



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)



2023
SUSTAINABILITY
REPORT

Contents

ABOUT THIS REPORT	2	PEOPLE	33
		Our Management Approach	35
MESSAGE FROM THE BOARD	3	Talent Development	36
		Occupational Health and Safety	40
ABOUT REGAL		Community Engagement	41
Our Vision	5	Data Privacy and Cybersecurity	44
Our Values	5		
Our Business	5	PARTNERSHIPS	45
Our Brand	6	Supply Chain Management	47
Our Portfolio	7	Technology and Innovation	48
OUR ESG APPROACH		PROSPERITY	51
The 5P Framework	9	Business Ethics	53
Sustainability Vision	11	Service Safety and Hospitality Standards	55
Governance	13	Sustainable Finance and Responsible Investment	58
Stakeholder Engagement	15		
Materiality Assessment	16	PEACE	63
		Wellness	65
PLANET	17	Diversity and Inclusion	69
Our Management Approach	19	Ecosystem Building	71
Energy Management	21		
Greenhouse Gas Management	22	APPENDIX I	
Integrated Energy and Carbon		AWARDS, RECOGNITIONS,	
Management Approach	23	QUALIFICATIONS AND MEMBERSHIP	75
Climate and Environmental Resilience	24		
Green Building	26	APPENDIX II	
Waste Management and Material Use	28	PERFORMANCE TABLE	77
Water Management	31	Environmental Responsibility Performance	77
Education and Engagement	32	Economic Responsibility Performance	79
		APPENDIX III	
		THE STOCK EXCHANGE	
		OF HONG KONG LIMITED'S ESG REPORTING	
		GUIDE CONTENT INDEX	81
		APPENDIX IV	
		GRI CONTENT INDEX	90

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 C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules", renamed from Appendix 27, effective from 31 December 2023 onwards). The report is also prepared with reference to the Global Reporting Initiative ("GRI") Standards 2021 and Task Force on Climate-related Financial Disclosures ("TCFD") recommendations.

Reporting Principles

In preparation for the report, the Group follows the 8 reporting principles as recommended by GRI and adheres to the 4 fundamental reporting principles set out in the ESG Reporting Guide. The details are as follows:

- ❖ **Materiality:** Environmental, social and governance ("ESG") topics that are significant to our operations and stakeholders were identified through stakeholder engagement and materiality assessment. 17 material ESG topics were identified, which form the focus of this report.
- ❖ **Quantitative:** Data about environmental and social responsibility was 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 eighth annual standalone Sustainability 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 topics 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 topics for the period from 1 January 2023 to 31 December 2023 (the "reporting period"), which aligns with Regal's 2023 Annual Report.

Accessibility of the Report and Feedback

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

Board Approval

This report was reviewed and approved by the Board of Directors of the Company (the "Board") on 26 April 2024.

Message From the Board Chairman's Message

It is my pleasure to present the Sustainability Report 2023 for Regal, highlighting our enduring dedication to sustainable development and our unique edge in hospitality management.

At Regal, we prioritise sustainability to create long-term stakeholder value. By incorporating sustainable practices throughout our value chain, we balance growth with environmental and social considerations. We strive to expand our hospitality footprints while minimising our environmental impact and promoting social well-being. Sustainability is at the core of our vision for responsible growth.

In 2023, Regal proudly introduced a holistic 5P Framework as part of our commitment to being a leading green hospitality group. This framework encompasses five strategic pillars: Planet, People, Partnerships, Prosperity, and Peace. We recognise that resilience, agility, collaborations, and technological innovations are essential for thriving in today's business landscape, through adopting this newly introduced framework, we are confident in our ability to drive positive impacts for generations to come.

Achieving sustainability requires united efforts, and together, we can orchestrate our global ambitions. We are dedicated to embedding the five Ps into all aspects of our business, from financing and investment allocation to hotel operations, sales and marketing, procurement and repair and maintenance. Through cultivating a sustainable mindset and strengthening our relationships and partnerships with all stakeholders, we are determined to build a more resilient business that benefits communities we operate in. Our journey towards sustainability is ongoing, and with the commitment and collaboration of all, we can achieve our goals on a global scale.

I would like to take this opportunity to thank our employees, guests, business partners, suppliers, and stakeholders for their continued support. Regal will continue to join hands with stakeholders to uphold its sustainability values. We look forward to having you on board in creating this wonderful future.

LO YUK SUI

Chairman

26 April 2024



Message From the Board Vice Chairman's Message

As Regal approaches its 45th anniversary, we find ourselves at a pivotal moment to transcend our current practices and propel our business to new levels of success. In today's fast-paced world, marked by socio-ecological disparities, it is imperative to embrace value creation models that address current and future needs. Regal is committed to providing world-class service while leveraging technology to accelerate our journey towards sustainable hospitality. The Sustainability Report 2023 serves as a comprehensive overview of our endeavours in shaping a better world.

Since the opening of our first carbon-neutral hotel, iclub Wan Chai Hotel, in 2010, our dedication to sustainable operations has remained unwavering. As one of the largest hotel operators in Hong Kong, we recognise the significance of integrating environmental, social and governance considerations into our business strategy and day-to-day operations. By doing so, we aim to generate positive impacts and establish commendable benchmarks that inspire collective action.

Sustainability permeates every aspect of a business, requiring coordinated efforts across functions for remarkable results and successful implementation. This year marks the introduction of our new 5P Framework and the assemblance of a Sustainability and Business Transformation Taskforce. Our 5Ps' symbolise five strategic pillars: Planet, People, Prosperity, Partnerships and Peace, that embody our vision for a better world, while our taskforce acts as a central hub that engages internal and external stakeholders, develops robust sustainability strategy and accelerates our Group's green transition.

In our ongoing efforts to gauge our environmental impact, we have enlisted an independent consultant to conduct a comprehensive assessment of our decarbonisation potential. Additionally, in collaboration with Friends of the Earth, we organised a "Tree Planting Challenge" and successfully planted 700 native tree seedlings at Tai Lam Country Park. Through this purposeful engagement, we hope to raise awareness amongst urban dwellers about the delicate equilibrium in nature and the positive impact we could achieve.

With a profound belief in the importance of being fully present in the moment for individual well-being, we rolled out mindfulness classes across all Regal hotels in 2023 in partnership with the Oxford Mindfulness Foundation to enhance guests' emotional well-being. We also extended the mindfulness experience to our employees and the wider community. Colleagues gathered at the Grand Ballroom of Regala Skycity Hotel for a 1.5-hour mindfulness practice this summer.

I would like to sincerely express my gratitude to our dedicated employees, valued guests, trusted business partners, reliable suppliers, and all stakeholders who have played a crucial role in making these endeavours possible. This report represents a significant chapter in our journey to sustainability, and we are thrilled to be sharing this with you.

POMAN LO

Vice Chairman

26 April 2024



About Regal

Our Vision

We strive to deliver world-class service and adopt the latest technology to accelerate our sustainable hospitality promise.

Our Values



Our Business

Established in 1979 and listed in Hong Kong since 1980, Regal Group’s major investments and principal business activities consist of hotel ownership undertaken through Regal Real Estate Investment Trust (“Regal REIT”, a listed subsidiary of the Company), hotel operation and management, 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 financial assets investments.

Across the Group’s diversified investment and business portfolio, hotel operation and management constitute a core business segment, accounting for approximately 90% of the overall revenue.

Our Brand

Regal offers premium hospitality services to domestic and international travellers. As one of the largest local hotel operators managing over 8,000 rooms in Hong Kong and in Mainland China, the Group aspires to become a leading hotel group in the Asia-Pacific region.

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



1979

Year of Establishment

19¹

Hotels

8,200

Rooms

60

Restaurants and Bars

1,500+²

Employees

Our Portfolio

Hong Kong and Mainland China

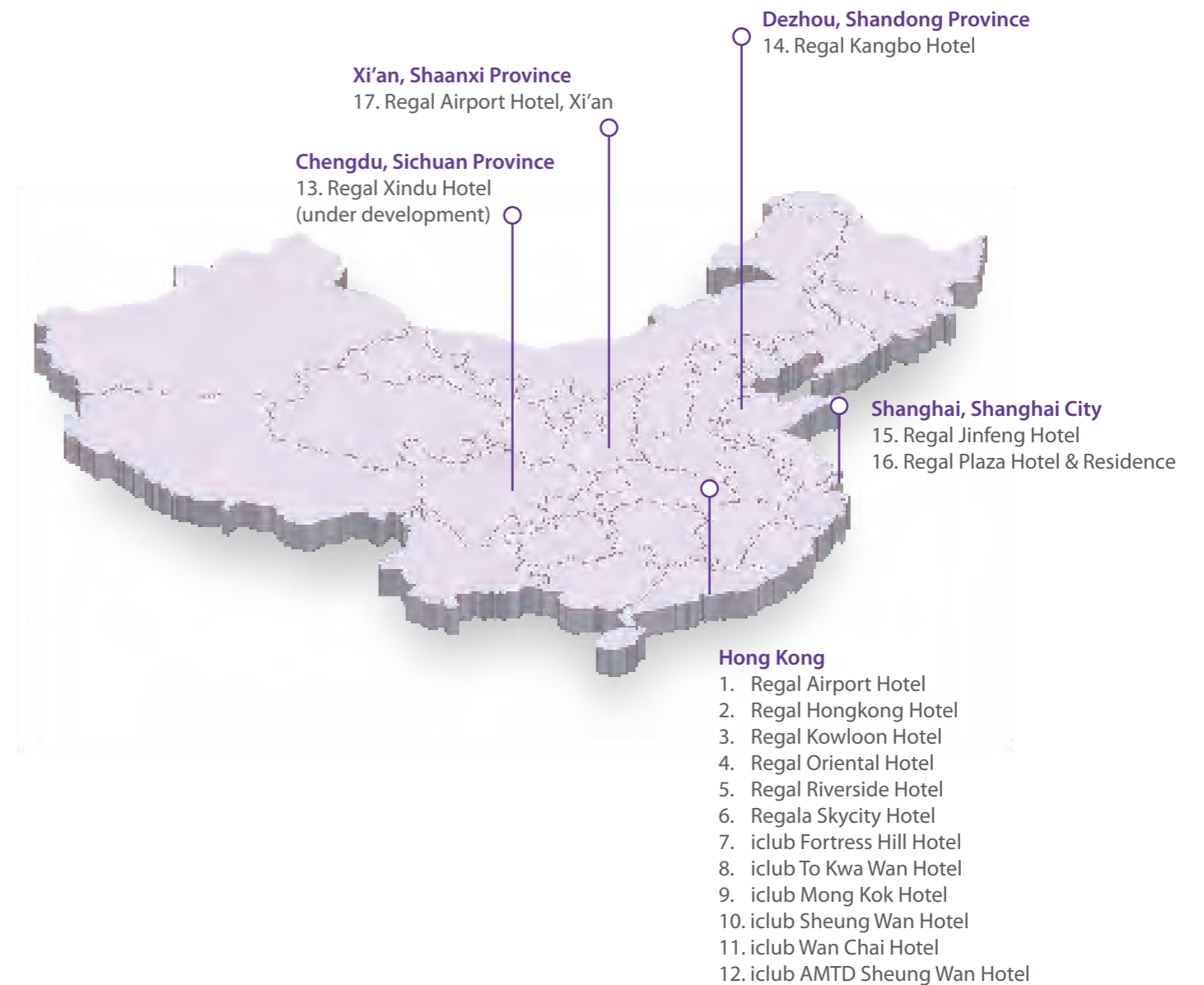
Over the years, the Group has built an extensive presence in Hong Kong and Mainland China. We are currently operating and/or managing twelve hotels under the Regal, Regala and iclub in Hong Kong. All five Regal Hotels and four of the iclub Hotels are wholly-owned by Regal REIT, while Regala Skycity Hotel 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 guests.

In Mainland China, Regal Xindu Hotel, a component part of 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.

International Development

As for overseas, Regal owns the Campus La Mola, located in Barcelona, Spain, which is presently leased to an independent third party for operation. Furthermore, in 2019, the Group acquired a freehold existing property located at a prime location in London planned for conversion into a hotel. The rehabilitation plan is to conserve the building's historical heritage as a whole.

Regal Hotels in Hong Kong and Mainland China



¹ Includes hotels in operation and under development in Hong Kong, Mainland China and overseas.

² Full-time staff under employment of Regal Group.

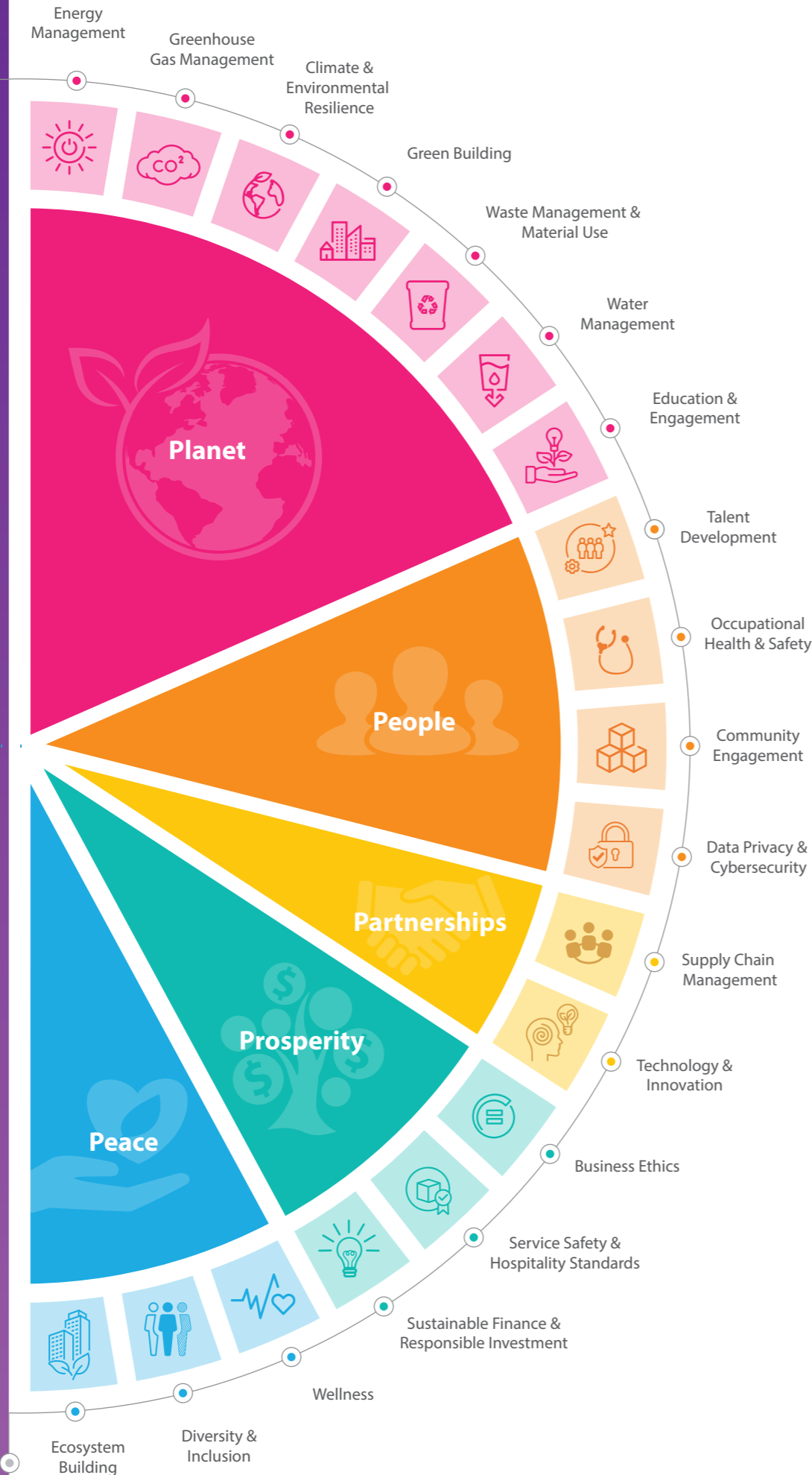


The 5P Framework

Sustainability has always been an integral part of Regal. As a leading hospitality group, we are keen to contribute to a more sustainable future, and to remain mindful of the impacts we leave behind.

During the reporting period, we have developed a 5P Framework to guide our sustainability actions. 5P is a representation of five pillars — Planet, People, Partnerships, Prosperity, and Peace. Each pillar comes with key themes that reflect Regal’s holistic value creation, where sustainability is integrated into all aspects of our businesses and operations.

As part of our long-standing commitment to sustainability, we align our approach with international best practices. Apart from setting our strategic pillars in line with United Nations Sustainable Development Goals (“UNSDG”), we are also disclosing business practices and processes with reference to the GRI Standards and TCFD recommendations.



Planet — Embracing a harmonious relationship with the Earth

Our planet is a magnificent home to countless species and awe-inspiring wonders. The interconnectedness of life is fundamental to the vibrant and diverse ecosystem we habituate in. Bestowed with invaluable natural assets, we seek to manage our resources with wisdom and care, and take incremental steps to mitigate our planetary impacts for a sustainable future.

People — Engaging with individuals and communities we serve

People are at the heart of our business and are the building blocks of a flourishing community. We are committed to promoting human capital development of individuals and collectives. On top of creating a safe and empowering work environment for our employees, we strive to safeguard people’s data privacy rights and cybersecurity, and equip talents with skills and knowledge to excel in their roles.

Partnerships — Fostering collaborative relationships for common goals

From accelerating net-zero transitions to advancing social equity and development, challenges in this day and age require collaborative efforts across sectors and borders to address. The interdependency of stakeholders and issues places us in a position to come together and build conversations for a set of common goals. We are keen to connect with partners to unearth opportunities and solutions for profound impact.

Prosperity — Creating sustainable business growth

With the advent of emerging technologies, more businesses today are driven by new value creation models. As we adopt operation practices in support of a more regenerative economy, we remain committed to delivering sustainable returns and upholding business integrity and safety. To amplify our impact, we also channel catalytic capital to solutions that enable a more sustainable world.

Peace — Promoting well-being and inclusion

Echoing our belief that harnessing awareness of the present is central to individual well-being, we encourage people to reflect upon their connections with themselves and the world. From becoming aware to developing acceptance we can find inner peace and embrace the diversity of life around us. We believe by fostering respectful and caring workplaces, and supporting equitable opportunities we help create more inclusive and participative environments for all.

Sustainability Vision

Regal Group takes the responsibility to closely monitor the progress made towards the achievement of the targets and drive continuous improvement in hotels' sustainability performance. During the reporting period, the Group has reviewed and updated the environmental targets, as well as introduced a comprehensive set of ESG targets presented below. Regal Group has formulated action plans to achieve the targets over the short, medium, and long term.

PLANET



Greenhouse Gas Emissions	
1	2030 Target Reduce scope 1 and 2 greenhouse gas emission intensity by at least 20% with 2023 as a baseline.
Green Building	
2	2025 Target Achieve BEAM Plus Existing Building certifications for at least 30% of its hotel properties.
Waste Management	
3	2030 Target Enhance waste diversion rate by at least double with 2023 as a baseline.
Water Management	
4	2030 Target Reduce water intensity by at least 10% with 2023 as a baseline.

PEOPLE



Talent Development	
5	2030 Target Increase average training and development hours per full-time employee by double with 2023 as a baseline.
6	Provide educational and upskilling opportunities to youth and community members.
Occupational Health and Safety	
7	Maintain zero work-related fatalities.
Community Engagement	
8	Engage and collaborate with stakeholders, including but not limited to business and media partners, NGOs and government agencies, to facilitate environmental, social and economic development of communities in which the business operates.
Data Privacy and Cybersecurity	
9	Provide data privacy and cybersecurity learning and development opportunities to employees.

PARTNERSHIPS



Sustainable Procurement	
10	2025 Target Communicate the Green Procurement Policy to all suppliers.
11	2025 Target Conduct sustainable supplier assessment to evaluate the Group's value chain.
Technology and Innovation	
12	Foster a culture of innovation that enables employees and community innovators to pilot new ideas and technologies in business operations.

PROSPERITY



Anti-Corruption	
13	2025 Target All new employees receive anti-corruption training within 12 months of onboarding.
Sustainable Finance and Investment	
14	Consider sustainable financial instruments for corporate and project financing.
15	Invest in innovative solutions that tackle environmental, social and economic challenges.

PEACE



Wellness	
16	Improve well-being of guests and employees in areas relating to work and family life, physical and mental health.
Ecosystem Building	
17	Facilitate capacity-building and knowledge exchange to accelerate transition to a more sustainable economy.

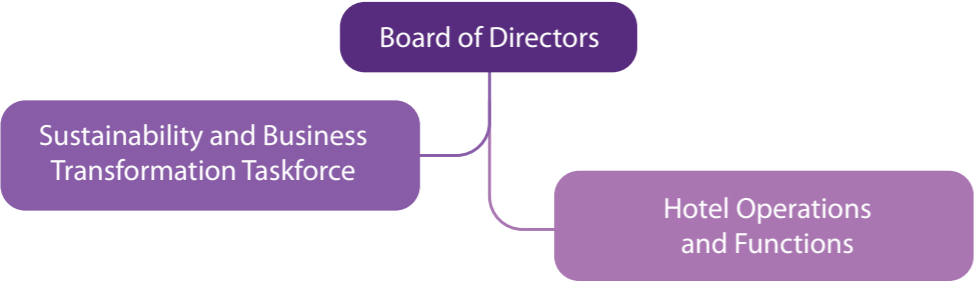
Governance

Corporate Governance

Regal regards corporate governance as the cornerstone of its sustainable development and accords with the Code Provisions in the Corporate Governance Code in Appendix C1 of the Listing Rules. The Group’s 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, please refer to Regal’s 2023 Annual Report.

Sustainability Governance and Policies



The Board is responsible for overseeing the overall sustainability performance and management of the Group. It provides strategic direction and leadership on Regal’s ESG approaches and governance.

During the reporting period, the Board delegated responsibilities of ESG reporting and other sustainability affairs to the Sustainability and Business Transformation Taskforce (the “Taskforce”). Under the guidance of the Board, the Taskforce engages internal and external stakeholders to assess and identify ESG topics important to Regal and its stakeholders. Sustainability initiatives and measures have been developed and implemented with reference to the assessed materiality of various ESG topics and reported in the “Stakeholder Engagement” section of this report. Please refer to the section for details of the stakeholder engagement process and the results of the materiality analysis.

In addition to the identification, evaluation and management of ESG-related issues (including ESG risks), the Taskforce also supports the formulation of the 5P Sustainability Framework. It works closely with various functional teams and hotel properties to track progress against sustainability goals and targets and report to the Board on a regular basis, and ensure balanced disclosure of ESG information in compliance with all applicable Listing Rules. The Taskforce is also involved in various group-wide initiatives in sustainable finance, waste management, innovation and other areas.

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.

During the reporting period, under the guidance of the Board and various functional teams, the Taskforce formulated and enhanced sustainability policies to ensure alignment with shifting expectations of stakeholders. A total of 12 sustainability policies will be published on the Group’s website in 2024.

Policies

- | | |
|---|---|
| Anti-Corruption Policy | Waste Management Policy |
| Anti-Discrimination Policy | Environmental, Health and Safety Policy |
| Climate Change Policy | Contractor Safety Management Policy |
| Code of Conduct | Supplier Code of Conduct |
| Data Privacy Security Policy | Sustainable Procurement Policy |
| Dignity, Respect and Anti-Harassment Policy | Whistleblowing Policy |

Stakeholder Engagement

Regal strives to enhance its sustainability strategy and performance through regular stakeholder engagement and review of ESG issues. During the reporting period, the Group conducted a materiality assessment through online surveys to understand ESG topics important to stakeholders. Communication channels and material ESG topics of each stakeholder group are listed below.

Stakeholder Group Engaged		Methods of Engagement	Material ESG Topics ³
Internal	Management	Regular meetings	2 5 6 7 8 9
		Town Hall meetings	12 13 16 17
	Employees	Regular meetings	2 3 5 7 8 9
		Notice boards	12 13 16 17
		Employee engagement activities	
		Annual appraisal meetings Employee satisfaction questionnaires	
External	Hotel Guests	Communication with frontline employees	2 5 7 8 9 10
		Customer hotlines	12 13 16 17
		Guest satisfaction surveys	
		Website and social media Loyalty programs	
	Investors/Shareholders	Investor meetings	7 11 16 17
		General meetings	
		Analyst briefings	
		Annual and interim reports	
		Press releases and announcements	
	Industrial Associations	Industry forums	1 2 4 5 6 10
Suppliers and Contractors	Regular meetings	5 9 13 17	
Others	Engagement meetings	1 2 4 9 12 15	
	Media conferences		
	Volunteer activities	17	

PLANET

- 1 Climate Change Adaptation & Mitigation
- 2 Energy Consumption & Efficiency
- 3 Green Building
- 4 Greenhouse Gas Emissions
- 5 Waste Management
- 6 Water & Effluent Management

PEOPLE

- 7 Employment
 - 8 Learning, Training & Development
 - 9 Cybersecurity and Privacy
- ### PARTNERSHIPS
- 10 Engagement & Partnerships
 - 11 Supply Chain & Sourcing Management

PROSPERITY

- 12 Ethical & Transparent Business
- 13 Product & Service Quality
- 14 Responsible Investment & Financial Performance
- 15 Sponsorships & Philanthropy

PEACE

- 16 Equal Opportunities & Diversity
- 17 Health, Safety & Well-being

³ The numbering of the ESG topics are not related to order of materiality.

Materiality Assessment

Methodology

The prioritisation of material ESG topics follows principles defined in the ESG Reporting Guide.

Identifying ESG Topics

An independent consultant identified a broad range of ESG topics material to Regal through background reviews, stakeholder interviews, observations during site visits, media and documentation reviews, and peer analysis.

Ranking ESG Topics

Stakeholders ranked 17 ESG topics from 1 (very little impact) to 6 (very large impact) as per their perceived impact of Regal Group on the economy, environment, and the people.

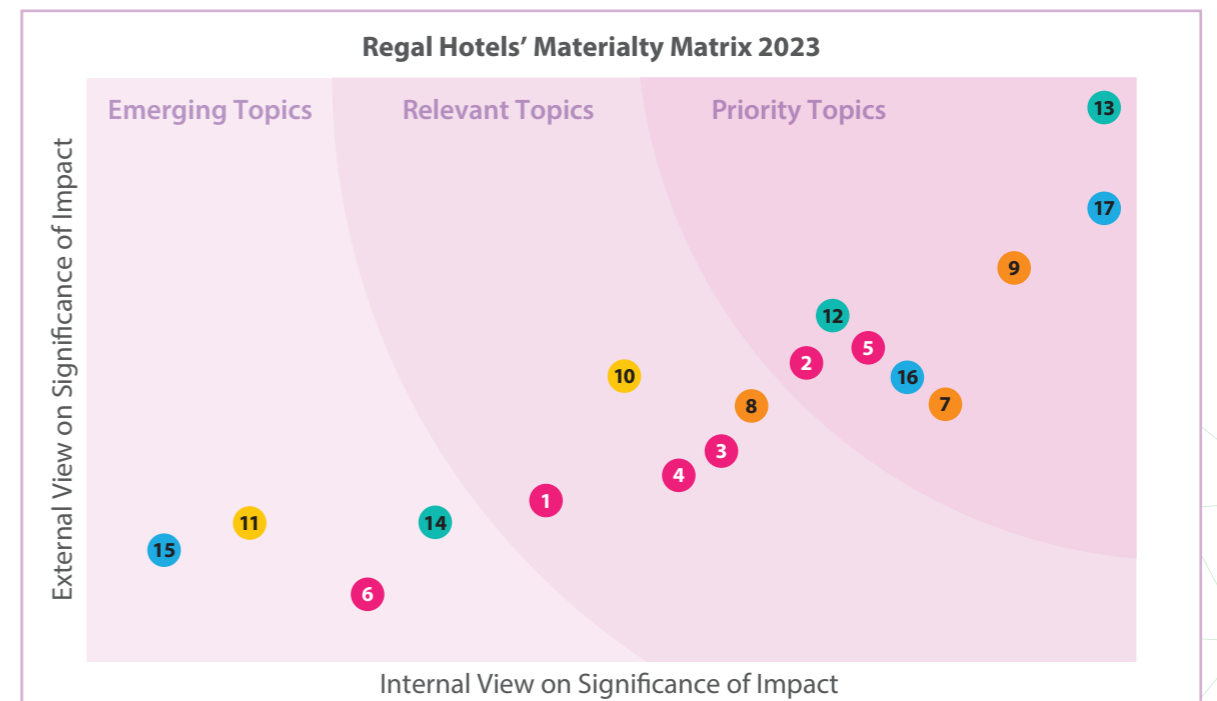
This reporting period, Regal conducted an online survey and formed a focus group to gain a more holistic understanding of stakeholders' perceptions and expectations. A total of 224 internal and external stakeholders participated in the online survey to rate significant ESG topics. 6 functional team heads were invited to the focus group to share their views and feedback on topics around climate change, talent retention, sustainability governance and other sustainability matters.

Validating Results

The result of the materiality assessment was then reviewed by the Board of Directors and the Taskforce and approved by Board to ensure the topics align with its organisational strategy.

Regal Hotels' Materiality Matrix

Outcomes of the materiality assessment are presented in the below matrix. A total of 17 material topics are identified and further classified as priority topics, relevant topics, and emerging topics to guide the Group's sustainability planning and development.



PLANET



Embracing a harmonious relationship with the Earth

Our planet is a magnificent home to countless species and awe-inspiring wonders. The interconnectedness of life across the four spheres is fundamental to the vibrant and diverse ecosystem we habituate in. Bestowed with invaluable natural assets, we seek to nurture a harmonious relationship with the Earth and manage our resources with wisdom and care.

We recognise the importance of gaining a profound understanding of our environmental footprints and reassessing how our business presence may harmonise with nature. We are committed to taking incremental steps to mitigate short, medium and long-term planetary impacts, to forge a sustainable future for generations to come.



Our Management Approach

Regal Group’s environmental management approach is outlined in the Environmental, Health and Safety Policy (“EHS Policy”) which will be officially published in 2024, with strategic directions over a variety of environmental issues, from climate change to energy, water, resource and waste management.

Since our first sustainability campaign “We Love Our Planet” in 2012, we have remained fully-committed to taking environmental factors into all aspects of our business. From energy-saving, emission reduction, pollution prevention and control to resource management and biodiversity protection, we integrate these practices for more sustainable and efficient operations. To promote environmental awareness in the workplace and in daily life, we engage employees and the public in nature conservation efforts. We also ensure our hotels strictly comply with all environment-related laws and regulations⁴ in the communities we operate.

Certifications and Recognitions

ESBN Green Deal Badge

During the reporting period, we have been awarded with the ESCAP Sustainable Business Network (“ESBN”) Green Deal Badge – Green. As a joint effort by the United Nations’ Economic and Social Commission for Asia and the Pacific and the ESBN Asia-Pacific and Hashstacs Pte Ltd, the badge goes to businesses that have pledged to support sustainability by completing a self-assessment and disclosing data on emissions, resources consumption and management.



We are proud to be part of a broader effort to commit to sustainability and encourage businesses in the Asia-Pacific region to align operational strategies with ESG principles for sustainable development.

⁴ The environmental laws and regulations that might be significant to the Group include Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong), Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong). During the reporting period, the Group did not violate any laws and regulations related to air and GHG emissions, discharges into water and land and generation of hazardous and non-hazardous waste.

EarthCheck Certification



EARTHCHECK

For our hotel operations in Hong Kong, we adopt a systematic approach and align our hotels with EarthCheck Certification standards, the world’s leading sustainability benchmarking and certification service in the travel and tourism industry.

The EarthCheck standards align with global frameworks including the Intergovernmental Panel on Climate Change Guidelines for National GHG Inventories, the World Business Council for Sustainable Development, Greenhouse Gas Protocol and a range of standards under the International Organization for Standardization (“ISO”).

As one of the indicators of our hotels’ environmental management processes, we place great emphasis on our performance in this area, and have engaged the Global Tourism Advisory Group for independent third-party verification.

In recognition of our environmental performance, our hotels were awarded with the below certifications in 2023:



- Regal Airport Hotel
- Regal Hongkong Hotel
- Regal Kowloon Hotel
- Regal Oriental Hotel
- Regal Riverside Hotel
- iclub Fortress Hill Hotel
- iclub Sheung Wan Hotel
- iclub Wan Chai Hotel



- Regala Skycity Hotel
- iclub Mong Kok Hotel
- iclub AMTD Sheung Wan Hotel
- iclub To Kwa Wan Hotel

In the long run, we are committed to minimising negative environmental impacts and creating positive social impacts to our stakeholders. We target to achieve “Platinum” and “Master” rating for all five Regal Hotels by 2033 and 2038 respectively.

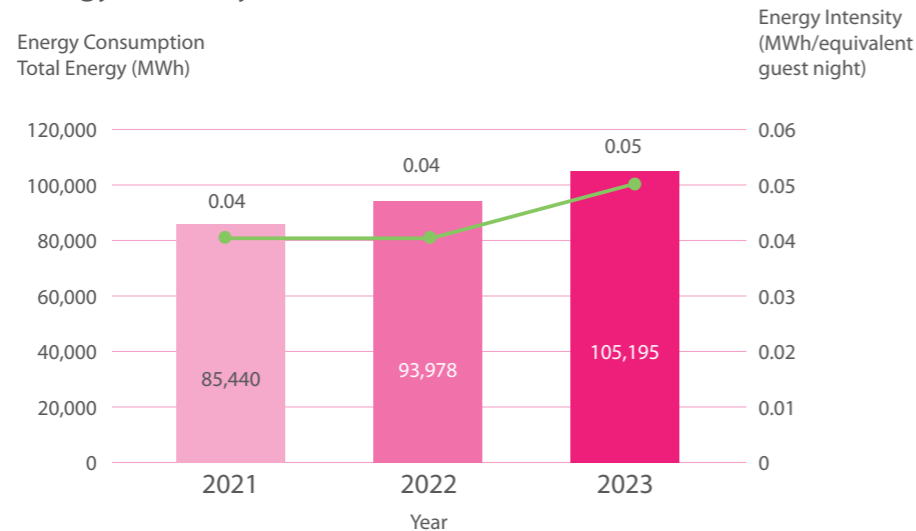


Energy Management

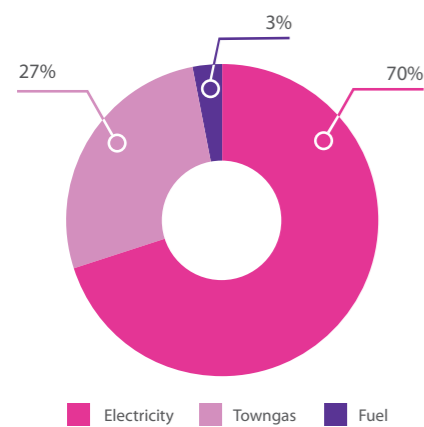
Energy Consumption and Efficiency⁵

As the major source of Regal’s scope 1 and scope 2 emissions, energy consumption of our hotels continues to emerge within a low level, with fluctuations across the years driven by floating hotel occupancy and guest consumption. Energy intensity of our hotels follows a similar trend. The slightly-broaden deviation between energy intensity and consumption in 2023 is believed to reflect aging heating, ventilation, and air conditioning systems at some of our hotel properties, where renovation plans have been kicked started as part of Regal’s asset management approach.

Energy Efficiency



Regal's Energy Mix (MWh)



Energy Mix

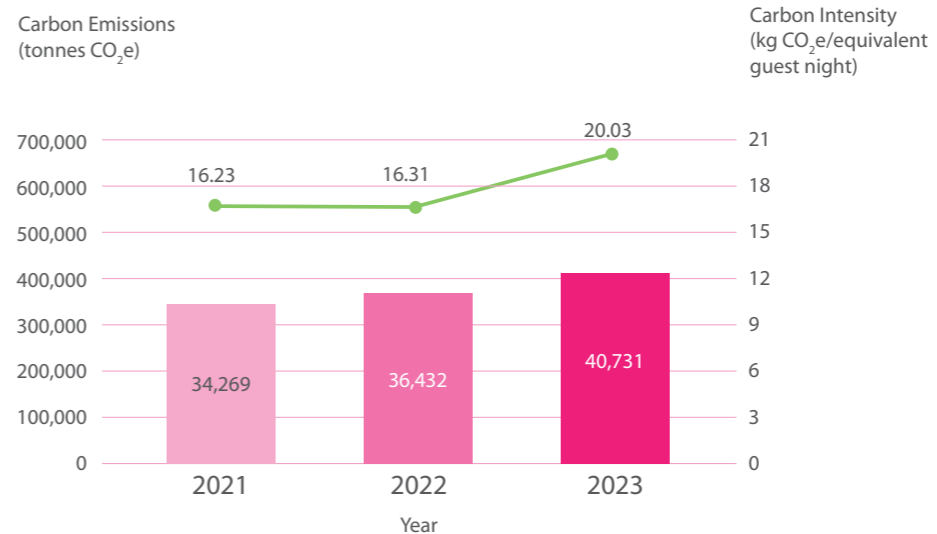
Electricity is the major source of energy consumption in our hotel operations, supporting much of the daily lighting, ventilation and cooling. Coming second is towngas, with consumption from the use of boilers and stoves in our food and beverage businesses. Fuel takes up the smallest portion of our total energy consumption, representing energy consumed by vehicles and generator sets.

⁵ Data in this section reflects energy consumption and efficiency of the Group's hotels in Hong Kong.



Greenhouse Gas Management

Scope 1 and 2 Emissions

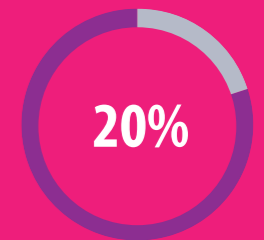


	2021	2022	2023	
Carbon Intensity (scope 1 and 2)	Kg CO ₂ e/equivalent guest night	16.23	16.31	20.03
Carbon Emissions (scope 1 and 2)	tonnes CO ₂ e	34,269	36,432	40,731

On top of tracking our scope 1 and scope 2 emissions, to gain a more holistic understanding of our emissions, and how we might mitigate negative environmental impacts, we have engaged an independent consultant to provide observation and high-level recommendations on our hotels’ scope 1, 2 and 3 carbon emissions, to identify emission reduction opportunities and accelerate our transition to net zero.

Sustainability Vision

2030 Target



Reduce scope 1 and 2 greenhouse gas emission intensity by at least 20% with 2023 as a baseline.

40,731
Total (tonnes CO₂e)

6,074
Scope 1 (tonnes CO₂e)

34,657
Scope 2 (tonnes CO₂e)

Integrated Energy and Carbon Management Approach

Reduction

Consumption

Participate in Automatic Demand Response Programmes by electricity companies to minimise our electricity consumption at critical peak-load periods

Equipment

Replace our diesel-powered equipment with natural gas-powered equipment

Vehicles

Phase out 80% of diesel-powered vehicles and replace with electric vehicles by 2025 and 100% by 2028

Energy Mix

Purchase Renewable Energy Certificates to reduce carbon emissions by 2035

Management

Monitoring

Explore energy management opportunities by partnering with electricity companies to conduct energy audits

Systems Enhancements

Implement Integrated Building Management System for all Regal Hotels by 2030

Facility Enhancements

Upgrade water heating equipment to more energy-efficient models when practicable

Upgrade motors to high-efficiency models (IE3 or above) by 2030

Retrofit all lighting fittings to more energy-efficient models with motion and daylight sensors by 2028

Innovative Solutions

Explore tech-driven energy-saving solutions with specialist contractors

Climate and Environmental Resilience

As part of the Regal Group, Regal Hotels International Limited (the “Hotel Manager”) and Regal Portfolio Management Limited (the “REIT Manager” of Regal REIT, a wholly-owned subsidiary of the Group), are committed to implementing comprehensive management approaches with reference to TCFD’s recommendations to strengthen Regal’s resilience against climate change.

Governance

Driven by today’s financial, environmental and societal needs, sustainability has emerged as a fundamental element embedded in every facet of our business. To navigate new challenges, enhance business resilience, and better communicate our long-standing efforts in sustainability to stakeholders, a cross-functional Taskforce has been set up in August 2023.

Under the supervision of the Board, the Taskforce works in close collaboration with different functional and operational teams, as well as the REIT Manager, on ESG data collection, management and reporting, sustainability goal setting, and various sustainability initiatives.



We are developing a Climate Change Policy to communicate our commitment to mitigating and adapting to climate change, as well as enhancing our business resilience. The policy will be published in 2024. From improving efficiency in natural resources consumption, to managing climate change risks across our value chain and hotel portfolio, we are committed to integrating best practices to transition to a net-zero economy.

For more details on sustainability governance, please refer to the “Sustainability Governance and Policies” section of this report.

Strategy

The Group is committed to mitigating climate change impacts to the business and the environment.

In 2022, the REIT Manager has engaged a third-party consultant to conduct a climate risk identification. Through the exercise, several physical risks and transitional risks, alongside with the major impacts, mitigation and adaptation measures were identified. The Hotel Manager together with the REIT Manager are both involved in reviewing climate-related goals.

To drive climate change awareness across the Group, and to align actions with the Group’s organisational strategy, a 5P Framework was developed in 2023. Under the pillar “Planet”, “Energy Management”, “Greenhouse Gas Management”, “Climate and Environmental Resilience”, “Green Building” are some of the key themes, highlighting our focus areas in working towards a net-zero economy. Reduction targets on energy consumption, greenhouse gas emissions and green buildings have been set to strengthen our commitment to sustainability.

Risk Management

Risks Identification

Physical Risks

We understand that storms, flooding and sea level rise are potential physical risks influencing our business operations. Physical impacts brought by climate change may lower accessibility of hotels, thus affecting the income generated. Outgoing expenses, including capital costs for repairing damage caused by physical wear and tear, or renovations to meet regulatory requirements may increase.

Transition Risks

Among the transition risks identified, policy and legal risks are considered to be most material to our hotel operations.

Following the introduction of Hong Kong's Climate Action Plan 2050, the government and regulators are expected to implement more stringent environmental policies to meet carbon neutrality targets. Additional guidance, climate-related targets and regulations may result in higher operating costs in hotel operations in the medium term. The risks identified for the hotel property portfolio are being reviewed regularly.

Mitigation and Adaptation

Physical Risks

To mitigate the impacts of climate change, we have begun replacement of traditional lighting with LED lights and diesel-powered equipment with natural gas or renewable energy sources since 2022. We are also actively exploring innovative energy-saving solutions that enhance building energy efficiency. We encourage the signing of performance-based contracts with specialist contractors to implement energy saving programmes in the hotels.

A series of climate adaptation plans and measures have been formulated in response to current and future climate change impacts.

Response plans covering events such as flooding, tropical cyclones and heavy downpours are communicated to employees to enhance their preparedness and awareness. Our Engineering Department also provides trainings to enhance Engineering staff in their capabilities in managing climate change events. Climate change adaptation devices have been installed to improve the adaptive capacity of the Group's hotels. For instance, a flood gate is installed at Regal Airport Hotel to protect essential areas from flooding risks.



Flood Gate at Regal Airport Hotel

Transition Risks

Climate change is a global challenge with long-term implications. From the two inaugural International Financial Reporting Standards published by The International Sustainability Standards Board to the Hong Kong Stock Exchange's consultation paper for market feedback on climate-related disclosures, we are aware of investors' heightening expectations and regulatory requirements on climate-related disclosures, and the potential implications to our business.

The formation of the Taskforce is part of our efforts to mitigate and adapt to climate-related transition risks. Taking on ESG reporting and other sustainability responsibilities, the Taskforce will update and advise senior management on climate-related regulatory changes, propose and facilitate operational changes, and track the Group's sustainability performance to ensure good practices and minimise risks of non-compliance.

Metrics and Targets

2030 Target

Reduce Scope 1 and Scope 2 emission intensity by at least 20% with 2023 as a baseline.

Green Building

From planning to design, construction, operation, maintenance and renovation, green buildings are essential elements in our long-term vision of sustainable hospitality. Regal is dedicated to improving the infrastructure and operating model of all hotels under our management. We strive to enhance our green building management by integrating sustainable building features to new and existing hotels and aligning them with well-recognised green building standards. By ensuring our hotels are operated in a responsible and environmentally-conscious way, we aspire to be a green pioneer among our hospitality peers.

New Buildings

Sustainable Building Designs

Regala Skycity Hotel, officially opened in 2023, incorporates sustainable features that minimise ecological footprint and promote environmental responsibility.



The building has been designed to reduce energy consumption by utilising natural light and ventilation.

One of the most notable sustainable features of the hotel are the vertical green walls incorporated throughout the building's façade. These walls not only provide an aesthetically pleasing design element but also help reduce the urban heat island effect by absorbing heat and releasing oxygen.



The swimming pool is designed and constructed to be as environmentally-friendly as possible. The filtration system recycles and treats pool water using advanced technology where less energy is required as compared to operating a conventional swimming pool.

Furthermore, LED lighting and energy-efficient appliances are utilised throughout the building to reduce energy consumption.

Existing Buildings

BEAM+ Existing Buildings

The BEAM Plus Existing Buildings is a green building assessment scheme in Hong Kong that measures the sustainability performance of a building and evaluates its facility management practices. We are currently evaluating the feasibility of aligning our hotel building management efforts with the BEAM Plus Existing Buildings V2.0 Scheme to strengthen our green building management expertise.



Sustainability Vision
2030 Target
 Enhance waste diversion rate by at least double with 2023 as a baseline.

Waste Management and Material Use

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. Regal Group has been developing a Waste Management Policy to highlight our scope and key action items in managing waste from generation to final disposal, and associated work on stakeholder engagement and advocacy. All non-hazardous 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 will be supervised by designated personnel at each site. We also seek to divert waste from landfills and incineration facilities where possible with the 5R Principle.

Waste Management Policy

During the reporting period, we have been developing a Waste Management Policy, which will be published in 2024. The Policy is to protect natural resources and ensure the health and well-being of communities in which we operate. We strive to meet or exceed waste-related regulations and integrate best practices into daily operations.

With the forthcoming Municipal Solid Waste Charging Scheme, we will continue to review our waste composition, and ensure both non-hazardous and hazardous waste are managed in a responsible and transparent manner. By keeping track of waste generation, we aim to gradually reduce unnecessary material disposal and be part of a circular economy where resources are fully utilised across its life cycle.

Reducing Single-Use Plastics

Eliminating Plastic-Bottled Water

With the passing of the Product Eco-responsibility (Amendment) Bill 2023, which regulates disposable plastic tableware and other plastic products, by the Legislative Council in October 2023, we have taken steps to eliminate in-room plastic bottled water gradually. We have installed in-room water filters and established water refill stations in common areas as part of our efforts.



We are aware of the policy changes and have devised response plans accordingly. We will remain in close communication with regulators and industry organisations to exchange insights and adopt best practices within our hotels.



Eliminating Single-use Shower Amenities

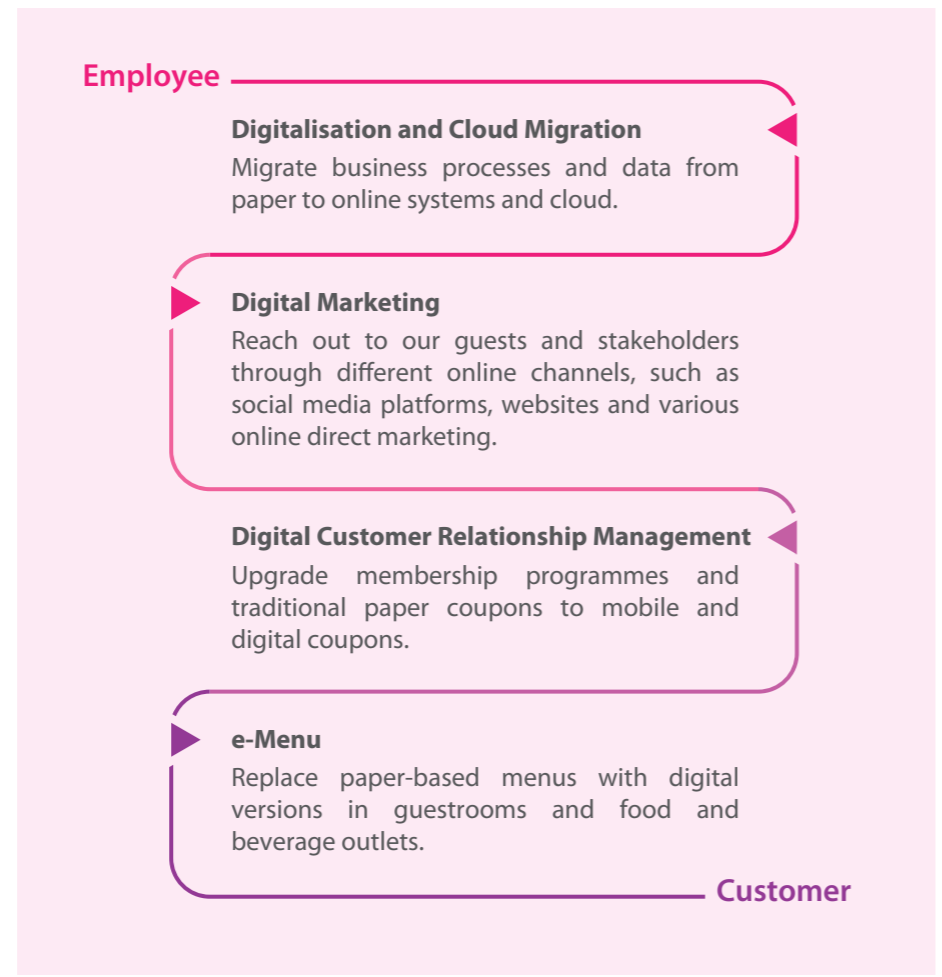
Single-use bottled shower amenities have been replaced with amenities dispensers since 2020.

Alternatives to Plastics

As a leading green hospitality brand, we are committed to providing our guests with an immersive conscious travel experience. We take pride in offering a range of environmentally-friendly alternatives, allowing our guests to embrace sustainability during their visits. We have made the transition using cornstarch-based biodegradable takeaway boxes at our food and beverage outlets. Silicon foldable lunch boxes, reusable water bottles and reusable bags are also available upon request.

Go Digital, Go Paperless

Regal has progressively pushed forth a series of initiatives to reduce paper consumption in our operations.

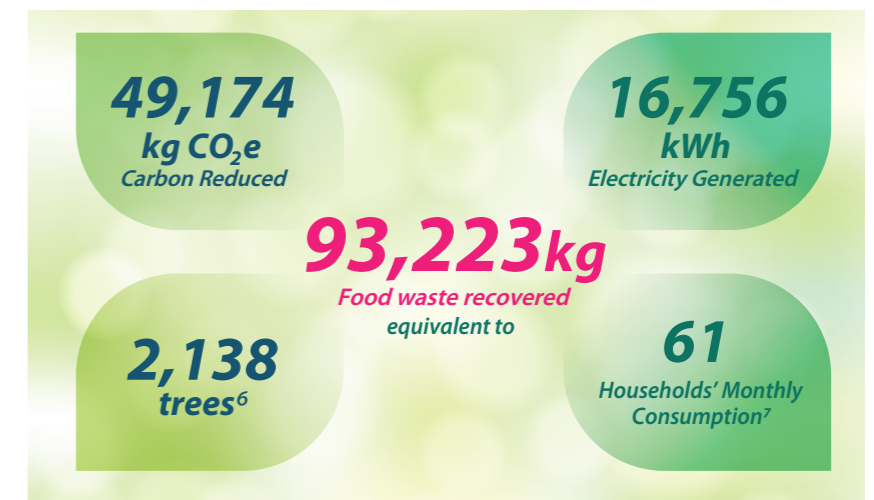


Food Waste Management at Source

We employ a multi-faceted approach in reducing food waste at its source, implementing donation and recycling programmes, and ensuring strict procurement control procedures to avoid over procurement. Through regular evaluations and sales forecast, we proactively align our operations with sustainable practices and minimizing waste throughout our value chain.

Food Waste Recovery

Three of our hotels, Regal Airport Hotel, Regala Skycity Hotel and Regal Kowloon Hotel, have been recycling food waste at O-Park, the organic resources recovery centre in Hong Kong.



Food Donation

During the reporting period, we have partnered with Food Link to donate hot food to communities in need, including homeless individuals, asylum seekers, the unemployed and the elderly.

Recycling and Upcycling

To divert more waste from landfills, and make green habits actionable for guests, we have placed recycling bins in our hotel lobbies.



Our umbrellas at iclub hotels are made up of polyethylene terephthalate fabrics from recycled bottles.

⁶ 2,138 trees carbon intake in a year. According to the Environmental Protection Department's "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong", the removal factor 23 kg CO₂e/tree is applicable to trees commonly found in Hong Kong that are able to reach at least five metres in height.

⁷ With reference to Hong Kong's Electrical and Mechanical Services Department, the average electricity consumption per household per month in Hong Kong is about 275 units.

**Sustainability Vision
2030 Target**



10%

Reduce water intensity by at least 10% with 2023 as a baseline.

Water Management

Water is another important natural resource to our hotel business. Our commitment to water stewardship is covered in our EHS Policy which will be officially published in 2024. We strive to enhance water use efficiency in the design, operation and maintenance of our hotel assets. The below building refinements and soft programmes are implemented over the years.

Facility Design

All new shower heads to fulfil Water Efficiency Grade 2 requirements set by Water Supplies Department

Water tap flow controllers installed in all hotels to avoid excessive water use

Installation of dual-flush toilets upon guestroom renovation to ensure appropriate water amount for flushing

Installation of automatic faucets and toilet flushers in hotel toilets

Pool modifications to minimise water consumption

Operations and Maintenance

Linen and bath towel reuse programme to reduce water consumption from laundry services

Recycling and reuse of condensed water

Regular monitoring of water consumption and water meters to fix possible water leakage in a timely manner

Reducing Water Consumption

Regal Group mostly uses municipal water for hotel operations, and no water supply issues have been identified at the Group’s hotels. Nevertheless, we seek to lessen the potential strain on municipal water supplies by advocating water-saving in hotel operations. We will continue to support local and regional initiatives to increase water conservation awareness, and propose community-wide solutions.

For instance, swimming pools are most water-intensive among all hotel facilities. Hence, we focus our efforts on minimising water usage in pools through modification projects.

At 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, enable water conservation, and enhance the water quality of the swimming pools.



Regal Riverside Hotel's swimming pool

Education and Engagement

Tree Planting Challenge

Regal Group joined hands with Friends of the Earth (HK) to host the “Tree Planting Challenge 2023”. To enhance environmental awareness amongst our employees, we engaged a team of 80 volunteers to plant 700 native tree seedlings at Tai Lam Country Park. Through this engagement, we hope to raise awareness among urban dwellers about the delicate equilibrium in nature and the positive impact we could achieve. The collaboration signified our commitment to combat climate change and environmental conservation.



Earth Hour

Regal Kowloon Hotel supported Earth Hour, a global event initiated by the World Wide Fund for Nature (“WWF”) to raise public awareness on climate change and energy conservation.





PEOPLE



Engaging with individuals and communities we serve

People are at the heart of our business and the building blocks of a flourishing community. We are dedicated to fostering the holistic development of individuals and collectives, encompassing their mind, body, and heart. To achieve this, we prioritise the facilitation of a safe and empowering work environment for our dedicated

employees. We place great importance on safeguarding people's data privacy rights and maintaining robust cybersecurity measures. We are committed to equipping our talented workforce with the skills and knowledge necessary to excel in their roles, rise against any challenges and reach their full potential.

Our Management Approach

We seek to cultivate collaborative relationships with employees, and our Human Resources Department is dedicated to seeking continuous improvements in this area.

Talent Attraction and Retention

We regularly review compensation, benefits and various statutory social insurances to ensure compliance in accordance with the law and make enhancements as appropriate. Five-day work weeks are offered to our corporate and office staff. Throughout the reporting period, we conducted various recruitment fairs internally and externally to recruit talents for the diverse range of positions at Regal. We also offer competitive associate referral bonus and new joiner bonus to employees.



Employee Engagement

We value our employees' feedback. Employees are welcome to voice their views and suggestions through regular management meetings, employee satisfaction questionnaires, town hall meetings, orientation activities, annual appraisal meetings and employee engagement activities.

Compliance and Policies

We strictly adhere to all applicable rules and regulations in employment and labour⁸. We do not allow child or forced labour in our workforce⁹, and reject all forms of modern slavery by verifying the ages of all new joiners. All employment must also be contract-based and voluntary. An employee handbook is distributed to new hires, which documents our principles on labour practices and details on welfare and benefits. Any unlawful employment will be examined and handled in line with internal policies. During the reporting period, there were no cases of child or forced labour.

⁸ The laws and regulations that might be significant to the Group 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), Mandatory Provident Fund Schemes Ordinance. During the reporting period, the Group did not violate any laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare.

⁹ The laws and regulations that might be significant to the Group include 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). During the reporting period, the Group did not violate any laws and regulations related to preventing child labour and forced labour.

Sustainability Vision 2030 Target

Increase average training and development hours per full-time employee by double with 2023 as a baseline.

Provide educational and upskilling opportunities to youth and community members.

Employee Profile

1,522
Total Workforce¹⁰

Talent Development

2,272 Hours
Total Training Hours

Talent Development

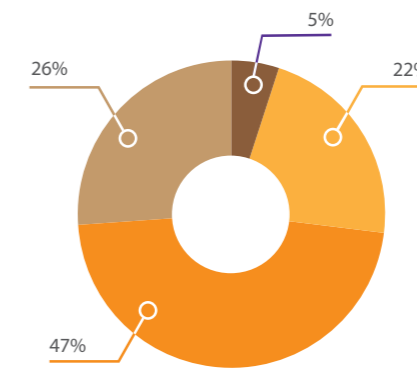
We are dedicated to fostering the holistic development of individuals and collectives. We are committed to equipping our talented workforce with the skills and knowledge necessary to excel in their roles, rise against any challenges and reach their full potential.

Staff Development

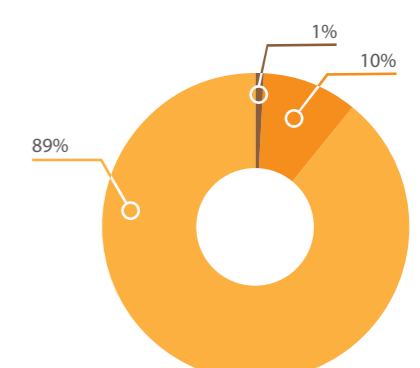
Employee Training Framework

Topic-specific trainings	Ensure employees understand Regal's standards and operational procedures regarding environmental management, occupational health and safety, hotel services and business ethics
Role-based trainings	Ensure employees are well-equipped to handle different tasks effectively and safely, for instance, waste management procedures
Tailor-made trainings	Conducted by different departments to fulfil their operational needs

Employee by Age Group



Employee by Grade



Under 25
 25-39
 40-54
 55 or above
 Senior management
 Middle management
 General staff

¹⁰ Total workforce covers permanent and contract staff, and trainees.



Management Development Workshops

During the reporting period, we have conducted 6 Management Development Workshops for our staff covering latest industry and market trends. Colleagues from various functions, such as sales and marketing, food and beverages, front office, housekeeping, human resources, and accounting attended.

Orientation Programmes

To help new employees integrate smoothly into their positions, each new hire would receive an orientation and induction session covering the Group's corporate information, values, policies and work environment.



Youth Development

A robust talent pipeline and healthy talent ecosystem are crucial to the long-term success of our business and broader society.

Apart from staff development, we continue to support talent development across age groups, from secondary, tertiary, and vocational education, to mid-career professionals in both hospitality and sustainable finance fields to gain industry exposure and upskilling opportunities.

Hospitality Talents

Secondary Education

Job Shadowing Programmes

Partnering with the Hong Kong Federation of Youth Groups, Regal has curated two job shadowing programmes for Secondary 3 students to let them have a glimpse of hotel operations. The students shadowed sales, food and beverages, and housekeeping departments and had the opportunity to gain hands-on experience in day-to-day tasks.



Secondary Education

Career Talks

In collaboration with Rotary Club of Kingspark Hong Kong, Regal organised a career talk for 25 Secondary 5 and Secondary 6 students from SKH Saint Benedict's School. The event aims to stimulate students to explore their interests and aspirations. Our management also took part in the career talk to introduce roles and functions within the hospitality industry and potential career pathways.

Yan Oi Tong YES Training Institute

In support of Yan Oi Tong's YES Training Institute, we arranged a visit to Regal Riverside Hotel for 20 students from Carmel Holy Word Secondary School. Throughout the session, students performed housekeeping tasks under the guidance of our staff. We hope to offer hospitality exposure to the students and cultivate their interest in the field.



Tertiary Education

United Overseas Bank ("UOB") Wholesale Banking Academy

In today's increasingly complex world, we see a need for cross-disciplinary talents with global mindsets. Our hotel management and sustainability colleagues shared insights on intersecting facets of hospitality, sustainability and innovation with 20 university students from the UOB Hong Kong Wholesale Banking Academy at our Regala Skycity Hotel in July. Taking Regala Skycity Hotel as a real-life example, students learnt about hospitality outlooks, the industry's sustainable finance and waste management needs as well as impact investing for innovative solutions.

Following the sharing session, we guided students around hotel premises and shared our development journey alongside observations and learnings on airport development, hotel financing, and tourism and hospitality development.





Mid-Career Professionals

Hotel Visits and Workshops

We partnered with Employees Retraining Board and Christian Action to organise 2 hotel visits for mid-career professionals at Regal Kowloon Hotel. A total of 15 aspiring food and beverage professionals who took Jing (Beijing), Hu (Shanghai), and Chuan (Sichuan) cuisine foundation courses visited Regal Kowloon Hotel and engaged in menu planning, hygiene management and customer operations to explore inner workings of the food and beverage industry. Another group of 40 mid-career professionals toured around Regal Hongkong Hotel to deepen their understanding of the hospitality industry.

Green Talents

As environmental challenges evolve, we see growing demand for green talents who can contribute to solutions and help build a more sustainable future. During the reporting period, we organised events and internship programs to broaden university students' exposure to sustainability.



Tertiary Education

Impact Investing in Sustainable Technology and Web 3, The Estimated Return and Future Potential

As part of HKUST Business School's dialogue with executive series, Miss Poman Lo, Vice Chairman and Managing Director of Regal and Founding Managing Partner of AlphaTrio Capital, has been invited as a speaker to share her insights on how sustainability and technology are bringing about changes to all aspects of our business operations. We believe it is critical to promote sustainability within the community and encourage the pursuit of sustainability goals amongst the next generation, to empower individuals and businesses to lead and excel in the field.

AlphaTrio Capital's Internship Program

The programme offers a unique opportunity for interns to immerse themselves into the world of impact investing. Interns will be able to gain insights and knowledge on the venture capital investment and gain exposure to greentech and cleantech deals. Furthermore, interns also had the chance to engage in due diligence site visits, networking events and investment luncheons. This internship programme will serve as a stepping stone for interns to further their careers in sustainable finance.

Sustainability Vision Maintain zero work-related fatalities.

Occupational Health and Safety

To facilitate a safe and empowering work environment for our dedicated employees, our holistic set of workplace health and safety measures guide employees to align with best practices and communicate issues to keep hazards and risks at minimal. Health and safety standards on food and beverages management, machinery usage and fire control, and relevant training are provided to employees to promote awareness.

We believe every member of Regal has a responsibility to uphold health and safety standards and encourage staff to report improper procedures and incidents. We have also been developing a Environmental, Health and Safety Policy and Safety Construction Management Policy detailing our health and safety standards and management approach. Policies will be reviewed periodically to keep up with the latest developments in workplace health and safety and related regulations¹¹.

Occupational Health and Safety

Ongoing efforts to ensure the health and safety of our employees and guests through well-communicated and implemented standards, sufficient support resources, regular communication and incident investigation and correction.

Bi-monthly safety meetings attended by department heads to discuss safety issues and review work injury cases to avoid re-occurrence.

Foster a safety-first culture among employees, a Safety Award is conferred to employees who demonstrate best health and safety practices at work.

Safety and Security Officers

Identify potential hazards and recommend prevention and improvement measures.

Conduct emergency drills.

Standard Operating Procedures	Training and Development	Communication
<p>Safety management systems and preventive measures. For instance, job hazards analysis, monitoring and audits.</p> <p>Safety manual detailing potential occupational safety risks throughout all stages of hospitality operations, from room cleaning, catering to engineering works, is circulated among employees.</p> <p>Employees who fail to comply with the safety rules and procedures may be subjected to penalty.</p> <p>Contingency plans are in place for safety, security and fire hazards.</p>	<p>Health and safety training provided by external parties are arranged for employees. Training covers food quality management, fire prevention and first aid techniques to ensure employees can cope with emergencies.</p> <p>All hotels provide adequate personal protective equipment and first aid supplies.</p>	<p>Distribution of health and safety promotion materials, for instance, newsletters, warning signs, emergency and rescue procedures in the workplaces to enhance our employees' awareness and prevent potential dangers and hazards.</p> <p>Employees are encouraged to raise and report observations of improper health and safety procedures at work to management through regular communication channel.</p>

¹¹ The laws and regulations that might be significant to the Group include Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong). During the reporting period, the Group did not violate any laws and regulations related to providing a safe working environment and protecting employees from occupational hazards.

Sustainability Vision

Engage and collaborate with stakeholders, including but not limited to business and media partners, NGOs and government agencies, to facilitate environmental, social and economic development of communities in which the business operates.

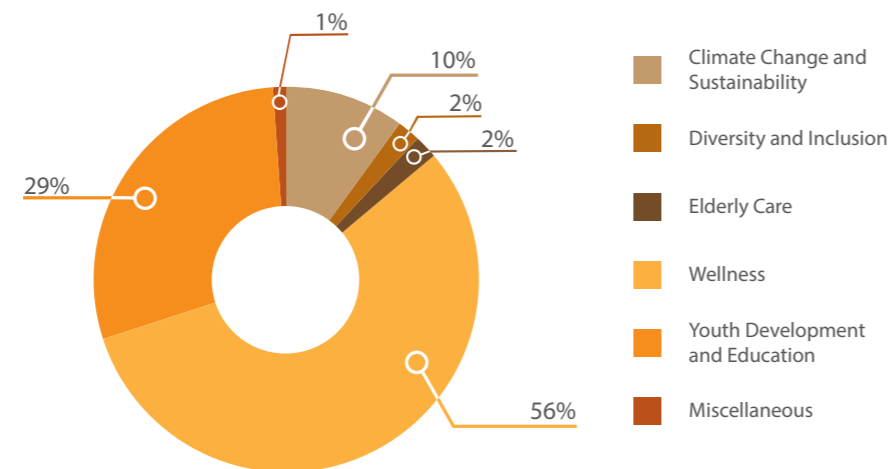
Community Engagement

People are at the heart of our business and the building blocks of a flourishing community. As a responsible corporate, we are aware of the varying roles we play in society, and are committed to bringing about positive impact. We actively support all members of society, from children and youth to the elderly through aligning our actions with their needs. The numerous collaborative partnerships underscore our long-term commitment to improving the well-being of communities we operate in.

Highlights of Community Investment in 2023



Distribution of Donations



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”.



The following highlights our social engagements. For wellness and diversity and inclusion-related engagements, please refer to the “Peace” section of this report for details.

Elderly Care

Chinese New Year Charity Pudding Sales for Soft Meals

One of the challenges faced by the elderly is difficulty in swallowing. As a hospitality group, we hope to extend our care to senior citizens by supporting and promoting soft meals in the community.

In spring, we organised a Chinese New Year (“CNY”) Pudding Charity Sale in support of Po Leung Kuk’s District Elderly Campaign. Part of the proceeds from pudding sales was donated to support Po Leung Kuk’s “Re-taste” soft meals. Soft meals retain the appearance and taste of original ingredients but come in a texture that is much easier to swallow. They enable elderly with swallowing difficulties to regain the pleasure of eating and maintain good health.

Vegetarian Meal Boxes for the Elderly

Regal Group joined hands with the Hong Kong Council of Buddhist Societies to offer free vegetarian meal boxes to the elderly. Through sponsoring vegetarian meal boxes, we hope to bring nourishment and joy to those in need, promote the benefits of vegetarian diets, and spread the Buddhist philosophy of “reframing” along with our blessings of love and care.

Po Leung Kuk Elderly Home Visit for Winter Solstice

Our volunteers visited Po Leung Kuk Lau Chan Siu Po Neighbourhood Elderly Centre to send our festive blessings to the elderly before Winter Solstice. Together with Mr. Joe Ma, our celebrity guest, we joined the elderly for lunch and a dumpling workshop, and donated goodie bags to share warmth and love in the winter season.

Mooncake and Goodie Bag Donation to Elderly

During the Mid-Autumn Festival, Regal Group partnered with The Salvation Army to bring joy to the elderly at Tai Po Kwong Fuk Estate. To better understand loneliness and social isolation faced by the elderly, we saw this as an opportunity to express our care, mingle and share mooncakes and goodie bags with senior residents.



Youth Development and Education

Delivering Happiness Through Toys

Recognising the power of giving, Regal Group joined hands with the Bodhi Love Foundation, to extend kindness to underprivileged children in Hong Kong from The Salvation Army and Save the Children International. By collecting approximately 800 new and unopened toys at Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Riverside Hotel and Regala Skycity Hotel, the initiative brought joy and warmth to little ones in town.

2022-2023 Hong Kong Outstanding Student Awards

As a recognition to secondary school students with promising achievements in academics, extra-curriculars and community service, Regal Group supported Youth Arch Foundation's 2022-2023 Hong Kong Outstanding Student Awards Ceremony as a venue and food and beverages sponsor at Regal Hongkong Hotel.

The Youth Arch Foundation, led by a group of past winners and finalists of the Hong Kong Outstanding Students Awards, is a charitable organisation committed to the development of young individuals. During the event, "Top Ten Outstanding Students" were presented to young, aspirational talents who demonstrated excellence and perseverance in their achievements.

United Nations International Children's Emergency Fund ("UNICEF") 35th Anniversary Gala Dinner

With the belief that every child has the right to well-being and development, we supported UNICEF's 35th Anniversary Gala Dinner as one of the event sponsors. The Gala Dinner is not only a celebration of the organisation's decades of contribution to child and youth development, but also an occasion that brings professionals together to rethink the future of community and advocacy work in the field. Crises including the pandemic, conflict, and climate change have created even tougher living conditions for underprivileged children around the globe. The Gala Dinner included a fundraiser with money raised goes to improving children's lives in education, child protection and emergency relief.

Sustainability Vision
Provide data privacy and cybersecurity learning and development opportunities to employees.

Data Privacy and Cybersecurity

We place great importance on safeguarding people's data privacy rights and maintaining robust cybersecurity measures.

We have been developing a Data Privacy and Security Policy that emphasises the importance of confidentiality in handling personal data and alignment with applicable laws and regulations. While guests' personal information is collected with their consent for membership management and marketing purposes, only authorised employees can access personal data and access is granted according to positions and job duties.

Apart from local data protection regulations, we also observe the European Union General Data Protection Regulation across different stages of data management. From data collection, storage to usage, personal data will only be disclosed and transferred to third parties upon consent. Several measures are taken to safeguard user information, including the use of cookies and log files, and data retention.



Intellectual Property Rights

In observing and protecting intellectual property rights, we have established policies and procedures for all business units to follow and to ensure our business operations meet the requirements of the laws. Only licensed software and technology will be used, and all relevant trademarks and service marks are registered according to applicable laws and regulations in the jurisdictions we operate. Monitoring measures are also in place to prevent infringement of intellectual property rights.

PARTNERSHIPS



Fostering collaborative relationships for common goals

Regal Group is committed to fostering enduring and mutually beneficial relationships with our business partners and stakeholders. We recognise the importance of building meaningful connections in view of the compound environmental and social value derived from

synergetic collaborations. Through building alliances and enacting co-creations, we proactively communicate with stakeholders and devise mutually beneficial solutions to make an impactful change. We invite like-minded partners to join us in pursuit of a better shared future.

Sustainability Vision

2025 Target

Communicate the Green Procurement Policy to all suppliers.

Conduct sustainable supplier assessment to evaluate the Group's value chain.

Supply Chain Management

As one of the largest hotel operators in Hong Kong, our diverse offerings and exceptional service rely on our extensive network of vendors. We value each of these local and international partnerships, and we have a set of policies and procedures in place to ensure hygiene and safety conditions are met, and our vendors and suppliers operate in alignment with labour, environmental and business ethics regulations.

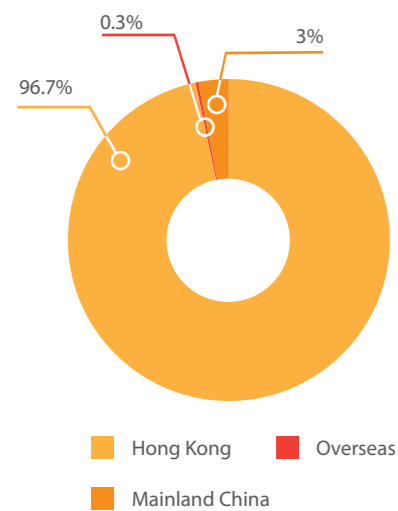
Our Supplier Code of Conduct ensures our needs to purchase goods and services on competitive terms are not met at the expense of labour standards, health and safety or the environment. It includes a holistic list of requirements on suppliers' operations and approaches to operations and delivery, addressing concerns on anti-discrimination, anti-corruption, anti-child and forced labour, and other sustainability issues that might negatively affect our stakeholders, the community and the environment.

A Sustainable Procurement Policy to be published in 2024, summarises our internal Green Purchasing Policy for our Group Purchasing Manager and Group Hygiene Manager to assess potential suppliers. We encourage the monitoring of supplier performance. Where gaps are identified, suppliers should develop and adopt corrective actions. We also encourage preference to be given to suppliers that adopt internationally recognised management system related to sustainability, for instance, ISO 9001 and Hazard Analysis and Critical Control Points ("HACCP") systems. Adaptation of responsible sourcing is highly encouraged.

Our Purchasing Department evaluates suppliers' product quality, timeliness in product delivery, and certifications obtained via a Supplier Annual Evaluation Form. Increasing vendor and supplier visibility is the first step to enhancing supply chain traceability in this globalised world. We ensure products and services offered to our customers are compliant with relevant regulations, while maintaining ethical labour and environmental practices.

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. As an example, we encourage our suppliers to source printing and copying paper certified by the Forest Stewardship Council and we source cleaning chemicals that are ISO 14001 certified. Regal also supports local sourcing in its procurement process. We purchase vegetables and fruits from local farmers whenever possible.

Supplier Geographic Distribution



Sustainability Vision

Foster a culture of innovation that enables employees and community innovators to pilot new ideas and technologies in business operations.

Technology and Innovation

Regal Group sees technology and innovation as an important channel to bring game-changing ideas to life. As we are on the mission to become the pioneer in sustainable hospitality, we seek for new ventures that add value to our hospitality roots, and are a keen supporter of the innovation and technology scene. During the reporting period, Regal Group has been working on the following initiatives with a wide variety of partners:

MetaGreen: Advancing Sustainable and Innovative Technologies

MetaGreen generated significant attention, with

- 600+** media coverage
- 620M** impressions
- 77K+** visits

Average session length of **~30 minutes** (~70% more than the entire CNY campaign's average) resulted in a **5%** conversion rate for the new Regal Club loyalty app.

Regal Group launched the first green metropolis, "MetaGreen" in Mega City 2 of The Sandbox, a decentralised gaming virtual world and subsidiary of Animoca Brands, during the reporting period. MetaGreen is a progressive green movement that promotes green actions aimed at accelerating the transition to net zero through harnessing the power of Web 3.0 and blockchain technologies.



Through MetaGreen, we strive to inspire decarbonisation and behavioural changes in the business and consumer communities with a series of immersive Web 3.0 Online-to-Offline experiences within The Sandbox, with support from likeminded strategic partners including Hang Seng Bank, UOB Hong Kong, The Mills and City Super Group.

We are dedicated to promoting decarbonisation within the business communities as a source of inspiration. For example, being the first green hotel, Regal Hotels use wind turbines to generate energy for the cooling system. To promote green lifestyles, our partners have set up spaces that feature sustainability content. For example, visitors can learn about techstyle innovations that help minimise garment waste, reduce production pollution, and encourage a circular economy.

We are committed to exerting influence on consumer communities to promote behavioural changes. As the first sustainability-themed experience within The Sandbox, MetaGreen’s virtual representation of a futuristic green city houses Regal Group’s green hotel, a shopping mall, an art gallery, and a meeting and conference hub, enabling global netizens to virtually explore eco-friendly practices in their daily lives. Also, players can experience different green-themed games which intend to arouse public concern in living a green lifestyle. Moreover, players can interact with different non-player characters (NPCs) to gain various green tips such as farm-to-table, sustainable wellness and energy saving. Moreover, City Super Group has joined forces with us to create interactive games. Players can complete an eco-mission at LOG-ON to acquire a shopping bag, and then beat the mini challenge at city’super. The interactive games are filled with tips and tricks on reducing plastic waste, sustainable sourcing and waste management. Players are invited to learn more about responsible shopping, such as purchasing cage-free or free-range eggs and saving endangered species, such as Japanese eel and wild bluefin tuna, which can deliver positive environmental messages through gameplay.

In its next phase of development, MetaGreen will continue to expand the use of blockchain technology to edutainment and eco-tourism experiences in collaboration with strategic partners.



Port63 Challenge: Nurturing Young Entrepreneurial Talents

Regal Hotels, together with its venture capital arm AlphaTrio Capital, participated in Nanyang Technological University (NTU) Port63 Challenge 2023. Themed “Ideas Unlimited!”, the event was a pitching competition inviting young talents from tertiary institutions to submit innovative ideas on three thematic pillars, namely: Web 3.0, Sustainability, and Tech for Social Good.

As one of the corporate partners on the sustainability track, we designed a case on food waste management and worked alongside students to offer guidance and mentorship on their ideas and pitching skills. More than 40 teams and close to 130 students participated in the challenge. We are happy to be part of this exciting journey in nurturing future entrepreneurial talents for impactful solutions to real-world problems.

JUMPSTARTER: Supporting Start-up Incubation and Development

Regal Group recognises the importance of supporting startups and the innovation ecosystem, which bring to life new technologies, business models, and solutions that address environmental, social and economic challenges we face today. We are happy to support JUMPSTARTER 2023 Global Pitch Competition as part of the judging panel by colleagues from AlphaTrio Capital, and as a hospitality partner to provide accommodation sponsorships to participants and organisations. The event, curated by Alibaba Entrepreneurs Fund, is one of the most reputable start-up incubation, networking and pitching competition gathering industry-leading organisations and professionals in the Hong Kong scene. We will continue to support initiatives that empower young entrepreneurs and facilitate the transformation of Hong Kong into a leading hub for global innovation and technology.

PROSPERITY



Creating sustainable business growth

Regal Group considers upholding service standards and compliance with regulatory requirements the underpinning of value creation for stakeholders. We recognise that the prosperity of the world relies on joint efforts to accelerate changes for a more sustainable

economy. Apart from preserving business ethics and ensuring safety in the everyday service we provide, we endeavour to continuously enhance guest experiences at our hotels and channel catalytic capital to innovative solutions.



Business Ethics

Regal Group upholds high standards of business integrity and fair competition, prohibiting any form of fraud, bribery and corruption in our business¹². To that end, we have published our Anti-Corruption Policy to maintain integrity, openness, probity and accountability in the Group. A Code of Conduct will be officially published in 2024. We strictly prohibit all forms of bribery and corruption among our employees and business partners. Breaching such policies may result in termination of employment.

Anti-Corruption

Our Anti-Corruption Policy emphasises the importance of ethical conduct in the procurement of goods and services. In conducting all businesses or affairs of the Group, all employees shall comply with the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) stipulated in the Code of Conduct. The Employee Handbook also outlines anti-corruption measures and guidelines to enhance employees' awareness of improper payments, kickbacks and other forms of bribery.

While the Group welcomes appropriate business premiums for solid commercial relationships, we make an effort to ensure these premiums do not influence our business decisions. Our policies clearly define that we repudiate the acceptance of bribes or any types of pressure or threats in return for economic advantages. All transactions and business courtesies are recorded in the Group's control system. Employees must disclose potential conflicts of interest to their line managers, department heads or the Human Resources department head as soon as possible.



Employees involved in corruption, bribery or failing to disclose external business affiliations, will be subjected to disciplinary action or immediate dismissal. The same standards apply to third-party representatives and our business partners.

¹² The laws and regulations that might be significant to the Group include Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong), Competition Ordinance (Cap. 619 of the Laws of Hong Kong). During the reporting period, the Group did not violate any laws and regulations related to bribery, extortion, fraud and money laundering. No legal cases regarding corrupt practices brought against the Group or its employees were recorded in 2023.

Sustainability Vision 2025 Target

All new employees receive anti-corruption training within 12 months of onboarding.

To ensure employees understand and comply with policies on business ethics and anti-corruption, we regularly organise training programmes. All employees, including senior management, are invited to the trainings. During the reporting period, anti-corruption briefings were organised for new employees. They are also provided with a copy of the Anti-Corruption Policy and Whistleblowing Policy on their commencement date.

Whistleblowing

The Whistleblowing Policy ensures transparency and integrity across our businesses, covering concerns from criminal offenses, breach of legal or regulatory requirements, malpractices, financial fraud, to discrimination and unethical behaviours. Whistleblowers can report in person or in writing by email or post to the Chief Operating Officer. Their rights are safeguarded against retaliation and their cases are treated with confidentiality. While anonymous reporting is possible, we encourage details of the reporter to be provided to facilitate investigation.



Service Safety and Hospitality Standards

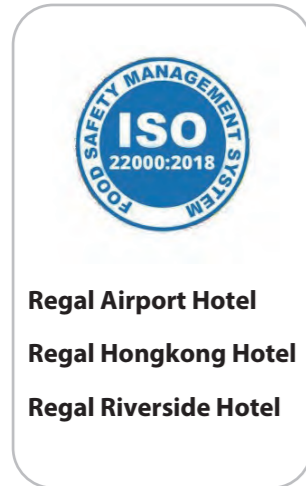
At Regal, we pride ourselves on offering premium services with guests' safety and well-being in mind. Our commitment to creating a secure and comfortable environment allows our guests to fully relax and enjoy their stay.

To maintain exceptional guest experience, we have been preparing an EHS Policy in place and adopt a feedback-driven approach to understand and exceed guest expectations. We are excited to share the numerous hospitality awards we achieved during the reporting period. Each accreditation is not only an earmark to our service excellence, but also a recognition to our dedicated employees. We strictly adhere to all applicable rules and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress¹³.

Health and Safety

Health and safety are prime concerns of Regal. We strive to align operations with good hygiene and security standards. The EHS Policy ensures the well-being of our employees and guests, and a safe and secure environment for all. We perform internal or external risk assessments and audits as part of our ongoing efforts to monitor service and product safety. We also provide comprehensive staff training to ensure employees are well-aware of potential hazards and preventive actions.

During the reporting period, our hotels have adopted HACCP, in identifying and minimising items that could compromise food safety in the food production, processing, manufacturing and preparation processes. We also ensured comprehensive measures are in place to exercise control and attained the ISO22000:2018 certifications for some of our hotels.

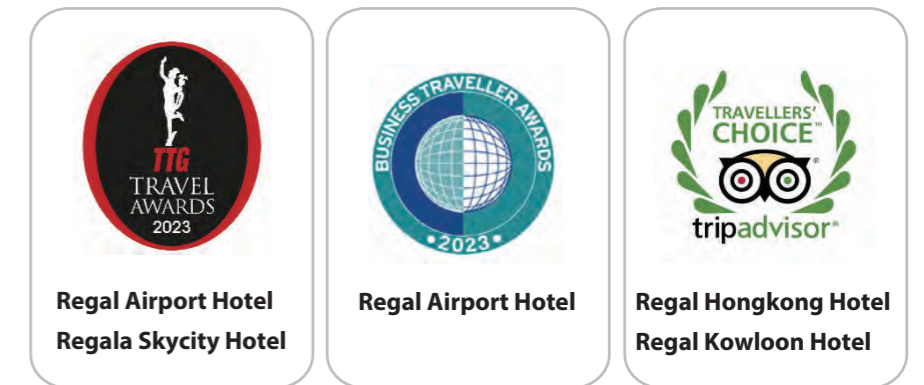


Guest Experience

Our dedicated team of hospitality professionals is committed to delivering exceptional experience to guests. From the warm ambience of our hotel interiors, to the rich variety of dining options, we understand service is about the details, and we curate every touchpoint for the best experience. We are honoured we have been recognised by numerous distinguished organisations in the industry.

We are awarded with TTG China Travel Awards 2023, Business Traveller's Best Airport Hotel 2023 and TripAdvisor's highest honour – Travellers' Choice Award during the reporting period. The recognitions are a testament to our service excellence and consistent delivery of professional service. Our colleagues are committed to ensuring each guest's stay with us is nothing short of extraordinary.

Awards on hospitality



Our food and beverage outlets also achieved stellar performance over the year. We were delighted to have received the MASTERCHEF Recommendation Restaurant 2023 and recommendation or Certificate of Excellence from Restaurant Guru for ten of our food and beverage outlets. Three of our restaurants have been rewarded with the Quality Restaurant Certification for 15 consecutive years or more.

As we welcome visitors from home and abroad, we strive to maintain a broad range of offerings that cater to our guests diverse dietary needs. We provide cuisine that is prepared in full compliance with the precepts of Islamic Law and our restaurants are recognised with the Halal Certificate.






Our restaurant Vivace at Regala Skycity Hotel is awarded Best Hotel Restaurant Interior Hong Kong with its Mediterranean design, colourful ceramic tiles matching with art-like sculptural pieces.



Vivace – Regala Skycity Hotel

¹³ The laws and regulations that might be significant to the Group include Public Health & Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong), Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong), Food Safety Ordinance (Cap. 612 of the Laws of Hong Kong), Patents Ordinance (Cap. 514 of the Laws of Hong Kong) and other relevant laws and regulations related to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.

Awards on food and beverages

 <p>Regal Airport Hotel Rouge</p> <p>Regal Hongkong Hotel Regal Palace</p> <p>Regal Kowloon Hotel Regal Court Mezzo</p> <p>Regal Riverside Hotel Regal Terrace Dragon Inn Vi</p> <p>Regala Skycity Hotel the Jade Vivace</p>	 <p>Regal Hongkong Hotel Regal Palace</p> <p>Regal Riverside Hotel L'Eau Avanti Pizzeria</p>	 <p>Regal Hongkong Hotel Regal Palace</p> <p>Regal Kowloon Hotel Mezzo Café Allegro</p>
 <p>Regala Skycity Hotel Vivace</p>	 <p>Regal Airport Hotel Regala Café & Dessert Bar</p> <p>Regal Riverside Hotel L'Eau</p> <p>Regala Skycity Hotel Petra</p>	

Guest Communication

As we pursue to excel in the global hospitality industry, communication with guests remains a centrepiece of our hospitality commitment across locations. Guests' feedback is highly valued and collected via a wide range of online and offline communication channels, ranging from questionnaires and emails to direct enquiries.

Our "Guest's Comments and Reply Standards" outlines the service commitment and guides employees to swiftly address guests' concerns. Our staff will provide a written reply within 48 hours upon receiving guests' feedback. Further follow-up actions are taken by relevant business units whenever necessary. During the reporting period, we received 1,865 complaint cases regarding hotel services which have been properly handled in accordance with customer complaint handling procedures.



Sustainability Vision
Consider sustainable financial instruments for corporate and project financing.

Invest in innovative solutions that tackle environmental, social and economic challenges.

Sustainable Finance and Responsible Investment

In today's rapidly evolving world, we are faced with global challenges. Planetary boundaries are being crossed as we bear with intensifying effects of climate change, and emerging disparities call for more inclusive societal developments. It is our belief that by integrating environmental, social and governance considerations into financing and investment decisions, and harnessing the transformative power of capital, we can tackle pressing issues of our times while unlocking opportunities for growth.

AlphaTrio Sustainable Technology Fund



AlphaTrio Sustainable Technology Fund is a visionary impact fund managed by Regal Group's venture capital arm — AlphaTrio Capital ("AlphaTrio"). It is dedicated to delivering triple returns by investing in private companies pioneering in sustainable and innovative solutions. With a commitment to the triple bottom line — People, Planet and Profit, AlphaTrio connects capital and technology to generate a positive impact on the environment, communities and stakeholders.

Our Vision

Empower technology companies to create scalable impact through innovative solutions that address environmental and social challenges.

Our Mission

Drive impact and sustainable growth aligned with UNSDGs by strategically investing in disruptive technologies with robust business models.

Focusing on cleantech, proptech, sustainable living and agrifood tech in Asia and beyond, AlphaTrio seeks to build a portfolio of 20-30 impact investments.

Who We Are

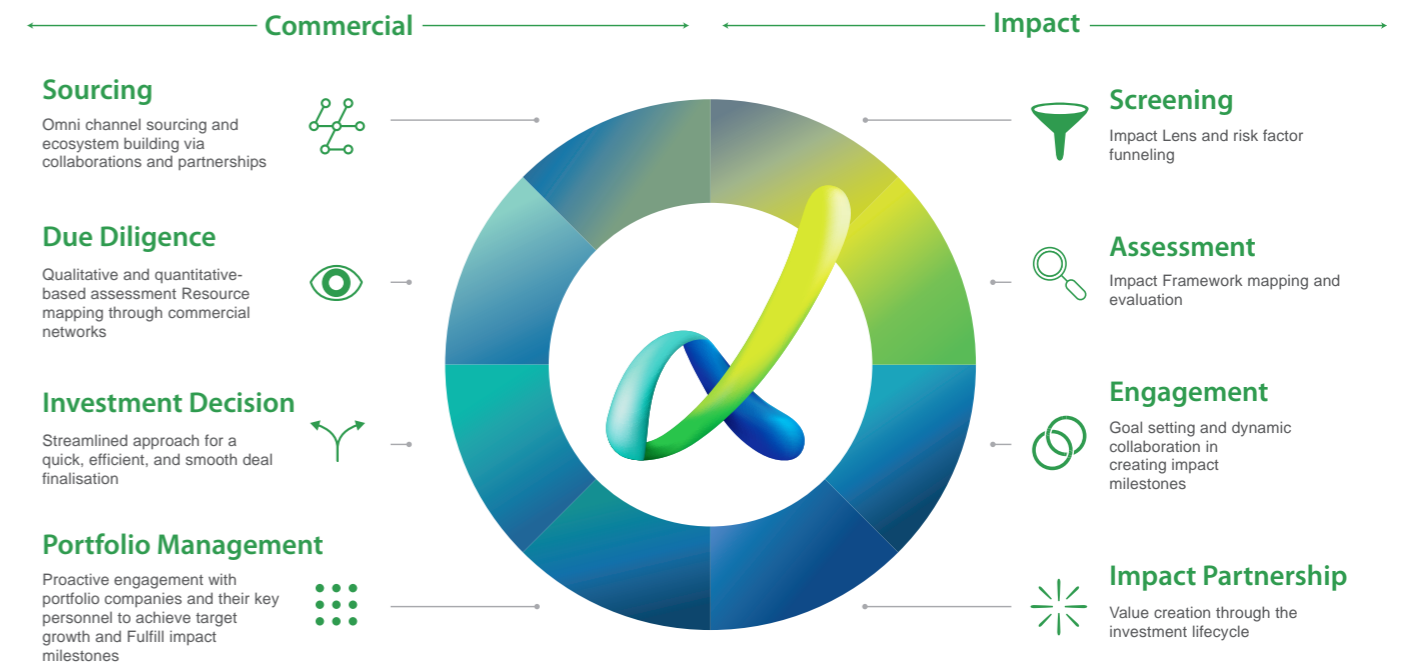
Impact Partner	Trusted partner for ESG strategy to deliver measurable impact alongside sustainable returns
Commercial Partner	Strong regional and global network to help startups catalyse their commercialisation and scaling
Asian Partner	Strategic bridge that connects Asian sustainable technology startups to the world and vice versa

Alignment with International Standards

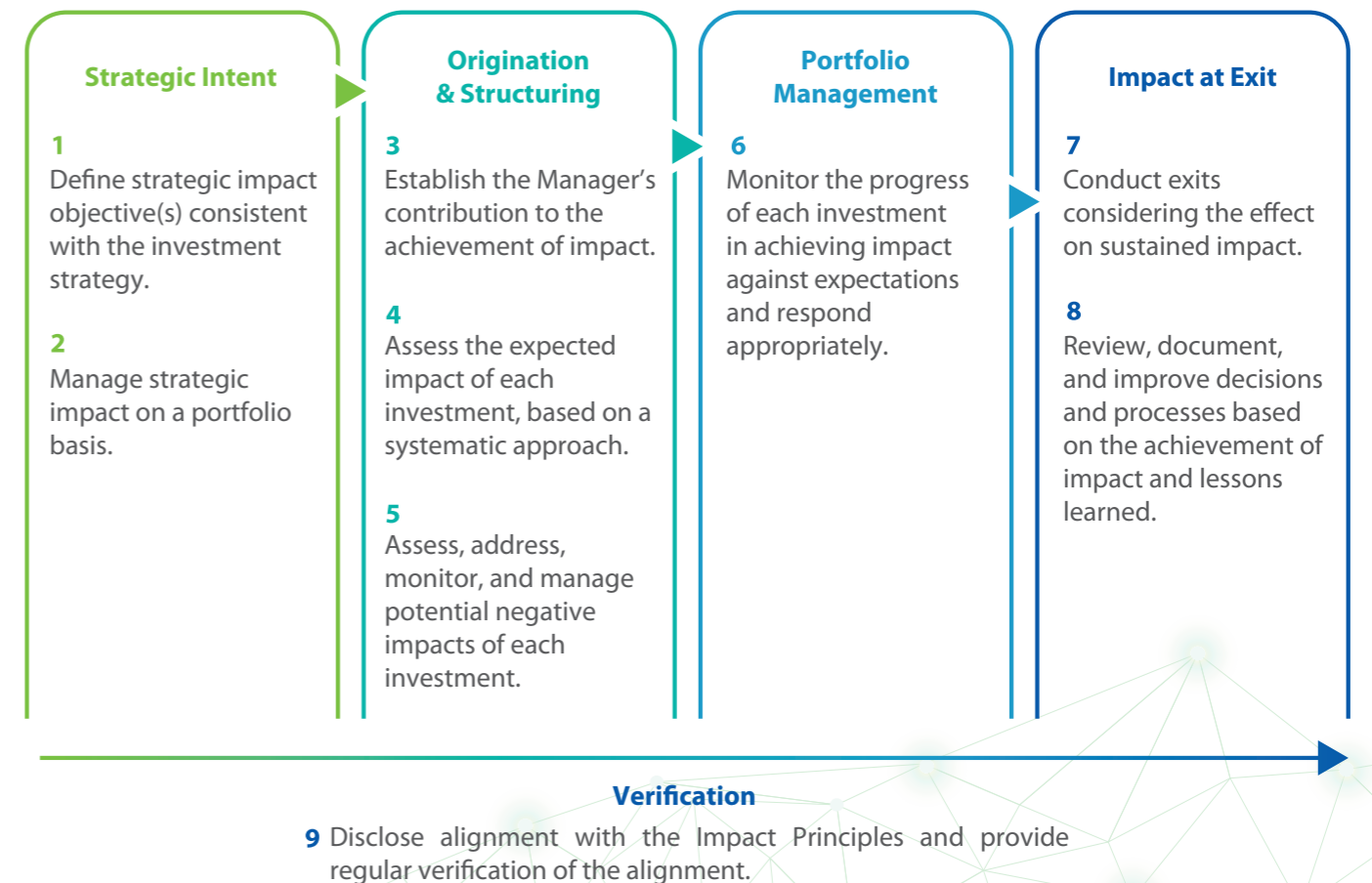
We believe impact comes in all shapes and forms. To better understand how impact is generated and delivered, and to best support its growth, we have developed a robust and holistic impact management and measurement framework based on the below international standards:



Our Investment Approach

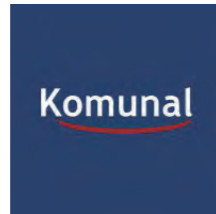


Our Impact Measurement and Management Approach



At AlphaTrio, we believe that thriving impact ecosystem provides innovative solutions the testing grounds scale up and address pressing challenges. Thus, we are committed to facilitating though leadership and knowledge exchange to drive collaborations for change.

Portfolio Highlights



Komunal
Investing for a more inclusive and sustainable future
 A Neo Rural Bank in Indonesia providing unique one-stop Banking as a Service (BaaS) platform to empower rural banks in Indonesia.



With a mission to accelerate financial inclusion, Komunal combines funding access and hyperlocal lending with digitalisation to support economic growth and financial inclusion in Indonesia. It is Komunal’s vision to elevate rural banks and micro, small and medium-sized enterprises (“MSME”) in every corner of Indonesia and better serve underbanked local communities.

In 2022, Komunal has raised financing efforts and disbursed US\$230 million worth of deposits and loans to Bank Perkreditan Rakyat, also known as Indonesia’s rural bank, and MSME, up from US\$50 million in 2021. Its transaction volume is expected to exceed US\$500 million by 2023.

To invest in a more inclusive and sustainable future, AlphaTrio participated in the US\$8.5 million funding round of Komunal in January 2023.

Komunal’s Strategic Goals

- Improving access to and use of responsible financial services for historically underserved populations
- Supporting decent jobs and fostering economic development
- Improving rural economies through access to financing

Financial Access to Poverty Reduction

70% of Indonesian small and medium enterprises are located in second and third tier cities whilst the majority of digital banks or fintechs are based in Jakarta¹⁴. As financial inclusion is known to positively-linked with lower poverty levels, expanding financial services while lowering entry barriers to underbanked populations to drive financial inclusion could support poverty reduction.

Poverty Reduction to Forest Preservation

Home to the second largest forestry in Asia, Indonesia is facing nation-wide deforestation driven by agriculture activities. Three-fifths of deforestation is driven by agricultural causes, affecting the global carbon sinks crucial to maintaining atmospheric equilibrium¹⁵.

In the meantime, poverty reduction can result in behavioural shifts away from deforestation. While better access to financial and social services contributes to poverty reduction by 30%¹⁶, with available and suitable social subsidies and loan services, beneficiaries shift to market buying or financing activities instead of deforestation.

¹⁴ Erlando, A., Riyanto, F. D., & Masakazu, S. (2020, October 13). Financial Inclusion, economic growth, and poverty alleviation: Evidence from Eastern Indonesia. <https://www.sciencedirect.com/science/article/pii/S2405844020320788>

¹⁵ Austin, K. G., Schwantes, A., Gu, Y., & Kasibhatla, P. S. (2019, February 1). What causes deforestation in Indonesia? <https://iopscience.iop.org/article/10.1088/1748-9326/aaf6db>

¹⁶ Erlando, A., Riyanto, F. D., & Masakazu, S. (2020, October 13). Financial Inclusion, economic growth, and poverty alleviation: Evidence from Eastern Indonesia. <https://www.sciencedirect.com/science/article/pii/S2405844020320788>

PEACE



Promoting well-being and inclusion

Echoing our belief that harnessing awareness of the present is central to individual well-being, we encourage people to reflect on their connections with themselves and the world. From becoming aware to developing acceptance, may we find inner peace and stay fully engaged to our lives.

Being aware of our connections to the multifaceted world also prepare us to embrace diverse backgrounds and perspectives in our surroundings. We believe that by fostering respectful and caring workplaces, and supporting equitable opportunities, may we foster inclusive and participative environments for all.

Sustainability Vision
 Improve well-being of guests and employees in areas relating to work and family life, physical and mental health.

Wellness

Wellness is a broad concept that encompasses both mental and physical well-being. We believe wellness has an important impact on people's quality of life. We are committed to promoting wellness not only for our guests and employees but also for the communities in which we operate.



Guest wellness and employee wellness are closely correlated. When our employees are supported and empowered in their own well-being, they are better positioned to provide exceptional service and create a welcoming and mindful experience for our guests.

We also extend our wellness commitment to communities we operate in, through providing mindfulness training and workshops, to bring about positive impact to society.

Wellness at Regal Hotels

Like beauty, one's well-being comes from within. To enhance guests and general public's awareness on wellness, the Group has introduced online mindfulness sessions at hotels and launched a wellness campaign on social media.

Online Mindfulness Sessions

To create a tranquil and relaxed experience for guests, we collaborated with the Oxford Mindfulness Foundation in October to introduce mindfulness practices to our hotels. Combining ancient wisdom and mindfulness-based cognitive therapy, guests may indulge in moments of peace and clarity, reflections and presence. The state of presence without judgment builds up our capacity to handle stress and challenges, and guides us to live in the present with clarity, kindness, and ease, in our relationships with ourselves and others.



Wellness Tips On Social Media



We shared wellness tips, from calming meditation guides, to nourishing recipes and healthy eating choices during the holiday season on our hotel social media platform.



Employee Mindfulness Workshop

To promote self-care among employees, over 80 colleagues from across the Group were invited to attend a 1.5 hours mindfulness workshop. The session introduced mindfulness practices and techniques, for instance, body scanning, light stretches and visualisation to help one wind down after a long busy day and regain mental clarity. By taking the time to filter out external thoughts and feelings, a clearer mind and a more relaxed body emerge. The workshop aimed to encourage employees to incorporate these daily practices, and effectively navigate and respond to challenges in a calm and discerning manner.



SEED Programme for Kindergarten Teachers

Committed to fostering the development of wise and compassionate leaders, Regal Group is a venue sponsor to the SEED (Social, Emotional and Ethical Development) Programme initiated by the Bodhi Love Foundation. Hosted at Regala Skycity Hotel, the 8-week programme tailored for kindergarten teachers, demonstrated how mindfulness can be integrated into education. The programme aimed to plant seedlings of wellness in teachers, and support them in maintaining a sense of inner balance, so they could handle stress in a more skillful way. We believe participants would have a stronger capacity not only to transform themselves but also nurture more resilient future generations.



Play to Thrive — Christmas Football Fun Day

Regal Group and Save the Children Hong Kong joined hands to organise the “Play to Thrive – Christmas Football Fun Day” event at Regala Skycity Hotel. More than 200 guests from underprivileged backgrounds gathered in the grand ballroom to participate in football matches and game booths.

The event was designed to support the development of young participants’ socio-emotional skills while nurturing their physical and mental well-being. The former Hong Kong football star, Mr. Poon Man-tik, and current member of the Hong Kong Football Representative Team, Mr. Li Ngai-hoi, joined in the game to demonstrate their football skills to the enthusiastic participants. The event concluded with an afternoon tea where children and their families relax themselves after an exciting day.



Hong Kong Anti-Cancer Society 60th Anniversary - Fundraising Dinner Anti-Cancer Fundraising Dinner

Regal Group recognises the burden cancer treatment places on individuals and societies. As we enter the 7th year of our partnership with the Hong Kong Anti-Cancer Society, we continue to extend our support by sponsoring venue and catering services for the Society’s 60th Fundraising Dinner. Funds raised would go to support early cancer detection, rehabilitative and palliative care to cancer survivors and families, and awareness building in education, research and advocacy.

Diversity and Inclusion

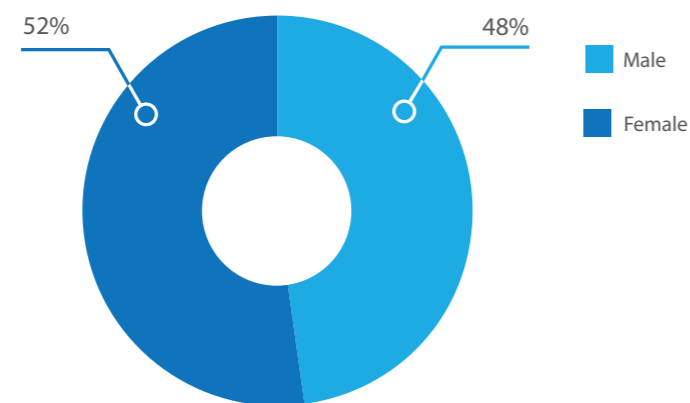
We believe by creating respectful and caring workplaces, and supporting equitable opportunities may we foster inclusive and participative environments for all.

As an equal opportunity employer, we do not permit discrimination or harassment on the grounds of race, sex, pregnancy, marital or family status or disability and other grounds protected by laws. Our emphasis on equal opportunity is stipulated in employment agreements and all business units are highly encouraged to recruit colleagues based on individual merits.

We are a signatory to “The Racial Diversity and Inclusion Charter for Employer” from the Equal Opportunities Commission. Issues with regard to diversity and inclusion are covered in our orientation programme. We also nominate Human Resources associates to attend relevant training courses organised by the Equal Opportunities Commission each year.

We are committed to respecting and protecting human rights and have been developing an Anti-Discrimination Policy with reference to internationally recognised human rights principles such as the International Bill of Human Rights and the International Labour Organisation’s Declaration on the Fundamental Principles and Rights at Work. The policy will be officially published in 2024.

Employee by Gender



Corporate Social Responsibility (“CSR”) Friday

In the second half of the reporting period, we launched CSR Friday, an initiative that took place on the last Friday of every month. Partnering with social enterprises, our employees’ duty meals were prepared by community members with physical disabilities or from underprivileged backgrounds. Through this initiative we hope to support employment and development opportunities for community members, and to help break down preconceived notions about disabilities.

Barrier Blockbuster 2023

The Group sent a team of colleagues to participate in Barrier Blockbuster 2023, an annual event organised by The Hong Kong Society for Rehabilitation, and a platform for community education and fundraising. Through competing with other teams to complete a series of tasks simulating day-to-day challenges faced by people with disabilities and chronic illness, such as limited mobility or impaired vision, our representatives returned to work with a better understanding of their struggles and a refreshed mind on how we might support a “barrier-free” society within our current roles.

Stay (Don’t Go) Raffle 2023

In support of Stay (Don’t Go) Raffle 2023 by the Society for the Prevention of Cruelty to Animals to promote “Adopt, Don’t Shop”, we sponsored 8 Regal Hotels Dining Vouchers, each valued at HK\$1,000 as raffle prizes to encourage owners to keep a lifetime promise to their pets.

Animals are not only beloved companions to many but also play a crucial role in providing mental and physical support to different members in society, such as hospitalised patients, seniors living alone and visually impaired individuals. It is our hope that through joint support with other raffle sponsors we may inspire pet owners and lovers to stay committed as responsible caretakers.

Sustainability Vision
Facilitate capacity-building and knowledge exchange to accelerate transition to a more sustainable economy.

Ecosystem Building

We recognise cultivating a sustainable future relies on collective efforts across industries and disciplines. A healthy ecosystem requires empowerment of all stakeholders, from climate innovators and academics who develop green technologies, impact investors who exploit opportunities in capital markets, to institutions that regulate and ensure market security. Therefore, we actively take part in capacity building and knowledge exchange to drive innovation and accelerate transition to a net zero economy.

Sustainable Finance and Impact Investing

Channelling Passion into Purpose

J.P. Morgan Women's Forum 2023

Miss Poman Lo, Vice Chairman of the Group and Founding and Managing Partner of AlphaTrio, participated as one of the speakers on the panel discussion "Channelling Passion into Purpose" at J.P. Morgan's inaugural Women's Forum. Bringing together a community of female investors, business owners and visionary leaders, participants at the forum discussed financial well-being and opportunities for women across Asia by providing greater strategic access to capital, networking, and impactful guidance. Miss Poman Lo shared her unique insights on navigating various challenges as a woman in a senior leadership role, particularly in establishing the recent impact investing arm, AlphaTrio, and how advancement of financial equity for women helps empower future generations.



Wealth for Green

Wealth for Good in Hong Kong Summit

Convening over 100 global family offices, the Wealth for Good in Hong Kong Summit gathered leaders from East to West on wealth creation in Hong Kong. Miss Poman Lo, participated as a moderator in the panel session of Wealth for Green, inviting green finance thought leaders and professionals to discuss growing opportunities in sustainable investing and Hong Kong's role to play as an international asset and wealth management hub.



Next Generation of Impact Investing Leaders

GIIN x FSDC Navigating the Future of Impact Investing in Asia

The Global Impact Investing Network ("GIIN") and the Financial Services Development Council ("FSDC") jointly hosted the Navigating the Future of Impact Investing in Asia conference to explore future opportunities for next generation impact investment.

As one of the panel moderators at the Summit, Miss Poman Lo facilitated discussion on the latest trends, opportunities and challenges in impact investing, shedding light on ESG integration into investment lifecycles across asset classes in Asia.

Impact and Sustainability Luncheon

AlphaTrio was honoured to co-sponsor the "Impact and Sustainability Luncheon" together with Summa Equity and Rede Partners LLP during the reporting period. The key theme of the luncheon centred around the potential role of Asia in leading the future global green transition and the development of impact investment in the region.



Asia's growing economy, carbon emissions and market regulations underlined the urgency of scaling up sustainability efforts as well as the transformative power of responsible investing. Participants delved into lively discussion on the long-term relationship between sustainable investing practices and financial stability. Insightful messages were delivered throughout presentations, highlighting green technological investment opportunities in China and the ASEAN regions.

ALTSHK 2023

AlphaTrio had the opportunity to participate in the ALTSHK 2023 forum co-hosted by Markets Group and CAIA Association. The event featured professionals across the fields of private equity, venture capital, real estate, hedge funds, cryptocurrency, artificial intelligence, and other alternative investments.



As the moderator of the fireside chat, Miss Poman Lo brought panellists together to discuss the growing potential of sustainable investments and alternative assets in accelerating progress in net-zero transition.

We believe innovation in green technologies will gradually play a crucial part in future decarbonisation pathways and help reduce significant amount of carbon emissions. It will also considerably facilitate job creation and wealth generation under a low-carbon economic model.



What's in an acronym: ESG and the future of sustainable investing

SuperReturn Asia's Climate Infrastructure and Sustainability Summit

At the SuperReturn Asia's Climate Tech & Sustainability Summit organised by Informa Connect, Miss Poman Lo took part in facilitating the discussion on the relationship between environmental impact, societal impact and financial profitability.

Panelists examined the prospect and feasibility of turning the greatest challenges into rewarding opportunities that benefit the world, highlighting the need to balance impact creation and financial KPIs to drive inclusive prosperity and sustainable growth.



The Future of Sustainable Investing – ESG and Impact Investing

PWMA Wealth Management Summit

Miss Poman Lo, was invited to the PWMA Wealth Management Summit 2023 hosted by Private Wealth Management Association to discuss purpose and value investing in creating sustainable legacies. Sharing perspectives on solutions to the triple bottom line – People, Planet, Profit, the team, together with attendees had a fruitful exchange on AI innovation, family offices, ESG and impact investing.



The Next Wave of Unicorn: AI and Green Tech

Hong Kong Fintech Week

AlphaTrio was invited to the panel discussion "The Next Wave of Unicorn: AI and Green Tech" at the Hong Kong Fintech Week. Many audience shared the same view that green tech and AI would be the breeding grounds for next generation of unicorns. Participants also exchanged thoughts on how Hong Kong may empower innovation in decarbonisation and sustainable agriculture.



An Asia Pacific Green Deal for Business: Driving the Green Transformation

Asia Pacific Business Forum

Miss Poman Lo, as the Co-Chair of Economic and Social Commission for Asia and the Pacific, took part as a speaker at the Asia-Pacific Business Forum 2023 (the "Forum"). Themed "The Future of Sustainable Finance: Building Equitable, Innovative, and Impactful Ecosystems in the Asia-Pacific", the Forum was jointly organised by the United Nations Economic and Social Commission for Asia and the Pacific and ESBN under the support of the Hong Kong Environment and Ecology Bureau. Discussions evolved around the role of businesses in driving the Asia-Pacific Green Deal and the future landscape of sustainable finance.

On another panel discussion titled "Asia-Pacific Green Deal for Business: Priorities for the region and scaling up Business Action in support of a green transformation", participants discussed how the Asia-Pacific Green Deal for Business declaration in 2022 could help corporates in harnessing transformational opportunities of a new green economy among the private sector in the region.

Appendix I

Awards, Recognitions, Qualifications and Membership

Awards and Recognitions	Organisations
Regal Hotels International Limited	

20 Years+ Caring Company	The Hong Kong Council of Social Service
Good MPF Employer Award	Mandatory Provident Fund Schemes Authority

Regal Airport Hotel	
----------------------------	--

ISO 22000:2005 Food Safety Management System	SGS
LINE Legacy 2023 Food and Beverage Guide, Top 30 LINE Legacy Dish - Rouge	LINE TODAY Hong Kong

Regal Hongkong Hotel	
-----------------------------	--

Earth Hour Certificate 2023	WWF Hong Kong
-----------------------------	---------------

Regal Kowloon Hotel	
----------------------------	--

ISO 22000:2018 - Food Safety Management Systems - Implementation Training Course Certificate	SGS
Earth Hour Certificate 2023	WWF Hong Kong

Regal Riverside Hotel	
------------------------------	--

U Favourite Food Awards 2023 - My Favourite Buffet Restaurant - L'Eau	U Food
---	--------

Awards and Recognitions	Organisations
Regala Skycity Hotel	

Silver A'Design Award in Architecture, Building and Structure Design	A'Design Award & Competition SRL A'Design Award
Gold Award in the Architectural Design Hotels & Resorts category	Muse Design Awards

iclub Mong Kok Hotel	
-----------------------------	--

Trending Brand of The Year	Meituan Hotel
----------------------------	---------------

iclub Sheung Wan Hotel	
-------------------------------	--

Popular Hotel of The Year	Meituan Hotel
---------------------------	---------------

iclub To Kwa Wan Hotel	
-------------------------------	--

Outstanding Partner Award	Meituan Hotel
---------------------------	---------------

iclub Fortress Hill Hotel	
----------------------------------	--

Popular Hotel of The Year	Meituan Hotel
---------------------------	---------------

Membership

The Group has been a member of Sustainable Procurement Charter of the Green Council, advocating green and local purchases.

Appendix II

Performance Table

Environmental Responsibility Performance^{17, 18}

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Air Emissions				
Nitrogen Oxide (NOx)	kg	325.62	317.32	419.03
Sulphur Oxide (SOx)	kg	6.60	7.19	5.73
Particulate Matters (PM)	kg	0.32	0.44	1.00
GHG emissions				
Total GHG emissions	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	34,269	36,432	40,731
Direct GHG emissions (Scope 1) ¹⁹	tonnes CO ₂ e	5,153	5,144	6,074
Indirect GHG emissions (Scope 2) ²⁰	tonnes CO ₂ e	29,116	31,288	34,657
GHG emission intensity	kg CO ₂ e/equivalent guest night ²¹	16.23	16.31	20.03
Energy consumption				
Total energy consumption	MWh	85,440	93,978	105,195
Electricity ²²	MWh	59,494	68,256	74,224
Towngas	MWh	22,313	21,625	28,295
Fuel	MWh	3,633	4,097	2,676
Energy intensity	MWh/equivalent guest night ²¹	0.04	0.04	0.05
Water consumption				
Total water consumption	m ³	605,240	816,563	783,911
Water intensity	m ³ /equivalent guest night ²¹	0.29	0.37	0.39

¹⁷ The environmental responsibility 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 To Kwa Wan Hotel, iclub Mong Kok Hotel, iclub AMTD Sheung Wan Hotel, iclub Sheung Wan Hotel and iclub Wan Chai Hotel) and Regala Skycity Hotel.

¹⁸ The hotels' rooms and F&B businesses have resumed into normal operation from Designated Quarantine Hotel Scheme and the Community Isolation Facility Scheme in 2021 and 2022.

¹⁹ Direct GHG emissions (Scope 1) are generated from fuel consumption, including diesel, petrol, LPG and Towngas consumption.

²⁰ Indirect GHG emissions (Scope 2) are generated from electricity (including one electric vehicle which newly added in 2023) and Towngas consumption.

²¹ 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.

²² Electricity consumption in 2023 includes a newly added electric vehicle, which estimation is calculated by "Energy efficiency of EV (kwh/km) * mileage (km) * average emission factor of CLP and HKE".

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Waste disposal				
General waste disposed	tonnes	3,552	2,207	6,066
Non-hazardous waste intensity	kg/equivalent guest night ²¹	1.68	0.99	2.98
Waste recycled				
Used cooking oil	Liter	3,857	5,192	7,856
Aluminium cans	kg	17	13	13
Plastic bottles	kg	1,988	1,731	2,334
Paper	kg	41,635	50,310	24,146 ²³
Food waste and donations	kg	43,139	83,949	93,223
Glass bottles	kg	4,282	589 ²⁴	236
Soap	kg	152	101	349
Hazardous waste disposed				
Retired lighting fitting	pieces	308	828 ²⁵	0
Electronic Appliances	pieces	30	0	0
Cleaning Chemical	kg	25	200 ²⁵	0

²³ During the Designated Quarantine Hotel Scheme and the Community Isolation Facility Scheme in 2021 and 2022, most of the pandemic supplies are packaged in cardboard/paper (e.g., lunch boxes and personal protective). Hence there is a decrease in paper recycling amount in 2023 after resuming into normal operation.

²⁴ Due to reduction in wine consumption, number of glass bottles recycled reduced during 2022.

²⁵ Retrofitting and cleansing activities were conducted prior to the re-opening of business.

Economic Responsibility Performance

Employment Practice

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Total workforce by employment contract				
Permanent	number of people	1,406	1,369	1,441
Contract	number of people	91	71	78
Trainee	number of people	0	1	3
Total workforce	number of people	1,497	1,441	1,522
Total workforce by gender				
Male	number of people	737	696	723
Female	number of people	760	745	799
Total workforce by age group				
Under 25	number of people	59	43	69
25 – less than 40	number of people	386	352	331
40 – less than 55	number of people	708	688	719
55 or above	number of people	344	358	403
Total workforce by employment category				
Senior management	number of people	21	16	15
Middle management	number of people	152	152	153
General staff	number of people	1,324	1,273	1,354
Total workforce by geographical locations				
Hong Kong	number of people	1,497	1,441	1,522
Percentage of the Board by gender				
Male	%	67	64	67
Female	%	33	36	33
Percentage of the Board by age group				
Under 30	%	0	0	0
30 – 50	%	17	18	17
50 above	%	83	82	83
Employee turnover rate by gender				
Male	%	53	43	49
Female	%	46	41	39
Employee turnover rate by age group				
Under 25	%	127	86	90
25 – less than 40	%	57	51	62
40 – less than 55	%	42	35	39
55 or above	%	43	42	30
Employee turnover rate by geographical locations				
Hong Kong	%	49	42	44

Occupational Health and Safety

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Total number of work-related fatalities	number of people	0	0	0
Total number of lost days ²⁶ due to work injuries	number of days	3,285	1,936	1,282

Development and Training²⁷

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Percentage of employees trained by gender²⁸				
Male	%	57	54	55
Female	%	43	46	45
Percentage of employees trained by employment category²⁸				
Senior management	%	1	2	2
Middle management	%	16	18	19
General staff	%	83	80	79
Average training hours by gender²⁹				
Male	number of hours	2.1	1.2	1.6
Female	number of hours	1.8	0.9	1.4
Average training hours by employment category²⁹				
Senior management	number of hours	0.4	0.6	2.3
Middle management	number of hours	3.5	1.8	3.2
General staff	number of hours	1.8	1.0	1.3

Supply Chain Management

	Units	Performance in 2021	Performance in 2022	Performance in 2023
Number of suppliers by geographical region				
Hong Kong	number of suppliers	2,537	2,139	2,873
Mainland China	number of suppliers	9	7	9
Overseas	number of suppliers	88	70	89

²⁶ Lost days refer to sick leave due to all types of work-related injuries.

²⁷ For the purpose of disclosure in this report, the training statistics of senior management excludes the corporate general managers and directors.

²⁸ The data in 2021 and 2022 have been restated due to the updating of the calculation methodology. It is calculated based on "Total number of trained employees of the category/total number of trained employees".

²⁹ It is calculated based on "Total number of training hours of the category/total number of employee of the category".

Appendix III

The Stock Exchange of Hong Kong Limited's ESG Reporting Guide Content Index

Indicators	Section/Statement
A. Environmental	
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.	PLANET - Our Management Approach
KPI A1.1 The types of emissions and respective emissions data.	Environmental Responsibility Performance
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).	Environmental Responsibility Performance
Aspect A1: Emissions KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance During the reporting period, the Group has no complete record on the weight of hazardous waste. Therefore, there are no relevant disclosure on total hazardous waste (in tonnes) and intensity. The Group has been investigating the issue and will strive to enhance future disclosure.
KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
KPI A1.5 Description of emissions target(s) set and steps taken to achieve them.	Sustainability Vision; Greenhouse Gas Management; Integrated Energy and Carbon Management Approach
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.	Sustainability Vision; Waste Management and Material Use

Indicators	Section/Statement
A. Environmental	
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	PLANET - Our Management Approach; Energy Management; Integrated Energy and Carbon Management Approach; Water Management
Aspect A2: Use of Resources KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Sustainability Vision; Integrated Energy and Carbon Management Approach
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.	Sustainability Vision; Water Management The Group does not suffer from any issues in sourcing water that is fit for purpose.
KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the core business of Regal
Aspect A3: The Environment and Natural Resources General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	PLANET - Our Management Approach; Green Building
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	PLANET - Our Management Approach; Green Building

Indicators		Section/ Statement
A. Environmental		
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.	Climate and Environmental Resilience
	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.	Climate and Environmental Resilience
B. Social		
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.	PEOPLE - Our Management Approach
	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

Indicators		Section/ Statement
B. Social		
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.	Occupational Health and Safety
	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, and how they are implemented and monitored.	Occupational Health & Safety
	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Development
	Aspect B3: Development and Training	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).
	KPI B3.2 The average training hours completed per employee by gender and employee category.	Economic Responsibility Performance

Indicators		Section/ Statement
B. Social		
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.	PEOPLE - Our Management Approach
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	PEOPLE - Our Management Approach
	KPI B4.2 Description of steps taken to eliminate such practices when discovered.	PEOPLE - Our Management Approach
	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

Indicators		Section/ Statement
B. Social		
Operating Practices		
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Service Safety and Hospitality Standards
	KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the core business of Regal
	KPI B6.2 Number of products and service-related complaints received and how they are dealt with.	Service Safety and Hospitality Standards
	KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	Data Privacy and Cybersecurity
	KPI B6.4 Description of quality assurance process and recall procedures.	Service Safety and Hospitality Standards
KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Data Privacy and Cybersecurity	

Appendix IV GRI Content Index

The following table indicates the location of our direct response to GRI Standards disclosures included in this report.

Statement of Use Regal has reported the information cited in this GRI content index for the period 1 January 2023 – 31 December 2023 with reference to the GRI Standards.

GRI 1 version GRI 1: Foundation 2021

GRI Standards	Description	Report Section/Remarks
2-1	Organisational details	About Regal; Head office and principal place of business: 11th Floor, 68 Yee Wo Street, Causeway Bay, Hong Kong
2-2	Entities included in the organisation’s sustainability reporting	About This Report
2-3	Reporting period, frequency and contact point	About This Report
2-4	Restatements of information	Appendix II - Performance Table
2-6	Activities, value chain and other business relationships	Economic Responsibility Performance
2-9	Governance structure and composition	Corporate Governance; Sustainability Governance and Policies
2-10	Nomination and selection of the highest governance body	Annual Report 2023 - Corporate Governance
2-11	Chair of the highest governance body	Annual Report 2023 - Corporate Governance
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance
2-13	Delegation of responsibility for managing impacts	Sustainability Governance and Policies
2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance and Policies
2-15	Conflicts of interest	Annual Report 2023 - Corporate Governance
2-17	Collective knowledge of the highest governance body	Annual Report 2023 - Corporate Governance
2-18	Evaluation of the performance of the highest governance body	Annual Report 2023 - Corporate Governance

Indicators		Section/ Statement
B. Social		
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 During the reporting period, the Group has no anti-corruption training provided to directors. The Group will proactively plan on it in the future.
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.	Community Engagement; PEACE
	KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Engagement; PEACE
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	Community Engagement; PEACE

GRI Standards	Description	Report Section/Remarks
2-19	Remuneration Policy	Annual Report 2023 - Corporate Governance
2-20	Process to determine remuneration	Annual Report 2023 - Corporate Governance
2-21	Annual total compensation ratio	Annual Report 2023 - Financial Statements
2-22	Statement on sustainable development strategy	Sustainability Governance and Policies
2-23	Policy commitments	Sustainability Governance and Policies
2-24	Embedding policy commitments	Our ESG Approach; Supply Chain Management
2-25	Processes to remediate negative impacts	Corporate Governance; Business Ethics
2-26	Mechanisms for seeking advice and raising concerns	Business Ethics
2-27	Compliance with laws and regulations	PLANET - Our Management Approach; PEOPLE - Our Management Approach; Occupational Health and Safety; Service Safety and Hospitality Standards; Business Ethics
2-28	Membership associations	Appendix I – Awards, Recognitions, Qualifications and Membership
2-29	Approach to stakeholder engagement	Stakeholder Engagement

GRI 3: Material Topics 2021

GRI Standards	Description	Report Section/Remarks
3-1	Process to determine material topics	Materiality Assessment
3-2	List of material topics	Materiality Assessment
205: Anti-corruption 2016		
3-3	Management of material topic	Business Ethics
205-1	Operations assessed for risks related to corruption	Business Ethics
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics
205-3	Confirmed incidents of corruption and actions taken	Business Ethics
302: Energy 2016		
3-3	Management of material topic	PLANET - Our Management Approach
302-1	Energy Consumption within the organisation	Environmental Responsibility Performance
302-3	Energy intensity	Environmental Responsibility Performance
303: Water and Effluents 2018		
3-3	Management of material topic	PLANET - Our Management Approach
303-1	Interactions with water as a shared resource	Water Management
303-2	Management of water discharge related impacts	Water Management
303-5	Water consumption	Environmental Responsibility Performance

GRI Standards	Description	Report Section/Remarks
305: Emissions 2016		
3-3	Management of material topic	PLANET - Our Management Approach; Integrated Energy and Carbon Management Approach
305-1	Direct (scope 1) GHG emissions	Environmental Responsibility Performance
305-2	Energy Indirect (scope 2) GHG emissions	Environmental Responsibility Performance
305-4	GHG emissions intensity	Environmental Responsibility Performance
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental Responsibility Performance
306: Waste 2020		
3-3	Management of material topic	PLANET - Our Management Approach
306-1	Waste generation and significant waste-related impacts	Waste Management and Material Use
306-2	Management of significant waste-related impacts	Waste management data is collected and consolidated into a centralised database where data is used for comparisons and reference.
306-5	Waste directed to disposal	Environmental Responsibility Performance
308: Supplier Environmental Assessment 2016		
3-3	Management of material topic	Supply Chain Management
401: Employment 2016		
3-3	Management of material topic	PEOPLE - Our Management Approach
401-1	New employee hires and employee turnover	Economic Responsibility Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	PEOPLE - Our Management Approach

GRI Standards	Description	Report Section/Remarks
403: Occupational Health and Safety 2018		
3-3	Management of material topic	Occupational Health and Safety
403-1	Occupational health and safety management system	Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety
403-3	Occupational health services	Occupational Health and Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety
403-5	Worker training on occupational health and safety	Occupational Health and Safety
403-6	Promotion of worker health	Occupational Health and Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety
403-9	Work-related injuries	Economic Responsibility Performance
403-10	Work-related ill health	Economic Responsibility Performance
404: Training and Education 2016		
3-3	Management of material topic	Talent Management
404-1	Average hours of training per year per employee	Economic Responsibility Performance
404-2	Programs for upgrading employee skills and transition assistance programs	Talent Management
405: Diversity and Equal Opportunity 2016		
3-3	Management of material topic	Diversity and Inclusion
405-1	Diversity of governance bodies and employees	Economic Responsibility Performance

GRI Standards	Description	Report Section/Remarks
413: Local Communities 2016		
3-3	Management of material topic	Community Engagement
413-2	Operations with significant actual and potential negative impacts on local communities	Community Engagement
414: Supplier Social Assessment 2016		
3-3	Management of material topic	Supply Chain Management
416: Customer Health and Safety 2016		
3-3	Management of material topic	Service Safety and Hospitality Standards
418: Customer Privacy 2016		
3-3	Management of material topic	Data Security and Privacy



www.regal.com.hk