

REGENT
HONG KONG

OUR GUIDE FOR YOU
香港麗晶酒店員工指南

HONG KONG

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Our Guide for You (“the guide”) is for all colleagues of Regent Hong Kong (“the Hotel”).

This guide sets out the guidelines, policies and directives relating to your employment with the Hotel. If you have any questions about this handbook or your work with the Hotel, you should speak to your Manager or Human Resources.

We may update this guide or the policies from time to time. All colleagues are required to familiarise themselves with the content of this guide.

If there are any discrepancies between the English and Chinese versions of this guide, the English version shall prevail.



WELCOME TO IHG

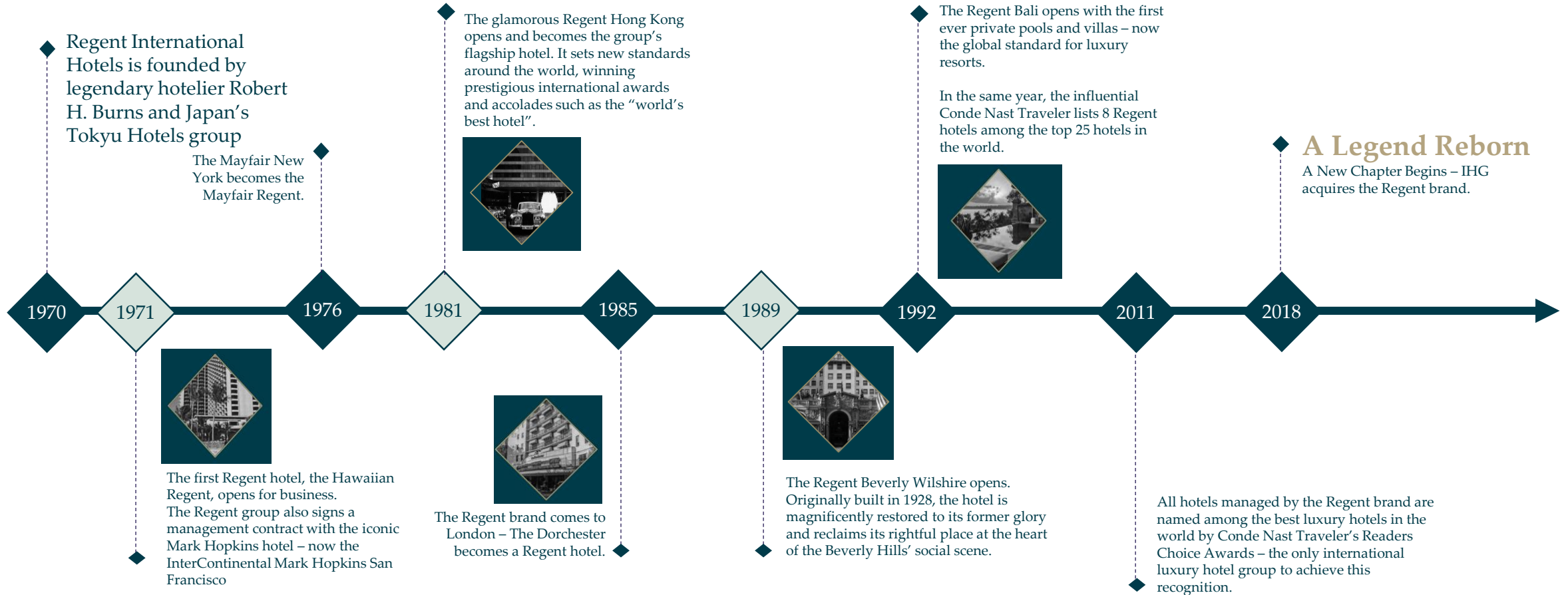
Message from our Managing Director

MICHEL CHERTOUH

“I am delighted to work closely with you as we share our passion and dedication in bringing Regent back to Hong Kong. It is humbling and inspiring to witness the emotions and hear the memories evoked by this property among the local community and abroad. At Regent Hong Kong, each of us truly plays an important role in crafting immersive experiences which create lasting memories that span generations and continents. Working together as a team and sharing our commitment to excellence, we can look forward to Regent Hong Kong contributing to the success, global allure and reputation of this incredible city.”

REGENT MILESTONES

Bold new ideas, majestic showpieces and international acclaim – the Regent story is resetting a new beginning.



REGENT
HONG KONG

THE REGENT® STORY

THE REGENT®

STORY

麗晶故事



SUBLIME HAVENS

At Regent Hotels & Resorts, we enable uplifting experiences for the Established. We see the beauty in `contrast, creating sublime havens that give our guests a balance of unexpected harmony – where two seemingly contradictory elements come together to create something beautiful – providing an environment that is exhilarating yet serene, invigorating yet calming, decadent yet unassuming. This is unexpected harmony.

THE REGENT® STORY

THE REGENT GUEST

Regent guests seek balance in life not through their status, but through moments they see as important to their lives, their legacy and those around them.

They seek to reconnect with life's beauty.



THE REGENT® DISTINCTION

THE REGENT HALLMARKS



PERSONAL HAVENS

**Intimate spaces with indulgent moments
that delight and inspire.**

Guests discover thoughtfully crafted spaces to enjoy curated experiences with Regent's signature service and harbourviews – be it the cocooning comfort of the windowfront daybed in the guestroom, the deep soaking tub of the oasis bathroom or a quiet corner in the Lobby Lounge or Pool Terrace.

THE REGENT® DISTINCTION

THE REGENT EXPERIENCE AGENT

An elevated level of personal service with one point of contact

The Regent Experience Agent is always on hand to assist guests in planning and personalising their stay – from pre-arrival through departure.

Whether offering curated recommendations or liaising with the guest's personal assistant, guests can leave everything to us for a seamless experience.



WITH COMPLIMENTS

Luxury should not be about small surcharges but rather about ensuring an uplifting experience.

This Regent hallmark introduces a new benchmark in luxury hospitality where services such as laundry of *gym kits*, *first pressing* and *mini-bar* are included as a matter of course and filling of forms are eliminated for a frictionless experience.





THE TASTE STUDIO

The Taste Studio is a pop-up, interactive and multi-sensory dining experience.

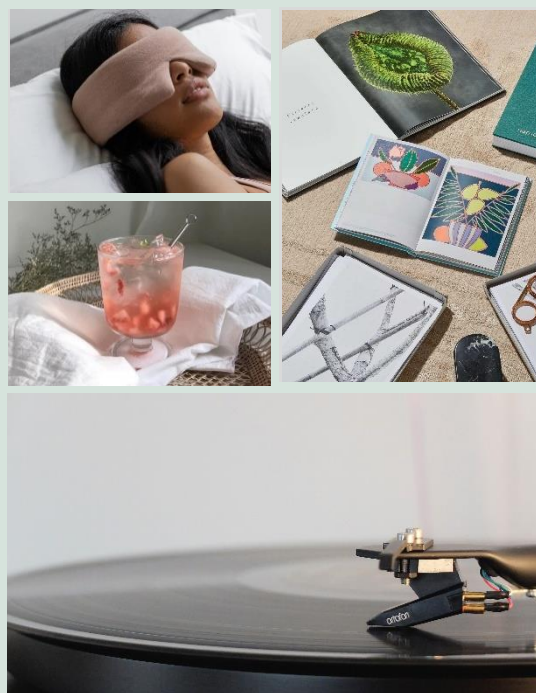
Inspired and influenced by art, performance, music, design, and fashion, the Regent Taste Studio goes beyond fine dining to become an incubator for creative talent and a showcase of culinary excellence.

THE REGENT® DISTINCTION
**PERSONAL HAVEN IDEAS FOR
 ON-PROPERTY MOMENTS**



LOBBY

The Lobby is dotted with Personal Havens, set to take in the stunning harbourviews. In-house art and design pieces are introduced by colleagues or a digital guide (accessible via QR code), showcasing Chi Wing Lo's inspiration & custom pieces to the LiuLi glass panels or Sheng Wei's digital art wall. An overview of Hong Kong's art scene and hotspots completes the tour.



GUESTROOM

The daybeds in the rooms overlook a sculpture garden and majestic harbour views, where curated round-the-clock experiences allow for private reflection or vibrant conversations. From morning meditation or admiring the view over freshly brewed coffee or tea to a QR code-guided discovery of the skyline at sunset – with historical images depicting the harbour's evolution and landmark buildings.



OASIS BATHROOM

Guests bask in the ultimate relaxation of the Oasis Bath with Perricone MD amenities and options for immersive bath experiences from a Bar & Bath Menu.



OUTDOOR SPACES

The cosy daybeds of the Pool Terrace offer plunging views of Victoria Harbour and especially curated healthy beverages and nutritious snacks, the perfect prelude to an immersive, multi-sensory spa & wellness suite experience.

THE REGENT® STORY

REGENT HONG KONG POSITIONING



A reimagined harbour legend for today and tomorrow. A rare haven of majesty and serenity for those seeking discreet luxury.

At Regent Hong Kong, modern luxury hospitality comes to life in a rare urban haven at the harbour's edge. Majestic yet serene, it brims with the unexpected harmony of visionary design.

From sequenced arrivals to iconic restaurants, the Established find balance and connect over seamless moments of delight and discovery, meticulously curated by an inspired team. Here luxury is discreet, the grandeur intimate, the experience personal and the dining decadent – all stunningly staged with the city's best harbour views.

A storied legacy with generations of unforgettable experiences and extraordinary views blend beautifully into the reimagined harbour legend that is Regent Hong Kong.

REGENT
HONG KONG

OUR HOTEL

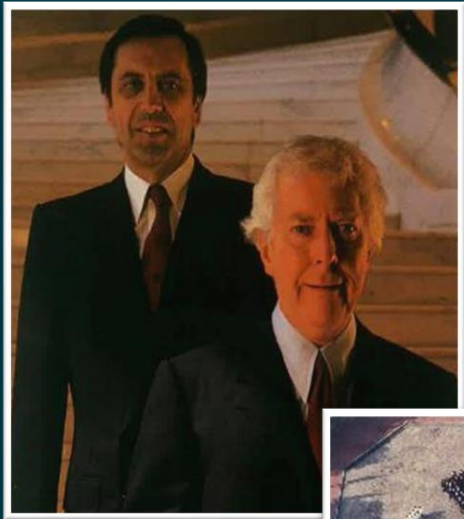


Originally opened in 1980 as Regent Hong Kong and rebranded to InterContinental Hong Kong in 2001, the hotel closed back in April 2020. Following a major transformation, the harbour legend reopens as REGENT HONG KONG in late 2022, with the completion of all renovations in early 2023.

The hotel features 497 rooms including 85 suites. The stunning Presidential Suite is one of the most spectacular in Asia with a large terrace and infinity pool overlooking Victoria Harbour and Hong Kong Island.

Renowned as a dining destination, the hotel has five restaurants, which include the 2-MICHELIN starred Chinese restaurant Lai Ching Heen, celebrity Japanese restaurant Nobu, The Steak House, Harbourside, known for its elaborate international buffets and Lobby Lounge, acclaimed for its stunning panoramic harbor views.. Qura, a new destination bar will launch in 2023.

Once Upon a Time... History & Renovation



1981 - Regent Hong Kong opened and became the group's flagship hotel. It set new standards around the world, winning prestigious international awards and accolades such as the "world's best hotel".

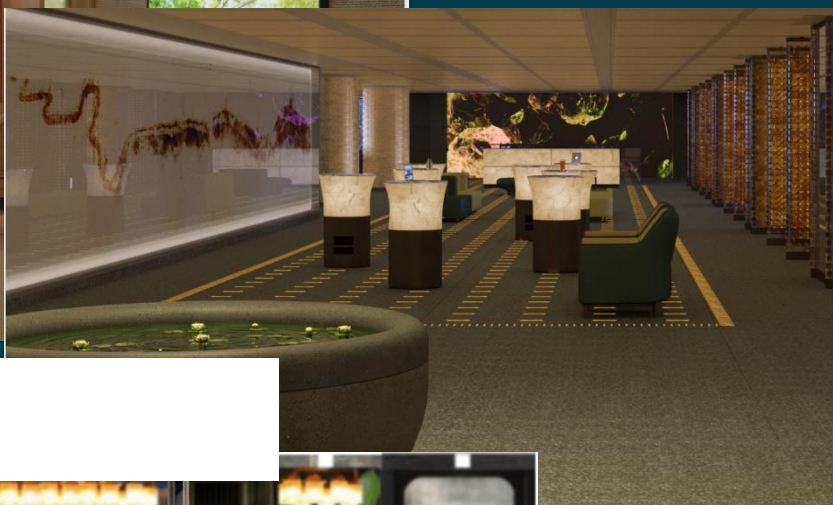
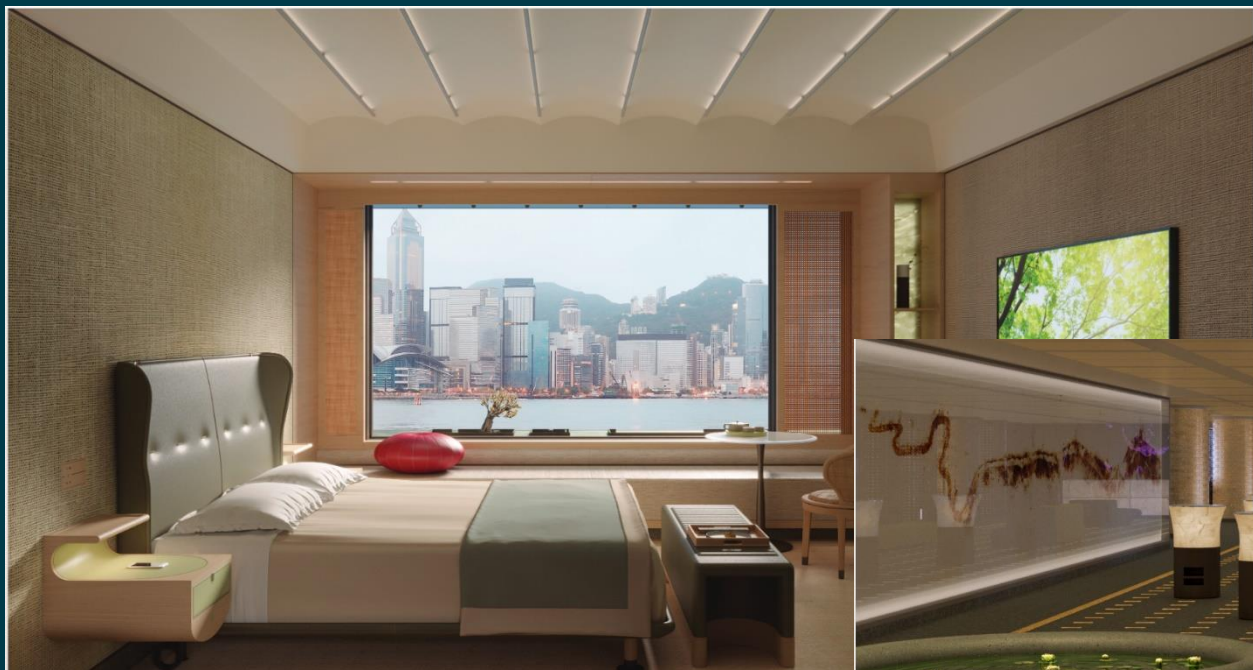
May 2001 - New World sold the hotel to Bass Hotels & Resorts (IHG), it was rebranded as InterContinental Hong Kong on June 1, 2001.

July 2015 - IHG sold InterContinental HK to Supreme Key Ltd.

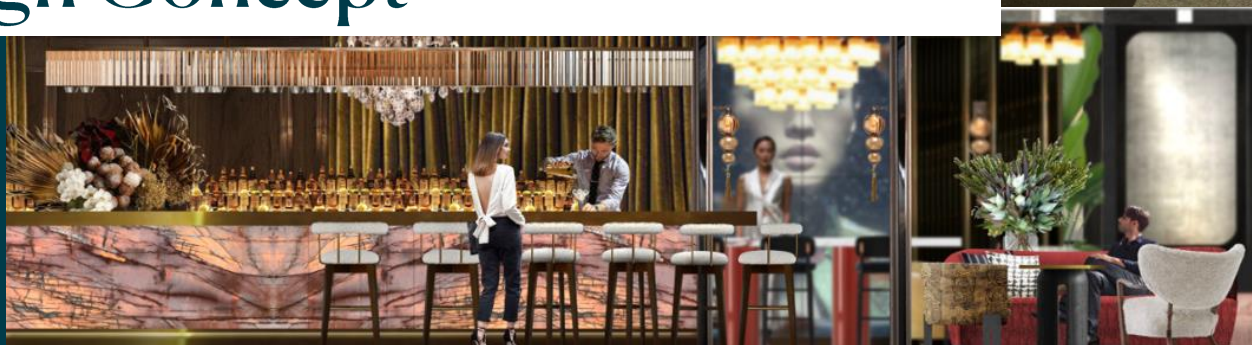
March 2018 - IHG acquires the Regent Brand.

April 20, 2020 - InterContinental HK officially ceased operations.

2022 - Regent Hong Kong is reborn.



Design Concept

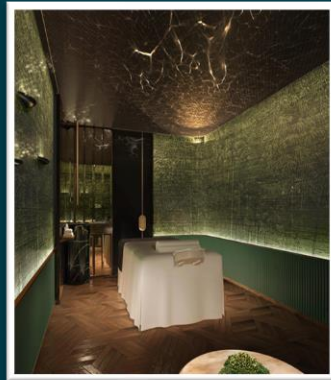


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Nobu

Nobu features the innovative new-style Japanese cuisine of world-famous chef Nobu Matsuhisa. Savour Nobu-san's iconic dishes along with locally inspired creations while overlooking Victoria Harbour.



Regent Spa & Wellness

Regent Spa encompasses a mystical, sensual and stimulating wellness experience. Indulge the senses with a ritual by Omorovicza skincare, inspired by healing thermal waters in Budapest. Workout with the latest TechnoGym equipment in the 24-hour Fitness Centre and relax at the Pool Terrace with a large outdoor swimming pool and infinity spa pools overlooking the harbour.

Lai Ching Heen

Recipient of 2-MICHELIN stars, Lai Ching Heen is renowned for its traditional Cantonese cuisine and elegant decor inspired by a jade jewellery box, revealing layers of treasured collectibles including exquisite hand-carved jade table settings, a signature of the restaurant.



RESTAURANTS & SPA



Lobby Lounge

Lobby Lounge is an iconic meeting place for afternoon tea, with origin coffees and a selection of Chinese and Western teas. As the skyline transforms into a spellbinding kaleidoscope, ignite an enchanted evening of discovery over curated selections from small Champagne Houses.



Oura (TBC)

Embark on a mesmerising journey of discovery at an indulgent destination bar with hypnotic harbourviews. Revel in the intoxicating ambience of the retro-inspired parlour and intimate stylish bar with bespoke drink selections. For cigar lovers, the humidor room oers an exclusive collection.

Harbourside

Bursting with energy, aromas and flavours, Harbourside is an immersive buffet experience, transporting you to the world's local markets, with a focus on Asian and Western cuisine. Dining at the edge of Victoria Harbour, gaze at the bustling activity and connect with its vitality over decadent breakfast, lunch and dinner buffets and Sunday Brunch.



The Steak House

The Steak House features curated selections of the finest meat from around the world, perfectly seared on our original charcoal grill, with an elaborate salad bar. Savour the world's best wines and discover a new sensation with big bottle vintages, from Magnum and Jeroboam to Balthazar and Nebuchadnezzar.





**YOUR WORK WITH
REGENT HONG KONG**



Room To Grow

EMPLOYMENT TERMS

Your employment is governed by the terms and conditions of your employment contract and the IHG Code of Conduct. Your employment is also subject to the applicable laws of Hong Kong such as Employment Ordinance (Cap. 57), the Employee's Compensation Ordinance (Cap. 282) and all other employment related legislation.

PROBATION

Unless stated otherwise in your employment contract, the probation period for a new colleague is three (3) months or such other period as agreed.

A confirmation letter of employment will be issued to the employee after the successful probational period.

PERFORMANCE REVIEW

Your work performance will be reviewed by your supervisor based on performance, job skills, safety record, disciplinary actions, attendance, cooperation with others and responsiveness to guests.

This will be used for future employment decisions such as transfers, promotions, training, salary reviews, etc.

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Room to Grow

PROMOTION AND UPWARD MOBILITY

We support and encourage colleagues to continuously progress and challenge their potential. We will offer promotions and transfers based on individual's performance appraisals, skills, ability and suitability for the intended role. Such promotion/ transfer will be subject to the hotel's usual selection process and criteria.

TRANSFERS

Colleagues may apply for a internal transfer to a vacant position within Regent Hong Kong after successfully completing one (1) year of service in the current position.

In general, the transfer should be completed within one month of the offer and proper coordination between the sending and receiving Division Heads.

HR will meet with the non-selected colleagues to notify and to discuss necessary improvements for their future career attempts.

To apply for a job in other IHG hotels, colleagues may apply on www.ihg.jobs after discussion with his/ her manager or Human Resources.

To apply for newly opened hotels within IHG, please see your Human Resources representative.

COLLEAGUE BENEFITS





Salary Payment & E-Payslip

You are paid on the last day of each month by direct deposit into your personal bank account. If the final day of the month is a Sunday or Public Holiday, we will pay you on the preceding working day.

The E-Payslip will be sent to your designated email address on the pay date. Please check with your Manager or Human Resources if you have any queries.

Rest Days and Holidays

All colleagues are entitled to 2 (two) rest days in every period of seven (7) days.

The Hotel may at its absolute discretion allocate such rest days to the colleague.

All administrative and management colleagues are entitled to public holidays, whereas all operational colleagues are entitled to the statutory holidays published by the Government Gazette.

Overtime

Operational colleagues, who are required to work overtime as requested and approved by Department Head, may be compensated for the overtime as stipulated in the policies and procedures of overtime compensation.





All permanent colleagues are entitled to different number of annual leave days corresponding to their job grade. Details are as follows:

Job Grade	Entitlement (days)	Remarks
EXCOM	20	
OC	18	
General Staff	12-18	18 days after five (5) years of service



If you wish to apply for annual leave, you need to apply on the Hotel's E-leave platform for your manager's approval.

Paid annual leave should be taken for an unbroken period. **At least seven (7) days should be taken consecutively each year** and the balance can be taken separately.



The maximum number of days carried forward must not exceed one-third of the colleague's annual leave entitlement and must be cleared by the end of June of the new calendar year.

Requests to carry forward any balance of colleague's one-year annual leave entitlement are subject to prior approval from respective EXCOM, Dir of Human Resources and Managing Director.

Advance annual leave may be permitted up to no more than half of the annual entitlement after completion of probation.

Annual Leave



Colleagues are entitled to accumulate two (2) days of sick leave for every completed month of service in the first twelve (12) months and four (4) days thereafter, up to a maximum of one hundred and twenty (120) paid sickness days.



Paid sick leave will only be granted to colleagues who submit a valid medical certificate from a medical doctor/dentist or a registered medical practitioner of a Government hospital.



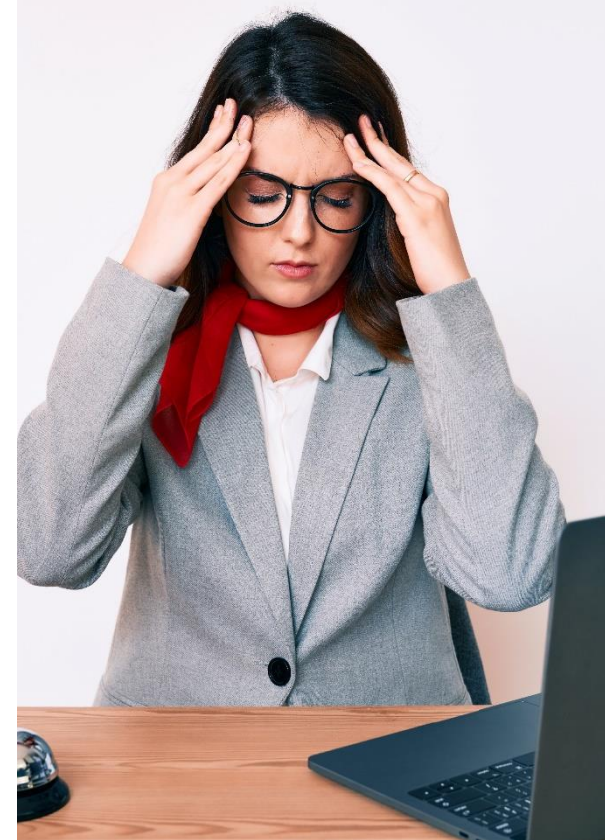
Sick leave taken by colleagues who have been employed by the Hotel for less than one month will be treated as unpaid sick leave.



Public holidays occurring within the sick leave period will not be counted as a sickness day.



Colleagues with insufficient leave entitlements, sick leave will be considered as unpaid leave.



Sick Leave



Maternity/ Paternity Leave



A colleague employed under a continuous contract immediately before commencement of the maternity/paternity leave under the following conditions:

- I. has worked for the Hotel less than forty (40) weeks, is entitled to maternity/paternity leave without pay.
- II. has worked for the Hotel not less than forty (40) weeks, is entitled to maternity/paternity leave with pay at eighty percent (80%) of the average daily wages earned by her in the last 12-month period.

Maternity leave shall be a continuous period of fourteen (14) weeks from the date of commencement of the leave.



The colleague must reach an agreement with the hotel on the commencement of her maternity leave from two (2) to four (4) weeks before the expected date of birth.

Please contact Human Resources as soon as you know you're pregnant to discuss the steps required to apply for your maternity leave.



Paternity leave shall be five (5) days and should be taken no more than four (4) weeks before the expected confinement date and fourteen (14) weeks after the actual date of birth.

Application for paternity leave must be submitted to Human Resources Division with a doctor's certificate stating the expected date of the child birth.

Marriage Leave



Congratulations on your big day! After you have completed your probation, you are entitled to **three (3) days paid marriage leave**.

You may take your 3 day marriage leave all in one go or separately within 30 days of your big day!

A marriage certificate should be produced for the application of this leave.

Compassionate Leave



Colleagues will be entitled to **two (2) days paid compassionate leave** when their immediate relative (i.e. spouse, parents, children, grand-parents, brother and sister, parents in-law and grand-parents) has passed away.

Leave application must be supported with death certificate.



Unpaid Leave



If you wish to have a longer leave, your Manager will be pleased to bring your request for approval based on operational needs. All unpaid leave requires Human Resource's review and the Managing Director's approval.

Work Injury Leave



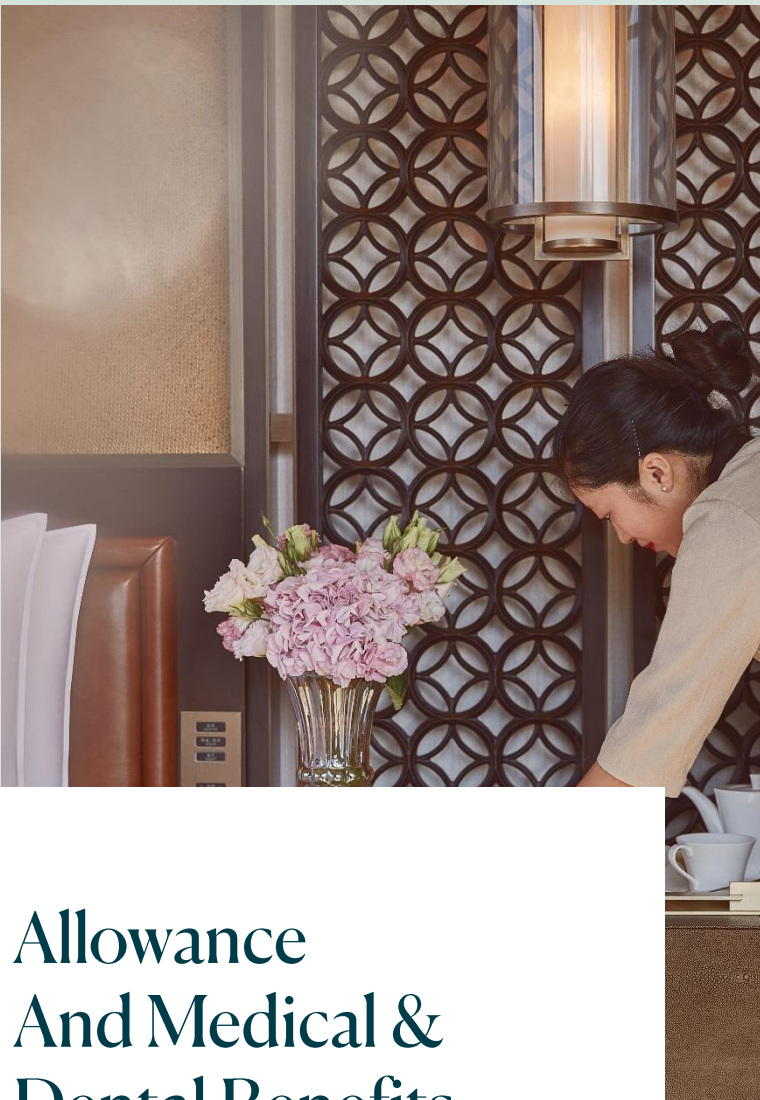
We care a great deal about ensuring our employees' safety while at work, however, from time to time accidents may occur. If you are unable to work as a result of a work-related accident, you will need to seek compensation for loss of income as well as medical treatment needed, provided the requirements of the Employees' Compensation Ordinance (Cap.282) are satisfied and complied with.



Any accident, however minor, needs to be reported to your supervisor/ Manager and Security immediately.

For further details, please see the Human Resources Department.

Allowance And Medical & Dental Benefits



Overnight Allowance

Colleagues who are required to work on overnight shifts will be entitled to an overnight allowance.



Transportation Allowance

Colleagues going off duty at or after 1:00am or reporting for duty at or before 6:00am will be entitled to a transportation allowance.



Medical & Dental Benefits

We would like to ensure our employees are in top physical condition. As such, our colleagues will be covered by the Hotel's outpatient, dental and hospitalization Scheme in Hong Kong, subject to the Hotel's medical and dental policy.

For more information, please contact the Human Resources Division.



Mandatory Provident Fund (MPF)

After working for the Hotel for sixty (60) days, you will join our MPF scheme. Both the hotel and you will contribute five per cent (5%) of monthly income to the scheme up to a maximum of HK\$1,500 (subject to change according to the Labor Ordinance).

Eligible colleagues may participate in the voluntary contribution fund. The Hotel will contribute ten per cent (10%) of your monthly salary, minus the sum contributed to your MPF scheme. For more details, please contact Human Resources.

Year-end Bonus



The Hotel may exercise its discretion to decide whether to pay or not pay bonus. If the hotel decides to pay a discretionary bonus, the quantum and date of payment are also at its discretion.

MPF/
Year-end Bonus



F&B Discount



All colleagues are entitled to F&B Discounts. The colleague F&B discount does not apply to Banquet / Event bookings.



Prior reservation is required. You can check availability and book through the respective restaurant manager. Booking confirmation is subject to availability at the discretion of the restaurant manager.



Bills must be settled by cash or the colleague's personal credit card and presented together with the colleague's ID card. The colleague must partake in the meal to enjoy the discount.



The discount is NOT valid for festive season ticket sales (e.g. Christmas and New Years), special promotions or special priced menus.



Proper attire must be worn when patronising any restaurant or bar.



Should the number of diners exceed the maximum, any extra persons will be charged in full.



Please contact Human Resources for discount details in each restaurant and bar.



Colleagues are eligible for the IHG Employee Room Benefit Programme after completion of probation. Bookings must be made in IHG Merlin after becoming an IHG One Rewards Club Member. Bookings can be made up to 90 days in advance.



The Employee rate is only available for a maximum of 2 rooms, A maximum of a 7 Nights' stay per room is the limit at any one hotel.

Employee rates are only for non-business related travel.



The Employee Room Benefit Programme is subject to room allocations and space availability at any IHG hotels.



Colleagues must show their colleague ID upon check-in.



During your stay, it is important to conduct yourself in an appropriate and respectful manner. Failure to do so may result in disciplinary action.

For further details, please contact Human Resources.

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Employee Room Rate Program

General Information





ATTENDANCE AND WORK SCHEDULE

Good time-keeping is important; and we expect our colleagues to be on time for work and not leave their post until released from duty.

Colleagues who are unable to report for work must notify their Division Head/ Department Head **at least 2 hours in advance** so that alternative arrangements can be made.

If you're unable to reach your manager/ Operation Committee, you may contact your supervisor on duty or the Duty Manager.

The work schedule is assigned to each colleague by Division Head/ Department Head.

As a colleague, it is your responsibility to report to work at the times indicated.



CLOCK-IN/CLOCK-OUT

All colleagues need to clock-in when entering the property at the Colleague Entrance and then clock-in again at their work station.

The same applies when finishing work. Colleagues must clock-in at their work station and again at the Colleague Entrance.

For split shifts, colleagues are required to clock-in/out during the shift break.

Clock-in/out for others or tampering with the clock-in/ out system will result in disciplinary action, including suspension or dismissal.

ABSENCE FROM DUTY

A colleague's failure to report for duty without the approval of a Manager may be regarded as misconduct.

In such instances, the Hotel may take disciplinary action against the colleague including suspension or termination of employment.

If at any time a colleague needs to temporarily leave the workplace during his/her shift, he/she must seek permission from his/her Manager.

Job Abandonment

No show more than three (3) working days without notification or approval will be considered abandonment.

In such cases, employment will be terminated.



COLLEAGUE ENTRANCE

Unless authorised otherwise, all colleagues are required to enter and leave the Hotel through the Employee Entrance.

LOCKERS

It is the responsibility of each colleague to keep the changing room and the allocated locker clean and tidy.

No food, beverages or dangerous goods are permitted in the lockers.

Lockers should be kept locked at all times. Colleagues are not allowed to make modifications to the locker, including installation of their own locks.



GROOMING STANDARD

We expect our colleagues to be smart-looking, clean cut, stylish and modern and maintain excellent personal hygiene at all times. For details, please refer to our Regent STYLE guidelines.

All colleagues must wear a name badge.

We will provide you with a uniform and name tag (or Regent pin) based on your duties and roles . If you lose your name tag, the cost of the name badge will be charged, while an old or damaged name badge will be replaced free of charge.



SMOKING AREA

Smoking anywhere in the guest areas or Heart-of-house areas while on duty is not acceptable.

You should only smoke in designated areas.

INSTRUCTIONS AND NOTICES

All colleagues should read and follow instructions and directives posted on notice boards.

No notices or posters are allowed in any part of the property unless authorised by the Management.

Tampering with the notice boards is strictly forbidden.



GUEST FACILITIES & PUBLIC AREAS

During your work hours, you must not use guestrooms without prior approval from your manager, as you should only be in guestrooms as part of your work duties.

You should avoid loitering in the lobby and other public areas unless you are performing your work duties. Where possible, you should use the service lift rather than the guest lift.



HOTEL PROPERTY

Hotel property is not to be used for personal reasons or to be removed from the Hotel premises without authorisation.

If any Hotel property is lost, it must be reported to the Security within twenty-four (24) hours.

Appropriation of the hotel property, including raw materials and finished action up goods by employees for personal use or resale, is subject to disciplinary to summary dismissal.

GATE PASS

Any Property of the Hotel or guests, including discarded items, can only be taken out of the Hotel premises when there is an approved 'Gate Pass' signed by Operation Committee or EXCOM.



THEFT

Theft of any property from the Hotel, whether belonging to the Hotel, guests or other colleagues, will result in immediate summary dismissal.

This includes consuming or taking away non-approved food or beverages.

LOSS & FOUND

If a colleague finds any unclaimed items on the company premises, the colleague should report and hand over the items immediately to Loss & Found.

Failure to report and hand over the items to Loss & Found will constitute theft and may result in disciplinary action.



PERSONNEL RECORD

All colleagues are required to notify the Department Head and Human Resources Division of any change in personal particulars.

For security reasons, all employee records cannot be taken away from Human Resources Department.

Colleagues should not use the address of the Company as a personal correspondence address.

SECURITY CHECKS

All incoming and outgoing packages and personal belongings are subject to inspection by the Security Department; and all colleagues are required to cooperate.



RIGHT OF SEARCH

As and when required, the colleague while entering, leaving or whilst inside the Hotel premises, may be subject to search by the Hotel 's security officers or by any other persons as authorised by Management.

As and when required, the colleague's personal locker may be subject to full search by the company's security personnel or by any other persons as authorised by Management.



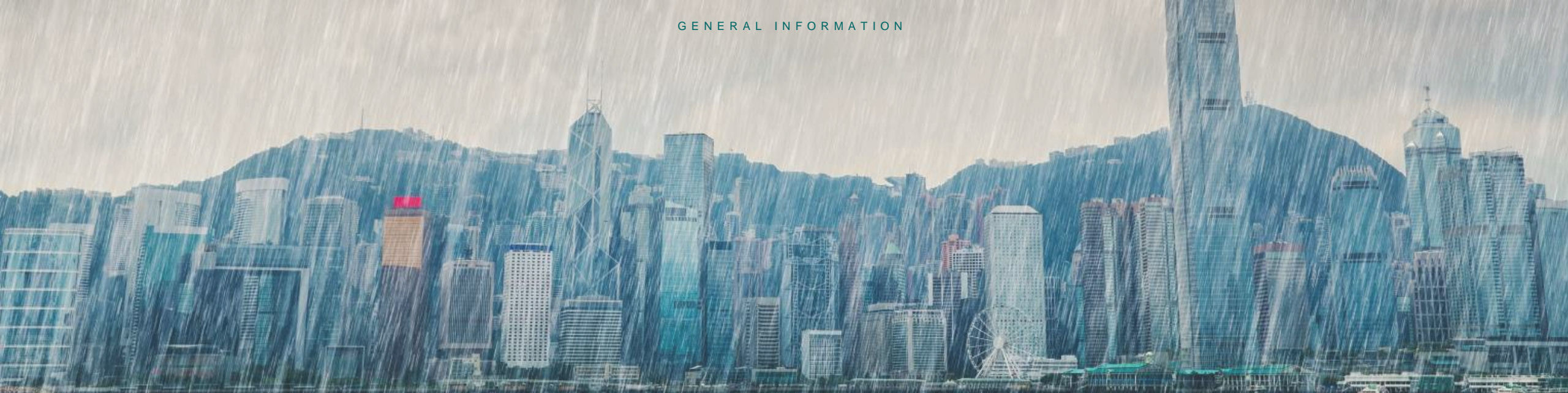
EMERGENCIES

Be familiar with the location of the nearest First-Aid box; but only certified First Aiders can attend to the injured person.

Any injury on the premises to a guest or colleague should be reported to the supervisor and Security.

Colleagues should be familiar with the location of fire exits, equipment floors, assembly points and the use of fire alarms and extinguishers.

In the event of a fire, immediately notify the Regent Service Centre or Duty Manager and the Security Department, of the exact location of the fire.



TYPHOON & BLACK RAINSTORM

For Operational Colleagues

If the typhoon is hoisted, colleagues who are scheduled to be on duty, should report to work as per the scheduled duty if the situation is safe.

The Typhoon Transportation allowance shall apply.

For Administrative Colleagues

If the typhoon signal is lowered to No. 3 (or below) before 2pm, colleagues should report to work within 2 hours of the signal being lowered.

Similarly, this applies when the BLACK rainstorm is lowered to RED.

In instances where colleagues are unable to report to work due to safety issues or adverse traffic/road conditions, they must contact their Department/Section Head for advice and further directives.



SUSPICIOUS ITEMS & PERSONS

Colleagues should be familiar with their working environment and remain alert of any suspicious items.

Be mindful that explosive devices are easily hidden in pipes, bags, etc.

If you observe any suspicious items or unattended belongings within the Hotel premises, please:

- a) Do not handle the item
- b) Inform Security & the Duty Manager immediately
- c) Remain at the location until the arrival of Security officers

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If you see any suspicious person or suspicious activity on or around the Hotel premises, you should immediately report to Security or the Duty Manager.



EMPLOYMENT OF RELATIVES

Colleagues' spouses or immediate relatives (parents, children, brothers and sisters) may work at the Hotel, provided that such employment does not create a potential conflict of interest or they do not directly supervise the work of their spouse or relatives.

Executive Committee, Operations Committee and colleagues working in the Human Resources, Finance and Security departments will require approval from the Managing Director.

It is the obligation of a colleague to advise the Human Resources Division of all relatives or spouse working at the Hotel or applying for a position in the Hotel.

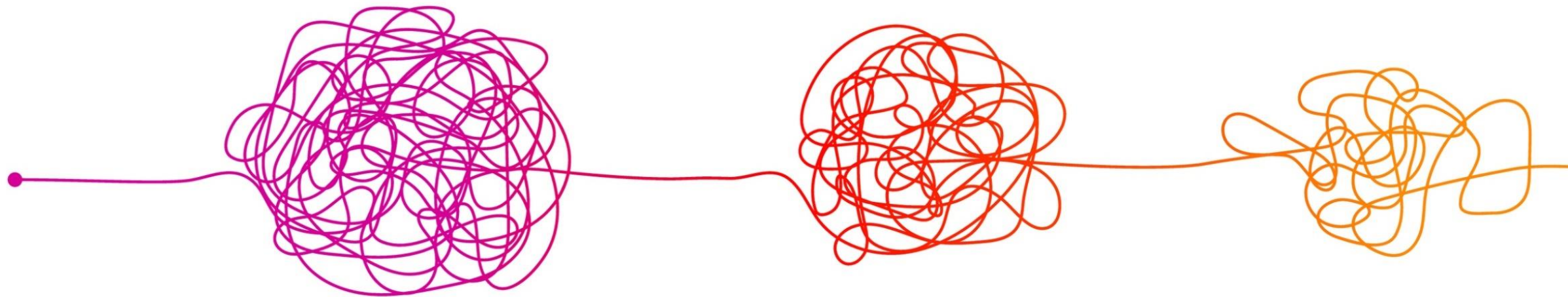
Failure to do so may result in disciplinary action, which includes summary dismissal.



PERSONAL RELATIONS BETWEEN COLLEAGUES

It is important that workplace does not create any favoritism associated with intimate personal relationships.

If an intimate relationship does develop between two colleagues, one in the managerial role such as Supervisor, Manager, Operations Committee or EXCOM, we encourage both of them inform their Supervisors or HR so that an appropriate arrangement (such as transfer or reassignment) can be considered to reduce and/or remove any potential conflicts of interest or discrimination.



PROBLEMS and GRIEVANCES

We understand that even in the best situations, problems, miscommunications and misunderstandings do occur.

If at any time you feel you have any problems or grievances with your duties or your colleague(s), you may refer to the following recommended steps so that we can help ease the situation.

Step 1 - Discuss with your immediate supervisor to seek an immediate solution.

Step 2 - If the grievance cannot be satisfactorily settled, colleagues should approach the **respective EXCOM**; and meetings will be arranged to discuss and seek a solution.

Step 3 - Come to the Human Resources Division.
A meeting with the colleague concerned will be arranged within five (5) business days to discuss and seek a solution.



Step 4

Approach the General Manager who will endeavor to help you seek a solution.

Colleagues may follow the above procedures. However, if you're more comfortable speaking with any one of the above personnel at any point, we encourage you to do so.

If you feel that the hotel grievance process cannot help, colleagues can consider the IHG Confidential Reporting Hotline at <http://www.ihgethics.com>



You should never air work-related problems and grievances over social media, online chat groups or the internet per the Hotel's Social Media Policy.

SOCIAL MEDIA GUIDELINES

Social media is a powerful form of communication that can have a significant impact on the Hotel, professional and individual reputation.

Social media includes Internet-based, software-based and other electronic communications platforms, that allow content to be generated and sent or posted, such as, but not limited to :

Facebook, Instagram, Twitter, LinkedIn, Myspace, Weibo, WeChat, YouTube, TikTok, WhatsApp group chat, Hong Kong Discuss, and more.

Whether you are using them professionally and personally, you should never :

- make any adverse or derogatory comments about your colleagues, IHG Hotels, guests, owners, competitors, and suppliers to the media or on social media platforms.
- use social networking sites as a forum or discussion boards for criticising IHG, the Hotel, guests, colleagues or anyone associated with the Hotel.
- post false, fraudulent or misleading reviews about either an IHG property or a competitor's property.
- discuss any matters pertaining to employment conditions or any work-related matters on social media platforms.

SOCIAL MEDIA GUIDELINES *(continued)*

- disclose confidential Information or any information concerning anyone associated with the hotel, such as guest information, colleague information or trade secrets and confidential business information to the media or on social media platforms.
- discuss any colleague within IHG or the Hotel in any way that could be construed as discrimination, harassment or bullying on social media platforms.
- post, forward, share or commentate improper social media content including but not limited to:
- Advocating terrorism or extremism, spreading violent or pornographic information, fabricating or disseminating false information, and other behaviors prohibited by law.

The company reserves the right to monitor its colleagues' activities in social networks and may bring disciplinary action for violation of this Handbook and the policies.

Only individuals authorised by IHG or the Hotel are allowed to post on IHG's or the Hotel's behalf to Social Media sites and must comply with IHG's policies regarding trademark use, and brand standards.

Colleagues should familiarise themselves with:

- IHG's Global Social Media Policy
- IHG Greater China Guidelines on Personal Use of Social Media



DIVERSITY, EQUALITY AND INCLUSION

We are committed to promoting a culture of inclusion where everyone feels safe, respected and valued among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our guests, and for each colleague to feel respected and able to give their best.

Also to provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time.

We provide equal employment opportunities to all applicants and colleagues. Employment decisions, terms and conditions of employment, benefits, training opportunities should not be based on individual's:

- Age, Race / Ethnicity, National Origin, Religion, Sex, Sexual orientation, Gender Identity and expression, Disability or Marital or family status
- The Hotel will ensure openness to and appreciation of the different perspectives, cultures, experiences, backgrounds and attributes of our colleagues, business partners and guests
- We are committed to providing an inclusive culture where all colleagues feel safe, included, valued and everyone has access to the same opportunities.

For further details, please refer to the Hotel Diversity, Equality and Inclusion Policy.



RULES and REGULATIONS

Disciplinary policies and procedures are important to ensure smooth operation of our Company and are enforced for the protection of our guests, the Hotel, and our fellow colleagues.

Depending on the nature and seriousness of violation of our policies and procedures, the Hotel reserves the right and discretion to determine and decide upon the severity and extent of disciplinary action(s).

The types of disciplinary action may include (but are not limited to):

- A Recorded Verbal Warning from supervisor or Service Manager in the first instance of minor offence(s)
- A Written Warning can be issued for either serious violation of the procedures or failing to achieve the agreed standards following a verbal warning.
- The Final Warning can be issued when the colleague repeatedly fails to adhere to hotel policy/procedures or in the first instance of serious violation
- Suspension without pay
- Summary dismissal
- Termination

The Hotel may conduct such enquiries and investigations into any case of colleague misconduct as the Hotel deems fit. The form and process of such investigations shall be at the Hotel's sole discretion. The findings and conclusions of the Hotel shall be final and determinative.



Discipline

Examples of serious misconduct which may be subject to Verbal or Written Warning
(Including but not limited to the following examples)

General Misconduct	<ul style="list-style-type: none"> a. sleeping while on duty b. being late for work c. failing to adhere to the grooming guidelines and standards d. performing any behavior which is inconsistent with the image of the Hotel
Bullying, harassment and discrimination	<ul style="list-style-type: none"> a. shouting at or arguing with colleagues b. showing discourtesy to guests or colleagues c. using profane or abusive language to guests and threatening language or gestures with intent to coerce other colleagues
Insubordination	<ul style="list-style-type: none"> a. failure to report on-the-job injury or accident b. leaving your work area or the Hotel without permission c. absence from work without authorisation d. refusing to perform work as assigned or required, or interfering in any way with job performance
Theft / fraud	<ul style="list-style-type: none"> a. removing hotel property without permission or a "Gate Pass" b. using the Hotel address as personal correspondence address c. distributing written or printed materials of any type without approval
Breaking confidentiality	<ul style="list-style-type: none"> a. making false or malicious statements about the Hotel, IHG, colleagues or anyone associated with the Hotel b. unauthorised use or distribution of documents containing confidential or proprietary information about the Hotel, IHG, colleagues or anyone associated with the Hotel, including but not limited to properties, business strategy, financial information, intellectual property and Confidential Information.

**Verbal or
Written
Warning**

<p>Gross misconduct</p>	<ul style="list-style-type: none"> a. smoking in the Hotel premises b. fighting in the Hotel premises c. carrying weapons of any kind d. gambling in the Hotel premises e. trafficking in, supplying, procuring, consuming, selling, using or possessing any illegal or dangerous drugs whilst on the Hotel premises or on duty f. inappropriate handling of Hotel property or funds g. conviction for violation of any criminal law h. displaying unruly behavior within the Hotel premises i. engaging in any business enterprises which would conflict with the business of the Hotel j. Failing to inform Human Resources on individual bankruptcy or financial irregularities when you are unable to repay the debts. k. Serious or willful misconduct in breach of the Occupational Health and Safety policy and procedures that causes injury to themselves, other colleagues, guests or visitors l. engage in activities or make negative comments in public, including on social media platforms, which may adversely affect the Hotel or IHG’s image, reputation, business, operations, financial performance or competitiveness; or the reputation of any of the Company’s officers, shareholders, colleagues, guests, suppliers, business partners or service premises
<p>Bullying, harassment and discrimination</p>	<ul style="list-style-type: none"> a. sexual harassment
<p>Insubordination</p>	<ul style="list-style-type: none"> a. taking a uniform out of the Hotel without permission b. removing Hotel property without permission and an authorised “Gate Pass” c. failing to use the authorised entrance/exit, or bringing unauthorised visitors to the Hotel premises



Suspension or Termination



Suspension or Termination (continued)

Theft/ fraud	<ul style="list-style-type: none"> a. clocking-in or out for another colleague b. entering or giving of false testimony or information on the employment application or other personnel records c. theft or dishonesty
Unethical relationships	<ul style="list-style-type: none"> a. soliciting tips from guests b. fraternising with guests c. unauthorised exchange of foreign currency with guests without authority d. accepting directly or indirectly any sum of money, commission, offer, promise, in consideration of any act, contract, decision or service connected with the discharge of the colleague's official work or by virtue of his / her position e. engage in any kind of monetary dealings with colleagues or guests including soliciting, borrowing, lending or loan
Breaking confidentiality	<ul style="list-style-type: none"> a. release or divulge Confidential Information in conflict with the interest of the Hotel/IHG b. unauthorised possession of a master key or similar equipment that can open any guestrooms, other colleagues' lockers, office doors or desk drawers of offices
Illegal Substance/ Alcohol	<ul style="list-style-type: none"> a. introduction, unlawful possession or use of any habit forming drugs and/or narcotics while in the Hotel premises or reporting for duty under the influence of the same b. being under the influence of any illegal or dangerous drugs whilst on the Hotel premises, on duty or engaged in the Hotel business c. being intoxicated within the Hotel premises or reporting for duty under the influence of alcohol

The above examples are not exhaustive. It is not intended to indicate every act that could lead to disciplinary action. The Hotel reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

The Hotel reserves the right to summarily dismiss a colleague without notice or compensation if the Hotel determines that a colleague has seriously misconducted themselves or has committed an act that is in violation of the Code or Hotel policies.

The following actions are unacceptable and considered grounds for summary dismissal:

- the colleague willfully disobeys a lawful and reasonable order;
- the colleague engages in misconduct, such conduct being inconsistent with the due and faithful discharge of their duties or such conduct is in serious violation of this Handbook, the Code or any of the policies mentioned in the aforesaid documents;
- the colleague is found guilty of fraud or dishonesty;
- the colleague is habitually neglectful in their duties;
- the colleague does anything that undermines or prejudices the good name, reputation or image of the Hotel or IHG Brand;
- based on any other ground on which the Hotel would be entitled to terminate the employment without notice at common law.



Summary Dismissal



Suspension without pay

A colleague may be suspended from employment without pay for a period of not more than fourteen (14) days, pending a decision by the Hotel as to whether or not the Hotel will terminate the employment; or pending the outcome of any criminal investigations or proceedings against the colleague.

If the criminal investigation or proceedings cannot be concluded within the period of fourteen (14) days, such suspension may be extended until the conclusion of the investigation or proceedings.



Respect in the Workplace

Regent Hong Kong has a zero tolerance to any form of discrimination, sexually harassment or bullying in the workplace- whether it be from a colleague, guests, or anyone else.

Any form of inappropriate behavior which makes a colleague feel intimidated, humiliated, embarrassed, causes offence or has the effect of making them feel vulnerable, threatened or undermined may constitute bullying or harassment.

Sexual harassment involves any unwelcome behavior of a sexual nature that may cause another colleague to feel embarrassed, uncomfortable, offended, humiliated or intimidated. Both sexes can be the victim of sexual harassment.

The following are some examples of behaviors that are regarded as sexual harassment:

- Unwelcome sexual gestures or inappropriate contact such as leering, grabbing or deliberately brushing up against another person.
- Unwelcome requests for sexual favours.
- Making sexually derogatory or stereotypical remarks.
- Persistent questioning about a person's sex life.
- Making sexual or obscene jokes.
- Displaying sexually offensive pictures or pornographic materials.
- Sending lewd, inappropriate or obscene communications.

If you feel that you have been sexually harassed or bullied, please approach your supervisor, Department Head, or the Human Resources Division. We assure you that no one will ever be penalised or treated differently for reporting.

Any colleague found to have been involved in any conduct constituting sexual harassment may face serious disciplinary action including suspension or summary dismissal.

For further details, please refer to IHG Our Respect in the Work Place Policy & IHG Greater China Anti-Harassment Policy

A colleague should report to the Human Resources Division and Department Head any charges laid or summons issued against him/her for violation of any laws of Hong Kong **within three (3) working days** from being notified of the charges or the summons.

Depending on the seriousness of the offence and the hearing of the court, the Hotel may temporarily suspend without pay the colleague for a maximum of fourteen (14) days, based on the following:

1. Pending a decision by the Hotel as to whether or not it will exercise its right to terminate the employment; or
2. Pending the outcome of any criminal proceedings against, arising out of or in connection with the colleague.

If such criminal proceedings are not concluded within fourteen (14) days, suspension may be extended until the conclusion of the criminal proceedings.

If the colleague is not charged with any offence, they can resume duty immediately. However, if the colleague is guilty of an offence, the Hotel may terminate the employment.



Offences against Hong Kong Laws

We are committed to operating with integrity. Bribery is not permitted under any circumstances. We must never offer, promise or give bribes in connection with IHG or the Hotel business and we must never ask for or accept bribes.

This applies globally, even in countries where bribery is more common. It applies to government and public officials and also to bribery of individuals and entities in the private sector. Bribes can include payments or anything of value such as complimentary rooms, that are intended to influence someone or induce them to act improperly

We must never:

- make any improper cash payment to any government or public official or any private individual in connection with any IHG or the Hotel business.
- offer, promise or give anything of value, or authorise an improper payment or the giving of anything of value to any government or public official or any private individual, to gain an improper business advantage or attempt to induce them to act improperly in carrying out their function.
- give or accept any gifts, complimentary arrangements, hospitality, favours or entertainment if it could reasonably be viewed as improperly influencing business transactions.
- establish any unrecorded “funds” or “budgets” for any purpose.

Please refer to IHG Anti-Bribery Policy for details.



Anti- Bribery Policy



Colleagues Accepting Gifts

Colleagues must always think carefully and should not offer or accept any Gifts and Entertainment which could reasonably be viewed as improperly influencing business transactions. All gifts and Entertainment must be reported and approved in accordance with the IHG Gifts and Entertainment Policy.

In general, colleagues may accept:

- **small gifts or entertainment not exceeding HK\$600** in value and such gifts or entertainment are offered for reasons of personal affection, not for business dealings
- **lai see or red packet money not exceeding HK\$600** given in celebration of traditional local culture
- **tips or service fees not exceeding HK\$600** in value which are voluntarily paid by guests
- promotional or marketing items of nominal value
- discounts which are offered on equal terms to third parties
- gifts and Entertainments exceeding HK\$600 must be reported and approved by Management Director (or Director of Finance) and must be recorded in the Gifts and Entertainment Register

In the event you are offered any form of **gift in excess of HK\$600** and are unable to return such a gift, you should notify your Department Head or the Human Resources Division immediately.

Please refer to Hotel *Gifts and Entertain Policy* for details.



As we must all uphold our responsibility to behave ethically, it is possible that a small number of colleagues may act in a way which conflicts with the those principles.

We all have a responsibility to report concerns.

We hope that you will feel able to report your concerns directly to your line Manager, supervisor, respective EXCOM or a Human Resources Representative as often this is the most effective way of obtaining a response. However, for certain matters, we recognize that it may not always be appropriate to do this. In this case, confidential reporting can be filed through the IHG Confidential Reporting Hotline:

- Online reports can be filed at <http://www.ihgethics.com>.
- Mobile reports can be made with this QR code:



• For online and mobile reports, you can file a report in your local language and translators will translate your report into English.

• Telephone reports can be made using the toll-free number for your country. This number can be found on the IHG ethical concerns poster displayed in your hotel or office or online at <http://www.ihgethics.com>.

If you need translation services, you must say the name of your preferred language in English when the operator answers the phone. You will then be passed to a translator who will speak to you in your preferred language.

Reporting

REWARDS & RECOGNITION



LEARNING & DEVELOPEMENT



MyLearning

IHG provides an Online Learning platform designed to enable colleagues to develop them to the full limit of their potential and to afford the keys to a successful and satisfying career in the hotel industry.

Upon joining, colleagues will be provided with Username and Password to log into Merlin for Mylearning access.

Learning Sponsorship Program

The management is keen to support the development of colleagues during the employment with the hotel. Colleagues are encouraged to develop personally, socially and professionally so we provide training and development sponsorship to our colleagues.

For more information on learning opportunities, please contact Human Resources.

REGENT™



THANK YOU



THIS IS REGENT®.