

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

Genting Hong Kong Limited  
(Continued into Bermuda with limited liability)  
Stock Code : 678



## CONTENTS

<b>CHAIRMAN’S STATEMENT .....</b>	<b>2</b>
<b>OUR SUSTAINABILITY APPROACH .....</b>	<b>3</b>
Upholding Strong Corporate Governance.....	3
Committing to ESG Governance .....	4
Influencing Our Supply Chain .....	5
Engaging Our Stakeholders.....	6
<b>SAILING THROUGH CHALLENGES.....</b>	<b>8</b>
Innovating Services for Our Guests.....	8
Safeguarding Guest Wellness .....	9
Attending to Safety Onboard .....	10
Valuing Guest Opinions.....	10
Protecting Customer Privacy.....	10
<b>OUR ENVIRONMENT .....</b>	<b>11</b>
Managing Our Environmental Performances.....	11
Enhancing Waste Management.....	12
Conserving Energy and Water Resources .....	12
Promoting Green and Sustainable Procurement .....	13
<b>OUR PEOPLE .....</b>	<b>14</b>
Retaining Talent.....	14
Continuing Development of Our Talent.....	15
Safeguarding Wellbeing of Our People .....	15
<b>OUR COMMUNITY .....</b>	<b>17</b>
Caring for Our Community.....	17
Supporting Community Wellness.....	18
<b>ABOUT THIS REPORT .....</b>	<b>19</b>
<b>HKEX ESG REPORTING GUIDE CONTENT INDEX.....</b>	<b>20</b>



## CHAIRMAN'S STATEMENT

This year, the cruise industry has been sailing in rough seas with unpredictable circumstances due to the global outbreak of COVID-19.

With surging cases in our sailing areas, the operations of both our cruise and shipbuilding businesses have been temporarily suspended in compliance with local governments' policies. Upon close monitoring of the latest development of the pandemic, we timely adjusted our response strategies and carried out corresponding measures in effort to bring the resumption of operation as soon as feasible.

Amidst the challenging situation, we are proud to resume sailing of our Explorer Dream with "Taiwan Island-hopping" itineraries as the world's first cruise line to re-operate, and our World Dream with the debut of "Super Seacation" in Singapore, with no infections found since resumption. We strive to take the leading role in providing visibility for the industry to reboot after the pandemic.

As our employees and prestigious guests are the cornerstones of our business, we particularly value their wellbeing and experience with us on the road to recovery. We continue to develop our talents and equip them with updated knowledge and skills to handle any emerging situations, and take care of the needs and wellbeing of our guests. We also offer a range of rescheduling and refund options to serve our guests with best-quality services.

While COVID-19 has brought an unprecedentedly difficult year to us and to the industry, we believe that this year is a watershed that creates new norms, reshaping the way businesses are run and welcoming new strategies and mindsets. With innovation, adaptability and sustainability demonstrated with the pioneering services, we are confident we will be able to sail on the future waves of change.

Through this report, please join me in recognising our continual commitment to sustainability and discovering the new waters to sail on.

**Tan Sri Lim Kok Thay**

*Chairman and Chief Executive Officer*

21 May 2021



## OUR SUSTAINABILITY APPROACH

### Upholding Strong Corporate Governance

Genting Hong Kong Limited (the “Company” and its subsidiaries, collectively the “Group”) spares no effort in upholding strong corporate governance practices that underpin our business success.

Our Board of Directors (the “Board”) exercises its responsibility and function in overseeing and enhancing policies and practices of the Group in corporate governance to guarantee full compliance. The Board also leads the Group’s overall management and development that contribute to its long-term success.

The Group and our employees uphold ethical business conduct and strive to protect the Group’s reputation through constant practices of the standards under the Code of Conduct. The Code offers clear guidance on employees’ personal and ethical decision making, such as handling situations with risks associated to bribery and corruption, and conflict of interests.

The Group has also put an anti-money laundering (AML) policy in practice with the aim of cultivating a strong AML compliance culture. Incorporated into an all-embracing AML program, the policy ensures compliance with relevant regulatory requirements and fosters the adoption of high ethical standards in AML, counterterrorism and economic sanctions. The AML department is made up of members of the Association of Certified Anti-Money Laundering Specialists to fully support the program and related matters. During the year, we provided AML training to about 3,000 employees of our three cruise lines.

The Group has set up a whistleblowing system to encourage employees to report concerns about suspected misconducts. Serious misconduct cases reported are reviewed by the Committee on Discipline which also verifies the status of offense. In any case of infringement of the law and misconduct, suspension or dismissal may be resulted.

For more details about our corporate governance principles and practices, please refer to the Corporate Governance Report in our Annual Report 2020.



## Committing to ESG Governance

Especially heightened by the COVID-19 pandemic, awareness on business sustainability and ESG management has never been more profound. Being a leading cruise operator dedicated to long-term sustainable operation, the Group has continued to uphold robust governance structures and practices over various sustainability and ESG-related issues, so as to ensure effective implementation of our Sustainability Policy in all operation levels of the Group.

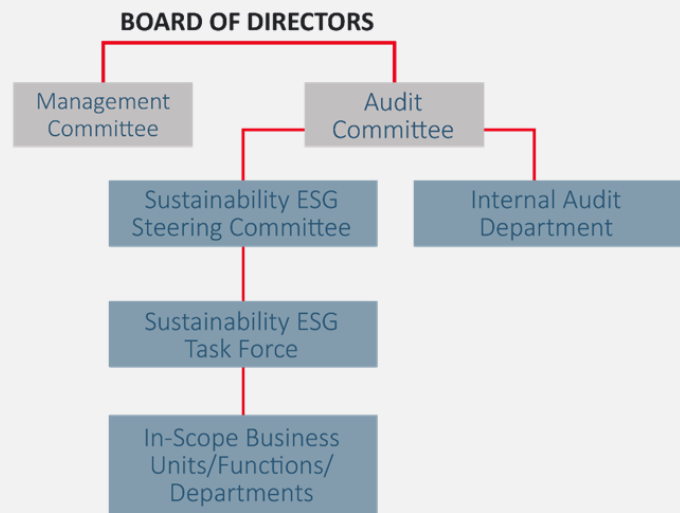
### ESG Governance Structure

Positioned at the top, the Board has ultimate responsibility and oversight on the overall ESG strategies, assessment of related risks, and review of risk management effectiveness.

Under the Board's direction are the Audit Committee and the Sustainability ESG Steering Committee that oversee ESG management and lead the Group's long-term sustainable development.

Sitting below the Sustainability ESG Steering Committee is the Sustainability ESG Task Force that is in charge of monitoring the daily operations of various business units, functions and departments, thereby ensuring effective execution of the planned ESG management approaches.

We believe that the collective effort of different levels within the structure is indispensable to the success of ESG integration in our business.



## Influencing Our Supply Chain

On our journey to long-term sustainability, we view our supply chain as important partners. Our diverse base of suppliers and service providers, which provide us with quality services and product supplies, serves as a foundation for the Group's business success.

Therefore, we select our suppliers carefully

through a stringent process. All potential vendors are required to undergo a series of assessments including performance background checks, capacity and due diligence to ensure their reputability.

To maintain a high level of integrity in this selection process, various procedural guidelines and departmental authorisation limits are established to minimise risks of bribery and corruption. Reminders and training regarding messages of anti-financial crimes, such as ethical purchasing and handling process on gifts from vendors, are delivered to the purchasing teams concerned.

Once relationships with suppliers are established, we are committed to developing long-term beneficial partnerships with them and influencing them with sustainable practices to contribute to a more sustainable future.

All suppliers are obliged to follow our defined Code of Conduct, covering minimum wage requirements and limitation of environmental degradation, etc. For our shipyards, a specific manual is also formulated to instruct procurement process with potential issues pertaining to health and safety, hazardous material and packaging waste. Suppliers' performances are continuously monitored, and will receive a warning letter or subject to termination of contract if any misconduct is identified, depending on the severity of the issue.

### NUMBER OF SUPPLIERS BY GEOGRAPHICAL REGION

Hong Kong	375
The United States	318
Germany	1,436
Mainland China	293
Singapore	345
Malaysia	247
Others	845
<b>Total</b>	<b>3,859</b>



## Engaging Our Stakeholders

To ensure the way we operate our business aligns with expectations from different stakeholders or the public, it is crucial for us to listen to our stakeholders. Apart from continuing our multiple engagement channels around-the-year, we invited a third-party consultant to conduct survey exercises specifically on their views over our ESG performances.

Internal and external stakeholders from Hong Kong, the United States and Germany participated to express their opinions and to rank the importance of ESG issues to them and to our business. This had essentially formed the basis of our focus for this report.

Different engagement methods with identified stakeholders are listed below.

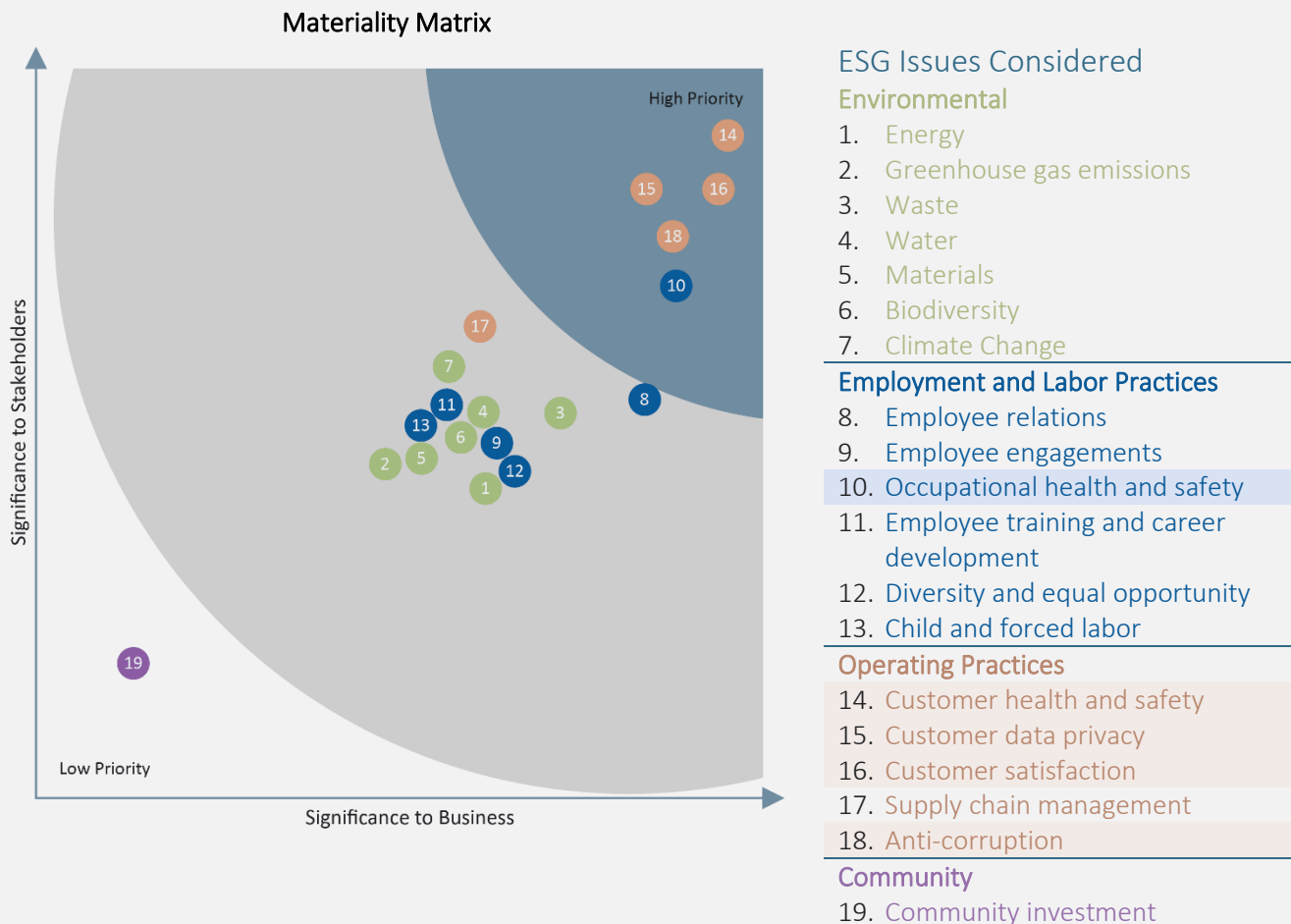
STAKEHOLDER GROUPS	ENGAGEMENT METHODS
Employees	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Employee engagement activities</li> <li>• Intranet, suggestion boxes and newsletters</li> <li>• Online survey</li> </ul>
Guests	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Satisfaction surveys</li> <li>• Website and newsletters</li> <li>• Enquiry hotlines</li> <li>• Online survey</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>• Investor meetings and conference calls</li> <li>• Annual and interim reports</li> <li>• Circulars/announcements/notices/publications</li> <li>• Website (Investor Relations)</li> </ul>
Business partners	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Audits and assessments</li> <li>• Regular meetings</li> <li>• Online survey</li> </ul>
NGO partners	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Corporate social responsibility activities</li> <li>• Online survey</li> </ul>





## Defining Materiality Matrix

A total of 19 ESG issues were identified as relevant to our business, and five of the issues have been highlighted as material topics to the Group. In particular, topics such as Customer Health and Safety, Occupational Health and Safety, as well as Customer Satisfaction, are expected to receive even greater attention this year due to the COVID-19 pandemic which heavily struck the cruise industry. We are committed to acting timely to address any impacts to our stakeholders in relation to these aspects.



\* The issues highlighted are considered as a high priority to the business and our stakeholders.

## Emerging ESG Trends

Meanwhile, the topic of climate change has been gaining rising awareness and has emerged as a material ESG trend. In this regard, the Group is dedicated to coping with the climate-related business risks, particularly the increased instances of cruise disruptions caused by increasingly frequent extreme weather events.

The Cruise Disruption Decision Committee, chaired by the President of Genting Cruise Lines, is in place to deal with such situations. It ensures responsive cruise arrangements and other contingency plans are arranged in the best possible way, thereby minimising the effect that the incidents may have on our guests.





## SAILING THROUGH CHALLENGES

### Innovating Services for Our Guests

In 2020, the cruise industry was heavily hit by the COVID-19 pandemic as countries stipulate stringent travel control in fear of importing infection cases from high-risk areas, resulting in very challenging circumstances for continual operation for the whole industry.

Nevertheless, the pandemic did not prevent us from serving our prestigious guests, and instead motivated us to further innovate our services to cope with the ever-changing conditions. Demonstrating flexibility and adaptability, we value our guests wholeheartedly by offering travel options to relieve their thirst for quality vacations.

#### EXPLORER DREAM “TAIWAN ISLAND-HOPPING” – ASIA’S FIRST TO RESUME SAILING



In July 2020, Explorer Dream of our Dream Cruises was Asia’s first cruise to deliver services amid the pandemic, offering two to four-night “Taiwan Island-Hopping” itineraries. Until October, Explorer Dream has served more than 25,000 vacation-waiting guests with unparalleled travel experience.

The resumption of operation opened new possibilities and provided visibility for the cruise industry in the difficult time. With encouraging market response, Explorer Dream has launched the “Discover Taiwan” itineraries taking one to five nights to accommodate our wide spectrum of guests.

#### WORLD DREAM “SUPER SEACATION” – A NEW START WITH DEBUT IN SINGAPORE HOMEPORT



In November 2020, World Dream also restarted its services in our homeport Singapore with the pioneering “Super Seacation” series for local residents, encompassing brand new two and three-night itineraries in the open sea.

The leading-edge services in response to the pandemic are supported by local authorities that granted approval and recognise the enhancement of health and safety protocols.

Compounded with the safety track record in the first two months of Explorer Dream’s operation, we played an essential role in rebooting the cruise industry as well as the wider tourism industry.



## Safeguarding Guest Wellness

In tandem with innovating services, the health and safety of our guests are of foremost importance in the recovery process post-COVID-19. An Outbreak Prevention and Response Plan of our Genting Cruise Lines (GCL) is in place to prevent and detect any risk of COVID-19 outbreak. The Plan outlines a spectrum of measures to be taken in each component of the cruise without tolerance of underestimating any potential risk, from Person Under Investigation (PUI) to people with close or casual contact, from pre-departure screening to onboard control, and from prevention to contingency, isolation and quarantine.

To ensure high accuracy of risk management, classification of areas with different levels of risk is advised by our Marine Operations and the Company's Disease Committee, followed by corresponding level of strict control.

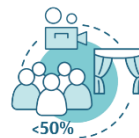
### EXAMPLES OF DAILY PREVENTIVE MEASURES



Mandatory temperature screening and pre-boarding health declaration



High frequency with increased levels of sanitisation and disinfection



Guests capacity limited to half the venue capacity to maintain social distance



100% external fresh air is filtered and supplied to guest and crew cabin, and public areas with no air re-circulation within the ship

Being the first in the industry, Explorer Dream earned the Certification in Infection Prevention for the Maritime industry (CIP-M) that references stringent healthcare and infection risk management expertise from hospital standards globally.

Crystal Cruises also introduced Crystal Clean+ 3.0 protocols to better tackle the unique challenges of COVID-19, protecting our guests and crew to the highest standards of health and safety and to strictly comply with global health protocols of governing health authorities. Crystal Clean+ protocols include up-to-date guidelines covering pre-boarding and embarkation procedures, vaccine requirement for all guests, requirements on social distancing, policy on shore excursions, and robust health and cleanliness standards to be followed by crew members. Crystal Clean+ 3.0 has been updated to 4.0 in February 2021.

Since the beginning of the pandemic over a year ago, we have maintained the record of zero infection on board, as a testament to our high standards of health and safety.

To get prepared for any immediate healthcare issues of guests onboard, each cruise has a medical team comprised of at least one licensed doctor and one nurse to provide medical services 24 hours a day. In cases of experiencing COVID-19 symptoms, the PUI is placed into isolation in a pre-designated cabin or stateroom and is subject to further enforcement actions if he or she fails to comply with the isolation policy. To limit the number of people in contact with the PUI, the same medical team is responsible for taking care of the patient until the end of the isolation period.



### Attending to Safety Onboard

While public health is a rising concern, we do not overlook the significance of safety and security onboard. A Ship Security Plan has been formulated to supplement the International Ship and Port Facility Security Code. A security team is in place to deal with any unexpected situations onboard and to detect potential risks of all kinds in joint effort with staff onshore. To minimise the risk of threat and danger to people onboard, the identities and carry-on baggage of all passengers must undergo verification and thorough checking respectively before onboarding.

The Group also puts emphasis on food safety, with policies and control practices strictly adopted on each cruise. Daily walkthroughs and weekly internal checks are conducted on cruises to ensure full compliance with relevant standards.

### Valuing Guest Opinions

Our guests' opinion is an important motivation for our ongoing improvement. We continuously maintain an online platform to collect valuable feedback and suggestions from our guests. Under Crystal Cruises' Quality Assurance Program, a post cruise survey gathers data and feedback from guests and helps catalyse the formulation of future enhancement actions accordingly.

Guest complaints are properly addressed with developed standards that guarantee the provision of equal assistance to all guests concerned. Both front-line and back-end supporting staff are well-trained to handle enquiries and complaints in professional manners.

Particularly relevant to dealing with the changing circumstances caused by the COVID-19 pandemic, policies related to cancellation, inquiries and complaints are in place to ensure guest concerns are well-addressed. We allow our guests to opt for either a postponement of their trip by transferring their credits for future sailing, or a full refund. Our GCL's Cruise As You Wish policy permits our guests not only to cancel their booking 48 hours before sailing, but also to receive 100% Future Cruise Credit that is valid for a certain period of time. Crystal Confidence 3.0 also offers reduced deposits and a no-money-down deposit window until 5 April, 2021, as well as waived admin fees, relaxed cancellation and final payment deadlines.

### Protecting Customer Privacy

In handling guests' personal information, we comply with all relevant laws and regulations in our operating regions, including Hong Kong's Personal Data (Privacy) Ordinance and European Union's General Data Protection Regulation. Our internal Privacy Policy clearly states that collection of personal data is conducted only when necessary and disclosure of collected data to any third party without customer consent is forbidden.

Data collected is properly stored in our secured IT environment in which access to data in the system is controlled based on authority. During the reporting period, we did not receive any substantiated complaints related to breaches of customer privacy or losses of customer data from outside parties or regulators.



## OUR ENVIRONMENT

### Managing Our Environmental Performances

In the era of climate change, we see the importance and urgency of protecting our environment. We remain our dedication to environmental sustainability from our procurement with emphasis on sustainable sourcing, to our day-to-day operation by wisely managing our energy, waste and water.

We have an Environmental Management System in place to develop and implement our regular green initiatives. Our environmental policies, strategies and programs are led and overseen by our Marine Operations team, while our global operations and departments are required to adhere to the standards as stipulated in environmental policies. Environmental Officers of Crystal Cruises are tasked with facilitating smooth implementation of the initiatives on its ocean-going ships.

As our foundation to environmental stewardship as a responsible seafarer, we design and operate our ships in the most fuel-efficient and low-emission manner. All our ocean-going and river ships are built in accordance with strict standards specified under the International Marine Organisation and European Union environmental regulations. Prior to the start of every voyage, engine optimisation is designed for minimising load variations while fulfilling the speed requirements.

In the face of more and more stringent regulatory controls on maritime air emissions, thorough plans have been made for installing exhaust gas cleaning system (more commonly known as “scrubbers”) in our newest cruise line – Dream Cruises. Meanwhile, Star Cruises and Crystal Cruises transited to using low sulphur fuel compatible with their engines to ensure compliance with the sulphur limits.

As we step up efforts to perform responsible environmental practices among fleets, Crystal River Cruises – including Crystal Bach, Crystal Debussy, Crystal Mahler and Crystal Ravel – have all earned Green Award certifications. Crystal Cruises was also given a 2019 Blue Circle Award as part of the port’s EcoAction Program, for its commitment to delivering sustainable practices.

During the reporting period, no cases of material non-compliance were observed with environmental laws and regulations in the jurisdictions our business covers, as well as regulations set forth by international industry bodies. Going forward, we will explore the possibility to further go green with the introduction of Liquefied Natural Gas compatible ships.

AIR EMISSIONS	UNIT	TOTAL
Nitrogen oxides (NO <sub>x</sub> )	metric tons	8,648
Sulfur oxides (SO <sub>x</sub> )	metric tons	672
Particulate matters (PM2.5)	metric tons	160
Volatile organic compounds (VOC)	metric tons	66
Ozone depleting substances (ODS)	kgCFC-11e	635
<b>GREENHOUSE GASES EMISSIONS (GHGs)</b>		
Direct GHGs (Scope 1)	metric tons CO <sub>2</sub> e	388,131
Indirect GHGs (Scope 2)	metric tons CO <sub>2</sub> e	18,598
<b>Total GHGs</b>	<b>metric tons CO<sub>2</sub>e</b>	<b>406,729</b>
<b>Ship fuel average GHGs</b>	<b>kgCO<sub>2</sub>e/ALB-km</b>	<b>0.484</b>

*Note: Air emissions and GHG emissions dropped significantly as compared to 2019 due to the disruption in operations brought about by COVID-19, resulting in a rise in ship fuel average GHGs. 2019’s ship fuel average GHG is revised to 0.300 kgCO<sub>2</sub>e/ALB-km due to rounding of figures used in calculations.*



## Enhancing Waste Management

As a responsible cruise company, we strive to adopt the best waste minimisation and management practices in our operations. Comprehensive procedures are in place for all ships to require proper segregation of hazardous and non-hazardous materials, including plastics, food waste and more. The waste record book must be completed prior to off-loading wastes ashore for proper handling and recycling by certified third-party specialists.

From the onset of the pandemic outbreak, we have been working closely with authorities to devise measures for handling contaminated or medical wastes across our fleet. In particular, we handle, seal and dispose of such waste in accordance with our hazardous waste procedures and other health and safety guidelines in place. We also have designated central collection points for used face masks and protective equipment.

To ensure shore staff and crew are well-aware of our waste management practices, especially on medical waste, clear roles and responsibilities are delineated for safe storage, processing, segregation and labelling of medical wastes during the outbreak. We have also continued to promote other waste-less and paperless behaviours within our operations via regular training and reminders.

WASTE DISPOSAL FLEET	UNIT	TOTAL
Hazardous waste	m <sup>3</sup>	4,077
Non-hazardous waste	m <sup>3</sup>	22,397
<b>Total waste for fleet</b>	<b>m<sup>3</sup></b>	<b>26,474</b>

SHIPYARDS	UNIT	TOTAL
Hazardous waste	metric tons	427
Non-hazardous waste	metric tons	2,873
<b>Total waste for shipyards</b>	<b>metric tons</b>	<b>3,300</b>

*Note: Waste generation reduced significantly as compared to 2019 due to the disruption in operations brought about by COVID-19.*

## Conserving Energy and Water Resources

As we begin our road to recovery with new itineraries in Taiwan and Singapore, we devote ourselves in a “green recovery” as it becomes the new normal in the post-COVID-19 era. We emphasise managing energy and water consumption on board, governed and guided by our overarching environmental strategies and policies.

To further reduce energy and water consumption, we have introduced an environmental target on greenhouse gases emission to track improvements in our performance. We are also exploring to introduce a water target once after a full year of business operation under the new normal.



### STEPPING UP WITH ENVIRONMENTAL TARGETS

By 2025, comparing to 2019 baseline

Reduce greenhouse gas emissions (kgCO<sub>2</sub>/ALB-km) by **10%**



To ensure the targets could be met, we have deployed various technical improvement measures to enhance energy efficiency of our lighting and air-conditioning. The Ship Energy Efficiency Management Plan has been initiated for years to continuously regulate and monitor the overall energy efficiency onboard.

To bring down water consumption, we have incorporated water-efficient designs and upgraded installations to reduce amount of water used for washing, cleaning and laundry.

ENERGY & ELECTRICITY	UNIT	TOTAL
Purchased electricity	MWh	34,690
Ship fuel	metric tons	197,424
Aviation fuel	metric tons	1,949
Diesel oil	metric tons	152
District heating	MWh	3,017
Liquefied natural gas	GJ	280,718
Liquefied petroleum gas	GJ	31,471
<b>Total energy consumption</b>	<b>GJ</b>	<b>8,539,853</b>

POTABLE WATER		
Water purchased	metric tons	324,829
Water produced	metric tons	536,882
<b>Total water consumption</b>	<b>metric tons</b>	<b>861,711</b>
<b>Average water consumption per person per day</b>	<b>L/person/day</b>	<b>400</b>

*Note: Energy and water consumptions reduced significantly as compared to 2019 due to the disruption in operations brought about by COVID-19. But since certain amount of water has to be consumed for maintenance of the ships regardless of amount of people on board, average water consumption per person per day has increased.*

### Promoting Green and Sustainable Procurement

Upholding our commitment to fostering a sustainable supply chain, we demonstrate strong influence along the supply chain in managing their sustainability performance and raising the environmental standards in all areas of procurement.

We procure green and eco-friendly products ranging from sustainable seafood, sustainable tea products, biodegradable tableware, biodegradable laundry bags and raincoats, disposable paper straws and bamboo stir sticks to sustainably sourced paper products from suppliers of reputable standing.

Responsible personnel involved in the procurement process are well-trained to evaluate and minimise the environmental and social impacts of purchasing, sourcing and contracting activities on both our business operations and the wider community. Going forward, we will continue to explore other innovative and green alternatives that could collectively bring forward the frontier of sustainable performances in the industry.



## OUR PEOPLE

### Retaining Talent

The difficult times of the COVID-19 pandemic did not waver our belief that talent is our important asset. Although the workforce size was reduced due to stagnant operation of our vessels for most of the year, we strived to maintain reasonable remuneration and welfare for the existing workforce.

Given the issuance or extension of a valid employment contract, our crew are continuously being paid, with unchanged coverage of company insurance and enjoyment of the Employee Assistance Program. Shore staff continues to receive fringe benefits, despite temporary reduction in wages. Our operations in Germany received aid from the local government's coronavirus stabilisation fund, preserving jobs throughout the pandemic.

Meanwhile, we stay vigilant on the quality and market supply of talent as a preparation for the rebound of the cruise industry anytime. To fuel the debut of World Dream in Singapore homeport in November 2020, we have recruited new crew members with shorter work arrangements for local Singaporeans. Not only has it provided immediate workforce to support the resumption of business, it has helped create new employment prospects to support the revitalisation of the local economy.

For the crew temporarily signed-off, we continue to provide platforms for self-learning and maintain continuous communication on updates of the possible resumption of services. We are optimistic about the sufficiency and availability of talent when business resumes.

During the reporting year, we adhered to all relevant labor legislations and requirements. The use of child labor and forced labor was also strictly prohibited in the Group.

NUMBER OF EMPLOYEES BY GENDER		EMPLOYEE TURNOVER RATE BY GENDER	
Male	5,325	Male	23%
Female	1,643	Female	60%
<b>Total</b>	<b>6,968</b>	<b>Overall</b>	<b>32%</b>

NUMBER OF EMPLOYEES BY AGE		EMPLOYEE TURNOVER RATE BY AGE	
30 or below	1,876	30 or below	55%
31-40	2,030	31-40	31%
41-50	1,451	41-50	20%
51 or above	1,611	51 or above	15%
<b>Total</b>	<b>6,968</b>	<b>Overall</b>	<b>32%</b>

*Note: Employee breakdown by gender and age excludes part-time employees. Employee turnover excludes signed-off crew that were delayed to rejoin temporarily.*





## Continuing Development of Our Talent

As the pandemic fuels the trend of digitisation, training and development of our talent also moved online. Webinars and online learning platforms have facilitated the continuous learning of both our crew and shore staff, especially when operation is halted temporarily.

Crew members take online courses arranged by the Fleet Hotel Training team in partnership with a digital learning platform called Lobster Ink. These courses focus on members' professional development and prepare them for the re-operation of the ships. Crew members also receive a series of training under the online "Rebound and Hospitality" program on topics, namely brand philosophy and hospitality luxury standards.

As for our shore staff, the newly launched Talent & Organisational Development (TOD) Team aims to promote learning without constraints of time and geographical location. Series of TOD Café Webinars are held with themes, such as Work from Home, motivation and conversation, to help our staff adapt to the new working arrangement and develop their strengths. We believe continuous learning and development are essential in sharpening relevant skills and to maintain competitiveness of our talents, despite the disruption in the industry.

## Safeguarding Wellbeing of Our People

Health and safety of our staff has never been more important. The Group takes all measures to promote a healthy and zero-harm workplace.

Thorough training on precautions are organised to uphold stringent standards of hygiene to protect each one of us. As guided by our Outbreak Prevention and Response Plan, all crew members are required to undergo training that introduces the symptoms of COVID-19, necessary precautions such as social distancing, and the careful use of personal protective equipment.



While health risks related to COVID-19 are salient in this critical period, occupational health and safety remain to be our key concern. The Safety, Health and Environmental Protection Policy is in place under the Safety Management System to ensure occupational safety risks are closely monitored and managed.

To maintain high awareness of occupational health and safety among our employees, training and reminders are provided regularly to both crew and shipyard workers. Site inspections, as well as the checking and updating of personal safety equipment of technical workers are constantly conducted with technical support from relevant personnel and authorities to prevent conspicuous work injury.

During the reporting period, we complied with the laws and regulations which have a significant impact on the Group, in relation to workplace health and safety.

**OCCUPATIONAL HEALTH AND SAFETY STATISTICS**

Work-related fatalities	0
Lost days due to work injury	1,149

Apart from pandemic-related issues, daily physical and mental wellbeing of our staff are also our top concerns. Healthy and nutritious meals are provided to our crew onboard to ensure a balanced diet. Crew are also granted access to a range of staff facilities, such as gyms, for relaxation and stretching exercises after work. To care for the mental wellbeing of our people, communication channels with personnel managers and professional third-party counselling services under the Employee Assistance Program are available for employees to seek assistance from in face of challenges.

In developing a desirable workplace, the Group continues to cultivate a culture of strong team spirit by organising various activities for our crew and shore staff to maintain the harmonious relationships among teams. We held handcrafting workshops on festive occasions, including Chinese New Year, and a series of sports tournament, such as badminton and ping pong, to foster collaboration of employees.



Chinese New Year Leather Flower Workshop



Chinese New Year Workshop of creating tangerine by 3D printing pen

## OUR COMMUNITY

### Caring for Our Community

In pursuit of the sustainable development that we have long committed to, we give back to the communities where our business operates, expands and succeeds in to continue strengthening our relationships with the communities. This year, the pandemic has flooded the world, including our communities, with distress and restrictions. Despite the challenges we have gone through and the uncertainties that lie ahead, we endeavor to serve the needs of our stakeholders and the public during this difficult time by utilising our valuable resources.

#### TEMPORARY SHIP ACCOMODATION FOR RECOVERED FOREIGN WORKERS IN SINGAPORE

In light of the rapid spreading of COVID-19 in the dormitories of foreign workers, two of our GCL's ships, SuperStar Aquarius and SuperStar Gemini, started to serve as temporary housing in April 2020, after the completion of stringent assessment checks conducted by the Singapore government.

The ships provide temporary accommodation for foreign workers recovered from COVID-19 to contain further spread of the virus in the community. The checks ensured safe distancing practices, ventilation systems and effective preventive and infection control measure are in place. To enhance the hygiene standards, the Singapore Tourism Board (STB) engaged a third-party vendor to carry out full deep cleaning of the two ships with accordance to guidelines established by the National Environment Agency.

Converting our ships to isolated accommodation showcases our joint effort with the Singapore government in fighting COVID-19. This is a pioneering and timely initiative for Singapore – our homeport for more than 26 years – in alleviating public's distress during the pandemic.



STB presents "Perk-Me-Up" care packs to the crew members of SuperStar Gemini and SuperStar Aquarius

Our other brand, Crystal Cruises, has continued to offer its complimentary “You Care. We Care.” Voluntourism Program as well. The Program embraces Crystal Cruises’ notion of combining meaningful and educational tourism with adventure travel, letting guests witness first-hand the positive impact from their volunteering effort. Crystal Cruises has also continued to sponsor cruises for charity auctions through the Charity Cruise Donation Program.

In 2020, we have donated around US\$21,000 despite the difficult times, and contributed over 600 hours through volunteering activities. In recognition of our community effort, the “10 Years Plus Caring Company Logo” has been awarded to us by the Hong Kong Council of Social Service for another year.

### Supporting Community Wellness

Our Crystal River Cruises has also made food donations to the Red Cross in Austria and NGO Grenzelos in Germany to extend assistance to populations suffering from hunger, especially when the global pandemic has amplified the crisis. The donation was widely supported by our crew ranging from ships’ captains to executive chefs and their teams.



Food Donations to NGOs



## ABOUT THIS REPORT

### Reporting Standard

The ESG Report was prepared in accordance with the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (HKEX). It is reported in compliance with the “comply or explain” provisions and with reference to the “recommended disclosures” of the ESG Reporting Guide.

### Reporting Period and Boundary

This Report covers our status on environmental, social and governance issues from 1 January to 31 December 2020, unless otherwise specified.

The scope of this Report focuses on our core competence business of Star Cruises, Dream Cruises and Crystal Cruises. It also covers the two shipyards located in Germany, namely Lloyd Werft and MV Werften, as well as Neptun Ship Design GmbH, which is a ship design company acquired by the Group in March 2019. All wholly-owned subsidiaries under the Group have been covered in this Report.

### Accessibility of the Report

For the convenience of our investors and other stakeholders, the Report is available on the website of the Company and the HKEX in both English and Traditional Chinese.

### Board Approval

This Report was approved by the Company’s Board of Directors on 21 May 2021.



## HKEX ESG REPORTING GUIDE CONTENT INDEX

Indicators	Environmental	Section/Statement
<p><b>Aspect A1: Emissions</b></p>	<p><b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p><b>KPI A1.1</b> The types of emissions and respective emissions data.</p> <p><b>KPI A1.2</b> Greenhouse gas emissions in total (in Metric Tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p><b>KPI A1.3</b> Total hazardous waste produced (in Metric Tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p><b>KPI A1.4</b> Total non-hazardous waste produced (in Metric Tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p><b>KPI A1.5</b> Description of measures to mitigate emissions and results achieved.</p> <p><b>KPI A1.6</b> Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.</p>	<p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p>
<p><b>Aspect A2: Use of Resources</b></p>	<p><b>General Disclosure</b> Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p><b>KPI A2.1</b> Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).</p> <p><b>KPI A2.2</b> Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p> <p><b>KPI A2.3</b> Description of energy use efficiency initiatives and results achieved.</p> <p><b>KPI A2.4</b> Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.</p> <p><b>KPI A2.5</b> Total packaging material used for finished products (in Metric Tons) and, if applicable, with reference to per unit produced.</p>	<p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Our Environment</p> <p>Packaging materials used for finished products are not material to our Group.</p>





Indicators	Section/Statement	
<b>Environmental</b>		
<b>Aspect A3: The Environment and Natural Resources</b>	<b>General Disclosure</b> Policies on minimising the issuer’s significant impact on the environment and natural resources. <b>KPI A3.1</b> Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Our Environment  Our Environment
<b>Aspect A4: Climate Change</b>	<b>General Disclosure</b> Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. <b>KPI A4.1</b> Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Our Sustainability Approach  Our Sustainability Approach
<b>Social Employment and Labor Practices</b>		
<b>Aspect B1: Employment</b>	<b>General Disclosure</b> 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. <b>KPI B1.1</b> Total workforce by gender, employment type, age group and geographical region. <b>KPI B1.2</b> Employee turnover rate by gender, age group and geographical region.	Our People  Our People  Our People
<b>Aspect B2: Health and Safety</b>	<b>General Disclosure</b> 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. <b>KPI B2.1</b> Number and rate of work-related fatalities. <b>KPI B2.2</b> Lost days due to work injury. <b>KPI B2.3</b> Description of occupational health and safety measures adopted, how they are implemented and monitored.	Our People  Our People  Our People





Indicators	Section/Statement	
<b>Social Employment and Labor Practices</b>		
<b>Aspect B3: Development and Training</b>	<b>General Disclosure</b> Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Our People
<b>Aspect B4: Labor Standards</b>	<b>General Disclosure</b> 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 labor.	Our People
<b>Social Operating Practices</b>		
<b>Aspect B5: Supply Chain Management</b>	<b>General Disclosure</b> Policies on managing environmental and social risks of the supply chain. <b>KPI B5.1</b> Number of suppliers by geographical region. <b>KPI B5.2</b> Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. <b>KPI B5.3</b> Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. <b>KPI B5.4</b> Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Our Sustainability Approach  Our Sustainability Approach Our Sustainability Approach  Our Sustainability Approach  Our Environment
<b>Aspect B6: Product Responsibility</b>	<b>General Disclosure</b> 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. <b>KPI B6.5</b> Description of consumer data protection and privacy policies, how they are implemented and monitored.	Sailing Through Challenges      Sailing Through Challenges



Indicators	Section/Statement	
<b>Social Operating Practices</b>		
<b>Aspect B7: Anti- corruption</b>	<b>General Disclosure</b> 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. <b>KPI B7.1</b> 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.  <b>KPI B7.2</b> Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. <b>KPI B7.3</b> Description of anti-corruption training provided to directors and staff.	Our Sustainability Approach  During the reporting period, no corruption or related cases occurred. Our Sustainability Approach  Our Sustainability Approach
<b>Social Community</b>		
<b>Aspect B8: Community Investment</b>	<b>General Disclosure</b> 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. <b>KPI B8.1</b> Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport). <b>KPI B8.2</b> Resources contributed (e.g. money or time) to the focus area.	Our Community  Our Community  Our Community





**GENTING**  
**HONG KONG**

Genting Hong Kong Limited

Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR

[www.gentinghk.com](http://www.gentinghk.com)