



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)

2022

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. 14 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 seventh 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

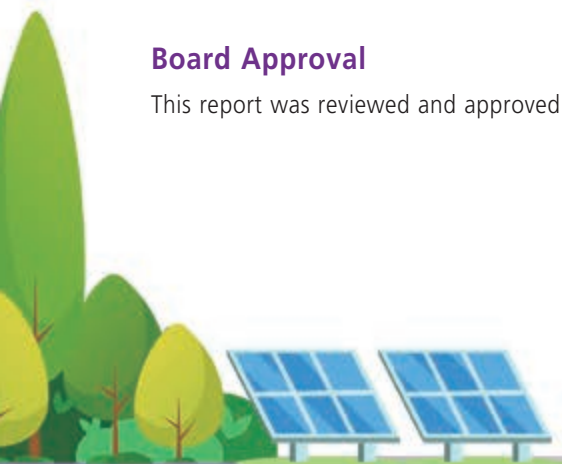
Unless otherwise stated, this report presents the highlights of our progress and performance on material ESG issues for the period from 1 January 2022 to 31 December 2022.

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 26 April 2023.



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", 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



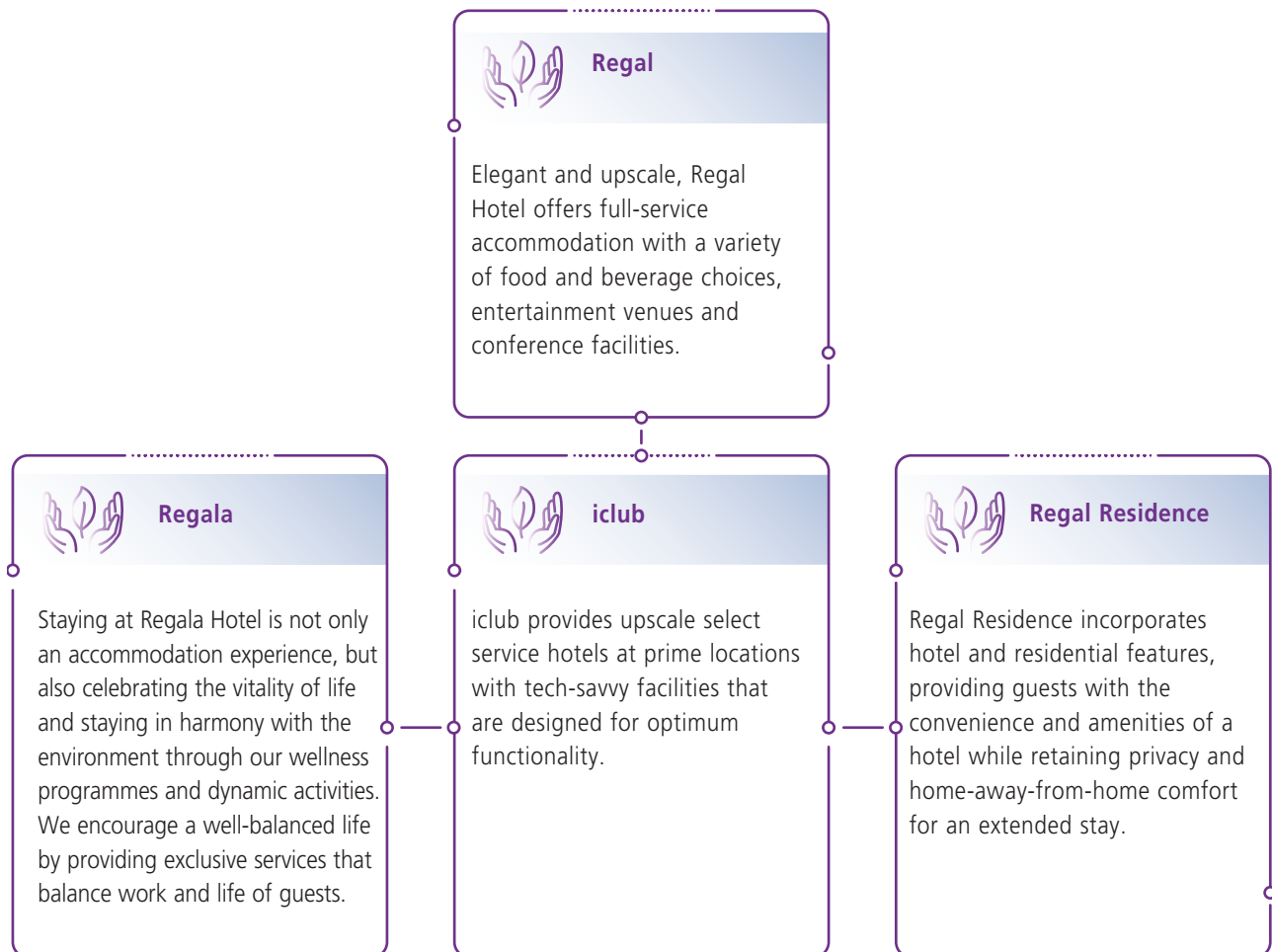


ABOUT REGAL

Our Brands

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 travelers from around the world.

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



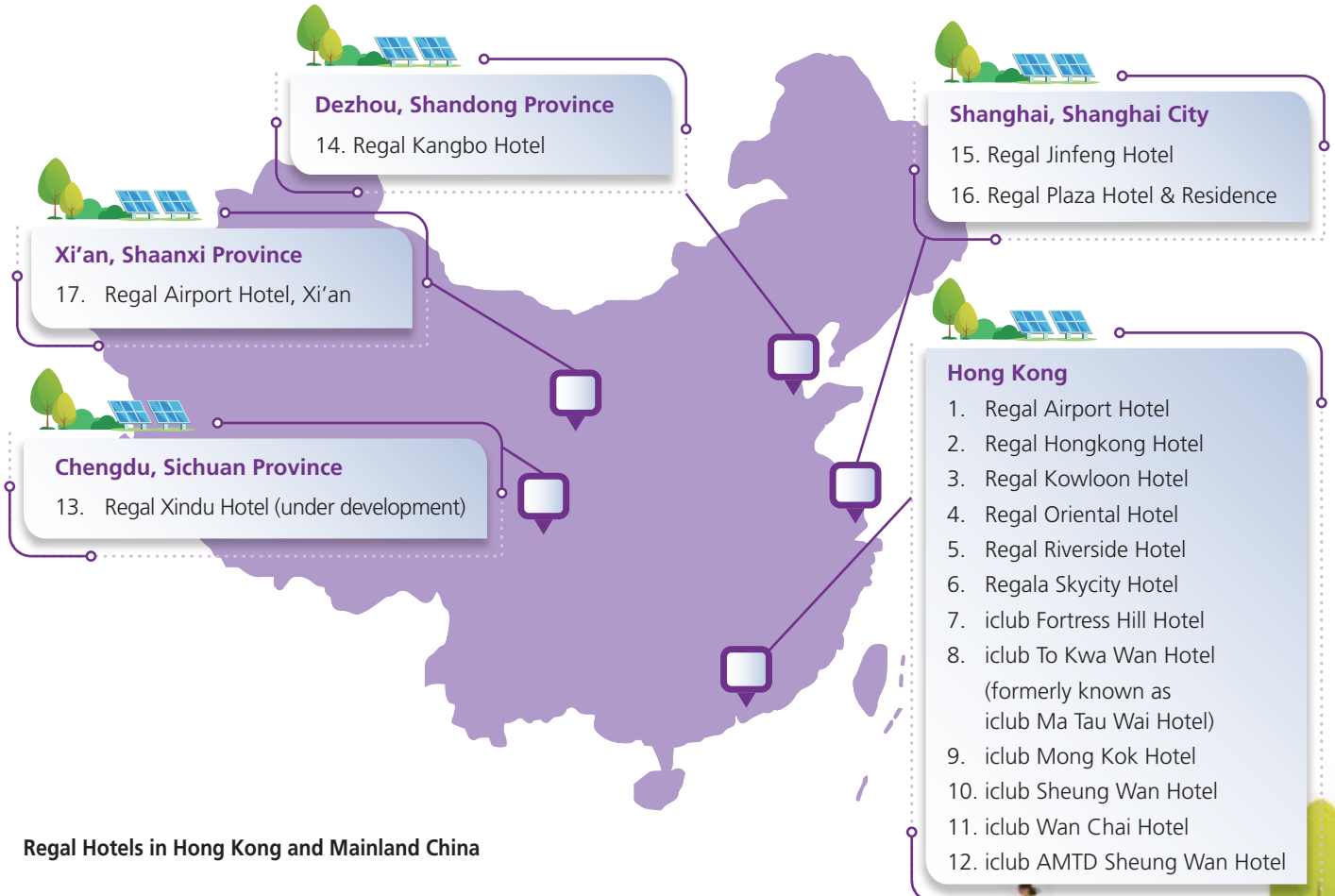
ABOUT REGAL

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. Since 2021, 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 five Regal Hotels and four of the iclub Hotels are wholly-owned by Regal REIT, while the newly completed Regala Skycity Hotel is wholly-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, 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. In view of the recent changes in the market environment, alternative business plans and readaptation programmes are under study with the aim to optimising the intrinsic value of this unique property.



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 for 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 5R 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

Corporate Governance

Regal believes that a high standard 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 2022 Annual Report.



OUR ESG APPROACH

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 Groups 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

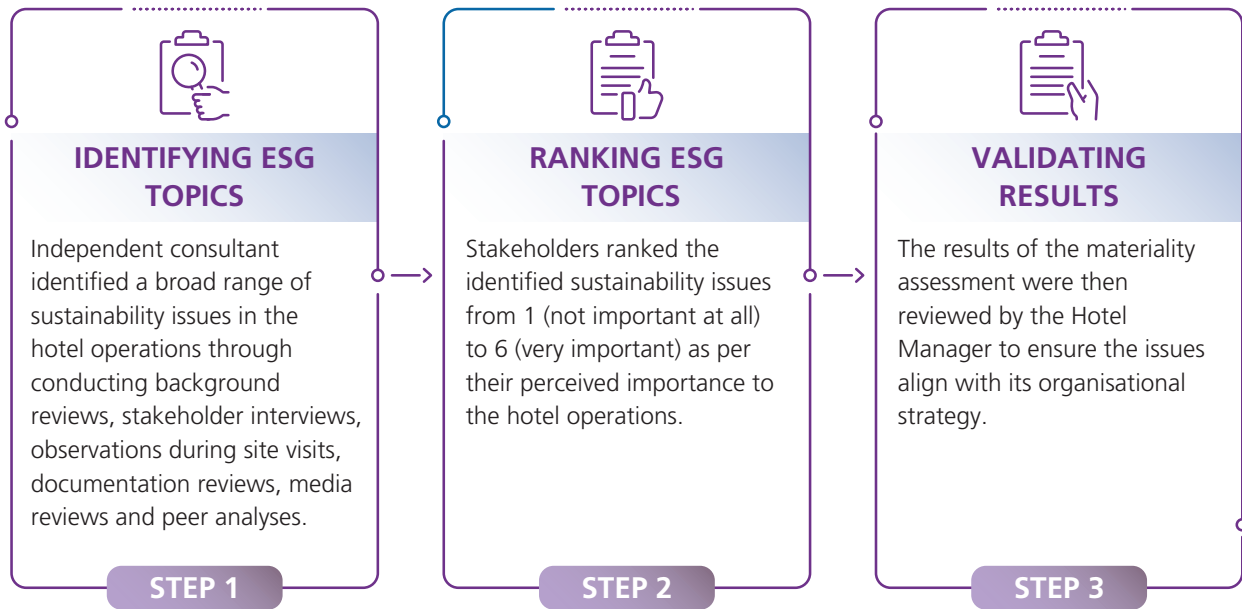
¹ Due to the pandemic and social distancing restrictions, most events involving physical gatherings have been temporarily suspended during the reporting year.



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:



OUR ESG APPROACH

Based on the results of the materiality assessment, the following 14 material issues were identified. They will be addressed in detail throughout this report.





ENVIRONMENTAL RESPONSIBILITY

Regal Group upholds the commitments and embraces the responsibilities essential to mitigate our environmental impact and contribute to the development of a resilient community. Abiding by relevant environmental protection laws² at national and local levels, the Group strictly implements energy conservation, land conservation, water conservation, material conservation and environmental protection regulations and design standards during project development, construction, operation and maintenance stages. Prompt actions will be taken once an environmental issue is spotted to minimise the negative impact.

During the reporting period, we complied with all relevant laws and regulations relating to air and greenhouse gases emissions, energy efficiency, water use and generation of hazardous and non-hazardous waste of Regal's hotels.

Environmental Management

Regal endeavours to foster a tranquil and pleasant environment for every individual through maintaining a highly environmentally conscious hospitality operation. We have implemented a comprehensive environmental management approach and put in place environmental policies that stipulate its internal expectations and guidelines on minimising adverse environmental impacts across its hotel businesses. The policies set forth our environmental missions, which include compliance, monitoring and reporting, employee awareness, enhancement initiatives and risk management. Green committees are responsible for monitoring the hotels' performances and to implement various environmental management initiatives on a regular basis to achieve continuous enhancements in our environmental performance.

Regal has evaluated the hotel operations and identified four key aspects, including energy consumption, water consumption, waste management and climate-related risk management, which are prioritised in our environmental management approach. A number of measures have been put into practice, ensuring that Regal meets its environmental pledges in the long run and fulfills the environmental goals defined by the governmental bodies in places where our properties operate.

EarthCheck and Achievement

For our hotel operations in Hong Kong, we have a system in place to manage our environmental performance, including setting diverse sustainability initiatives to minimise the use of resources and enhance waste management, ensuring our hotels strictly comply with all relevant environmental laws and regulations. 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 best industrial practices.

² The environmental laws and regulations that might be significant to Regal include Environmental Protection Law of the People's Republic of China, 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

As a case in point, we are committed to adopting a systematic approach to managing environmental issues and aligning the environmental performance of our hotels with the EarthCheck Certification standards, which is the world's leading international sustainability benchmarking and certification service in the travel and tourism industry. The EarthCheck standards align with global frameworks such as the United Nations Sustainable Development Goals (UNSDGs), the IPCC Guidelines for National Greenhouse Gas Inventories, the International Organization for Standardization (ISO), and the Global Reporting Initiatives (GRI), as well as industry practices such as the Global Sustainable Tourism Criteria (GSTC), which examines hotel's environmental and social performance in several key criteria during hotel operations. Regal is committed in achieving EarthCheck rating by meeting its criteria to drive improvement in minimising environmental impact and maximising social return in the operating communities. We target at achieving EarthCheck Certification "Platinum" and "Master" rating for all five Regal Hotels by 2033 and 2038, respectively. To facilitate the management of environmental issues in adhering to the EarthCheck standards for hotel operations, we have implemented various initiatives to identify the material environmental issues associated with hotel operations. As EarthCheck Certification is a crucial measure of environmental performance for our hotels, we have engaged with the Global Tourism Advisory Group to conduct independent third-party verification, and have adopted a systematic and process-driven method for continuous improvement of performance in all criteria that EarthCheck is looking into. In recognition of our environmental performance, Regal's hotels in Hong Kong were awarded a number of well-recognised awards and certifications.

List of EarthCheck Certifications earned over the year:

Hotels	Earned awards and certifications
Regal Airport Hotel	EarthCheck Gold Benchmarking Certification
Regal Hongkong Hotel	EarthCheck Gold Benchmarking Certification
Regal Kowloon Hotel	EarthCheck Gold Benchmarking Certification
Regal Oriental Hotel	EarthCheck Gold Benchmarking Certification
Regal Riverside Hotel	EarthCheck Gold Benchmarking Certification
Regala Skycity Hotel	EarthCheck Silver Benchmarking Certification
iclub Wan Chai Hotel	EarthCheck Silver Benchmarking Certification
iclub Sheung Wan Hotel	EarthCheck Silver Benchmarking Certification
iclub Fortress Hill Hotel	EarthCheck Silver Benchmarking Certification
iclub To Kwa Wan Hotel	EarthCheck Silver Benchmarking Certification
iclub Mong Kok Hotel	EarthCheck Silver Benchmarking Certification





ENVIRONMENTAL RESPONSIBILITY

Environmental Targets

Taking into consideration the hotels' historical environmental data, guidance from local government, as well as findings from internal control, key environmental aspects and improvement opportunities were identified. To help facilitate our response to climate change, we have set comprehensive quantitative targets for greenhouse gases emissions, energy efficiency and waste reduction. Our targets focus on decarbonisation and waste management, and we formulated action plans to achieve the targets over the short, medium to the long term to mitigate impacts brought by climate change.

Operating in a sustainable manner is Regal's core value. During the reporting year, we made progressive changes aimed to effectively track and reduce the hotels' environmental footprints. Regal will closely monitor the progress on the achievement of the targets and drive continuous improvement in the hotels' environmental performance.

Key Aspects	Targets	Detail	Status
Greenhouse Gases Emissions	Long-term	Achieve Carbon Neutrality by 2050.	Achieved 32% reduction in absolute greenhouse gases emissions in 2022 compared to 2018 as the baseline year.
	Mid-term	Achieve 15% reduction in greenhouse gases emissions intensity by year 2035, with 2018 as baseline year.	An increase has been observed in 2022. We will continue to monitor the progress of reduction.
Energy Efficiency	Mid-term	Achieve EarthCheck Certification "Platinum" and "Master" Rating for five Regal Hotels by 2033 and 2038, respectively.	Achieved "Gold" Rating for five Regal Hotels in 2022.
		Achieve 15% reduction in electricity consumption intensity by year 2035, with 2018 as baseline year.	An increase of energy efficiency has been observed in 2022. We will continue to monitor the progress of energy reduction.
Waste Reduction	Mid-term	Minimise the use of single-use plastic packaging and toiletries gradually, and replace with biodegradable materials by 2028.	Recycled 1,731 kg of plastic bottles in 2022.
	Short-term	Reduce food waste generation by 25% by 2025, with 2023 as baseline year.	Progressively reducing food waste by 5% by 2024 to provide a foundation for development of other initiatives.

The Board will closely monitor the progress and drive continuous improvements in environmental performance. Since 2012, Regal has initiated the "We Love Our Planet" campaign in supporting the concept of green workplace. Under this concept, we are committed to fully consider environmental factors such as energy reservation and emission reduction, pollution prevention and control, resource use and biodiversity protection in all aspects of hotel operations, and to actively engage in environmental protection education and publicity to promote environmental awareness in the workplace and in daily life. We promote the use of environmentally friendly materials and encourage efficient use of office space to save costs, energy, and achieve low-carbon environmental protection while fulfilling office demands. Excessive space and unnecessary configurations are avoided when planning the use of office area. 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, ensuring alignment with environmental targets defined by the Regal Group.



ENVIRONMENTAL RESPONSIBILITY

Our Response to Climate Change

The Regal Group, including Regal Portfolio Management Limited (the “REIT Manager” of Regal REIT and a wholly-owned subsidiary of the Group), is committed to implementing comprehensive management approaches and action plans to strengthen Regal’s business resilience against climate change.

In terms of physical risks, we understand that storms, flooding and sea level rise are potential physical risks influencing our business operations. Among the transitional risks identified, policy and legal risks are considered to be the most material to our hotel operations. Following the introduction of Hong Kong’s Climate Action Plan 2050, the government is expected to implement more stringent environmental policies to meet carbon neutrality targets. The risks identified for the hotel property portfolio are being reviewed regularly.

Regal, together with the REIT Manager, monitor climate-related risks and review climate-related goals and targets annually. We constantly implemented climate-related risk management approaches to mitigate possible climate risks. In 2022, we began replacing non-LED lighting with LED lighting and diesel-powered equipment with natural gas-powered ones. We also encouraged signing performance-based contracts with specialist contractors to implement energy saving programmes in the hotels. During the reporting year, Regal Airport Hotel replaced all fluorescent ceiling down light with LED down light at the function rooms. A series of climate adaptation plans have been formulated to effectively manage and respond to current and future climate change impacts. These plans are frequently communicated to our employees to enhance their preparedness and awareness when responding to extreme weather events such as flooding, tropical cyclones and heavy downpours. Our engineering department also provides trainings to equip our engineering staff with the ability to solve problems and deal with emergencies. New facilities have been installed to improve the adaptive capacity of the Group’s hotels. For instance, Regal Airport Hotel installed flooding gates at the underground level to protect essential areas from flooding risks.

Looking forward, the Group will continue to conduct climate change impact assessments to understand the impact of climate-related risks on our investment strategies, risk management procedures and portfolio management processes, including utilising scenario analysis to map the impacts of climate change on our hotel operation business. In addition, we will continue to implement mitigation and adaptive measures to respond to current and future climate change impacts. We will also enhance disclosures with reference to the recommendations of the Task Force on Climate-related Financial Disclosures.



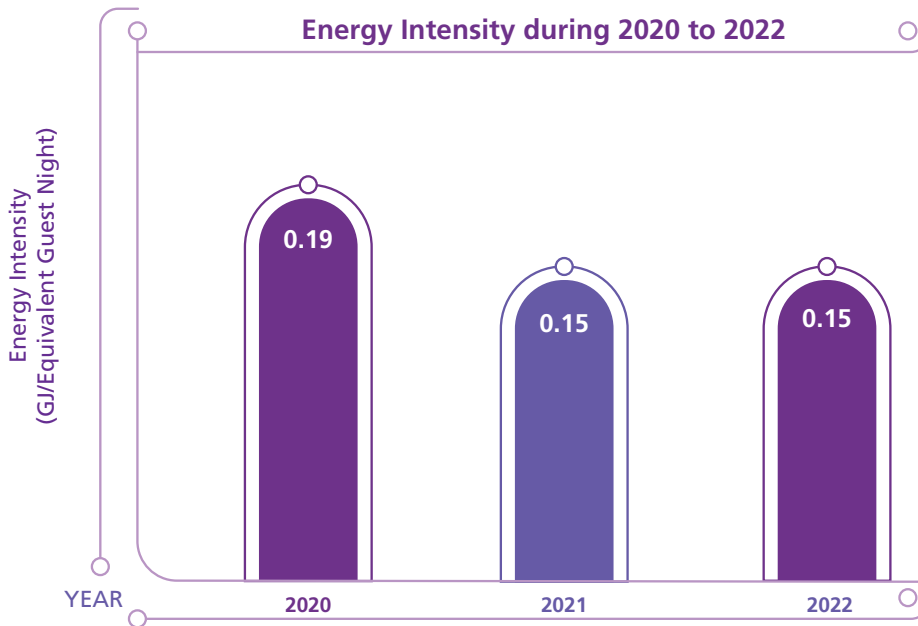


ENVIRONMENTAL RESPONSIBILITY

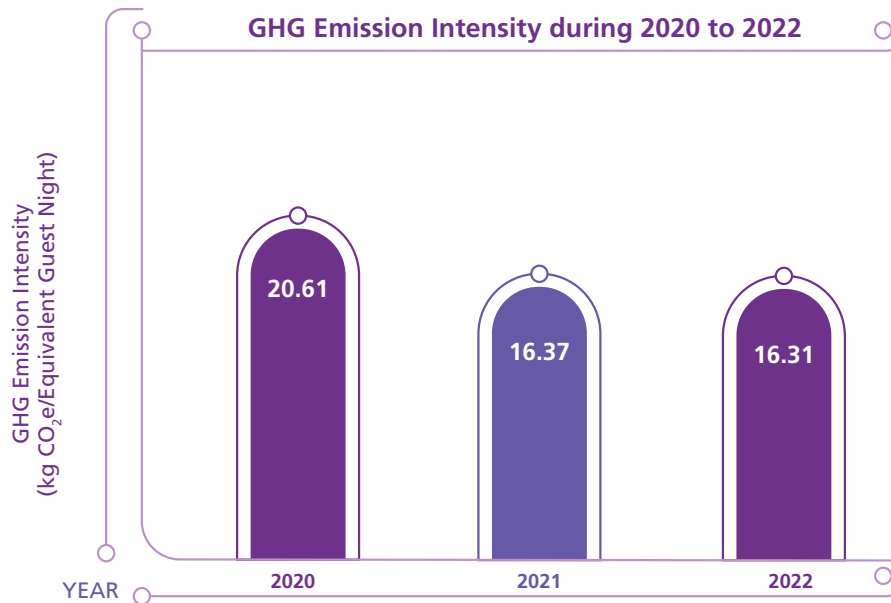
Energy Efficiency and Emissions

Regal acknowledges that reducing carbon emissions is an integral part of global climate action, which is closely linked with energy usage. As a responsible hotel operator, we aim to improve energy efficiency and reduce carbon emissions and incorporate the pledge into our environmental management strategy. We initiated a feasibility study about the deployment of an energy management system. The preparation of energy consumption data to identify key hotspots and improvement areas paves the stage for the implementation of Intelligent Building Management System (iBMS) in all Regal Hotels by 2030. At this moment, if energy consumption exceeds the specified range, the underlying causes will be analysed, and prompt corrective actions will be taken to ensure meeting our operational needs while aligning with best industrial practices. In recognition of our 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.

To further align with standards in energy management and utilise energy management tools, we plan to conduct carbon audit for our hotels in Hong Kong by years 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 move to a low carbon future, we continue to refine our energy management, enhance energy efficiency, and focus on decarbonising our operations through engineering solutions and transition to renewable energy in our hotels. To achieve our carbon neutrality goal and energy saving targets, we are implementing various improvement measures in our hotels, including:

Upgrading equipment

- retrofitting all 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;
- phasing out and replacing diesel-powered equipment with natural gas-powered equipment;
- signing performance-based contracts with specialist contractors to implement energy saving programme for the chillers in the hotels; and
- monitoring the energy consumption of each outlet and guestroom floor to suit the operation needs and partially turning off the lighting during low occupancy period.



ENVIRONMENTAL RESPONSIBILITY

Engagement

- initiating the “We Love Our Planet” campaign in supporting the concept of green workplace; and
- Regal Kowloon Hotel participating in Earth hour, a global event initiated by the Worldwide Fund for Nature (WWF) to draw attention to climate change and the environment through energy conservation.

Energy management

- implementing Intelligent Building Management System (iBMS) for all Regal Hotels by 2030;
- partnering with electricity companies to conduct energy audits in the hotels to explore Energy Management Opportunities (EMOs);
- participating in Automatic Demand Response Programmes by electricity companies to minimise our electricity consumption at critical peak-load periods;
- reviewing the energy efficiency of the water heating equipment and systems and replacing them with more energy-efficient models whenever practicable;
- incorporating frequency controllers on replacement of air conditioning systems and hot or cold-water pumps; and
- increasing the utilisation of electric vehicles (EVs) and achieving 80% EVs in corporate fleet and 100% hotel EVs by 2025 and 2028, respectively.

Alternative energy

- performing feasibility study for the installation of solar panels at selected hotels by 2025; and
- purchasing Renewable Energy Certificates by 2035 to support the use of renewable energy.



Posting energy saving signs next to air-conditioning



Ambient light control of hotel's facade

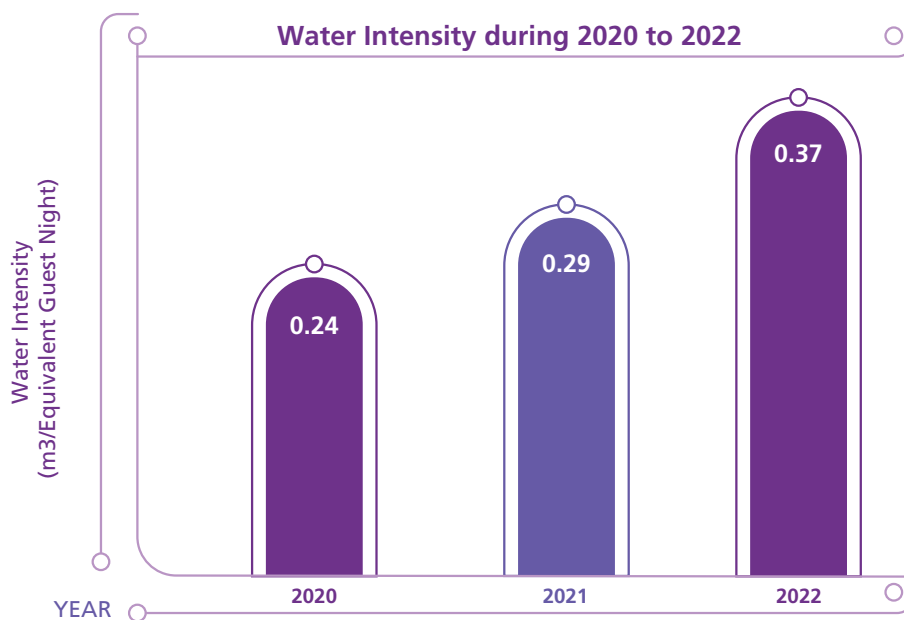


ENVIRONMENTAL RESPONSIBILITY

Water Management

Water remains a significant resource in our hotel operation business. The situation was further impacted by the global pandemic as additional water consumption was required for hygiene and cleaning purposes in the hotel operations, which led to increase in water intensity in 2022. Following our commitments to EarthCheck ratings, the Regal Group has implemented operational and behavioural solutions to improve water use efficiency, 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;
- requiring all new shower heads to fulfil the Water Efficiency Grade 2 requirements set by the Water Supplies Department; and
- minimising water consumption in pools through modification projects.





ENVIRONMENTAL RESPONSIBILITY

Regal mostly uses municipal water for hotel operations, and no water supply issues have been identified at the Group's operational site. Nevertheless, given the worsening environmental circumstances that may in the future affect the supply of freshwater, the Group also seeks to lessen the potential strain on municipal water supplies by advocating water saving in our hotel operations. We will continue to support local and regional initiatives to increase water conservation awareness and propose community-wide solutions. For example, 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 adopt 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 water management practices and water-saving initiatives to enhance performance in water saving across hotel operations.

Waste Management

In recent years, waste has been redefined as a valuable resource given its potential to be recovered and reprocessed. Waste has therefore become one of the most material environmental concerns in the hospitality industry. With the acknowledgement of its importance in our environmental responsibility, we have defined targets to enhance our performance in waste prevention and diversion. Starting from the stage of consumption to waste disposal, we ensure the group-wide standards have been upheld and trainings have been delivered to educate our employees on handling and disposing waste. We also seek to divert waste from landfills and incineration facilities where possible with the 5R Principle. To this end, we adopted the following initiatives:

Reduce

- Reducing the consumption of disposable plastic bottles by offering refillable water jugs and setting up water stations with sliced fruit
- Utilising our MICE App to deliver promotional materials or information electronically to reduce paper consumption from printing

Reuse

- Using papers on both sides at office

Recycle

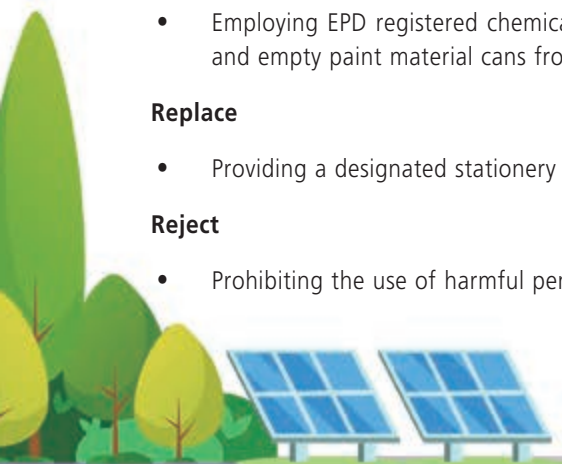
- Offering pencils made from recycled materials to replace plastic ball pens
- Installing recycling bins at hotel meeting rooms
- Employing EPD registered chemical waste contractor to collect the fused fluorescent tubes/compact lamps/HID lamps and empty paint material cans from hotels

Replace

- Providing a designated stationery zone with different sizes of paper to reduce wastage

Reject

- Prohibiting the use of harmful pens and adopting the use of non-toxic whiteboard markers



ENVIRONMENTAL RESPONSIBILITY

Food waste is the most significant subcategory of waste by weight in hospitality and catering operation, as well as in our hotels. We are minimising food waste at its source by avoiding overproduction through implementing stringent procurement control procedures. 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, which we believe is an effective measure to reduce waste generation. Apart from reducing waste from its source of input, we have also initiated food waste reduction campaigns in our hotels in Mainland China. For example, in Regal Airport Hotel, Xi'an, we 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, with an aim to reducing the amount of food waste generated from our catering services by enhancing guests' awareness in their consumption habits.

Another major source of waste in our hotel operations comes from our room amenities, including their single-use plastic packaging and the used items. Single-use plastics that are not properly handled have become one of the most prevalent pollutants entering the ocean and are damaging the marine environment. Regal is taking steps to minimise the use of single-use plastic items. To advocate the concept and practices of "Green Hotel", we encourage guests to bring their personal care items and reduce room amenities consumption during their stay. At some time during the reporting year, the Hong Kong government has stipulated social distance guidelines to all Food and Beverage (F&B) outlets and the closure of restaurants/bar & lounge after 6:00 p.m., which has led to increasing demand for takeaway services and thus the consumption of plastic bags and food containers. Nevertheless, single-use plastic packaging of room amenities, single-use toiletries and disposable plastic tableware & takeaway containers are being replaced by biodegradable material and they are only offered to guests on request basis. 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.

The hospitality operations do not generate significant amounts of hazardous waste, except chemicals from cleaning products and their containers, electronic appliances and retired lighting fitting. 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. All non-hazardous waste and hazardous waste are collected, stored, categorised and disposed in accordance with internal waste management procedures and relevant local laws and regulations. The waste collection process is supervised by designated personnel in each site. Hazardous waste such as chemicals from cleaning products and their containers, electronic appliances and retired lighting fitting are stored in a dedicated location and collected by a special team, while municipal waste such as food leftovers and used oil in canteens are passed on to authorised agents for treatment and recycling. 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. We also emphasise waste recycling in our waste management approach. In this regard, we support upcycling through fully expanding the scope of recycled waste and 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. In our iclub Hotels, we provide umbrellas that are made up of PET fabrics from recycled plastic bottles.



ENVIRONMENTAL RESPONSIBILITY

Regal Group aims to avoid excessive paper consumption in our office operations. We have put part of our routine operation onto the cloud, leveraging cloud technology to minimise paper consumption. For example, by adopting an online customer relations management platform, we have facilitated the digitalisation of our hotels' reservation and documentation process. The Group has also digitalised its F&B dining membership programme, where mobile application and digital coupons are used instead of membership cards and paper coupons. For our marketing and advertisement, we utilise different digital channels, including e-brochure, e-flyers, e-banners, social media posts and online direct marketing. For inevitable paper-based administrative operation practices, we have a printing guideline in place to promote duplex printing of documents and the use of double-sided paper when printing documents. In addition, our procurement team carefully selects the types of papers that are certified by the Forest Stewardship Council or equivalent organisation whenever practicable for office use to promote responsible consumption.

During our hotel 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. The Group will continue to optimise the 5R Principle in our hotel and office operations whenever applicable.

We believe that sustainability is not just a responsibility but also an opportunity to create value for our guests, employees and the community. By incorporating sustainable practices into our operations, we can provide a more environmentally conscious and responsible experience for our guests while also reducing costs and enhancing our reputation.

Regal Airport Hotel, Xi'an: Creating Enhanced Environmental Value

Regal Airport Hotel, Xi'an, designed to provide guests with utmost convenience with its highly accessible transportation network and features, is in proximity to the Airport Terminal 3 in Xi'an Xianyang International Airport.

Besides geographical advantages, with a goal to create environmental values, the hotel has incorporated multiple sustainable features in its green building design, construction and operation.

Highlights of the hotel's green features include:

- peripheral lighting adjustment to save electricity;
- energy control through installation of meters and regular recording of energy consumption;
- posting energy saving signs to encourage proper use of air-conditioning for maximum comfort and efficiency;
- disposable room amenities switched to biodegradable items such as pencils made of old newspaper, paper lunchboxes, paper cups and biodegradable plastic bags;
- displaying reminders and signs in visible areas in the hotel restaurants to promote the behaviour of serving the "just right" food portions during buffet to avoid generating food waste; and
- various types of garbage collection boxes to promote garbage sorting to facilitate recycling.





ENVIRONMENTAL RESPONSIBILITY



Garbage sorting



Displaying reminders and signs in visible areas in the hotel restaurants to minimise food waste





ENVIRONMENTAL RESPONSIBILITY



Using biodegradable items



SOCIAL RESPONSIBILITY

Besides monitoring the environmental impact of operations on the surrounding environment, the Group recognises its responsibility as a participant in the real estate industry to monitor how its operations impact the surrounding community, as it is essential for us to maintain our brand reputation. Social Responsibility has been a pillar of our long-term sustainability programme. We have also set up a Social Responsibility Steering Committee to monitor our social responsibility efforts continuously. It is chaired by the Chief Operating Officer of Regal and supported by all function heads. Two social responsibility focuses have been identified during the year:

- Youth Development; and
- Health Enhancement.

Our commitment is to integrate with the local culture and benefit the local community where our hotel properties are located, which is considered to be essential to the success of our business. Our businesses depend on the resources, infrastructure and markets in the locations where they operate. In turn, we strive to achieve a positive and long-lasting result that adds shared value for all parties involved. To foster a peaceful, harmonious and inclusive society in our neighbourhood and to exhibit our concern and support for the underprivileged and elderly, Regal strives to contribute to the well-being of the community.

While providing quality accommodation service, Regal also emphasises on creating social benefits to the society as 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.

Fostering Community Engagement

Regal participates in charitable activities and encourages our employees to do the same, under circumstances that comply with applicable laws and regulations. Regal demonstrates our 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 connection and interaction with the neighbourhood community, two volunteer teams, which are Colour our World and Young Colour our World, were established. They consist of both adults and young people, to work together to serve the society by donations, visits and volunteering works, etc. We continue to express our care with donations of useful resources to different parties in need.

Highlights of Community Investment in 2022 were as follows:

- Number of partnering non-profit organisations and other institutes: 6
- Number of organised volunteer activities: 15
- Total volunteer hours contributed by employees: 292 hours
- Amount of donation and sponsorship: approximately HK\$5,500,000

Regal has been recognised as a “Caring Company” by the Hong Kong Council of Social Service for 20 years consecutively with the award of “20 Years Plus Caring Company Logo”.





SOCIAL RESPONSIBILITY

Regal is partnering with Po Leung Kuk to provide community services in Hong Kong, which initiated two programmes to support the elderly in the region. Their donation boxes are placed at Regal Hotels and iclub Hotels in Hong Kong to encourage guests to contribute to the cause. Also, a portion of the proceeds from the sale of Regal Hotels' Chinese New Year puddings is donated to the "Po Leung Kuk District Elderly Campaign". This programme supports the "Engay Food" meal, which helps elderly individuals with dysphagia to regain the pleasure of eating. Through these initiatives, Regal and Po Leung Kuk are working together to improve the lives of the elderly in Hong Kong.



Youth Development

Regal believes the younger generation represents the future of the society. Thus, youth development is one of the focuses in community engagement activities and it is important to provide the younger generation with good education and personal development opportunities. Through organising internship programmes and hotel tours, Regal hopes to complement conventional school education by offering to young people a different and rewarding learning experience.

Regal Hotels International Youth Development Programme 2022

Regal hopes to provide more opportunities for young people 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 (VTC), are offered scholarships and 300 hours of invaluable internship opportunities every year. During the internship period, students have the chance 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. With the exclusive learning experience and guidance from experienced employees, we believe the internship scheme can equip them with valuable skillsets and 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

Recognising the limitations of regular school education, Regal strives to offer non-classroom learning opportunities for youth. As Tourism and Hospitality Studies is now an elective subject on the Hong Kong Diploma of Secondary Education Examination, the hospitality industry has received a growing amount of attention during the past several years. In response to this growing trend, Regal makes every effort to promote education in our local community and to improve the educational experience of the students. In conjunction with non-profit organisations, Regal conducted a hotel tour and career talk for the Vocational Training Council during the reporting year to demonstrate how hotels operate.

Career talks

Regal encourages youth to explore different career paths and enhance their personal development. We have collaborated with SHINE of Vocational Training Council in providing career trainings and opportunities. To help students in adapting to the real-life work environment, a room at the Tuen Mun Campus is redecorated to mimic a guestroom in Regal Hotels. To provide training opportunities, we have collaborated with a secondary school in Hong Kong in offering career talks for students via online platform in 2022. Participants interested in pursuing a profession were introduced to the job scopes and career opportunities in the hotel sector via the training.

Social Inclusion

Cultivating talents

We want to make a long-lasting impact on the young generation in the neighbourhood and, to this end, we have arranged several volunteer activities involving the youth to widen their perspectives and to cultivate their abilities. On World Book Day, our staff at Regal Kangbo Hotel in Dezhou, Shandong sent books to Kangbo Primary School, offering more resources to cultivate the reading habits and interests of the pupils. At the time of the national college entrance exams, we provided candidates with encouragement and refreshments by putting up booths in schools. Also, our employees volunteered in the Shandong Dezhou Automobile and Motorcycle College to introduce to their students the actual operations of the hotel industry and to increase their understanding of the latest developments within the industry. We also set up real life scenarios for students to enhance their practical skills.



Setting up refreshment booths at exam venue



Sending books to a local primary school





SOCIAL RESPONSIBILITY

Barrier Busters Programme

Regal remains dedicated to promoting equal opportunity and anti-discrimination against minority groups and underprivileged persons in society. In 2022, Regal continued to support the Barrier Busters Programme organised by The Hong Kong Society for Rehabilitation and Chi Heng Foundation. This initiative aims to provide support and assistance to individuals facing physical or social barriers in their daily lives. By supporting this Programme, Regal is committed to creating a more inclusive and equitable society for all members, regardless of their backgrounds or circumstances. Regal will continue to work towards promoting social responsibility and making a positive impact on the community.



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 to enhance their health and improve their living condition.

Regal recognises the importance of supporting the community during these challenging times. One of the initiatives undertaken by Regal was the donation of over 20,000 dining vouchers to the Hospital Authority in support of their staff working in designated hospitals and treatment centres. This gesture not only helped to boost morale among the healthcare workers who have been working tirelessly on the front-lines, but also provided them with a well-deserved break to enjoy a meal.

In supporting the government's initiatives to combat the pandemic, seven of our hotels, namely Regal Airport Hotel, Regal Kowloon Hotel, Regal Oriental Hotel, Regala Skycity Hotel, iclub To Kwa Wan Hotel, iclub Fortress Hill Hotel and iclub Mong Kok Hotel enrolled as Designated Quarantine Hotel or Community Isolation Facility during the reporting year. We also supported our employees in participating in community volunteering activities on the combat against the COVID-19 pandemic.



ECONOMIC RESPONSIBILITY

Employment, customer relations and operational practices are the three principal focuses of Regal's economic responsibility. Employees are at the core of our success. 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 impact into our value chain, including our shareholders, customers and the community in which we operate.

During the reporting year, the Group complied with all relevant regulations in its operating sites with regards to employee, product and supply chain management.

Caring For Our Employees

Regal is an equal opportunity employer and prohibits discrimination or harassment on the ground of race, sex, pregnancy, marital or family status or disability and other grounds protected by laws. The employment terms with the Group shall be governed by the Human Resources Policies, to ensure full compliance with all applicable rules and regulations. The recruitment process is governed by a set of procedures that are periodically evaluated and modified in accordance with changing industry practices and legislation revisions. An employee handbook is distributed to every new hire, which documents our principles on labour practices and details their benefits package.

Regal Group seeks to cultivate long-term, collaborative relationships with its employees, and has a mechanism to review and enhance their welfares in accordance with the relevant laws and ensure that they can enjoy social statutory holidays and other benefits. We also provide pension fund contributions and benefits to employees in an effort to safeguard their retirements. In compliance with the Mandatory Provident Fund Schemes Ordinance, we administer an MPF Scheme to all qualified Hong Kong employees. Through pension fund contributions and benefits, we want to protect the employees' means of sustenance and lighten their financial load. 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 to strive for personal growth. Our Human Resources Department and management work together closely to seek continuous improvements in these employment related aspects.

We do not allow child or forced labour in our workforce. We reject all forms of modern slavery and we have an internal management strategy for recruitment to guarantee compliance and to protect the rights of all applicants. To avoid child labour, we seek the candidate's consent to copy his/her identity card, which our Human Resources Department utilises to verify his/her age. To safeguard the interests of our employees, we sign employment contracts with them before they work with us. Every one of our staff must be employed voluntarily. The issue will be examined and handled in line with our stated policy if unlawful employment is discovered. During the reporting period, there was no child nor forced labour case.





ECONOMIC RESPONSIBILITY

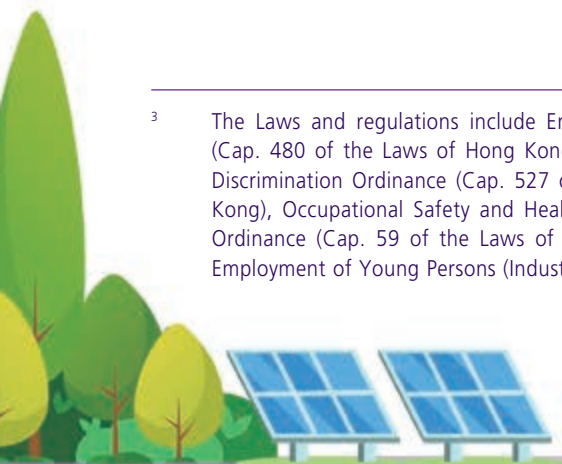
During the reporting period, there was no non-compliance case in accordance with relevant laws and regulations³ that have a significant impact on the Group concerning compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination and other benefits and welfare.

Workplace Health and Safety

Regal provides a secure and healthy workplace for its employees. A Safety Policy is in place to govern all operations and it is reviewed periodically to keep up with the latest developments in workplace health and safety and related regulations. We continue to take appropriate measures and to build up relevant risk control strategies to safeguard against those risks that are designated as high risks, such as food safety, machinery safety and fire control etc. Every staff member of Regal has a responsibility to uphold our safety standard. Regal regularly organises trainings and engages with our employees to promote occupational safety awareness. 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 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 continue to provide occupational health and safety trainings for all employees to equip them with the knowledge to work safely. We also invite external parties to provide training to the supervisory and management staff, focusing on how to incorporate safety concerns into hotel daily operations. Contingency plans are formulated to deal with emergency situations. We also arranged related trainings to selected employees, covering the use of fire-fighting equipment and the provision of first aid and rescue techniques, to ensure sufficient trained employees are available to cope with accidents. To further improve our emergency preparedness, emergency drills for all emergency and rescue teams are conducted by our Safety and Security Officers regularly.

³ 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

- **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. To help prevent injuries and educate all employees of potential dangers and hazards, we post 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:** To manage workplace health and safety and keep the workplace safe, 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.

The efficacy of our health and safety management systems is analysed on an annual basis. All results are shared with the senior management team of each business division to discuss the feasibility of implementing the recommendations based on the analysis. We perform regular review on the Safety 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 the safety management system and ensure compliance with all relevant laws and regulations. A bi-monthly safety meeting is hosted with all department heads to discuss the safety issues and review the work injury cases to avoid re-occurrence.



Production safety training





ECONOMIC RESPONSIBILITY

Protecting our employees under the pandemic

In 2022, COVID-19 protection continued to be administered Group-wide with an emphasis on employee health and welfare. In general, the Group has undertaken a variety of healthcare-related endeavours protecting our employees under the pandemic. In order to combat COVID-19, we continued to implement appropriate hygiene and sanitation standards and guiding principles, which were reviewed and amended from time to time based on prevailing circumstances. There were measures in place, such as disinfection cleaning standards and arrangements for crowd management, to ensure that all venues where our staff and guests were present comply with stringent hygiene standards. Since the outbreak of COVID-19, all of our hotels have been outfitted with temperature scanning equipment to check guests' temperatures and restrict access to anybody with a fever. The thermometer cameras put at the entrances of a number of our properties made temperature scanning more effective and automated. In response to the pandemic, we have strengthened the hotels' hygiene-related safeguards to protect the safety of all guests and staff. We also provided our employees with appropriate hygiene supplies and personal protective equipment to further ensure their safety on the job and scheduled staff trainings to heighten their knowledge of any updates or latest protective procedures. Staff were requested to take RAT every day and were supplied with KN95 or KF94 masks. A sanitation facility was installed at the hotel employee entrance.



Protection screen



Hand gel





ECONOMIC RESPONSIBILITY



Disinfectant spray



Staff with full PPE

Learning and Career Development

We are determined to provide a clear and promising career path to our employees. We promote and reward employees based on individual merits and their work performance. 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. We believe in developing employees through continuous training to enable them to improve performance, assume greater responsibilities and achieve career goals. In practice, we provide in-house training facilities and various training programmes that aim to help employees develop themselves and to enhance their chance of a successful and satisfying career.

To acquaint newly recruited employees with the Group and the working environment, a mandatory Induction Programme is normally scheduled within a short period after the employees join the Group. 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. Where appropriate, we send employees to external training courses. Such courses are planned and recommended jointly by relevant Department Head, Head of Human Resources and Executive Director in Corporate Office or General Manager in hotels. To encourage continuous development, we have established a training subsidy scheme to encourage employees to pursue external courses.





ECONOMIC RESPONSIBILITY

In addition, we provide role-based trainings to equip employees with essential knowledge and skills needed to excel at their jobs and advance their careers. For example, we provide trainings to our waste handling staff to handle waste more effectively in accordance with Regal's waste management procedures. The procedure sets out guidelines for our staff to manage waste throughout operation life cycle starting from the stage of purchasing. Tailor-made training programmes are conducted by different departments to fulfil their operational needs. We aim to diversify our training approach with the development of online platform in the future to equip our employees with essential knowledge and skills to cope with the fast-changing environment. We constantly review our training content in light of market changes to provide our staff with the necessary abilities and transferable skills to pave way for a smooth and fruitful career development. In the future, we aim to continue to organise diversified training programmes and online training courses.

Employee Engagement

Regal recognises the importance of employee well-being and strives to foster a culture of work-life balance at our workplace. We create opportunities for employees to spend quality time together, in order to enhance team spirit and improve employees' sense of belonging, by organising various leisure activities such as sports competitions and annual parties. Though employee engagement activities in 2022 were suspended due to the COVID-19 pandemic, award programmes were in place to demonstrate our appreciation to employees' efforts and loyalty. We awarded our employees with Year-of-service Awards and Long Service Awards, and retirement celebrations with limited participation were continued to be organised. Other employee engagement programmes that do not involve physical gatherings, such as giving out birthday gifts, child-birth gifts and education sponsorships were also maintained.

With the objective of fostering a speak-up culture where all employees can feel included and that their thoughts and concerns are valued, Regal is committed to strengthening communication between employees and management through a variety of channels such as whistle blowing through emails, suggestion boxes, annual surveys and Regal's Facebook page. As a result, where employees encounter challenges, conflicts, or unjust treatment at work, they can feel free and be motivated to speak up through the established communication channels.



Employee birthday celebration and 10-Year Long Service Award Ceremony



ECONOMIC RESPONSIBILITY

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 be able to stand out in a changing environment. Customers' feedback and demand are handled carefully, as they add value to our business growth. To engage with customers and collect their opinion effectively, we have established a wide range of communication channels, including loyalty programmes such as Regal Rewards and 925 Club.

Intellectual Property Rights

In observing and protecting intellectual property rights, we have established policies and procedures for all business units to follow. For example, we only use licensed software and technology to ensure that our business operations meet the requirements of the law.

Furthermore, our "Regal" brands and logos are core elements of our business, and we take the protection of their intellectual property very seriously. We have appropriately registered the relevant trademarks and service marks according to the applicable laws and regulations in different jurisdictions where we operate and have monitoring measures in place to protect them from infringement.

Guest Health and Safety

Apart from hospitality services quality, our guests' health and safety is of prime concern to Regal. Regal ensures our operations are in compliance with relevant laws and regulations. For food safety, Regal complies with the Food Safety Ordinance (Cap.612 of the Laws of Hong Kong) and the Public Health & Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong). On the other hand, under the COVID-19 pandemic situation, we have continued to place the safety, health and well-being of our guests at the forefront. Health and hygiene practices have been deployed, including the separation of tables, the use of face masks by personnel and temperature checks, in order to ensure that strict cleanliness and safety requirements were met in guest-accessible areas in our hotels.

These preventive and monitoring measures included:

- 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

Connecting with Our Guests

We believe that the expectations and understanding of sustainability of our guests are growing and we are always seeking to enhance our offerings and services. Over the long term, we aim to produce shareholder value via appreciation in the capital value of our properties and the increase in their operational value as the customers' acceptance of our offerings grows. We construct and manage our hotels with the customers at the heart of our operations, integrating their stay with their overall impressions of the cities they are visiting. We have also been integrating cutting-edge technology into our operations in order to create a revolutionary hotel atmosphere by streamlining our guests' travel arrangements. With continuous enhancements, we ensure that the design and amenities of our hotels are improving, and we explore opportunities to expand our offerings and services, therefore enhancing the value of our brands over time.

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 travelers 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 were made to members of the above clubs during the year, including dining discounts, room reservation discounts, shopping coupons and special day trip arrangements.

During the year, a new loyalty programme, Regal Dollars was launched targeting both hotel and non-hotel customers of the Group. For example, purchasers of properties in developments developed by Regal or P&R are awarded Regal Dollars which can be redeemed for spending at our hotels. We believe the programme can help cross promoting the hotels' business and the brand.

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 units to follow up, which 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 1,992 complaint cases regarding hotel services, all of which were properly handled according to the customer complaint handling procedures and standards.

Virtual Mindfulness Classes to Take Care of Guests' Wellness

Since the start of global pandemic, Regal began to offer guests staying in our quarantine hotels in Hong Kong complimentary nightly mindfulness classes as an additional wellness perk during their stay.

Hotel guests were invited to participate in the Zoom mindfulness lessons 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.

Customer Privacy

Regal's operations involve the collection and handling of customers' personal information. We understand the importance of protecting 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 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.



ECONOMIC RESPONSIBILITY

In our daily operations, customers' personal information is 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 case 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, laundry and other services, guestroom supplies and all sorts of hotel amenities. In this connection, Regal's Purchasing Department has established procurement instruction and guidelines. Suppliers must satisfy our specific procurement terms and guidance on listed criteria. Our procurement aims to deliver positive impacts across the entire supply chain. We support environmentally friendly and local products in the procurement process.

As a Green Council member since 2012, product safety and quality are not the only consideration for Regal's supplier selection. We strive to minimise negative environmental and social impacts that may otherwise arise from our procurement process. Our suppliers are selected through a meticulous process. We have formulated a Green Purchasing Policy for our Group Purchasing Manager and Group Hygiene Manager to assess potential suppliers. We are committed to purchasing recycled and other ecologically preferable materials wherever possible, and we expect our suppliers to do the same. The Policy includes criteria on the On-site Evaluation Checklist to ensure environmentally friendly techniques are used in production. In the pre-qualification stage, 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, in accordance with which we conduct regular review to ensure our suppliers are in compliance. We also prioritise suppliers who are ISO 9001 certified and have HACCP system in place.

During the reporting period, selected suppliers of our hotels were audited as part of the risk management process designed to analyse and monitor possible supply chain risks. Our Purchasing, Receiving and Food & Beverages Departments also evaluate suppliers' product quality, timeliness in product delivery, certifications obtained, etc. with supplier annual evaluation form. During the pandemic, we have tightened our supply chain controls to ensure the quality and safety of all products. Supplies delivered to the hotels are required to show their 14-day travel code to enhance the traceability of products delivered. With the increase of visibility in the supply chain, we ensure that the products and services offered to our hotels' customers are compliant with relevant regulations, while maintaining ethical labour and environmental practices.

While implementing sustainable procurement practices, Regal balances our 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 or equivalent Council, cleaning chemicals that are ISO 14001 certified, and replace plastic containers and bags with those made with bio-degradable materials. We also switch to Bulk Pack wet amenities bottle in order to reduce the quantity of small plastic disposable bottles to the minimum. We also install the water filtration system in guestrooms in order to reduce the quantity of plastic bottled distilled water.



ECONOMIC RESPONSIBILITY

Regal also supports local sourcing in our procurement process. We purchase vegetables and fruit from local farmers whenever possible. Sustainable procurement requires collaboration in our whole supply chain. During the reporting 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.

Business Ethics

Regal and all of our employees uphold high 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 along the supply chain management must comply with the Supplier Code of Conduct included in the supplier/distributor registration application form. As a prerequisite of cooperation with Regal, it provides guidance on managing corruption and bribery incidents in a proper manner. We strictly prohibit any forms of gift-giving among 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 forms, during business dealings may be subject to termination of employment.

The Employee Handbook outlines anti-corruption measures and controls to enhance our employees' understanding and awareness of the requirements and standards on anti-corruption, including prohibition on improper payments, soliciting and/or accepting advantages and offering advantages, charitable contributions and sponsorships that may be regarded as a means of bribery and corruption, entertainment and conflict of interests. The Employee 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.

Offering and receiving nominal gifts can be regarded as common business practices. Regal welcomes appropriate business premiums, since we see them as courtesies intended to create a solid commercial relationship. In light of this, we have set procedures to ensure that these premiums will not influence the business decisions of our employees. We do not allow accepting bribes in return for economic advantages, as well as any type of pressure or threats to get benefits, in the form of a gift, loan, fee, reward, or commission consisting of money or other valued security or other property or property interest. When attending social events on behalf of Regal, non-cash presents or lucky draw prizes may not exceed HK\$500 in value, and the acceptance of non-cash gifts or prizes of any value must be reported to Regal's Human Resources Department. Employees should avoid doing business or placing themselves in a position that might lead to a conflict of interest in order to support fair contests. If a conflict of interest arises or has the potential to occur, the employee must disclose it to the Executive Director in charge of his or her department for direction as soon as possible.

Employees are required to perform their duties with integrity, in an ethical and proper manner, and in compliance with all applicable laws and regulations of the jurisdictions in which Regal operates, including anti-bribery laws. We regularly organise training programmes on anti-corruption, covering our standards on business ethics and anti-corruption. During the reporting year, ICAC talks were organised for associates, in both face-to-face and online format. Also, all new employees are provided with a copy of the Anti-Corruption Policy and Whistle-blowing Policy on their commencement date and are briefed on the subject through orientation and the Employee Handbook. We strictly require our employees to comply with the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and the Competition Ordinance (Cap. 619 of the Laws of Hong Kong). No legal case regarding corrupt practices brought against the Group or our employees was recorded during the reporting year.



APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Hotels International Limited

Awards and Recognitions	Organisations
20 Years+ Caring Company	The Hong Kong Council of Social Service

Regal Airport Hotel

Awards and Recognitions	Organisations
MASTERCHEF Recommendation Restaurant 2022 – Rouge	Asia Art of Cuisine Society
ISO22000:2018 Accreditation on Food Safety Management System	SGS

Regal Hongkong Hotel

Awards and Recognitions	Organisations
HACCP Certification	SGS
ISO22000:2018 Accreditation on Food Safety Management System	SGS
Trusted Cleanliness Badge	TrustYou
Caring Company 15 Years+ Award	The Hong Kong Council of Social Service
Quality Restaurant Certification (10 years+) – Café Rivoli – Regal Palace – Alto 88	Hong Kong Tourism Board
MASTERCHEF Recommendation Restaurant 2022 – Regal Palace	Asia Art of Cuisine Society
2022 Top Producing Hotel	Trip.com

Regal Kowloon Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Caring Company 2021/2022	The Hong Kong Council of Social Service
HACCP Certification	SGS
MASTERCHEF Recommendation Restaurant 2022 – Regal Court – Mezzo	Asia Art of Cuisine Society
Hong Kong Asian Culinary Exchange Competition 2022 Gold Award and Silver Award – Regal Court	Asian Culinary Exchange
ISO 22000:2018 Accreditation on Food Safety Management System	SGS
Travelers' Choice Award	TripAdvisor



APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Oriental Hotel

Awards and Recognitions	Organisations
Halal Certificate (2013-2022)	The Incorporated Trustees of The Islamic Community Fund of Hong Kong

Regal Riverside Hotel

Awards and Recognitions	Organisations
Anti-epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency
Halal Certificate (2022-2023)	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Quality Restaurant Certification (15 years+) – Avanti Pizzeria – L'Eau – Regal Terrace	Hong Kong Tourism Board
MASTERCHEF Recommendation Restaurant – Dragon Inn – Vi	Asia Art of Cuisine Society
2022 Meituan Hotel Popular Hotel of the Year	Meituan Hotel
Outstanding QTS Merchant Silver Award – L'Eau	Hong Kong Tourism Board
ISO22000:2018 Accreditation on Food Safety Management System	SGS

Regala Skycity Hotel

Awards and Recognitions	Organisations
Golden Rating, HKGBC Beam Plus	Hong Kong Green Building Council
Halal Certificate (2022-2023)	The Incorporated Trustees of The Islamic Community Fund of Hong Kong

iclub Mong Kok 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
Traveler Review Award	Booking.com

iclub AMTD Sheung Wan Hotel

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

iclub Wan Chai Hotel

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

QUALIFICATIONS

- **EarthCheck (Gold)**

Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel.

- **EarthCheck (Silver)**

Regala Skycity Hotel, iclub Fortress Hill Hotel, iclub Mong Kok Hotel, iclub Sheung Wan Hotel, iclub To Kwa Wan Hotel and iclub Wan Chai 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 Performance⁴

	Units	Performance in 2021	Performance in 2022 ⁶
Air Emissions			
Nitrogen Oxide (NOx)	kg	325.62 ⁵	317.32
Sulphur Oxide (SOx)	kg	6.60 ⁵	7.19
Particulate Matters (PM)	kg	0.32	0.44
Greenhouse gas (GHG) emissions			
Total GHG emissions ⁷	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	34,573	36,432
Direct GHG emissions (Scope 1) ⁸	tonnes CO ₂ e	5,153	5,144
Indirect GHG emissions (Scope 2) ⁹	tonnes CO ₂ e	29,116	31,288
Indirect GHG emissions (Scope 3)	tonnes CO ₂ e	304	– ¹⁰
GHG emission intensity	kg CO ₂ e/equivalent guest night ¹¹	16.37	16.31
Energy consumption			
Total energy consumption	GJ	307,584	338,318
Electricity	kWh	59,494,294	68,256,146
Towngas	GJ	80,326	77,848
Fuel	GJ	13,079	14,748
Energy intensity	GJ/equivalent guest night ¹¹	0.15	0.15
Water consumption			
Total water consumption	m ³	605,240	816,563
Water intensity	m ³ /equivalent guest night ¹¹	0.29	0.37

⁴ The performance data only covers hotel management operations in Hong Kong, including the five Regal 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 Mong Kok Hotel, iclub AMTD Sheung Wan Hotel, iclub Sheung Wan Hotel, iclub To Kwa Wan Hotel and iclub Wan Chai Hotel). It also covers Regala Skycity Hotel (which opened in December 2021) in 2022.

⁵ 2021 figures have been restated for consistency.

⁶ Five of the hotels were enrolled in different cycles of the Designated Quarantine Hotel Scheme and the Community Isolation Facility Scheme during 2022 and there were no hotel activities for the period from March to May in 2022 due to the participation of Community Isolation Facility Scheme. These five hotels have resumed their normal hotel business operations in the 4th quarter of 2022.

⁷ Indirect GHG emissions (Scope 3) are included into the calculation of total GHG emissions.

⁸ Direct GHG emissions are generated from fuel consumption.


⁹ Indirect GHG emissions (Scope 2) are generated from electricity and towngas consumption.

¹⁰ Scope 3 GHG emissions are not calculated during the reporting year.

¹¹ Equivalent guest night includes the total number of guests stayed overnight in the hotels and one third on total number of guest patron in the restaurants and banquet/function rooms.



APPENDIX II – PERFORMANCE TABLE

	Units	Performance in 2021	Performance in 2022 ⁶
Waste disposal			
General waste disposed	tonnes	3,552 ¹²	2,207 ¹³
Waste recycled			
Used cooking oil	Liter	3,857	5,192 ¹⁴
Aluminium cans	kg	17	13
Plastic bottles	kg	1,988 ¹⁵	1,731
Paper	kg	41,635	50,310
Food waste and donations	kg	43,139	83,949 ¹⁴
Glass bottles	kg	4,282	589 ¹⁶
Soap	kg	152	101 ¹⁵
Hazardous waste disposed			
Retired lighting fitting	pieces	308	828 ¹⁷
Electronic Appliances	pieces	30	0
Cleaning Chemical	kg	25	200 ¹⁷

¹² Four of our hotels were enrolled in the Designated Quarantine Hotel Scheme in 2021. Significant amount of waste including meal boxes were generated during the period, which were disposed of due to health and safety concerns.

¹³ Number of guests for dining dropped significantly due to the enrolment of Designated Quarantine Hotel Scheme in 2022.

¹⁴ Increase in used cooking oil and food waste due to resumption of business activities in catering services in all hotels in the 4th quarter of 2022.

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 Due to reduction in wine consumption, number of glass bottles recycled reduced during the reporting year.

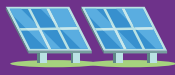
¹⁷ Retrofitting and cleansing activities were conducted prior to the re-opening of business.

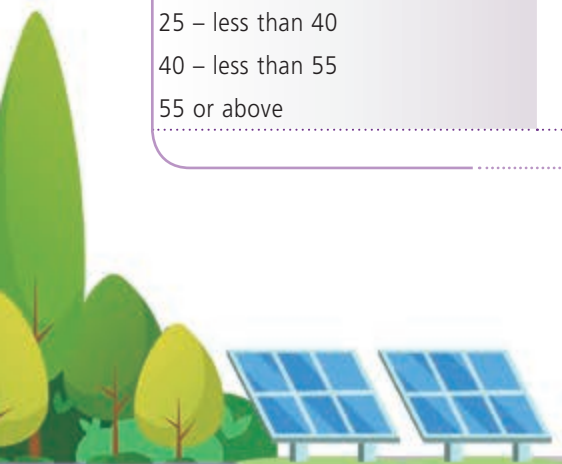


APPENDIX II – PERFORMANCE TABLE

Economic Responsibility Performance


Employment Practice

	Units	Performance in 2021	Performance in 2022
Total workforce by employment contract			
Permanent	number of people	1,406	1,369
Contract	number of people	91	71
Trainee	number of people	0	1
Total workforce	number of people	1,497	1,441
Total workforce by gender			
Male	number of people	737	696
Female	number of people	760	745
Total workforce by age group			
Under 25	number of people	59	43
25 – less than 40	number of people	386	352
40 – less than 55	number of people	708	688
55 or above	number of people	344	358
Total workforce by geographical locations			
Hong Kong	number of people	1,497	1,441
Total workforce by employment category			
Senior management	number of people	21	16
Middle management	number of people	152	152
General staff	number of people	1,324	1,273
Employee turnover by gender			
Male	%	53	43
Female	%	46	41
Employee turnover by age group			
Under 25	%	127	86
25 – less than 40	%	57	51
40 – less than 55	%	42	35
55 or above	%	43	42




APPENDIX II – PERFORMANCE TABLE


Occupational Health and Safety

	Units	Performance in 2021	Performance in 2022
Total number of work-related fatalities	number of people	0	0
Total number of lost day ¹⁸ due to work injuries	number of days	3,285	1,936

Development and Training¹⁹

	Units	Performance in 2021	Performance in 2022
Percentage of employees trained by gender			
Male	%	43	30
Female	%	31	23
Percentage of employees trained by employment category			
Senior management	%	29	44
Middle management	%	57	46
General staff	%	35	24
Average training hours by gender			
Male	number of hours	2.1	1.2
Female	number of hours	1.8	0.9
Average training hours by employment category			
Senior management	number of hours	0.4	0.6
Middle management	number of hours	3.5	1.8
General staff	number of hours	1.8	1.0

Supply Chain Management

	Units	Performance in 2021	Performance in 2022
Number of suppliers by geographical region			
Hong Kong	number of suppliers	2,537	2,139
Mainland China	number of suppliers	9	7
Overseas	number of suppliers	88	70


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 Efficiency 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 Management




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

Indicators		Section/ Statement
<i>A. Environmental</i>		
Aspect A2: Use of Resources	<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 Efficiency 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 Will continue to explore feasibility in establishing water-related environmental targets.
	<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
<i>A. Environmental</i>		
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environmental Management; EarthCheck and Achievement
	KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Management; EarthCheck and Achievement
Aspect A4: Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Our Response to Climate Change
	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.	Our Response to Climate Change
<i>B. Social</i>		
Employment and Labour Practices		
Aspect B1: Employment	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.	Caring For Our Employees
	KPI B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Economic Responsibility Performance
	KPI B1.2 Employee turnover rate by gender, age group and geographical region.	Economic Responsibility Performance




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 B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Workplace Health and Safety During the reporting year, no non-compliance case relating to providing a safe working environment and protecting employees from occupational hazards was observed in our operations.
	KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Economic Responsibility Performance
	KPI B2.2 Lost days due to work injury.	Economic Responsibility Performance
	KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Workplace Health and Safety
Aspect B3: Development and Training	General Disclosure Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Learning and Career Development
	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Economic Responsibility Performance
	KPI B3.2 The average training hours completed per employee by gender and employee category.	Economic Responsibility Performance






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	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Caring For Our Employees
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	Caring For Our Employees
	KPI B4.2 Description of steps taken to eliminate such practices when discovered.	Caring For Our Employees
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
	KPI B5.1 Number of suppliers by geographical region.	Economic Responsibility Performance
	KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Chain Management
	KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
	KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management




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

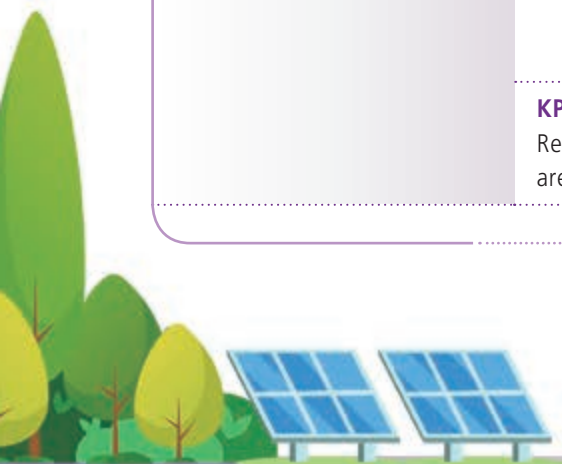
Indicators		Section/ Statement
<i>B. Social</i>		
Operating Practices		
Aspect B6: Product Responsibility	<p>General Disclosure Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 	Caring For Our Guests
	<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>	Caring For Our Guests
	<p>KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.</p>	Caring For Our Guests
	<p>KPI B6.4 Description of quality assurance process and recall procedures.</p>	Caring For Our Guests
	<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
<i>B. Social</i>		
Operating Practices		
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics
	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.	Business Ethics
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	KPI B7.3 Description of anti-corruption training provided to directors and staff.	Business Ethics
Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Fostering Community Engagement
	KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Social Responsibility; Youth Development; Health Enhancement; Social Inclusion
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	Fostering Community Engagement



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