence, we continue to work in collaboration with our suppliers, employees and customers to maintain sustainability across the whole supply chain and build a solid foundation for sustainable development.

Anti-corruption

Regal upholds a high standard regarding business integrity and fair competition and requires all employees to share the same commitment. We strive to prevent any bribery and corruption occurring in the business operations. We request our employees and suppliers to comply with the Supplier Code of Conduct, which is included in the Supplier/Distributor Registration Application Form. The Form is a prerequisite for any cooperation with the Group and provides guidelines on how to prevent corruption and bribery incidents in a proper manner. We strictly prohibit any form of gift-giving among our employees and the business partners, as we believe that it will undermine a fair and honest co-operative partnership. To uphold the overall ethical standards, employees who request or accept gifts from a supplier, in money or any other form, in the course of business dealings may be subject to dismissal.

To enhance our employees' understanding and awareness of our requirements and standards on anti-corruption, we have outlined anti-corruption measures and controls in our Employee Handbook. The Handbook provides definitions and scenario descriptions, such as gifts and gratuities, guiding our employees on how to prevent corruption in our daily operations. Any employee who is found to be involved in corruption or bribery will be subject to disciplinary action or immediate termination. Similarly, we expect parties engaged in our business operation, such as procurement, should avoid situations of conflict of interest. If our employees are affiliated with other business dealings with the Group, they are required to disclose that information to the Group. Otherwise, disciplinary action or immediate termination may apply.

Due to the social distancing restrictions throughout the year, we have not held any anti-corruption training in 2020. To remind our employees of the importance of business integrity, we will resume this regular training arrangement with the Independent Commission Against Corruption when the gathering restrictions are released. During the reporting period, we complied with the Prevention of Bribery Ordinance (Cap. 201 of laws of Hong Kong). No legal cases regarding corrupt practices brought against the Group or its employees were recorded in 2020.

Fair Competition

We strive to eliminate any anti-competitive behaviour among our suppliers to achieve fair practice. Our tendering documents request suppliers to declare an anti-collusion confirmation. Training sessions related to anti-competitive conduct and all relevant laws and regulations are arranged for all employees to ensure that they have sufficient awareness and knowledge to prevent anti-competitive behaviour.

During the reporting period, we observed no non-compliance cases against the Competition Ordinance (Cap. 619 of the laws of Hong Kong) in our operations.

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Hotels International Limited

Awards and Recognitions	Organisations
Family-friendly Good Employer 2020	Labour Department
"Family-Friendly Hotel" Family Top Brand 2019	ESDlife
Good Employer Charter	Labour Department
Volunteer Movement – Certificate of Appreciation	Agency for Volunteer Service
15 Years+ Caring Company	Hong Kong Council of Social Service

Regal Airport Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Traveller's Choice Award 2020	TripAdvisor
MASTERCHEF Recommendation Restaurant 2020 – Rouge	Asia Art of Cuisine Society (AOC)
QTS Scheme Restaurant (10 years+) – Airport Izakaya – Café Aficionado – China Coast Bar + Grill – Dragon Inn – Regala Café & Dessert Bar – Rouge	Hong Kong Tourism Board
Trusted Cleanliness Badge	TrustYou
2-star EatSmart Restaurant – Airport Izakaya – Café Aficionado – Dragon Inn – Rouge	Department of Health

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Hongkong Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
MASTERCHEF Recommendation Restaurant 2020 – Regal Palace	Asia Art of Cuisine Society (AOC)
QTS Scheme Restaurant – Café Rivoli – Regal Palace	Hong Kong Tourism Board
Trusted Cleanliness Badge	TrustYou
Travellers' Choice Award 2020	TripAdvisor
10 Years+ Caring Company	The Hong Kong Council of Social Service
3-star EatSmart Restaurant – Regal Palace	Department of Health

Regal Kowloon Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Caring Company	The Hong Kong Council of Social Service
Loved by Guests Award 2020	Hotels.com
MASTERCHEF Recommendation Restaurant 2020 – Regal Court	Asia Art of Cuisine Society (AOC)
QTS Scheme Restaurant (10 years+) – Café Allegro – Mezzo	Hong Kong Tourism Board
QTS Scheme Restaurant – Regal Court	Hong Kong Tourism Board
Trusted Cleanliness Badge	TrustYou
Travellers' Choice Award 2020	TripAdvisor
2-star EatSmart Restaurant – Café Allegro – Mezzo – Regal Court	Department of Health

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Oriental Hotel

Awards and Recognitions	Organisations
Muslim Friendly Restaurant Certification – Serves Halal menu of Chicken & Lamb	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
No Air Con Night 2020 – Certificate of Appreciation	Green Sense
QTS Scheme Restaurant (10 years+) – Café Neo – Regal Terrace – The China Coast Pub + Restaurant	Hong Kong Tourism Board
5 years+ Caring Company	The Hong Kong Council of Social Service

Regal Riverside Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Christian Action Training Services Certificate of Appreciation	Christian Action Training Services
CLP Smart Energy Award 2020 – Peak Demand Management Excellence Award	CLP Power Hong Kong Limited
MASTERCHEF Recommendation Restaurant 2020 – Dragon Inn	Asia Art of Cuisine Society (AOC)
No Air Con Night 2020 – Certificate of Appreciation	Green Sense
QTS Scheme Restaurant (10 years+) – Aji Bou Izakaya – Avanti Pizzeria – L'Eau Restaurant – Regal Court – Regal Terrace	Hong Kong Tourism Board
Quality Restaurant Certification – Dragon Inn – Vi	Hong Kong Tourism Board
Squarefoot Serviced Apartment Awards 2020 – Best Serviced Apartment Provider	Squarefoot
Trusted Cleanliness Badge	TrustYou

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

iclub Fortress Hill Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Trusted Cleanliness Badge	TrustYou
2020 Travellers' Choice Award Winner	TripAdvisor

iclub Ma Tau Wai Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Trusted Cleanliness Badge	TrustYou
2020 Travellers' Choice Award Winner	TripAdvisor

iclub Mong Kok Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Loved by Guests Award	Hotels.com
Traveller Review Awards	Booking.com
Trusted Cleanliness Badge	TrustYou
2020 Travellers' Choice Award Winner	TripAdvisor

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

iclub Sheung Wan Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Loved by Guests Award	Hotels.com
Traveller Review Awards	Booking.com
2020 Travellers' Choice Award Winner	TripAdvisor

iclub Wan Chai Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification 2020	Hong Kong Quality Assurance Agency
Customer Review Award	Agoda
Trusted Cleanliness Badge	TrustYou
2020 Travellers' Choice Award Winner	TripAdvisor

Regal Airport Hotel, Xi'an

Awards and Recognitions	Organisations
Best Business Hotel	MeiTuan Hotel
Best Business Hotel	Ctrip.com
Best Business Hotel in North and Northwest China	TTG China Travel Awards
China Golden Olive Awards 2020 <ul style="list-style-type: none"> – Best Guest Experience Hotel – Top 10 Elected Restaurant On The Tongue in Shaanxi – Top 50 Business Hotel 	Beautiful China Hotel Leader Summit Organizing Committee
Customer Review Awards 2020	Hotels.com
The Most Valuable Hotel of China	China Hospitality Brand Value Summit Committee

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Jinfeng Hotel

Awards and Recognitions	Organisations
2020 Best Business Hotel	China Best Hotel Awards
2020 Best Business Hotel	Meituan Hotel
2020 Best Partner Hotel	Ctrip.com

Regal Kangbo Hotel

Awards and Recognitions	Organisations
2020 Best Services Hotel	Meituan Hotel
2020 Most Popular Hotel	Ctrip.com

Regal Plaza Hotel & Residence

Awards and Recognitions	Organisations
2019-2020 World Chinese Most Favourite Hotels & Restaurants Awards	Emigrate To Shanghai Magazine
2020 Advance Unit Award for Overseas Residents Management Hotel	Exit-Entry Administration of Public Security Bureau Shanghai/Pudong

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

QUALIFICATIONS

- **EarthCheck (Gold)**

Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel in Hong Kong.

- **EarthCheck (Silver)**

iclub Fortress Hill Hotel, iclub Wan Chai Hotel, iclub Sheung Wan Hotel and iclub Ma Tau Wai Hotel in Hong Kong.

- **Green Hotel Awarded by China Tourist Hotel Star Rating Committee/National Green Hotel Committee:**

- o Golden Leaf Green Hotel in China: Regal Airport Hotel, Xi'an
- o Silver Leaf Green Hotel in China: Regal Kangbo Hotel and Regal Plaza Hotel & Residence
- o Green Hotel in China: Regal Kangbo Hotel & Residence

- **Quality Water:**

Levels achieved under the Quality Water Supply Scheme for the Building of Water Supplies Department, the Government of Hong Kong Special Administrative Region:

- o Regal Hongkong Hotel - Gold
- o Regal Kowloon Hotel - Blue
- o Regal Oriental Hotel - Gold
- o Regal Riverside Hotel - Blue

- **ISO Certifications:**

- o ISO 14064 - 1: All five Regal Hotels & four iclub Hotels in Hong Kong.
- o ISO 22000: Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel in Hong Kong.
- o ISO 50001: Regal Airport Hotel in Hong Kong.

- **Carbon Reduction:**

- o All five Regal Hotels in Hong Kong achieved Carbon Reduction Certificates and Hong Kong Green Organisation Certification issued by the Environmental Campaign Committee.

Membership

The Group has been a member of the Hong Kong Green Purchasing Charter of the Green Council since 2012, advocating green and local purchases.

APPENDIX II – PERFORMANCE TABLE

Environmental Responsibility Performance⁹

	Units	Performance in 2019	Performance in 2020
Air Emissions			
Nitrogen Oxide (NOx)	kg	2,769	663
Sulphur Oxide (SOx)	kg	6.87	6.30
Particulate Matters (PM)	kg	129	31
Greenhouse gas (GHG) emissions			
Total GHG emissions ¹⁰	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	54,737	33,240
Direct GHG emissions (Scope 1) ¹¹	tonnes CO ₂ e	8,096	5,476
Indirect GHG emissions (Scope 2) ¹²	tonnes CO ₂ e	46,207	27,514
Indirect GHG emissions (Scope 3)	tonnes CO ₂ e	434	251
GHG emission intensity ¹⁴	kg CO ₂ e/equivalent guest night ¹³	17.42	20.61
Energy consumption			
Total energy consumption	GJ	371,057	312,071
Electricity	kWh	65,828,685	58,109,839
Towngas	GJ	118,830	88,908
Fuel	GJ	15,243	13,967
Energy intensity ¹⁴	GJ/equivalent guest night ¹³	0.12	0.19
Water consumption			
Total water consumption	m ³	767,683	464,052
Water intensity ¹⁴	m ³ /equivalent guest night ¹³	0.24	0.29
Waste disposal			
General waste disposed	tonnes	2,500	895

⁹ The performance data only covers the hotel operations in Hong Kong, including the five Initial Hotels (Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel) and five iclub Hotels (iclub Fortress Hill Hotel, iclub Ma Tau Wai Hotel, iclub Mong Kok Hotel, iclub Sheung Wan Hotel, and iclub Wan Chai Hotel), in 2020.

¹⁰ Indirect GHG emissions (scope 3) are included into the calculation of total GHG emissions.

¹¹ Direct GHG emission generated from fuel consumption and leaked refrigerant/CO₂e from equipment.

¹² Indirect GHG emissions generated from electricity and towngas consumption. In 2020, there was a significant decrease in the figure due to the decrease in total energy consumption as well as the decreased value of emission factors from utility companies.

¹³ Equivalent guest night includes the total number of guests stayed overnight in our hotels and one third on total number of guest patron in our restaurants and banquet/function rooms.

¹⁴ The performance in 2020 was adversely affected due to the substantial decrease in the number of equivalent guest nights caused by the spread of the COVID-19 pandemic.

APPENDIX II – PERFORMANCE TABLE

	Units	Performance in 2019	Performance in 2020
Waste recycled			
Used cooking oil	Litre	5,168	2,784
Aluminium cans	kg	168	N/A ¹⁵
Plastic bottles	kg	10,243	6,898
Paper	kg	85,782	32,479
Food waste and donations	kg	472 ¹⁶	47,412
Glass bottles	kg	9,944	2,073
Soap	kg	734	281

Economic Responsibility Performance

Employment Practice

	Units	Performance in 2019	Performance in 2020
Total workforce by employment contract			
Permanent	number of people	1,961	1,314
Contract	number of people	58	115
Trainee	number of people	4	1
Total workforce	number of people	2,023	1,430
Total workforce by gender			
Male	number of people	1,023	688
Female	number of people	1,000	742
Total workforce by age group			
Under 25	number of people	161	60
25 – less than 40	number of people	614	424
40 – less than 55	number of people	832	640
55 or above	number of people	416	306
Total workforce by employment category			
Senior management	number of people	18	18
Middle management	number of people	171	133
General staff	number of people	1,834	1,279

¹⁵ There were no data record on aluminum cans recycling during the reporting year since the partner organisation suspended their recycling operation during the COVID-19 pandemic.

¹⁶ The comparative performance figure in 2019 was affected by incomplete data.

APPENDIX II – PERFORMANCE TABLE

Occupational Health and Safety

	Units	Performance in 2019	Performance in 2020
Total number of work-related fatalities	number of people	0	0
Total number of lost day due to work injuries ¹⁷	number of days	2,975	2,717

Development and Training¹⁸

	Units	Performance in 2019	Performance in 2020
Percentage of employees trained by gender			
Male	%	67	68
Female	%	56	52
Percentage of employees trained by employment category			
Senior management	%	72	38
Middle management	%	64	63
General staff	%	61	60
Average training hours by gender			
Male	number of hours	5	2.3
Female	number of hours	4	1.2
Average training hours by employment category			
Senior management	number of hours	8	2.1
Middle management	number of hours	5	4.8
General staff	number of hours	4	1.4

Supply Chain Management

	Units	Performance in 2019	Performance in 2020
Number of suppliers by geographical region			
Hong Kong	number of suppliers	2,311	2,366
Mainland China	number of suppliers	7	7
Overseas	number of suppliers	71	83

¹⁷ Lost days refer to sick leave due to all types of work-related injuries

¹⁸ For the purpose of disclosure in this report, the training statistics of senior management excludes the corporate general managers and directors.

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
<i>A. Environmental</i>		
Aspect A1: Emissions	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	Environmental Policy; EarthCheck and Achievement
	<p>KPI A1.1 The types of emissions and respective emissions data.</p>	Environmental Responsibility Performance
	<p>KPI A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	There was no hazardous waste recorded during the reporting year.
	<p>KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A1.5 Description of measures to mitigate emissions and results achieved.</p>	Energy and Emissions
	<p>KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.</p>	Waste Minimisation and Recycling

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED'S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
<i>A. Environmental</i>		
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Policy; EarthCheck and Achievement
	KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
	KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
	KPI A2.3 Description of energy use efficiency initiatives and results achieved.	Energy and Emissions
	KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Management
	KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the core business of Regal
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Policy; EarthCheck and Achievement; Responsible Sourcing
	KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Policy; EarthCheck and Achievement

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
<i>B. Social</i>		
Employment and Labour Practices		
Aspect B1: Employment	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>	Caring For Our Employees
	<p>KPI B1.1 Total workforce by gender, employment type, age group and geographical region.</p>	Economic Responsibility Performance
	<p>KPI B1.2 Employee turnover rate by gender, age group and geographical region.</p>	Employee turnover rate are not considered as material issue to Regal’s operations
Aspect B2: Health and Safety	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p>	Workplace Health and Safety
	<p>KPI B2.1 Number and rate of work-related fatalities.</p>	Economic Responsibility Performance
	<p>KPI B2.2 Lost days due to work injury.</p>	Economic Responsibility Performance
	<p>KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.</p>	Workplace Health and Safety

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED'S ESG REPORTING GUIDE CONTENT INDEX

Indicators		Section/ Statement
<i>B. Social</i>		
Employment and Labour Practices		
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Learning and Career Development
	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Economic Responsibility Performance
	KPI B3.2 The average training hours completed per employee by gender and employee category.	Economic Responsibility Performance
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Caring For Our Employees
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	Caring For Our Employees
	KPI B4.2 Description of steps taken to eliminate such practices when discovered.	Caring For Our Employees
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
	KPI B5.1 Number of suppliers by geographical region.	Economic Responsibility Performance
	KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
<i>B. Social</i>		
Operating Practices		
Aspect B6: Product Responsibility	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	Caring For Guests; Responsible Sourcing
	<p>KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p>	Not applicable to the core business of Regal
	<p>KPI B6.2 Number of products and service related complaints received and how they are dealt with.</p>	Connecting with Our Guests
	<p>KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.</p>	Not material to the core business of Regal, yet we ensure that intellectual rights are protected. Only authorised logos or trademarks are used for promotion and, where appropriate, marketing materials are only used for designated promotion upon mutual agreement with joint promotion partners.
	<p>KPI B6.4 Description of quality assurance process and recall procedures.</p>	Guest Health and Safety; Responsible Sourcing

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED'S ESG REPORTING GUIDE CONTENT INDEX

Indicators		Section/ Statement
<i>B. Social</i>		
Operating Practices		
Aspect B6: Product Responsibility	KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Customer Privacy
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
	KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-corruption
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social Responsibility
	KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Social Responsibility; Youth Development; Health Enhancement; Social Inclusion
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	Fostering Community Engagement

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