



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)



2021

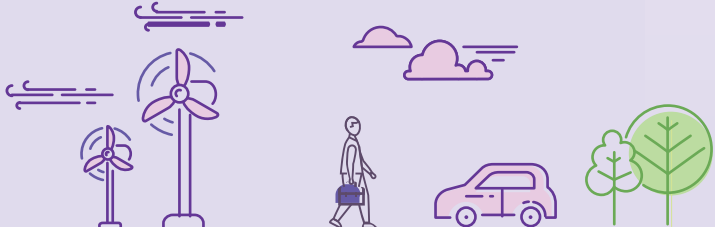
Environmental, Social and Governance Report





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ABOUT THIS REPORT

Reporting Standard

This report has been prepared in accordance with 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

In preparation of the report, the Group adheres to the four fundamental reporting principles set out in the ESG Reporting Guide. These principles facilitate effective communication and informed decision making. The details are as follows:

- **Materiality:** Environmental, social and governance (“ESG”) issues that are significant to our operations and stakeholders were identified through stakeholder engagement and materiality assessment. 13 material ESG issues were identified, which form the focus of this report.
- **Quantitative:** Data about environmental and social responsibility were collected and reviewed to evaluate the effectiveness of environmental and social responsibility initiatives.
- **Balance:** All achievements and improvement plans were disclosed in this report in a transparent and balanced manner to provide 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 sixth 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 2021 to 31 December 2021.

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 31 May 2022.



CHAIRMAN'S STATEMENT

I am pleased to present herein the Environmental, Social and Governance Report 2021 of the Company.

Operating in a sustainable manner is always the key to drive sustainable growth and development across hotel operations. With the commitment to sustainability, Regal has been implementing its Sustainability Programmes since 2012. Green hotel management and corporate social responsibility activities are cases in point, which are aimed to bring mutual benefits to the environment, the communities and the Group's businesses.

Due to the spread of the coronavirus pandemic (COVID-19), increasingly stringent pandemic control and social distancing restrictions have been imposed, which caused difficulty to our hotel businesses and operations. In view of the adverse situation, Regal has adjusted its business strategy and implemented various precautionary measures to maintain a smooth operation.

The Group fully supports the government and community in fighting against the pandemic. Since December 2020, four hotels have enrolled in different cycles of the Designated Quarantine Hotel Scheme (DQHS) implemented by the Hong Kong Government. More recently, a total of six hotels of the Group, including the four hotels that were operating under the DQHS, have participated in the Community Isolation Facility Hotel Scheme implemented by the Hong Kong Government, commencing at different times from mid-February to mid-March 2022, for terms of three months.

Despite the impact of the pandemic, we remain focused on the environmental front. We believe taking environmental considerations into our business development plan aligns with our goal of creating the best interests for our stakeholders. In keeping with our initiatives to incorporate various green features into our business operations over the past years, Regal continues to strengthen its efforts in addressing climate change risks and other key environmental issues. During the reporting year, the first climate risk assessment was conducted to identify material climate transition and physical risks that have potential impacts on the hotel operations, facilitating an early preparation for the accelerating climate changes and the global trend of gaining climate resilience.

The local communities are where our business stands. Regal strives to collaborate with external parties to creating a harmonious community, where the local community, Regal and its stakeholders would all benefit from.

In the future, the Group will continue to uphold its sustainability values across the hotel operations. Regal is also determined to join hands with our stakeholders to build a more sustainable community during our sustainability journey.

LO YUK SUI
Chairman

Hong Kong
31 May 2022



ABOUT REGAL

Our Business

Regal Group's major investments and principal business activities mainly consist of hotel ownership business principally 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.

Mission

- Sustainable Growth
- Maximisation of Profit
- Quality Management System
- Innovative Marketing
- Recognition as a Preferred Hotel Employer
- Guest Satisfaction

Core Values

- Passion and Ownership
- Innovation
- Continuous Improvement
- Quality
- Teamwork
- Initiation

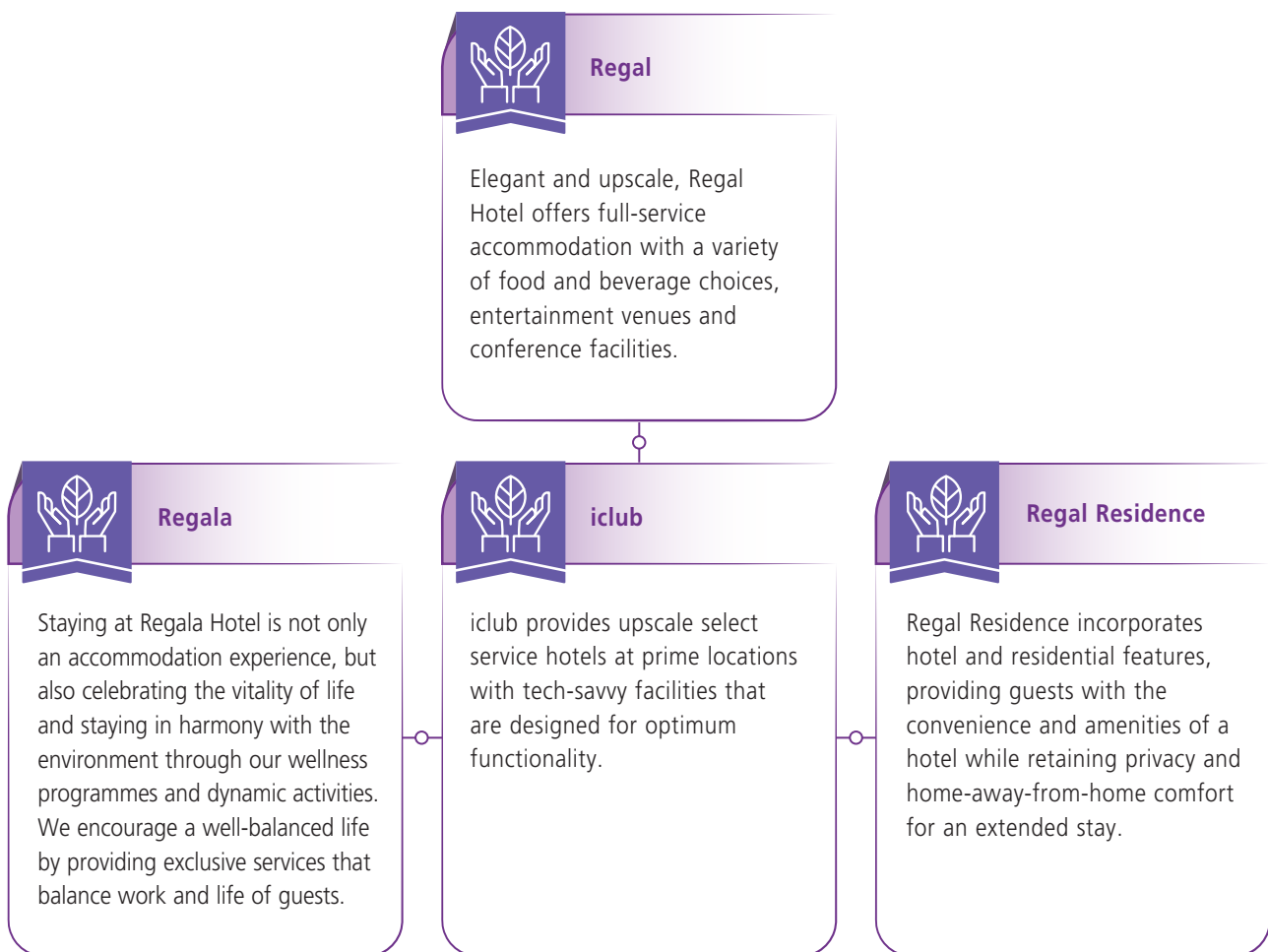


ABOUT REGAL

Our Brand

Regal has been listed in Hong Kong since 1980 and is dedicated in providing hospitality services of premium quality. The Group is one of the largest local hotel operators that operates about 8,000 rooms in its existing hotel property portfolio. It also aspires to become a leading and renowned hotel group in the Asia-Pacific region by means of retaining professional employees and attracting travellers from around the world.

The Group currently operates under four major hotel brands, namely, Regal, the newly developed Regala, iclub and Regal Residence.





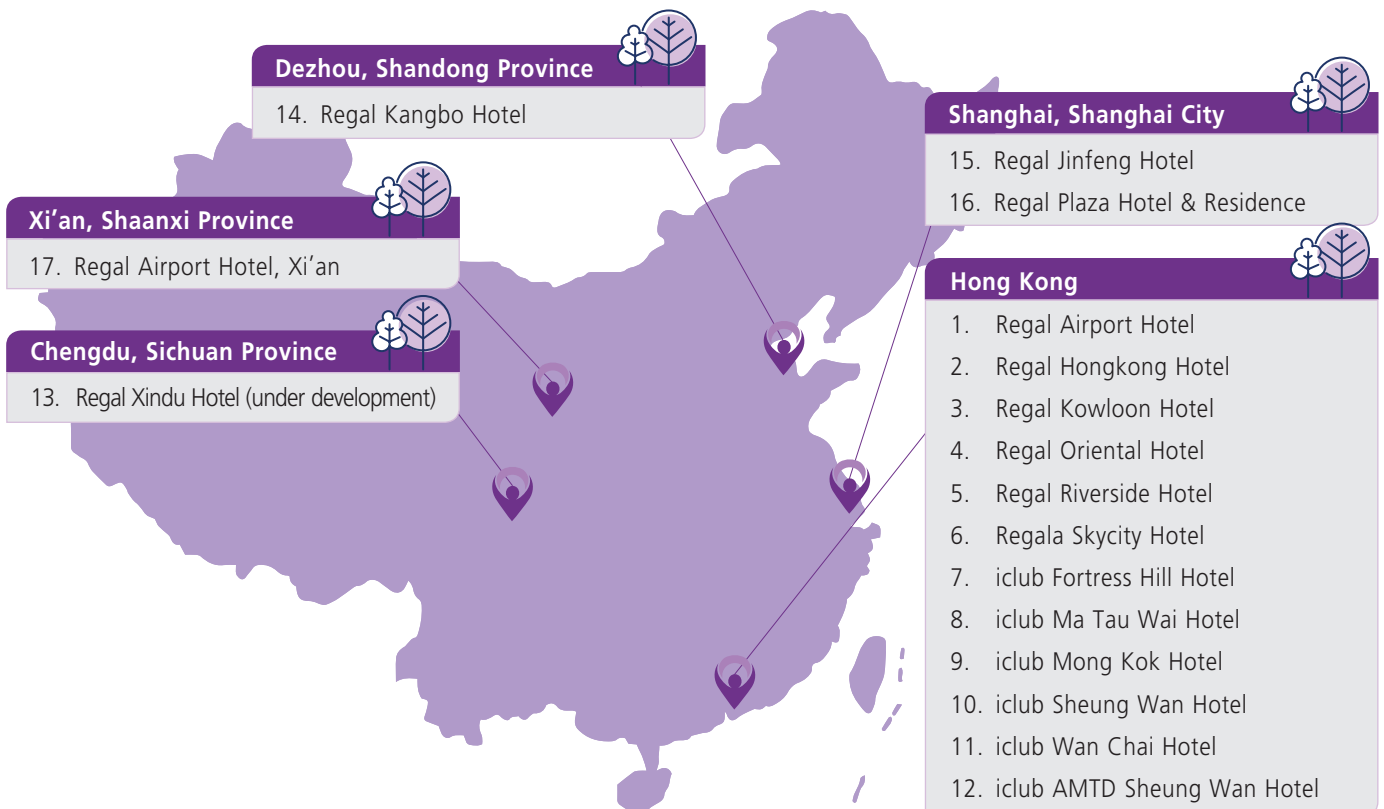
ABOUT REGAL

Our Presence

Regal is dedicated to becoming a leading hotel operator in the Asia Pacific region. Over the years, the Group has built an extensive presence in Hong Kong and Mainland China. During the reporting period, we have further expanded our presence in Hong Kong with the Regala Skycity Hotel at the Hong Kong International Airport, which was soft opened for business in December 2021. We are currently operating and/or managing twelve hotels under the Regal, Regala and iclub by Regal brands in Hong Kong. All the five Regal Hotels and four of the iclub Hotels are wholly-owned by Regal REIT, while the newly completed Regala Skycity Hotel is owned and self-operated by Regal. The two remaining iclub Hotels, namely, iclub Mong Kok Hotel and iclub AMTD Sheung Wan Hotel are wholly-owned and 50%-owned by P&R Holdings, respectively. In Mainland China, we manage four 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 Mainland China, 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.

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. The rehabilitation plan is to conserve in whole the building's historical heritage and to transform it into a niche urban hotel with a unique fine dining facility. The interior design for the renovation works is being finalised and the renovation works are anticipated to commence later this year. The hotel will be self-operated by the Group after completion of the renovation works.



Regal Hotels in Hong Kong and Mainland China



OUR ESG APPROACH

Board Statement on ESG Matters

The Board of Regal is responsible for oversight of the ESG matters of the hotel operations. The Board has responsibilities in guiding the development of Regal's ESG values, approaches, strategies and policies, in addition to reviewing the identification, evaluation and management of ESG matters. The Board is also responsible for reviewing and monitoring the progress made against ESG related goals and targets. The preparation of the ESG Report is delegated to the executive committee to ensure balanced disclosure of ESG performance and compliance with all applicable Listing Rules.

Under the guidance of the Board, the Group identifies, assesses and prioritises the ESG matters and their importance to Regal and its stakeholders through engagement with internal and external stakeholders. ESG initiatives and measures are developed and implemented in accordance with the assessed materiality of various ESG matters, and reported in the ESG Report. Please refer to "Stakeholder Engagement" section of this Report for details of the stakeholder engagement process and the results of the materiality analysis.

Our ESG Strategy

Sustainability has always been an integral part of Regal's operations. We strive to operate and manage all hotels within our portfolio in a sustainable and responsible manner.



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.



OUR ESG APPROACH

Regal, as a globally recognised hotel operator, has targeted environmental, social and economic sustainability through organising a variety of Sustainability Programmes.

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, medical and literacy projects in our community
- Bolstering youth development

Economic Responsibility Programmes

- Maximisation of revenue and minimisation of cost
- Delivering maximum profit to investors and shareholders
- Creation of local employment
- Development of employees and implementation of equal employment opportunity
- 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 believes that a high standard of corporate governance is the cornerstone of sustainable development, hence our corporate governance system accords with the Code Provisions in the Corporate Governance Code in Appendix 14 of the Listing Rules. Our well-established corporate governance structure consists of three board committees including the Audit Committee, the Remuneration Committee and the Nomination Committee, to facilitate efficient management of different corporate governance functions. Under their delegated duties, the Committees would review the Group's management policies and practices and other relevant material corporate matters to ensure full 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 for 2021.

Sustainability Governance

The Group highly prioritises sustainable business practices in our development plan. We highly value the feedback and opinions of our key stakeholders regarding our sustainability performance, and their interests are duly considered when we develop our business goals. Since 2012, the Group has launched multiple 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.

To ensure a smooth implementation of our sustainability plans and operations, Regal has also set up a management system in every hotel. Hotel general managers are delegated with responsibilities to lead relevant managerial employees in setting achievable goals, which are aimed to balance the needs of the community, providing high-quality services and implementing relevant sustainability programmes. To advocate the culture of internal communications and enhance 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, and we work in collaboration with different stakeholder groups, including customers, investors, shareholders, business and community partners, suppliers and employees to promote sustainable development.



OUR ESG APPROACH

Stakeholder Engagement

In order to 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 during the reporting year.



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 follows 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

Regal endeavors to foster a tranquil and pleasant environment through maintaining a highly environmentally conscious hospitality operation. Regal implements a comprehensive environmental management approach to actively monitor and manage our environmental impact. Through implementing various environmental management practices, we strive to promote the well-being and the environmental quality of our surroundings.

Environmental Management

We understand the paramount importance of protecting the environment for our planet's survival and prosperity. Hence, a group-wide Environmental Policy Statement was formulated to minimise the adverse environmental impacts within our operations wherever practicable. The Statement sets forth our environmental missions, which include compliance, monitoring and reporting, employee awareness, enhancement initiatives and risk management.

Regal has evaluated the hotel operations and identified four key aspects, including energy consumption, water consumption, waste management and climate risk management, which are prioritised in our environmental responsibility. A Green Committee has been established to monitor the hotels' performances and to implement various environmental management initiatives on a regular basis to achieve continuous enhancements in our environmental performance.

EarthCheck and Achievement

For our hotel operations in Hong Kong, we have an environmental management system in place to carry out diverse sustainability initiatives to minimise the use of resources and enhance waste management. We ensure that our hotels strictly comply with all relevant environmental laws and regulations². To demonstrate our environmental commitment, we strive to align our performance in environmental aspects such as energy and water consumption, carbon emissions and waste management with industrial best practices.

In recognition of their efforts in environmental protection, the hotels in Hong Kong under our operation and/or management have attained a number of well-recognised awards and certification. As a case in point, we are committed to aligning the environmental performance of our hotels with 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 have adopted a systematic and process-driven method for continuous improvement of environmental sustainability. Hotels' environmental performance in 2021 have been certified by EarthCheck. Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel attained the EarthCheck Gold Benchmarking Certificates while iclub Fortress Hill Hotel, iclub Ma Tau Wai Hotel, iclub Sheung Wan Hotel and iclub Wan Chai Hotel are the holders of the EarthCheck Silver Benchmarking Certificate. To show our commitment in achieving excellence in environmental performance, Regal aims to obtain EarthCheck Certification "Platinum" & "Master" rating for all five Initial Hotels by 2033 and 2038 respectively. In addition, in recognition of our efforts in incorporating green building features into our hotel planning and developments, iclub Mong Kok Hotel has been certified Gold rating in HKGBC Beam Plus by the Hong Kong Green Building Council.

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).

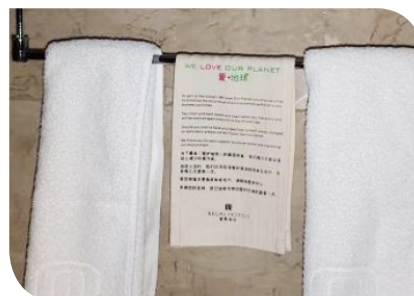


ENVIRONMENTAL RESPONSIBILITY

Over the years, Regal's environmental performance has improved progressively with the commitment to achieve its sustainability goals and targets. To secure the certification endorsements, we have implemented multiple environmental-friendly measures, which include:

- establishing Environmental Management System (EMS) for effective implementation of sustainability action in hotels with over 500 guestrooms;
- replacing quartz lamps/fluorescent lamps with LED lights to save energy efficiently;
- participating in Automatic Demand Response Programmes by electricity companies to minimise 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) to monitor the operation schedules of plant and machinery and to arrange partial loading at different periods of the day;
- signing performance-based contracts with specialist contractors to implement energy saving programme for 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 updates of 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.

Since 2012, Regal has initiated the "We Love Our Planet" campaign in supporting the concept of green workplace. This year, we continued to motivate various departments, including Engineering, Finance, Human Resources, Marketing, Operations, Project Development, Purchasing and Sales to incorporate environmental considerations into their daily operations. This showcases our dedication to advocating behavioral changes to support sustainability. For instance, we promote the initiative to our guests through expressing our care for the environment and offer changes of towels in hotel rooms only upon special request to reduce water consumption.



"We Love Our Planet" promotes environmental sustainability to both our employees and customers.



ENVIRONMENTAL RESPONSIBILITY

Environmental Targets

Operating in a sustainable manner is Regal’s core value. During the reporting year, we have established progressive environmental targets aimed to effectively tracking and monitoring hotels’ environmental footprints.

With consideration of the hotels’ historical environmental data, guidance from local government, as well as findings from internal control, key environmental aspects and improvement opportunities were identified. We have set comprehensive quantitative targets, focusing on decarbonization and waste management, and formulated action plans to achieve the targets over the short, medium to the long term.

Regal will closely monitor the progress on the achievement of the targets and drive continuous improvement in hotels’ environmental performance.



Key Aspects	Targets	
Greenhouse Gases Emissions	Long-term	Achieve Carbon Neutrality by 2050
	Mid-term	Achieve 15% reduction in greenhouse gases emissions intensity by year of 2035 with 2018 as baseline year
Energy Efficiency	Mid-term	Achieve EarthCheck Certification “Platinum” and “Master” Rating for five Initial Hotels by 2033 and 2038, respectively
		Achieve 15% reduction in electricity consumption intensity by year of 2035 with 2018 as baseline year
Waste Reduction	Mid-term	Minimise the use of single-use plastic packaging and toiletries gradually, and replace with biodegradable materials by 2028
	Short-term	Reduce food waste generation by 25% by 2025 with 2023 as baseline year



ENVIRONMENTAL RESPONSIBILITY

Our Response to Climate Change

The Group realises that climate change can pose a huge threat to hotel operations. Managing climate change risks has become one of the prime focus of our environmental management. We are dedicated to developing and implementing solid management approaches and action plans to enhance the climate adaptability and resilience across the hotel operations.

During the reporting year, we have appointed a third-party consultant to conduct a climate risk assessment exercise, with the purpose to identify and evaluate material climate transition and physical risks across the hotel operations. The assessment results are valuable for the establishment of mitigation measures to address the material climate risks.

In terms of climate transition risks, policy and legal risk is considered as the most material risk to Regal's operations. Following the announcement of Hong Kong's Climate Action Plan 2050, the local government is likely to issue more stringent guidance, targets and regulations to achieve its carbon emissions targets and carbon neutrality goal. We expect additional requirements regarding equipment and facilities enhancement projects from regulators to achieve better energy efficiency, which may result in higher operating costs in the hotel operations in the medium-term.

Regarding the hotels' physical risk exposure, strong winds/cyclones and coastal flooding could pose material risks to our hotel operations.

The Group has implemented diverse mitigation measures to minimise the impacts of material climate risks on the hotel operations. As a case in point, we have formulated operating policies and procedures relating to these physical risks, including work arrangement under extreme weather, such as black rainstorm and typhoon. These policies and procedures are well-communicated to our employees to enhance the Group's preparedness to climate risks. In addition, the Group's engineering department will conduct training for engineering staff from time to time to ensure that sufficient material, equipment and manpower are available to cope with emergencies.

Energy and Emissions

Regal acknowledges that reducing carbon emissions is an integral part of global climate action. As a responsible hotel operator, we set energy efficiency as one of our core environmental management strategies. We conduct regular review on the hotels' energy management system to identify key hotspots and improvement areas, ensuring compliance with our operational needs while aligning with industrial best practices. With the efforts in maintaining high standards in our energy management approach, 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. This year, Regal has set environmental targets in greenhouse gases emissions and energy consumption efficiency to achieve more efficient environmental performance.

To further enhance our approach in energy management and utilise energy management tools, Regal plans to conduct carbon audit for the five Regal Hotels and six iclub Hotels in Hong Kong by year of 2025 and 2028, respectively. In addition, Regal will implement the energy saving projects progressively in the hotels according to the recommendations in the energy audit reports.



ENVIRONMENTAL RESPONSIBILITY

With the commitment to making gradual changes in our hotel operations in transition towards a low-carbon development, we continued to strengthen our energy management and enhance energy efficiency in our hotels. In order to achieve our carbon neutrality goal and energy saving targets, we are implementing various improvement measures in our hotels, including:

- implementing Intelligent Building Management System (iBMS) to all Regal Hotels by 2030;
- partnering with electricity companies to conduct energy audits in the hotels to explore Energy Management Opportunities (EMOs);
- replacing all T5 lighting fittings with more energy efficient LED lighting fittings with motion and daylight sensor by 2028;
- upgrading all the motors to high efficiency models (IE3 or above) by 2030;
- installing automatic induction devices in areas with lower guest flows to reduce unnecessary lighting;
- reviewing the energy efficiency of the 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; and
- replacing centralised air conditioning systems in some hotels to enhance energy efficiency.



ENVIRONMENTAL RESPONSIBILITY



A frequency conversion system of the screw water pump in the central air-conditioning system is installed in Regal Jinfeng Hotel, which can save electricity consumption by 50% or above.



Energy saving LED lamps are installed in Regal Airport Hotel, Xi'an.



Boilers are renewed with more energy efficient models and achieved 8% of energy saving in Regal Airport Hotel, Xi'an.



ENVIRONMENTAL RESPONSIBILITY

In addition to upgrading the hotels' equipment, the Group also encourages our employees and guests to join hands in supporting environmental-friendly behaviours and advocating energy saving practices. We posted energy-saving tips and signs in the hotel lobbies and guestrooms to serve as a reminder for our employees and guests to turn off all lighting and electronic devices after use.

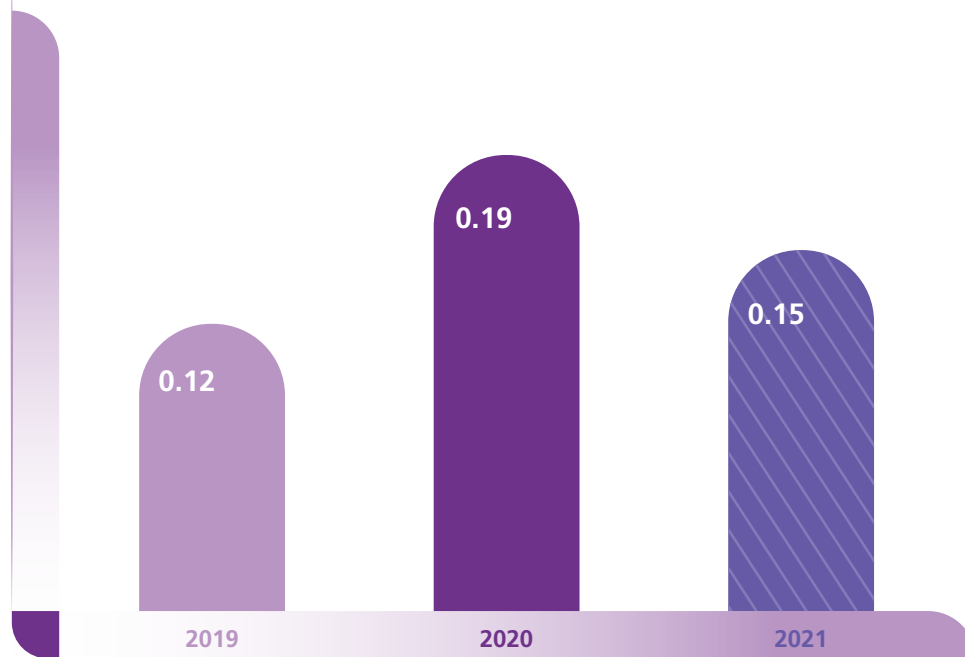


Signs placed in the hotel lobbies and guestrooms in Regal Airport Hotel, Xi'an to remind employees and guests to turn off electronic appliances after use to save energy

Energy Intensity during 2019 to 2021³

Energy Intensity
(GJ/Equivalent Guest Night)

YEAR



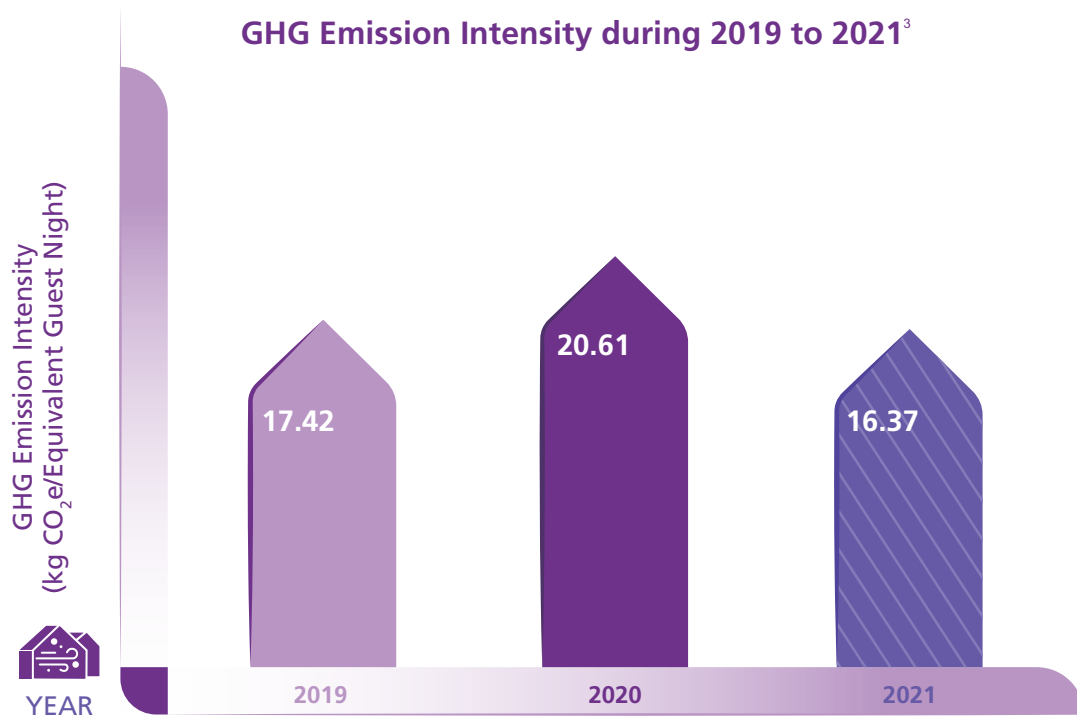
³ In 2021, as hotel operations continued to be affected by the COVID-19 pandemic, additional hygiene measures including better ventilation, cooler in-room temperature to get rid of mould and more frequent cleansing exercises were enforced in the hotels. Hence, energy intensity and GHG emission intensity remained at a high level comparing to previous years.



ENVIRONMENTAL RESPONSIBILITY

Apart from the aforementioned energy saving initiatives, we have also taken proactive approaches to minimise our greenhouse gases emissions, so as to mitigate the increasing threat from climate change and the associated risks. The measures being implemented or planned include:

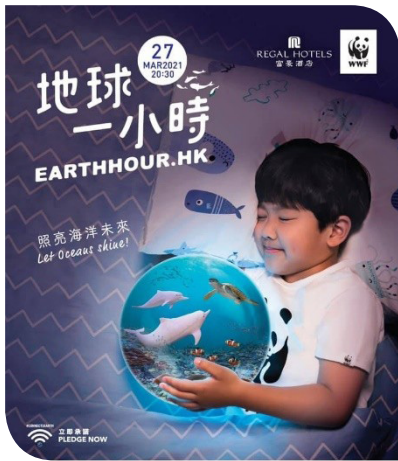
- purchasing Renewable Energy Certificates by 2035 to support the use of renewable energy;
- increasing the utilisation of electric vehicle (EV)s and achieving 80% EVs in corporate fleet and 100% hotel EVs by 2025 and 2028 respectively;
- installing 52 EV charging stations in our hotels by 2025 and achieving 100% of car parking space equipped with EV chargers by 2030 to promote clean and low carbon transportation;
- installing solar panels at selected hotels by 2025 if such installation is practically feasible for the purpose of achieving energy saving;
- phasing out and replacing diesel-powered equipment with natural gas-powered equipment to reduce air and carbon emissions;
- setting up organic farms in some of our 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.



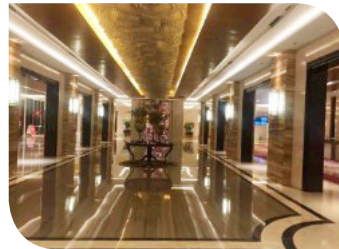


ENVIRONMENTAL RESPONSIBILITY

To demonstrate Regal's commitment to advocating energy conservation and tackling climate change, we participated in the environmental initiatives hosted by external parties like the World Wide Fund for Nature (WWF) to extend our care to the environment. During the reporting period, we continued to support the annual Earth Hour event organised by the WWF, during which we switched off the exterior and non-essential decorative lightings of all our hotels for one hour to demonstrate our awareness and dedication to save resources.



麗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



All our Regal and iclub hotels supported WWF's Earth Hour activity in 2021.

Regal will continue to implement various measures to improve energy performance of our hotels, and we will closely monitor the progress of our energy efficiency and greenhouse gases emissions targets.

Water Management

Regal is committed to maintaining close monitoring of water consumption in the hotels in all aspects of their operations, such as catering and cleaning. To reduce consumption of water resources, the Group has implemented various water management practices and water-saving initiatives, including:

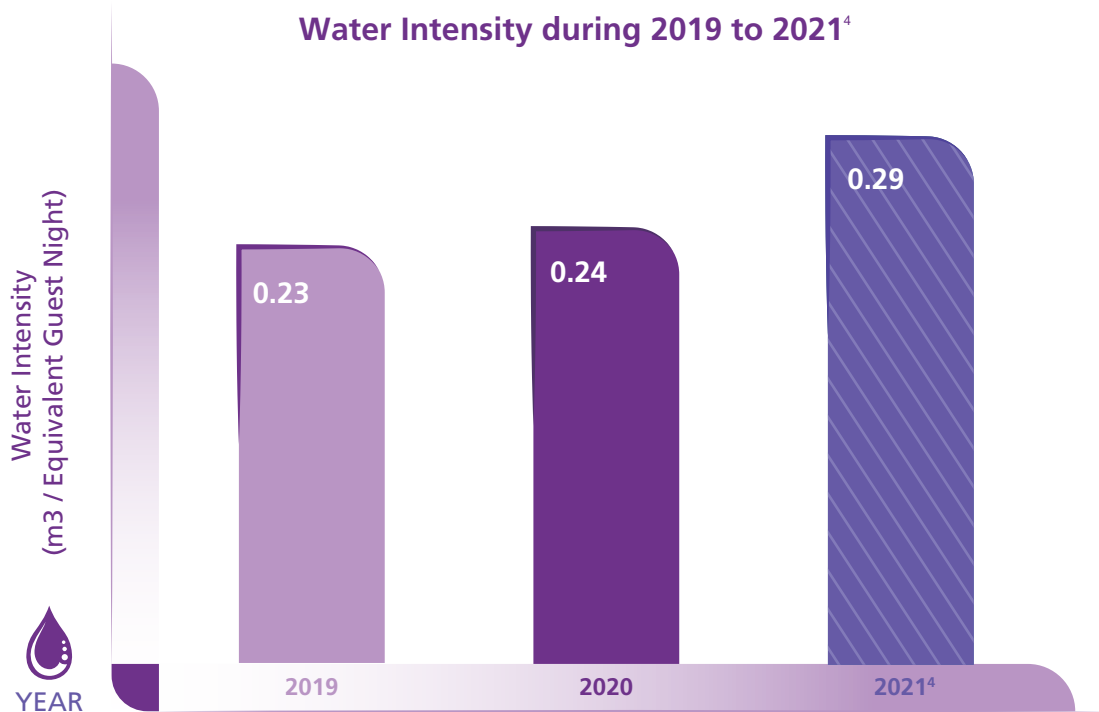
- recycling and reusing air-conditioning condensing water;
- retrofitting hotel toilets with automatic faucets and toilet flushers;
- installing flow controllers on water tap in all hotel areas to avoid excessive water use;
- installing dual-flush toilets while renovating guestrooms, which enables the 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).



ENVIRONMENTAL RESPONSIBILITY

Swimming pools are the most water-intensive among all hotel facilities in our operations. Hence, we focus our efforts on minimising water consumption in pools through modification projects. In Regal Airport Hotel and Regal Riverside Hotel, we adopted quartz sand in boiler tanks for water filtration to reduce the frequency of pool water refill and enable water conservation, as well as enhancing the water quality of the swimming pools.

Whenever economically viable and practicable, Regal is motivated to explore and initiate different measures to enhance performance in water saving across hotel operations.



⁴ In 2021, we continued to enforce additional hygiene measures like more frequent cleansing of hotel facilities in response to the COVID-19 pandemic. Hence, water intensity remained at a relatively high level as compared to previous years.



ENVIRONMENTAL RESPONSIBILITY

Waste Minimisation and Recycling

Waste generation is one of the most material environmental concerns in the hospitality industry. With the acknowledgement of its importance in our environmental responsibility, we have set waste targets to manage the performance in waste reduction and waste recycling more effectively. To enable an effective waste management, Regal is planning to implement a waste management system and an analysis on waste composition in 2022. In addition, we adopt various measures along the production and disposal phases. From material consumption to handling waste, we work in collaboration closely with our employees, guests and non-profit organisations to reuse and recycle waste whenever economically practicable.

As food waste is one of the main sources of waste in hospitality and catering operation, we implement stringent procurement control procedures to reduce waste generation. Through conducting regular evaluations and adjustments, we control our food procurement volume by estimating the number of guests and meal reservations to avoid over-purchasing.

To tackle the food waste issue from our catering services, we have initiated food waste reduction campaigns in our hotels in Mainland China. In Regal Airport Hotel, Xi'an, we have organised the event "Clear Your Plate" to promote the behaviour of serving the "just right" food portions during buffet to avoid generating food waste. Reminders and signs were displayed in visible areas in the hotel restaurants. We aim to reduce the amount of food waste generated from our catering services by enhancing guests' awareness in their consumption habits.



Posters and signs are put up in Regal Airport Hotel, Xi'an to encourage guests to minimise food waste.



ENVIRONMENTAL RESPONSIBILITY

Another major source of waste in our hotel operations comes from disposable room amenities and single-use plastic packaging. Regal aims to minimise the use of single-use plastic items by 2028. To advocate the concept and practices of “Green Hotel”, we encourage guests to bring their personal care items and reduce disposable products consumption during their stay. All the guestrooms in our hotels in Hong Kong have replaced bath amenities with the use of shower dispensers to minimise the use of plastic small bottles since 2020. Single-use plastic packaging of room amenities, single-use toiletries and disposable plastic tableware & takeaway containers are replaced by biodegradable material, while they are only offered to guests on request basis. Free filtered water dispenser is provided to guests in all guestroom floors to avoid consuming plastic water bottles. Umbrella drying racks are placed in all hotel areas to avoid the use of disposable plastic umbrella bags.

During the year, our hotels in Hong Kong, including Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Riverside Hotel, iclub Sheung Wan Hotel and iclub Fortress Hill Hotel, donated a total of 80 kg of soap to the needy through local non-profit organisations such as Clean The World and Soap Recycling. For the managed hotels in Mainland China, we required our employees to help sorting unused amenities such as soap and shampoo to reduce wastage by reusing them for cloth washing.

Regal is dedicated to achieving waste reduction at sources. In addition, we cultivate an environmental-friendly lifestyle in the hotel operations through circulating a Green Meeting Package to our guests and employees, which introduces the following 5-R Principle:

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



ENVIRONMENTAL RESPONSIBILITY



Biodegradable items are used in Regal Airport Hotel, Xi'an to alleviate the pollution brought by waste generation.



ENVIRONMENTAL RESPONSIBILITY

Regal emphasises waste recycling in our waste management approach. In this regard, we support upcycling through increasing the use of recycled content of materials in our hotel operations. For instance, we provide guests with silicon foldable lunch boxes, reusable water bottles and reusable shopping bags. We are also planning to put in place in-room rubbish bins with compartments in our hotels. In our iclub hotels, we provide umbrellas that are made up of PET fabrics from recycled plastic bottles. In addition, in order to reduce yard waste in the community, Regala Skycity Hotel, Regal Airport Hotel, Regal Hongkong Hotel and Regal Kowloon Hotel participated in a peach blossom trees recycling programme in 2021 to recycle suitable collected trees into useful materials.



Posters on waste separation and recycling bins are placed in Regal Jinfeng Hotel to promote waste recycling.



ENVIRONMENTAL RESPONSIBILITY



In the peach blossom trees recycling programme, suitable trees are collected to recycle into useful materials.

Regal aims to avoid excessive paper consumption in our daily operations. By adopting an online customer relations management platform, it has facilitated the digitalisation of our hotels' reservation and documentation process. Regal has also digitalised its Food and Beverage (F&B) dining membership programme, where mobile application and digital coupons are used instead of membership cards and paper coupons. For our administrative operations, we have a printing guideline in place to promote duplex printing of documents and the use of double-sided paper when printing documents. For our hotel advertisement, we utilise different digital channels, including e-brochure, e-flyers, e-banners, social media posts, and online direct marketing. Through optimising digital marketing, Regal minimises the use of traditional printed sales materials to promote our hotel service offerings. In addition, we carefully select the types of papers that are certified by the Forest Stewardship Council whenever practicable for office use to promote responsible consumption.

Throughout our operations, we strictly comply with internal waste management procedures and relevant local laws and regulations to ensure the process of waste collection, categorisation and disposal are properly and responsibly carried out, while optimising the opportunity to recycle materials whenever applicable. For instance, guided by the Shanghai Municipal Solid Waste Management Regulation, we have provided four types of waste garbage collection boxes in our hotel operation in Shanghai. The collection boxes enhance the waste sorting process to separate wet and dry waste, hazardous waste and other recyclable items respectively. Our hotel employees evaluate the amount of waste generated and recycled regularly to strive for continuous performance in waste recycling and reduction.



ENVIRONMENTAL RESPONSIBILITY

Based on their business nature, our hospitality operations do not generate any significant amounts of hazardous waste. Nonetheless, Regal acknowledges the irreversible and adverse impacts on environment that can be potentially caused by hazardous waste. Therefore, our hotels handle all our waste in a cautious manner. The major types of hazardous waste generated from our operations mainly consist of chemicals from cleaning products and their containers. To minimise the harmful impact on the environment by using products with hazardous chemicals in cleaning, Regal requires its suppliers to provide eco-certificates or labels for their products. To avoid water and land contamination induced by improper handling of hazardous waste, we have implemented a protocol on hazardous materials, waste storage and waste handling to provide guidance for our employees on the proper procedures and precautions. We have also appointed qualified collectors to handle the disposal of electrical appliances, such as computers, fridges and televisions in order to avoid land pollution and refrigerant leakage.

Regala Skycity Hotel: Creating Enhanced Environmental Value

Regala Skycity Hotel, newly opened for business in December 2021, is situated at a location surrounded by the Terminal 2 of the Hong Kong International Airport, the Asia World-Expo and SkyPier. The hotel is built to bring ultimate convenience to its guests with the highly accessible transportation network and facilities.

In addition to geographical advantages, the hotel has incorporated multiple sustainable features in its green building design, construction and operation, all with an objective to create environmental values.

Highlights of the hotel's green features 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; and
- preference on locally manufactured materials.

The hotel was awarded Gold Rating under Provisional Assessment of BEAM Plus Certification. In addition, during the reporting year, the Group concluded a 4-year Green Loan for Regala Skycity Hotel in an aggregate facility amount of HK\$3,100 million, in furtherance of the hotel's green initiatives.

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



ENVIRONMENTAL RESPONSIBILITY



Green wall



Electric vehicle charging station



Water saving faucet



SkyGYM self-powered equipment



SOCIAL RESPONSIBILITY

While providing quality accommodation service, Regal also emphasises on creating social benefits to the society in order to become a socially responsible corporate citizen. We strive to make the community and society a better place for all by actively participating in different community programmes.

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

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

Fostering Community Engagement

Regal demonstrates its support to community through long-term community participation, which also encourages our 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. They consist of adults and young people respectively and work together to serve the society.

In 2021, the Group collaborated with 19 non-profit organisations and participated in different community programmes, through which our employee volunteers had 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 2021 were as follows:

- Number of partnering non-profit organisations and other institutes: 19
- Number of organised volunteer activities: 13
- Total volunteer hours contributed by employees: 286 hours
- Amount of donation and sponsorship: HK\$656,500



SOCIAL RESPONSIBILITY

Regal has been recognised as a “Caring Company” by the Hong Kong Council of Social Service for 19 years consecutively with the award of “15 Years Plus Caring Company Logo”.



Youth Development

Regal believes the younger generation represents the future of the society, so it is important to provide them with good education and personal development opportunities. Through organising internship programmes and hotel tours, Regal hopes to complement conventional school education, offering young people a different and rewarding learning experience.

Regal Hotels International Youth Development Programme 2021

Regal hopes to provide more opportunities for young people who are interested in the hospitality industry. Since 2015, we have launched the “Regal Hotels International Youth Development Programme”. Students from Hotel, Service and Tourism Studies disciplines at the Hong Kong Institute of Vocational Education (IVE), a member of the Vocational Training Council, are offered scholarships and 300 hours of invaluable internship opportunities every year. During the internship period, students have the chances to experience different roles and duties, such as working in the front office, food & beverage department as well as helping with our housekeeping team. As a result, they could gain a more comprehensive understanding of the complex hotel operations and practical experience at different departments. We believe the internship scheme can pave the way for their early success in the industry. During the year, Regal continued to carry out the programme though certain activities have been suspended due to the pandemic.



SOCIAL RESPONSIBILITY

Hotel tours

Understanding the limitation of conventional 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 enhance students' learning experiences. Despite the pandemic, Regal still managed to organise a hotel tour in 2021, in cooperation with non-profit organisations, for over 100 participating students from Vocational Training Council (VTC) to illustrate the operation at Regal Riverside Hotel and Regal Oriental Hotel.



Career talks

Regal encourages youth to explore different career paths and enhance their personal development. To provide training opportunities, we have collaborated with YMCA and Caritas Institute of Community Education in offering 5 career talks for over 100 trainees of Doula Re-training Programmes in 2021. In the programme, we introduced job scopes and career opportunities for being a doula in hotels to participants who were interested in pursuing a career in post-natal care service.





SOCIAL RESPONSIBILITY

Health Enhancement

A good living condition has always been the key to fostering a harmonious and prosperous society. Especially during the outbreak of COVID-19, Regal believes that it is important to spare additional effort in providing different social groups with support and medical resources in order to enhance their health and improve their living condition.

In supporting the government's initiatives to combat the pandemic, four of our hotels, namely, Regal Airport Hotel, Regal Oriental Hotel, iclub Ma Tau Wai Hotel and iclub Fortress Hill Hotel enrolled in different cycles of the Designated Quarantine Hotel Scheme in the reporting year.

Cookie charity sale for Helping Hands

During the outbreak of COVID-19, medical resources are essential for everyone and it is critical to provide more assistance to social groups who do not have enough access to medical resources. Therefore, 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.



Lifestyle workshops

In 2021, we supported the "We Love Dance" workshops organised by the China Light and Power in various hotels to promote a healthy and environmentally friendly living lifestyle to our employees.





SOCIAL RESPONSIBILITY

Social Inclusion

Regal believes 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. In this year, Regal took the initiatives to show care to some groups which are easily neglected by the society, such as abandoned animals. We believe that by putting the participants into others' position through the educational programmes, they can gain more understanding of the needs of others in the society.

Career Trainings

We have collaborated with SHINE of Vocational Training Council in providing career trainings and opportunities for challenged individuals. To help students in adapting the real-life work environment, a room at the Tuen Mun Campus is redecorated to mimic a guest room in Regal Hotels.

Barrier Busters Program

In 2021, we supported the Barrier Busters Program organised by The Hong Kong Society for Rehabilitation and Chi Heng Foundation to promote equal opportunity and anti-discrimination against minority groups and under-privileged persons in the society.





ECONOMIC RESPONSIBILITY

In order to strengthen customer loyalty and brand reputation, and to drive long-term business growth, Regal continues to offer hotel services with quality to our guests. Regal is committed to be a caring employer while offering premium and responsible products and services. Apart from sustaining a fair and equal workplace, we also provide a promising career path to our employees. To monitor our procurement mechanism and suppliers' behaviour, we have a sound supply chain management in place. We treasure each and every opportunity to add value for all stakeholders.

Employment, customer relations and operational practices are the three pillars of Regal's economic responsibility. We consider our employees vital in maintaining and striving our business's growth. We have been developing robust employment policies, offering competitive compensation and welfare packages, and executing suitable training programmes and employee initiatives in order to attract, nurture, and retain talents. To establish and maintain a good relationship with our customers, we aim to offer high quality hotel services and reach out to our guests through a wide range of communication channels and loyalty programmes. Moreover, we uphold high ethical standards in operational practices and a well-developed supply chain. We hope these can bring positive influences into our value chain, including our shareholders, customers and the community in which we operate.

Caring For Our Employees

We believe that employees are fundamental and essential to our business and we are highly focused in attracting and retaining talents. We offer competitive salary and welfare packages to enhance employee loyalty and workplace cohesion. Our staff handbook includes comprehensive human resources management policies and guidelines of labour practices. The Handbook covers information regarding employee compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare.

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

Moreover, we are dedicated to foster the culture of work-life balance across the Group. Work schedules of five-day work weeks are offered to corporate and office employees due to their different work nature, which provide them with more personal time for our employees to strive for personal growth. Our Human Resources Department and management work together closely to seek continuous improvements in these employment related aspects.

During the reporting period, there was no non-compliance with relevant laws and regulations⁶ that have 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. The Group also provided a safe working environment for its employees, protecting them from occupational hazards, and avoided use of child and forced labour.

⁶ 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

Workplace Health and Safety

Regal identifies occupational health and safety as crucial to all of our employees and contribute to a productive workplace. We have formulated robust policies, management system and operating procedures to ensure a safe and healthy workplace. All employees are aware of the Regal Safety Policy, covering health and safety standards, requirements and practices, to improve their occupational safety awareness. We perform regular review on the Policy to stay updated with the latest developments in workplace health and safety, and related regulations. A Safety Committee is also in place to monitor our safety management system and ensure compliance with all relevant laws and regulations.

At the operational level, the workplace health and safety measures undertaken during the reporting period are summarised in the following five key areas:

- **Dedicated Team:** A dedicated team is established with experienced Safety and Security Officers. They are responsible for identifying potential hazards, and developing prevention and improvement measures.
- **Internal Rules and Procedures:** A Safety Manual is also developed which includes management, control and coordination of our safety work. The Safety Manual is circulated among employees to ensure their solid understanding, as well as instructing them to mitigate the potential occupational safety risks throughout all stages of our hospitality operation, from room cleaning and catering to engineering and renovation work. We strive to minimise workplace health and safety risks by implementing safety management systems and prevention measures for accidents, regular review, job hazard analysis, monitoring and safety audits. Employees who fail to comply with the safety rules and procedures may be subject to penalty. All our hotels provide adequate personal protective equipment and first aid materials for their employees.
- **Training:** We arrange occupational health and safety risks trainings for all employees. We also invite external parties to provide training to the supervisory and management staff. The training focuses on how to incorporate safety concerns into hotel daily operations. Contingency plans are also formulated in case of emergency situations. We have arranged related trainings to selected employees, covering the use of fire-fighting equipment, provision of first aid and rescue techniques, to ensure sufficient trained employees are available to cope with any incidents. To further improve our emergency preparedness, emergency drills for all emergency and rescue teams are conducted by our Safety and Security Officers regularly.
- **Communication:** We distribute health and safety information sheets, newsletters and bulletins on the latest health and safety measures to enhance our employees' awareness in the field. In order for our employees to stay alert of potential occupational hazards, we have posted relevant warning signs, emergency and rescue procedures, notices and placards in hotel offices, workshops and welfare facilities. A Safety Award is awarded to employees who demonstrate best health and safety practices at work in order to foster a culture of working safely.
- **Review and Monitoring:** We require Safety and Security Officers 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. We also offer health assurance programme for employees who are exposed to hazardous waste and materials. Pre-job and regular medical examinations are arranged to ensure their physical well-being.



ECONOMIC RESPONSIBILITY

Protecting our employees under the pandemic

Under the pandemic, we have improved our hotels' hygiene-related measures to ensure the safety of all guests and employees. We have developed a COVID-19 precautionary measures operation standard for all our hotels in Hong Kong. Based on the standard, a disinfection cleaning standard is in place to provide a safe hotel environment. On the other hand, we make available to our employees sufficient hygiene supplies and personal protection equipment to further secure their safety at work. We strictly follow all government policies and have arranged extra staff trainings to strengthen employees' awareness for any updates and new measures.



Learning and Career Development

In order to equip our professional team with the latest industry knowledge and to contribute to our success continuously, Regal has been offering a wide range of employee training and development events. All new joiners must attend mandatory orientation programmes which cover an introduction to our business and working environment. Our employees are provided standard training courses to enhance their understanding of Regal's corporate values and code of conduct. Topic-specific trainings are also conducted to promote Regal's standards and practices regarding environmental management, occupational health and safety, hotel services and business ethics.

Moreover, role-specific trainings are provided to employees working at different working roles and levels to develop their capabilities and advance their careers. Tailor-made training programmes are conducted by different departments to fulfil their operational needs. We also offer subsidies to our employees for external training programmes to provide tailored training in accordance to their own career goal. We aim to diversify our on and off-line training programmes in the future to assist our employees not only to excel at work, but also to grow in their own field.

Due to the pandemic and social distancing measures, no conferences and forums were organised in 2021. Training has been carried out through departmental training and online learning platforms. In the future, we aim to continue to organise diversified training programmes and online training courses. We are determined to provide a clear and promising career path to our employees. Promotion opportunities are unbiased and solely based on individual merits and job performance.



ECONOMIC RESPONSIBILITY

Employee Engagement

We foster a culture of work-life balance at our workplace. Leisure activities including sports competitions and annual parties are hosted regularly to enrich our employees' experience. However, due to the pandemic and social distancing measures, we suspended all regular employee engagement activities during 2021. Award programmes are in place to demonstrate our appreciation to employees' efforts and loyalty. We award our employees with Year-of-service Awards, Long Service Awards, and retirement celebrations with limited participation continue 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 are also maintained.

We have established both on and off-line communication channels for our employees to provide feedback. These channels include employee meetings with the hotel general managers, suggestion boxes, annual surveys and our Facebook page. Their feedback is crucial to enhance our services, facilities, and internal management systems. A grievance mechanism is also in place for employees to voice out their concerns regarding management and supervisors. These concerns are all handled with care, and our management is required to respond in a limited timeframe.

Caring For Our Guests

Regal strives to offer hotel services and amenities of premium quality. Our well-known hotel brands are reinforced and strengthened by our commitment to safety, quality and attention to detail. We are committed to improving our service quality continuously in order to stand out in the dramatically changing global environment and hospitality industry. Customers' feedback and demand are handled carefully as they add value to our business growth. In order to engage with customers and collect their opinion effectively, we have established a wide range of communication channels, including Regal Rewards and 925 Club.

Guest Health and Safety

Apart from hospitality services quality, our guests' health and safety is another prime concern of Regal.

In 2021, the COVID-19 pandemic continued to pose huge health threat to every individual, including our employees and guests. We have developed a COVID-19 precautionary measures operation standard to tackle the situation, and to ensure a clean and safe environment for all the guests in our hotels. These preventive and monitoring measures include:

- requiring all employees and hotel guests to check their 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.



ECONOMIC RESPONSIBILITY

A Food Safety Policy Statement is developed to oversee the operating procedures on food supply. Our suppliers are required to provide a full list of ingredients with supporting documents for their delivery for ready-made food products. This ensures the food quality as well as their compliance with government regulations. We have also developed receiving guidelines which employees must strictly follow, including they should reject any food ingredients delivered without 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).

Under our “Regal” brand, four of our hotels, namely, Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel have established a robust food safety management system in accordance with the ISO 22000:2005 Food Safety Management System, demonstrating Regal’s commitment to food quality and safety. “Traceability” is one of the key requirements under the system. We conduct safety checks on all incoming raw materials from suppliers. We store all food products separately according to their categories to prevent risks of cross-contamination. In normal times, random products and/or process control audits are conducted on-site during plant visits regularly to ensure the quality of food products supplied. During the reporting year, no audit was conducted due to the pandemic.

Connecting with Our Guests

Regal aims to provide customer-oriented services, and hence we regularly engage with our customers to understand their needs and catch up with the latest market trends.

We engage with our customers constantly to understand their needs as well as the current market trends. Regal has also been incorporating innovative technology into operations to build a transformative hotel environment by smoothening our guests’ travel plans, thus to bring them a remarkable stay.

We engage our guests actively to maintain connections and to enhance brand loyalty. A wide range of rewards, including enriched and tailor-made services, are offered to frequent travellers and our loyal customers. During the reporting year, Regal has continued operating five major programmes in total, namely the Regal Rewards, 925 Club, Regal Card, Regal Kids Club and Airline Rewards, satisfying the needs of different customer groups. Various offers are made to members of the above clubs this year, including dining discounts, room reservation discounts, shopping coupons, and special day trip arrangements.

Virtual Mindfulness Classes to Take Care of Guests’ Wellness

In December 2021, Regal began to offer guests staying in their quarantine hotels in Hong Kong complimentary nightly mindfulness classes as an additional wellness perk during their stay.

Hotel guests participated in the Zoom mindfulness lessons that were led by professional instructors from a registered charity, Bodhi Love Foundation. The classes ran for 28 consecutive nights and guests who successfully attended at least 7 classes received a digital certificate of course completion.





ECONOMIC RESPONSIBILITY

We have set up various channels for customers to express their opinions, including verbal communication, guest questionnaires and websites to receive customers' feedback efficiently. Our Guest Comments Reply Standards states that every comment is our top priority. Feedback will be delivered to relevant business unit to follow up, and are required to reply to the customer in writing within 48 hours after receiving the feedback. Further follow-up actions are taken whenever necessary. During the reporting year, we have received 2,558 complaint cases regarding hotel services, all of which were properly handled according to the customer complaint handling procedures and standards.

Customer Privacy

Regal's operations involve the collection and handling of customers' personal information. We understand the importance of protecting our customers' privacy as a responsible hotel operator. Our Privacy Policy emphasises the importance of confidentiality in handling personal data and is aligned with all laws and regulations on personal data privacy in our operating jurisdictions. Only authorised employees can access our customers' personal data, with employees of different rankings granted appropriate personal data access right according to their positions and job duties.

In our daily operations, customers' personal information are collected with their consent for membership management and marketing purposes. Apart from local data protection regulations, we observe the European Union General Data Protection Regulation as we serve guests worldwide. We explain clearly to the customers on how their personal data will be collected, stored and used, and their personal information will be used only under the circumstance that Regal has gained their permission to comply with the above regulations. During the reporting period, we observed no non-compliance cases against Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong).

Supply Chain Management

An extensive network of vendors and suppliers is crucial to our operations. We rely on the network to 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. Partners must satisfy our specific procurement terms and guidance on listed criteria to achieve cost-efficient procurement. Our procurement aims to deliver positive impacts across the entire supply chain. We support environmentally friendly and local products in the procurement process.

Regal's Group Purchasing Department is wholly responsible for procurement management. The Department follows a well-developed system to monitor suppliers' compliance with relevant laws, regulations and standards. We strives to minimise negative environmental and social impacts that may otherwise arise from our procurement process.

Responsible Sourcing

Supply chain management is essential to ensure that products are delivered safely and with premium quality. We select suppliers and vendors carefully to ensure their compliance with relevant regulations. Suppliers must comply with Regal's Supplier Code of Conduct in order to be considered for expanding or extending their collaboration with Regal. The Group Purchasing Department monitors product quality regularly and ensures all suppliers are in compliance with the Supplier Code of Conduct.



ECONOMIC RESPONSIBILITY

Our suppliers are selected through a meticulous process. In the pre-qualification period, vendors must submit samples and catalogues for us to test and examine. We have also developed an On-site Evaluation Checklist to assess product or service quality before we select a supplier, including engineering-related equipment as well as food and beverage items. Risks that might occur during slaughtering or harvesting, storage, distribution and transportation of our products can be mitigated with the Checklist of which we conduct regular review to ensure our suppliers are in compliance. We also prioritise suppliers who are ISO 9001 certified. Under the pandemic, we have tightened our supply chain controls to ensure the quality and safety of all products. Suppliers delivering to the hotel are required to show their 14-day travel code to enhance the traceability of products delivered.

As a Green Council member since 2012, product safety and quality are not the only consideration for Regal's supplier selection. Environmental and social responsibilities are also key indicators in our supply chain management. We have formed a Green Purchasing Policy for our Group Purchasing Manager and Group Hygiene Manager to assess potential contractors. The Policy includes criteria on the On-site Evaluation Checklist to ensure environmentally friendly techniques are used in production. We prioritise suppliers who share our commitment of creating an environmentally and socially responsible supply chain whenever practicable.

While implementing sustainable procurement practices, Regal balances its products' cost and quality. We aim to procure products and materials with minimal effect on the environment and human. We source printing and copying paper certified by the Forest Stewardship Council, cleaning chemicals that are ISO 14001 certified, and replace plastic items made by biodegradable materials. We also switched to Bulk Pack wet amenities bottle in order to reduce the quantity of small plastic disposable bottles to the minimum.

Regal also supports local sourcing in its procurement process. We purchase vegetables and fruit from local farmers whenever possible. Sustainable procurement requires collaboration in our whole value chain. This year, we continued our efforts to work with different stakeholders, including our suppliers, employees and customers, to practise sustainability in our supply chain and set sail to go further on sustainability.

Anti-corruption

Regal and all of our employees uphold the highest standard regarding business integrity and fair competition. We aim to prevent any bribery and corruption from occurring in our business operations. To that end, all suppliers and employees must comply with the Supplier Code of Conduct included in the Supplier/Distributor Registration Application Form. As a prerequisite of cooperation with the Group, it provides guidance on managing corruption and bribery incidents in a proper manner. We strictly prohibit any forms of gift-giving among our employees and business partners as it affects the fairness and integrity of the partnership. Employees who request or receive gifts from a supplier, in money or any other form, during business dealings may be subject to termination of employment.



ECONOMIC RESPONSIBILITY

Our Employee Handbook outlines anti-corruption measures and controls to enhance our employees' understanding and awareness of our requirements and standards on anti-corruption. Our Handbook also defines and describes scenarios on topics such as gifts and gratuities to help employees in understanding how to prevent corruption in daily operations. Any employee who is found to be involved in corruption or bribery will be subject to disciplinary action or immediate dismissal. We also expect the same standards on our business partners, such as our suppliers, to avoid any conflict of interest. Employees are required to disclose any affiliations with any business dealings outside the Group, or else disciplinary action or immediate dismissal may apply.

We regularly organise training programmes on anti-corruption, covering our standards on business ethics and anti-corruption. During the reporting year, no anti-corruption training was provided to our employees due to health and safety concerns under the pandemic.

We strictly require our employees to comply with the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong). No legal cases regarding corrupt practices brought against the Group or its employees were recorded in 2021.

Fair Competition

We aim to achieve fairness through eliminating any anti-competitive behaviour among our suppliers. Suppliers need to declare an anti-collusion confirmation on our tendering documents. We have also arranged trainings regarding anti-competitive conduct and all relevant laws and regulations for all employees to ensure their capability in combating anti-competitive behaviour.

During the reporting period, we observed no non-compliance cases against 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
15 Years+ Caring Company	The Hong Kong Council of Social Service

Regal Airport Hotel

Awards and Recognitions	Organisations
MASTERCHEF Recommendation Restaurant 2021 – Rouge	MASTERCHEF
Travellers' Choice Award	Tripadvisor
Trusted Cleanliness Badge	TrustYou

Regal Hongkong Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Caring Company 10 Years+ Award	The Hong Kong Council of Social Service
Certificate of Excellence	Tripadvisor
MASTERCHEF Recommendation Restaurant 2021 – Regal Palace	MASTERCHEF
Quality Restaurant Certification (10 years+) – Café Rivoli – Regal Palace	Hong Kong Tourism Board
Trusted Cleanliness Badge	TrustYou

Regal Kowloon Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Caring Company 2020/2021	The Hong Kong Council of Social Service
HACCP Certification	SGS
MASTERCHEF Recommendation Restaurant 2021 – Regal Court & Mezzo	MASTERCHEF
Travellers' Choice Award	Tripadvisor



APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Oriental Hotel

Awards and Recognitions	Organisations
Halal Certificate (2013-2021)	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Trusted Cleanliness Badge	TrustYou

Regal Riverside Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Mame's Best Choice of Postpartum Hotel	MameShare
MASTERCHEF Recommendation Restaurant - Dragon Inn & Vi	MASTERCHEF
Quality Restaurant Certification (10 years+) - Avanti Pizzeria, L'Eau Restaurant & Regal Terrace	Hong Kong Tourism Board
Quality Restaurant Certification - Dragon Inn & Vi	Hong Kong Tourism Board
Trusted Cleanliness Badge	TrustYou

iclub Fortress Hill Hotel

Awards and Recognitions	Organisations
Trusted Cleanliness Badge	TrustYou

iclub Ma Tau Wai Hotel

Awards and Recognitions	Organisations
Travellers' Choice Award	Tripadvisor

iclub Mong Kok Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Golden Rating, HKGBC Beam Plus	Hong Kong Green Building Council

iclub AMTD Sheung Wan Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency



APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

iclub Sheung Wan Hotel



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

iclub Wan Chai Hotel



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

QUALIFICATIONS

- EarthCheck (Gold)**
 Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel.
- EarthCheck (Silver)**
 iclub Fortress Hill Hotel, iclub Wan Chai Hotel, iclub Sheung Wan Hotel, iclub Ma Tau Wai Hotel and iclub Mong Kok Hotel.
- ISO Certifications:**
 ISO 22000: Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel are certified.

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 Performance⁷

	Units	Performance in 2020	Performance in 2021
Air Emissions⁸			
Nitrogen Oxide (NOx)	kg	663	4.32
Sulphur Oxide (SOx)	kg	6.30	5.47
Particulate Matters (PM)	kg	31	0.32
Greenhouse gas (GHG) emissions			
Total GHG emissions ⁹	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	33,240	34,573
Direct GHG emissions (Scope 1) ¹⁰	tonnes CO ₂ e	5,476	5,153
Indirect GHG emissions (Scope 2) ¹¹	tonnes CO ₂ e	27,514	29,116
Indirect GHG emissions (Scope 3)	tonnes CO ₂ e	251	304
GHG emission intensity	kg CO ₂ e/equivalent guest night ¹²	20.61	16.37
Energy consumption			
Total energy consumption	GJ	312,071	307,584
Electricity	kWh	58,109,839	59,494,294
Towngas	GJ	88,908	80,326
Fuel	GJ	13,967	13,079
Energy intensity	GJ/equivalent guest night ¹²	0.19	0.15
Water consumption			
Total water consumption	m ³	464,052	605,240
Water intensity	m ³ /equivalent guest night ¹²	0.29	0.29

⁷ The performance data only covers hotel management 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 six iclub Hotels (iclub Fortress Hill Hotel, iclub Ma Tau Wai Hotel, iclub Mong Kok Hotel, iclub AMTD Sheung Wan Hotel, iclub Sheung Wan Hotel and iclub Wan Chai Hotel), in 2021.

⁸ In 2021, the operation of hotel shuttles was suspended, which resulted in a significant reduction in emissions of NOx and PM.

⁹ Indirect GHG emissions (Scope 3) are included into the calculation of total GHG emissions.

¹⁰ Direct GHG emissions are generated from fuel consumption.

¹¹ Indirect GHG emissions (Scope 2) are generated from electricity and towngas consumption.

¹² Equivalent guest night includes the total number of guests stayed overnight in the hotels and one-third of the total number of guest patrons in the restaurants and banquet/function rooms.



APPENDIX II – PERFORMANCE TABLE

	Units	Performance in 2020	Performance in 2021
Waste disposal			
General waste disposed ¹³	tonnes	895	3,552
Waste recycled			
Used cooking oil	Litre	2,784	3,857
Aluminium cans	kg	N/A ¹⁴	17
Plastic bottles ¹⁵	kg	6,898	1,988
Paper	kg	32,479	41,635
Food waste and donations	kg	47,412	43,139
Glass bottles	kg	2,073	4,282
Soap ¹⁵	kg	281	152
Hazardous waste disposed¹⁶			
Retired lighting fitting	pieces	N/A	308
Electronic Appliances	pieces	N/A	30
Cleaning Chemical	kg	N/A	25

¹³ Four of our hotels enrolled in the Designated Quarantine Hotel Scheme in 2021. Significant amount of waste including meal boxes were generated during quarantine period, which were disposed of due to health and safety concerns.

¹⁴ There were no data record on aluminium cans recycled in 2020 since the partner organisation suspended their recycling operation during that year due to the COVID-19 pandemic.

¹⁵ Due to hygiene concerns, waste generated from guestroom floors of quarantine hotels was not recycled, which resulted in significant reduction in numbers of plastic bottles and soap recycled.

¹⁶ In 2021, we enhanced data management and started to report the statistics of hazardous waste disposed.



APPENDIX II – PERFORMANCE TABLE

Economic Responsibility Performance

Employment Practice

	Units	Performance in 2020	Performance in 2021
Total workforce by employment contract			
Permanent	number of people	1,314	1,406
Contract	number of people	115	91
Trainee	number of people	1	0
Total workforce	number of people	1,430	1,497
Total workforce by gender			
Male	number of people	688	737
Female	number of people	742	760
Total workforce by age group			
Under 25	number of people	60	59
25 – less than 40	number of people	424	386
40 – less than 55	number of people	640	708
55 or above	number of people	306	344
Total workforce by employment category			
Senior management	number of people	18	21
Middle management	number of people	133	152
General staff	number of people	1,279	1,324
Employee turnover by gender¹⁷			
Male	%	82	53
Female	%	60	46
Employee turnover by age group¹⁷			
Under 25	%	167	127
25 – less than 40	%	74	57
40 – less than 55	%	54	42
55 or above	%	81	43

¹⁷ In 2021, we enhanced data management and started to report the statistics of employee turnover.



APPENDIX II – PERFORMANCE TABLE

Occupational Health and Safety

	Units	Performance in 2019	Performance in 2020	Performance in 2021
Total number of work-related fatalities	number of people	0	0	0
Total number of lost day ¹⁸ due to work injuries	number of days	2,975	2,717	3,285

Development and Training¹⁹

	Units	Performance in 2020	Performance in 2021
Percentage of employees trained by gender			
Male	%	68	43
Female	%	52	31
Percentage of employees trained by employment category			
Senior management	%	38	29
Middle management	%	63	57
General staff	%	60	35
Average training hours by gender			
Male	number of hours	2.3	2.1
Female	number of hours	1.2	1.8
Average training hours by employment category			
Senior management	number of hours	2.1	0.4
Middle management	number of hours	4.8	3.5
General staff	number of hours	1.4	1.8

Supply Chain Management

	Units	Performance in 2020	Performance in 2021
Number of suppliers by geographical region			
Hong Kong	number of suppliers	2,366	2,537
Mainland China	number of suppliers	7	9
Overseas	number of suppliers	83	88

¹⁸ Lost days refer to sick leave due to all types of work-related injuries.

¹⁹ 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 Management; EarthCheck and Achievement; Energy Efficiency and Emissions; Water Management; Waste Management
	<p>KPI A1.1 The types of emissions and respective emissions data.</p>	Environmental Responsibility Performance
	<p>KPI A1.2 Direct (scope 1) and energy indirect (scope 2) greenhouse gas emissions (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>	Environmental Responsibility Performance
	<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 emissions target(s) set and steps taken to achieve them.</p>	Environmental Management; Environmental Targets; Energy and Emissions
	<p>KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target (s) set and steps taken to achieve them.</p>	Environmental Management; Environmental Targets; Waste Minimisation and Recycling



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

Indicators		Section/ Statement
A. Environmental		
Aspect A2: Use of Resources	<p>General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.</p>	Environmental Management; EarthCheck and Achievement; Energy Efficiency and Emissions; Water Management
	<p>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).</p>	Environmental Responsibility Performance
	<p>KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.</p>	Environmental Management; Environmental Targets; Energy and Emissions
	<p>KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.</p>	Water Management As water is not identified as a material ESG topic to Regal’s operations, no water-related target was set during the reporting year.
	<p>KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p>	Not applicable to the core business of Regal




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

Indicators	Section/ Statement	
A. Environmental		
Aspect A3: The Environment and Natural Resources	<p>General Disclosure Policies on minimising the issuer’s significant impacts on the environment and natural resources.</p>	Environmental Management; EarthCheck and Achievement; Responsible Sourcing
	<p>KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p>	Environmental Management; EarthCheck and Achievement;
Aspect A4: Climate Change	<p>General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.</p>	Our Response to Climate Change
	<p>KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.</p>	Our Response to Climate Change
B. Social		
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 (for example, full- or part-time), age group and geographical region.</p>	Economic Responsibility Performance
	<p>KPI B1.2 Employee turnover rate by gender, age group and geographical region.</p>	Economic Responsibility Performance



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

Indicators	Section/ Statement	
B. Social		
Employment and Labour Practices		
<p style="text-align: center;">Aspect B2: Health and Safety</p>	<p>General Disclosure Information on: (a) the policies; and (a) 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>	<p>Workplace Health and Safety</p> <p>During the reporting year, no non-compliance cases relating to providing a safe working environment and protecting employees from occupational hazards was observed in our operations.</p>
	<p>KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p>	<p>Economic Responsibility Performance</p>
	<p>KPI B2.2 Lost days due to work injury.</p>	<p>Economic Responsibility Performance</p>
	<p>KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.</p>	<p>Workplace Health and Safety</p>
<p style="text-align: center;">Aspect B3: Development and Training</p>	<p>General Disclosure Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.</p>	<p>Learning and Career Development</p>
	<p>KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).</p>	<p>Economic Responsibility Performance</p>
	<p>KPI B3.2 The average training hours completed per employee by gender and employee category.</p>	<p>Economic Responsibility Performance</p>



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 B4: Labour Standards	<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 preventing child and forced labour.</p>	Caring For Our Employees
	<p>KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.</p>	Caring For Our Employees
	<p>KPI B4.2 Description of steps taken to eliminate such practices when discovered.</p>	Caring For Our Employees
Operating Practices		
Aspect B5: Supply Chain Management	<p>General Disclosure Policies on managing environmental and social risks of the supply chain.</p>	Supply Chain Management
	<p>KPI B5.1 Number of suppliers by geographical region.</p>	Economic Responsibility Performance
	<p>KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.</p>	Supply Chain Management; Responsible Sourcing
	<p>KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.</p>	Supply Chain Management; Responsible Sourcing
	<p>KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	Supply Chain Management; Responsible Sourcing



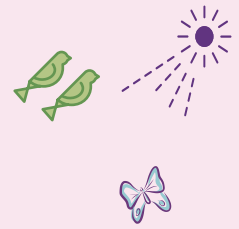
APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
<i>B. Social</i>		
Operating Practices		
Aspect B6: Product Responsibility	<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 Our 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
	<p>KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.</p>	Customer Privacy



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

Indicators	Section/ Statement	
B. Social		
Operating Practices		
Aspect B7: Anti-corruption	<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 bribery, extortion, fraud and money laundering.</p>	Anti-corruption
	<p>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.</p>	Anti-corruption
	<p>KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.</p>	Anti-corruption
	<p>KPI B7.3 Description of anti-corruption training provided to directors and staff.</p>	Anti-corruption
Community		
Aspect B8: Community Investment	<p>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.</p>	Social Responsibility
	<p>KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).</p>	Social Responsibility; Youth Development; Health Enhancement; Social Inclusion
	<p>KPI B8.2 Resources contributed (e.g. money or time) to the focus area.</p>	Fostering Community Engagement



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