



**GENTING**

MALAYSIA



SUSTAINABILITY REPORT 2016

GENTING MALAYSIA BERHAD

(58019-U)

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# INTRODUCTION

**2016 WAS A MOMENTOUS YEAR WHICH SAW SUSTAINABILITY GAINING PRE-EMINENCE ON THE LOCAL AND GLOBAL AGENDA.**

Globally, 129 countries ratified the Paris Agreement, pledging their commitment to reduce their carbon emissions at national levels. Malaysia is no exception, setting a target to reduce its carbon emissions intensity by an ambitious 45%<sup>1</sup> by the year 2030. Along with this commitment, Bursa Malaysia has also mandated sustainability reporting as part of its Main Market Listing Requirements starting from 2016 onwards.

We recognise that all businesses in Malaysia have a role in advancing development in a sustainable manner. This year, we continue to disclose our progress on our sustainability journey in this sustainability report. However, we have gone a step further to enhance our disclosures by

conducting our first formal materiality assessment and preparing our report by incorporating some standard disclosures from the internationally recognised Global Reporting Initiative (“GRI”) G4 guideline. This report is primarily focused on Resorts World Genting, with disclosures on our overseas operations on pages 47 to 59.

In 2016, we launched a new sustainability logo and tagline called “Genting Green Generation”, to reaffirm our commitment to achieve the highest levels of sustainability in everything that we do, and to cultivate a generation that will make a difference towards sustainable development in the present and the future. Guided by our four sustainability pillars – environment, workplace, community and governance – we have made strides in various sustainability efforts this year.

<sup>1</sup> Relative to Malaysia’s carbon emissions intensity in 2005.



We continued our efforts in conserving the 130 million year-old virgin rainforest around Resorts World Genting, and the bird and animal species that inhabit the forest. We reduced our energy consumption and carbon emissions by 2.5 million kWh and over 0.432 million metric tonnes of CO<sub>2</sub> equivalent of carbon footprint reduction respectively.

We achieved more than 21% reduction in the number of reported workplace accidents. Likewise, we ensured customer safety and security by deploying security personnel across our resort, safeguarding customer data privacy, and maintaining slope safety.

In our efforts to develop the local community, we contributed more than RM4 million to 130 beneficiary organisations, touching over 15,000 lives in 2016. We believe that being in close proximity with the local community means an opportunity for us to make a difference in their lives.

All these achievements and contributions would not have been possible without your support. We would like to take this opportunity to thank our stakeholders who have been with us since the beginning of our sustainability journey, and we look forward to cultivating the Genting Green Generation in the coming years.

This Sustainability Report is made in accordance with a resolution of the Board of Directors dated 23 February 2017.

# ABOUT GENTING MALAYSIA BERHAD

A member of the Genting Group, Genting Malaysia Berhad (“Genting Malaysia”) was incorporated in 1980 and subsequently listed on Bursa Malaysia’s Main Market in 1989. Genting Malaysia is one of the leading destination resort operators in the world with market capitalisation of RM26.0 billion as at 31 December 2016. Currently, Genting Malaysia has established a global footprint with presence in Malaysia, the United Kingdom (“UK”), United States of America (“US”) and the Bahamas, with some of its notable business operations on the global map seen below.



Figure 1: Genting Malaysia's Highlights



**3.9 MILLION MEMBERS**  
UNDER RESORTS WORLD GENTING REWARDS CARD LOYALTY PROGRAMME



RESORTS WORLD GENTING ATTRACTED APPROXIMATELY

**20.2 MILLION VISITORS IN 2016**

# ABOUT THIS REPORT

Genting Malaysia has a long-established commitment to sustainability and reporting. In fact, we published our first Corporate Social Responsibility Report in 2007 and our inaugural Sustainability Report in 2010. This year, we have taken steps to enhance our Sustainability Report by incorporating some standard disclosures from the Global Reporting Initiative (“GRI”) reporting guideline and meeting the expectations of Bursa Malaysia’s revised Main Market Listing Requirements covering sustainability reporting. Through this report, we aim to provide our stakeholders with reliable economic, environmental and social (“EES”) information about our company and in doing so, strengthen trust and relationship with our stakeholders through increased transparency and disclosure.

## REPORTING STANDARDS AND BOUNDARIES

Genting Malaysia’s business operations are located in Malaysia, the United Kingdom (“UK”), the United States of America (“US”) and the Bahamas. This report focuses on our primary business operations in Resorts World Genting, where the bulk of our sustainability impact lies. The sustainability information of our

overseas operations in UK, US, and the Bahamas are found on pages 47 to 59. In line with our Annual Report, this report covers our sustainability information from 1 January to 31 December 2016, with one year of comparative historical data wherever applicable.

## ASSURANCE

We have not sought external assurance for this report. As we continue to improve our data collection systems, we will consider external assurance as our reporting matures.



Figure 2: Genting Malaysia’s Materiality Assessment Process

## MATERIALITY ASSESSMENT

As a prelude to this structured sustainability report in conformity to an international reporting framework, we conducted our first formal materiality assessment in August 2016 involving our senior management team. This process was assisted by independent consultants and followed the steps in Figure 2.

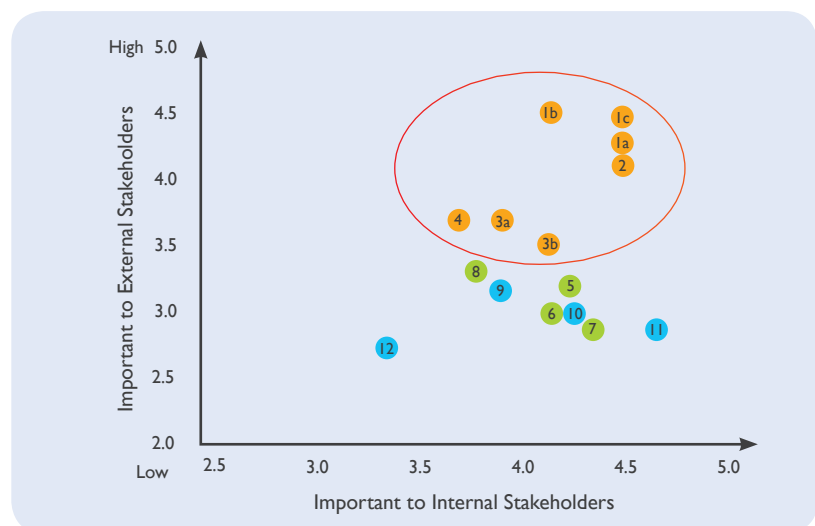


Figure 3: Genting Malaysia’s Materiality Matrix<sup>2</sup>

The results of the process led to the determination of the matrix in Figure 3 which outlines the material sustainability issues that were needed to be disclosed in this report.

<sup>2</sup> Non-material issues not chosen for reporting are not presented in this matrix.

The material and additional issues identified are detailed in Table I below.

MAPPING MATERIAL ISSUES AGAINST GRI G4 ASPECTS				
S/N	Material EES issues	Sub-EES issues	Definition	GRI Aspect
1 ●	Customer Safety and Security	(a) Slope management	Management of slope stability to mitigate risk of rainfall-triggered landslides	• Not identifiable under GRI as an aspect
		(b) Customer security	Physical security of premises, customer privacy and security of information	• Customer health and safety • Customer privacy
		(c) Customer health and safety	Minimise risks of health and safety impacts for our customers on entertainment rides, road safety and others	• Customer health and safety • Product and service labelling
2 ●	Customer Satisfaction	-	Continually assess and respond to customers' needs to enhance satisfaction	• Product and service labelling
3 ●	Ethical Business Conduct	(a) Corporate governance	Manage business strategy, risk assessments, and sustainability processes in order to build financial integrity, investor confidence and superior performance	• GRI G4 General Standard Disclosures
		(b) Regulatory compliance	Comply with legal and other core operational regulations e.g. environment, labour, health and safety	• Anti-corruption • Compliance
4 ●	Community Investment	-	Enrich lives in the community the company operates in, through various corporate social responsibility ("CSR") activities	• Local communities



### MAPPING OF ADDITIONAL ISSUES FOR REPORTING AGAINST GRI G4 ASPECTS

S/N	Additional EES issues	Definition	GRI Aspect
5 ●	Energy and Carbon Footprint	Efficient use of energy to minimise carbon emissions	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Emissions</li> </ul>
6 ●	Effluents and Waste	<ul style="list-style-type: none"> <li>• Effluents discharge from sewage treatment plants meet standard limit of regulations</li> <li>• Proper waste management with reduce, reuse and recycle practices</li> </ul>	<ul style="list-style-type: none"> <li>• Effluents and Waste</li> </ul>
7 ●	Water Management	Efficient use of water	<ul style="list-style-type: none"> <li>• Water</li> </ul>
8 ●	Biodiversity Protection	Conserve or restore biodiversity in the company's operational sites	<ul style="list-style-type: none"> <li>• Biodiversity</li> </ul>
9 ●	Procurement Practices	<ul style="list-style-type: none"> <li>• Encourage local and sustainable procurement</li> <li>• Manage suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, health and safety</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier environmental assessment</li> <li>• Supplier assessment for labour practices</li> <li>• Supplier human rights assessment</li> <li>• Supplier assessment for impacts on society</li> </ul>
10 ●	Occupational Safety and Health	Cultivate a strong culture and management of health and safety in all employees	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> </ul>
11 ●	Employee Wellness and Engagement	Attract and retain employees by creating a great place to work through providing welfare and benefits, and regular engagement with employees	<ul style="list-style-type: none"> <li>• Employment</li> </ul>
12 ●	Responsible Gaming	Advocate responsible gaming experience to prevent underage and problem gaming among our customers	<ul style="list-style-type: none"> <li>• Local communities</li> </ul>

Table 1: Material and additional sustainability issues identified by Genting Malaysia and mapped to relevant GRI aspects

# OUR SUSTAINABILITY STATEMENT



## OUR SUSTAINABILITY LOGO & TAGLINE

“As a responsible company, we strive to achieve the highest levels of sustainability in everything that we do, from looking after our employees and customers, to contributing towards the economic prosperity of our local community and protecting the environment.

To promote our sustainability programme, we have crafted this logo to reflect that we are cultivating a generation that will make a difference towards sustainable development in the present and the future.”

As a global leader in the Leisure & Hospitality industry, we aim to provide responsible world-class services and entertainment in a safe, caring and sustainable environment.

Our mission as a responsible corporate citizen is to ensure high standards of governance across our entire operation to promote responsible business practices, manage environmental impacts, and meet the social needs of the community and nation.

Towards this end, we strive to achieve the following:

ENVIRONMENT	SOCIAL – WORKPLACE	SOCIAL – COMMUNITY	GOVERNANCE
<ul style="list-style-type: none"> <li>To integrate and undertake responsible sustainability practices to mitigate the direct and indirect environmental impacts of our developments and operations.</li> <li>To be committed in using our resources wisely, thereby ensuring protection and conservation of the natural environment.</li> </ul>	<ul style="list-style-type: none"> <li>To create a conducive and well-balanced workplace with emphasis on Health, Safety and Wellbeing of employees.</li> <li>To attract and retain talents by providing an environment where our employees have the opportunity to achieve their potential.</li> <li>To improve competencies through training, learning and development.</li> <li>To recognise and reward outstanding performance.</li> </ul>	<ul style="list-style-type: none"> <li>To improve the quality of life and enrich the communities that we do our business in through:                             <ul style="list-style-type: none"> <li>▶ Humanitarian efforts</li> <li>▶ Monetary contributions</li> <li>▶ Community projects/ Infrastructure upgrades</li> <li>▶ Sustainability initiatives</li> </ul> </li> <li>To support the underprivileged communities - i.e. charities, welfare homes and disabled groups (to enable the less fortunate achieve a better life).</li> <li>To support the development and promotion of sports so as to promote a healthy lifestyle and foster ties.</li> </ul>	<ul style="list-style-type: none"> <li>To undertake sustainable and responsible business practices through:                             <ul style="list-style-type: none"> <li>▶ Good business ethics and integrity</li> <li>▶ Exemplary corporate governance</li> <li>▶ Transparent business conduct</li> <li>▶ Good legal practices</li> </ul> </li> </ul>

## SUPPORT FOR UNITED NATIONS GOALS

The United Nations Sustainable Development Goals (SDGs) are aimed at stimulating action in areas of critical importance for humanity and the planet. We support these goals, and believe that Genting Malaysia can play an enabling role in the implementation of the SDGs. Throughout this report, reference will be made to the SDGs, where we have begun to take actions in alignment.

# SUSTAINABLE DEVELOPMENT GOALS



Source: <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

# SUSTAINABILITY GOVERNANCE

Our sustainability programme is overseen by Genting Malaysia’s Sustainability Steering Committee (Figure 4) and Sustainability Working Committee (Figure 5), where both committees are made up of management representatives from various departments. While the Sustainability Steering Committee is responsible for formulation of sustainability policies, the Sustainability Working Committee develops action plans in relation to these policies. In addition, the Sustainability Steering Committee monitors the implementation of sustainability initiatives in Genting Malaysia and reports our plans and progress to the Board of Directors (“BOD”).

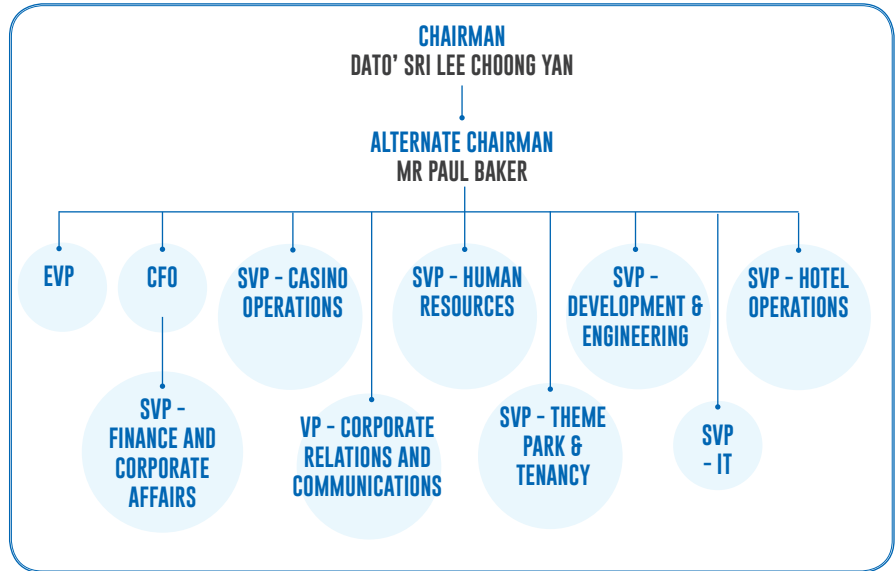


Figure 4: Sustainability Steering Committee

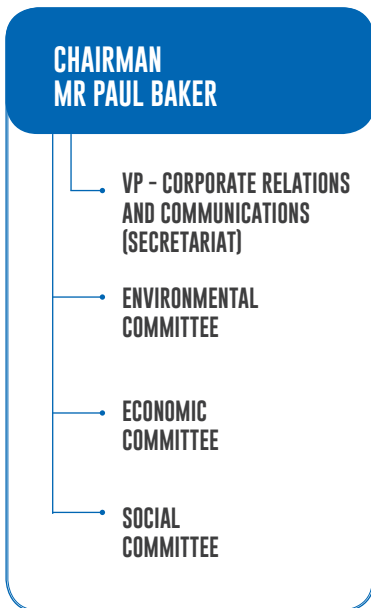


Figure 5: Sustainability Working Committee

Our sustainability committees are guided by our corporate governance principles stated in Figure 6 at all times. Through these principles, we endeavor to identify and manage material EES risks and opportunities by formulating sustainability policies and initiatives.



Figure 6: Corporate Governance Principles

# ETHICAL BUSINESS CONDUCT



*Genting Malaysia Berhad Senior Management Conference*

The combination of sound corporate governance and ethical business conduct are fundamental to the achievement of our objectives to grow our business sustainably and enhance stakeholders' value. We therefore strive to uphold our international reputation for integrity in every sphere of our operations. It is our policy to conduct business in a fair, honest and transparent way. We strongly oppose and have a "zero tolerance" approach towards corrupt practices or acts of bribery to obtain an unfair advantage.

We communicate this expectation to our employees through our Anti-Bribery and Anti-Corruption ("ABAC") policy, which is made accessible through the Genting Group Intranet Portal ("GGIP"). Our business partners are required to comply with the terms and conditions of the Bribery Laws stated in the Group Centralised Procurement (GCP) website (<http://www.gentingmalaysia.com/procurement/>). Furthermore, a Gift Policy has been commissioned for all employees and directors since 2012. Under the Gift Policy, all employees must not accept bribes or unofficial payments for personal or business advantage, including permitting third parties to accept them on his or her

behalf. Starting in 2016, we have provided training on both policies for all employees and conducted compliance checks on high risk departments. With our ongoing efforts, we continue to target for zero violation of the above policies.

To minimise potential conflicts of interests and bribery at our supply chain, members of the tender committee who are related to potential suppliers are required to abstain from the supplier selection process. All applications for charitable donations and sponsorships by Genting Malaysia undergo standard operating procedures.

Money laundering and terrorism financing is one of the risks to our organization. As such, we have put in place Malaysia's Anti-Money Laundering/Countering Financing of Terrorism ("AML/CFT") policy, which is approved by our board. We believe that our approach along with continuous training to update on the latest AML/CFT requirements, trends and concerns would help us to mitigate this risk.

Any incidents of bribery, corruption, unethical behaviour, malpractices, illegal acts and other unlawful or improper conduct can be reported by

our employees and business partners through our whistleblowing channel. By protecting the confidentiality of whistleblowers, we encourage whistleblowing to be done without fear of reprisal or victimisation should it be done in good faith. To this end, we have adopted a Whistleblower Policy which is disseminated to employees at GGIP. The Whistleblower Policy can also be accessed at the company's website (<http://www.gentingmalaysia.com>).

## COMPLIANCE

In 2016, there were no confirmed incidents of corruptions and no significant fines or non-monetary sanctions for non-compliance with laws and regulations. We will continue to take serious measures to prevent any occurrence of such incidents in the future.

# STAKEHOLDER ENGAGEMENT



e18hteen Restaurant at Crockfords Hotel

We recognise that we can make better progress in our sustainability journey by collaborating with our stakeholders. At Genting Malaysia, we continuously engage our stakeholders to identify and respond to their concerns. Such open and inclusive communication has helped us to understand our stakeholders’ perspectives and use their feedback to formulate our sustainability programmes. Our approach to stakeholder engagement is summarised in Table 2.

KEY STAKEHOLDERS	ENGAGEMENT OBJECTIVES	STAKEHOLDERS’ INTEREST	ENGAGEMENT METHODS
Customers	To create delightful and memorable experiences for our customers.	<ul style="list-style-type: none"> <li>Operational concerns at the resort (e.g. hotel services, casino-related services, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>Personalised services</li> <li>Loyalty programmes (Genting Rewards)</li> </ul>
Employees	To create the best workplace with good employee welfare, open communications and career advancement on the basis of meritocracy.	<ul style="list-style-type: none"> <li>Employee welfare</li> <li>Training and development</li> <li>Employee engagement</li> </ul>	<ul style="list-style-type: none"> <li>Employee of the Month Award</li> <li>Employee of the Year Award</li> <li>Honesty Awards</li> <li>Yearly employee engagement survey</li> <li>Monthly tea talk with senior management</li> <li>Management Union Joint Meeting</li> <li>Partner with Department on quarterly basis</li> <li>Weekly cross-functional visit</li> <li>Mid-year and annual performance appraisal</li> <li>Bi-monthly newsletter: Resort Living</li> <li>Yearly town hall event</li> </ul>

KEY STAKEHOLDERS	ENGAGEMENT OBJECTIVES	STAKEHOLDERS' INTEREST	ENGAGEMENT METHODS
Government and Regulators	To comply with applicable laws and regulations across all our operations.	<ul style="list-style-type: none"> <li>Regulatory compliance</li> <li>Public-private partnerships</li> <li>Annual reporting</li> <li>Sustainability reporting</li> </ul>	<ul style="list-style-type: none"> <li>Building relationships with government officials</li> <li>Forging partnerships</li> </ul>
Investors	To assist investors in making informed investment decisions by providing timely and regular updates on financial performance, business strategy and other issues.	<ul style="list-style-type: none"> <li>Strong financial performance</li> <li>Sustainability reporting</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated Investor Relations team</li> <li>Quarterly financial results announcements</li> <li>Quarterly analysts' briefings</li> <li>Press releases</li> <li>Annual General Meeting</li> <li>One-on-one and small group meetings</li> <li>Local and overseas investor conferences</li> <li>Corporate website</li> </ul>
Local Communities and Non-Governmental Organisations	To support local communities in economic, environmental and social development.	<ul style="list-style-type: none"> <li>Community development initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Employee volunteerism</li> <li>Local sourcing</li> <li>Donations and other philanthropic contributions</li> </ul>
Media	To strengthen our brand by providing timely and accurate information about our resort and company.	<ul style="list-style-type: none"> <li>Timely and accurate information on Genting Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>Press releases</li> <li>Advertisements</li> <li>Social media platform</li> </ul>
Suppliers	To drive sustainability across our supply chain.	<ul style="list-style-type: none"> <li>Forging strategic partnerships</li> <li>Sustainable practices</li> </ul>	<ul style="list-style-type: none"> <li>Supplier selection via pre-qualification and tendering process</li> </ul>
Trade Union	Foster collaborative partnerships to ensure fair employment practices.	<ul style="list-style-type: none"> <li>Forging partnerships</li> <li>Alignment of Genting Malaysia's employment practices to industry standards</li> </ul>	<ul style="list-style-type: none"> <li>Industry benchmarking of our employment practices</li> <li>Participation in industry forums</li> </ul>

Table 2: Stakeholder Engagement

# ECONOMIC

## ECONOMIC PERFORMANCE

Economic performance is a testament to the effectiveness of our assets and capital management. It is how we translate our moral imperative to be accountable to our investors and stakeholders into tangible value delivered to them. We strive towards long-term profitability, combining a visionary strategy with prudent asset and capital management. Figure 7 provides some highlights of our economic performance in 2016. For more details, please refer to the Annual Report.

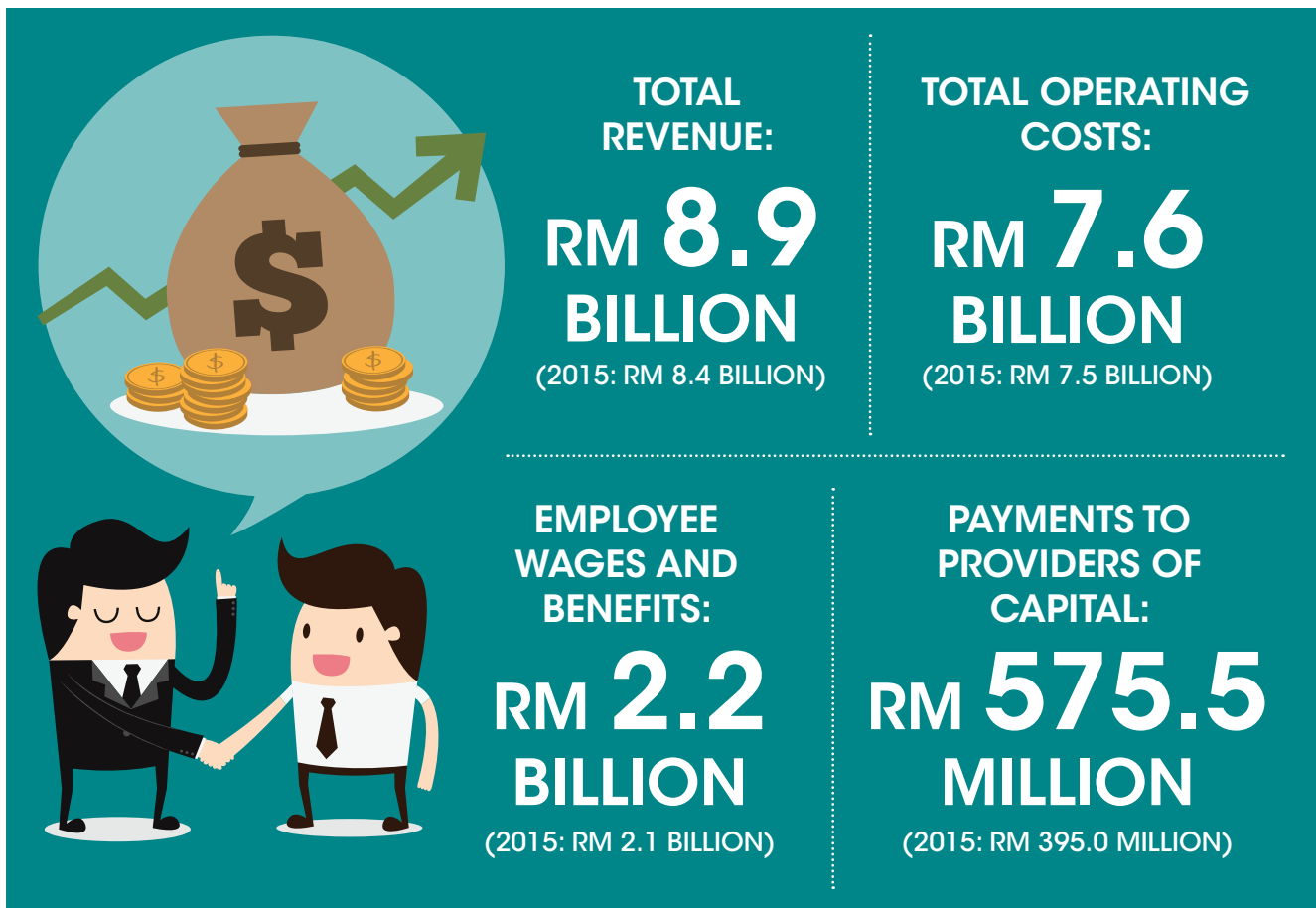


Figure 7: Genting Malaysia's Economic Performance Highlights



# ENVIRONMENTAL



“Elvis”, a strangler fig tree at Awana Rainforest

Our operations are located in the biodiverse environment of Genting Highlands. Therefore, we are mindful of the role we play to preserve this rich natural heritage. Besides leaving the vast rainforest at our operational site untouched, we are committed to reducing our environmental footprint across our operations. This is embodied in our stewardship of resources, including effective management of energy and resulting carbon emissions, water and waste.

## BIODIVERSITY CONSERVATION

We are located in the midst of approximately 10 thousand acres of lush rainforest which is home to some of the world’s oldest trees, exquisite insects and rare flora and fauna, including 30% of 745 bird species found in Malaysia. The rainforest also represents a large carbon sink, which absorbs approximately 429,700 metric tonnes of carbon emissions annually. In light of this, we are mindful of the role we play to protect this rich natural heritage. In line with UN SDG 15<sup>3</sup>, we have taken steps to conserve IUCN Red List’s (a) endangered species of Green Turtle, (b) vulnerable species of Nepenthes (a tropical pitcher plant) and (c) least concern species of Nepenthes. In addition, we were awarded with the Environmental Leadership Award by Malaysia Nature Society in 2010 in recognition of our efforts to conserve the primary forest at Resorts World Genting.

At Genting Malaysia, our green initiatives to sustain our biodiversity are reflected across the entire resort. In 2016, we have planted 4,970 trees, 316 shrubs and 50 groundcover in our nursery surrounding the resort area to provide greenery and promote sustainable landscaping.

### PERPETUAL TARGETS FOR GENM

### 2016 PERFORMANCE

Conservation of species listed on International Union for Conservation of Nature (“IUCN”) Red List



ACHIEVED

Conservation of 130 million year-old virgin rainforest with area protected of high biodiversity value at Resorts World Genting



ACHIEVED

Maintain Genting Highlands’ status of “Important Bird Area” as bestowed by BirdLife International in 2010



ACHIEVED

Conduct tree planting activities within Resorts World Genting



ACHIEVED  
4970 TREES PLANTED

<sup>3</sup> United Nations Sustainable Development Goal 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



English Garden Nepenthes Conservation at the Resort

We have also created the English garden, which is located at the hilltop of Resorts World Genting (“RWG”), where our customers can catch sight of three different types of rainforests – Upper dipterocarp forest between the altitude of 750m to 1,200m, Montane Oak Forest between the altitude of 1,200m to 1,500m and Montane Ericaceous forest above the altitude of 1,500m. The nepenthes conservation and display wall of three species of pitcher plants and their hybrids are also showcased at the English Garden.



Garden-by-the-Sky at e18hteen, Crockfords Hotel

We have also made an effort to integrate greenery into the interior design of the e18hteen Restaurant at Crockfords Hotel. This unique garden-by-the-sky concept for a restaurant, features vertical and hanging plants with natural lighting, allowing the customers to appreciate the importance of biodiversity in our environment.

## ENERGY AND CARBON FOOTPRINT

As a corporation with extensive and energy-intensive business operations, we are conscious of the need to manage our energy consumption in a responsible and efficient manner. Beyond meeting regulatory requirements<sup>4</sup>, we recognise that we have a role to play in conserving resources and tackling climate change. To contribute towards the achievement of UN SDG 7<sup>5</sup>, UN SDG 13<sup>6</sup> and Malaysia’s commitment to reduce its greenhouse gas intensity by 45% by 2030, we have set targets to reduce 1.5 million kWh of electrical energy and corresponding carbon emissions in 2016. The following table outlines various energy reduction initiatives that we have set in place.



Pilot Solar Energy System Feasibility Studies

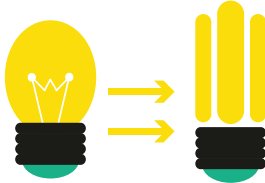
<sup>4</sup> Regulatory requirements include Energy Commission Act 2001, Electricity Supply Act 1990, and Efficient Management of Electricity Energy Regulations 2008

<sup>5</sup> United Nations Sustainable Development Goal 7: Ensure access to affordable, reliable, sustainable and modern energy for all.

<sup>6</sup> United Nations Sustainable Development Goal 13: Take urgent action to combat climate change and its impacts.

# ENERGY SAVING INITIATIVES AGGREGATING 2.5 MILLION KWH OF SAVINGS

**1,705,371 kWh**  
Conversion of 5,747 units of halogen light bulbs to LED light bulbs

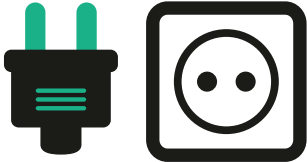
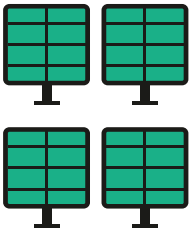


**5,840 kWh**  
Installation of 3.69 kilowatt peak (kWp) HIT Solar PV System

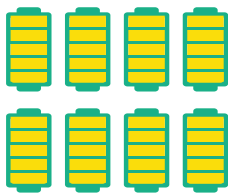
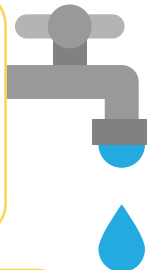


**20,500 kWh**  
Conversion of 1,388 units of T5 fluorescent lamps to T8 LED lighting

**11,935 kWh**  
Installation of automatic vaporisation cut-off system at our Liquefied Petroleum Gas ("LPG") supply to reduce energy losses



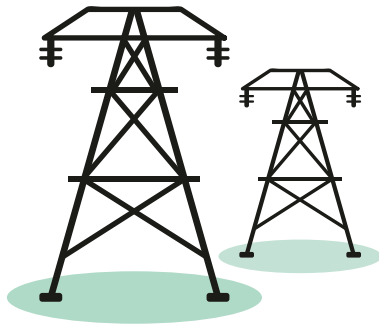
**18,371 kWh**  
Implementation of high efficiency pump at our water supply system, the largest of its kind among hotels in Malaysia



**300 kWh**  
Earth Hour Initiatives

**48,449 kWh**  
Implementation of high efficiency pump system and variable-frequency drive (VFD) at our sewage treatment plant

**688,433 kWh**  
Installation of motion sensor for lighting, virtualisation of servers, room temperature optimisation and installation of high efficiency lighting at Resorts World Genting Data Centers



Owing to these initiatives, we have achieved our 2016 target by saving over 2.5 million kWh of energy consumption, equivalent to the annual electricity consumption of 521 Malaysians<sup>7</sup>. Coupled with the natural carbon sink in our rainforest, these energy-saving initiatives aggregated to over 0.432 Million Metric Tonnes of carbon dioxide equivalent (MMTCDE) reduction of carbon footprint from our operations, which is equivalent to the carbon emissions arising from 81,522 round-the-world airplane trips. Notably, energy consumption and emissions arising from our usage of fuels have fallen significantly, due to a more efficient heat water supply system and reduced usage of back-up power generator. Notwithstanding our efforts, we saw a slight increase in electrical energy consumption and resulting emissions this year, due to an increase in our business activities. From 2017 we aim to further improve energy efficiency year over year. Our energy consumption and carbon emissions in 2015 and 2016 are laid out in Figure 8 to 11<sup>8</sup>.

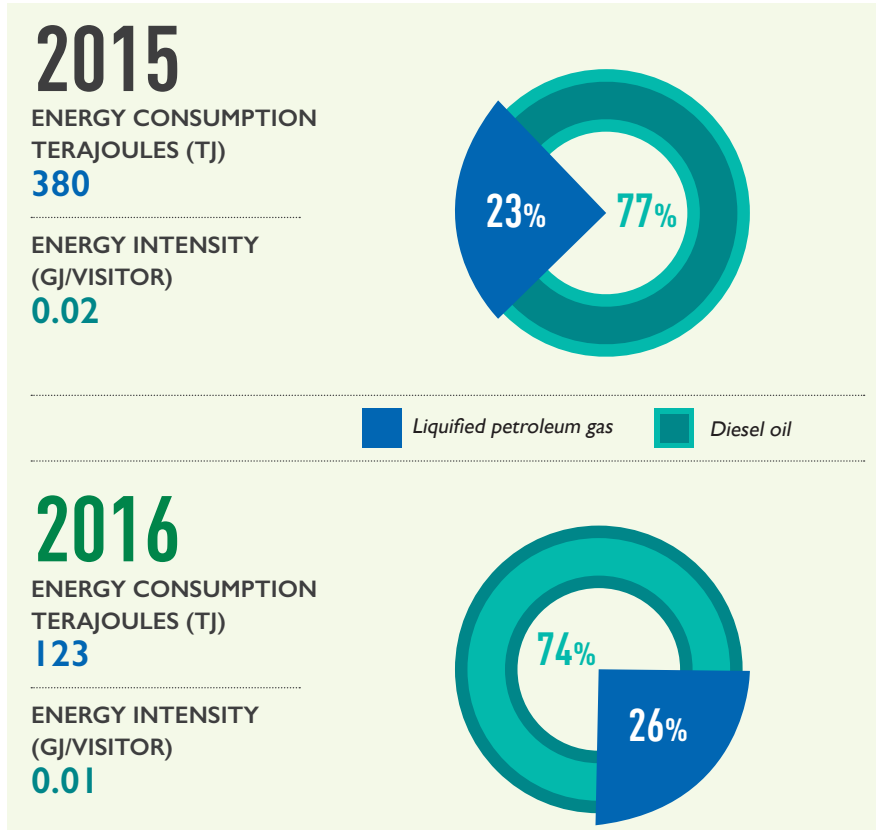


Figure 8: Direct Energy Consumption for Fuels (in TJ) and Energy Intensity (in GJ/visitor)

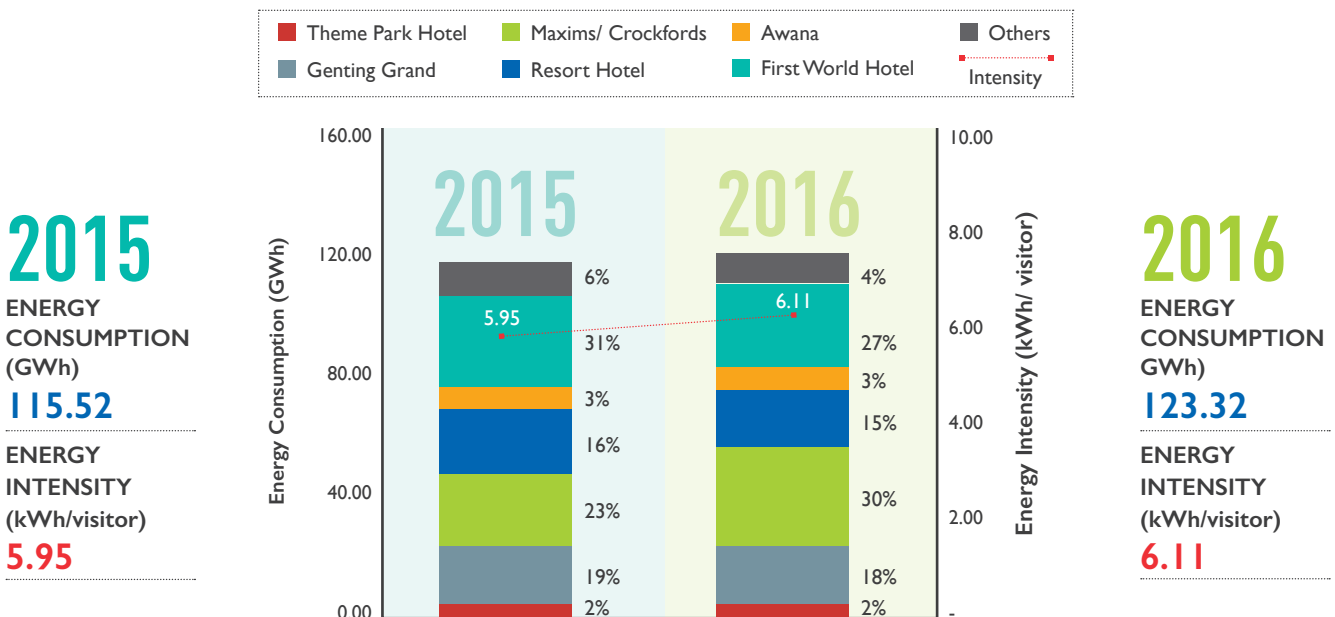


Figure 9: Electrical Energy Consumption (in GWh) and Energy Intensity (in kWh/visitor)

<sup>7</sup> This information is based on the Malaysia Energy Information Hub from Energy Commission for 2014.

<sup>8</sup> Others include RSC Staff Complex, Chin Swee Caves Temple, Kayangan Apartment, and other third parties which are either tenants or parties not belonging to Genting Malaysia.

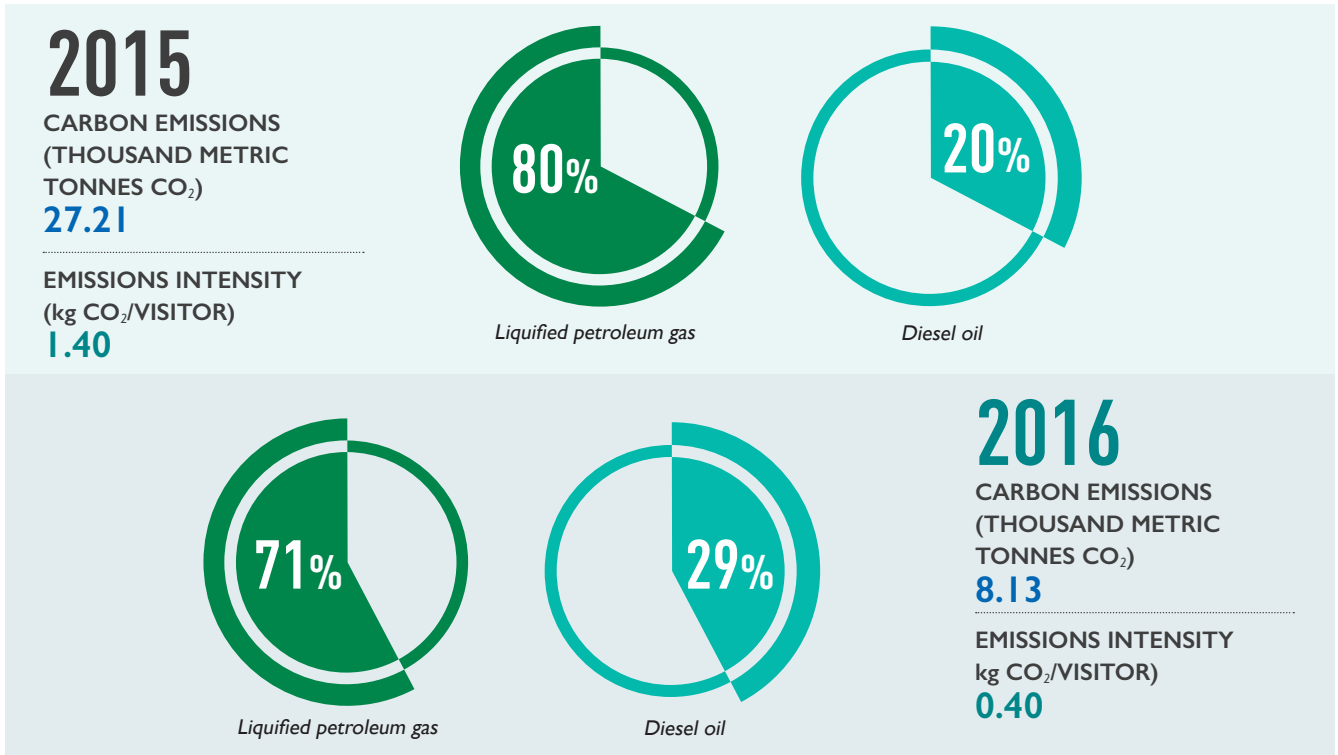


Figure 10: Scope 1 Carbon Emissions (Arising from Direct Energy) (in thousand metric tonnes CO<sub>2</sub>) and Emission Intensity (in kg CO<sub>2</sub>/visitor)

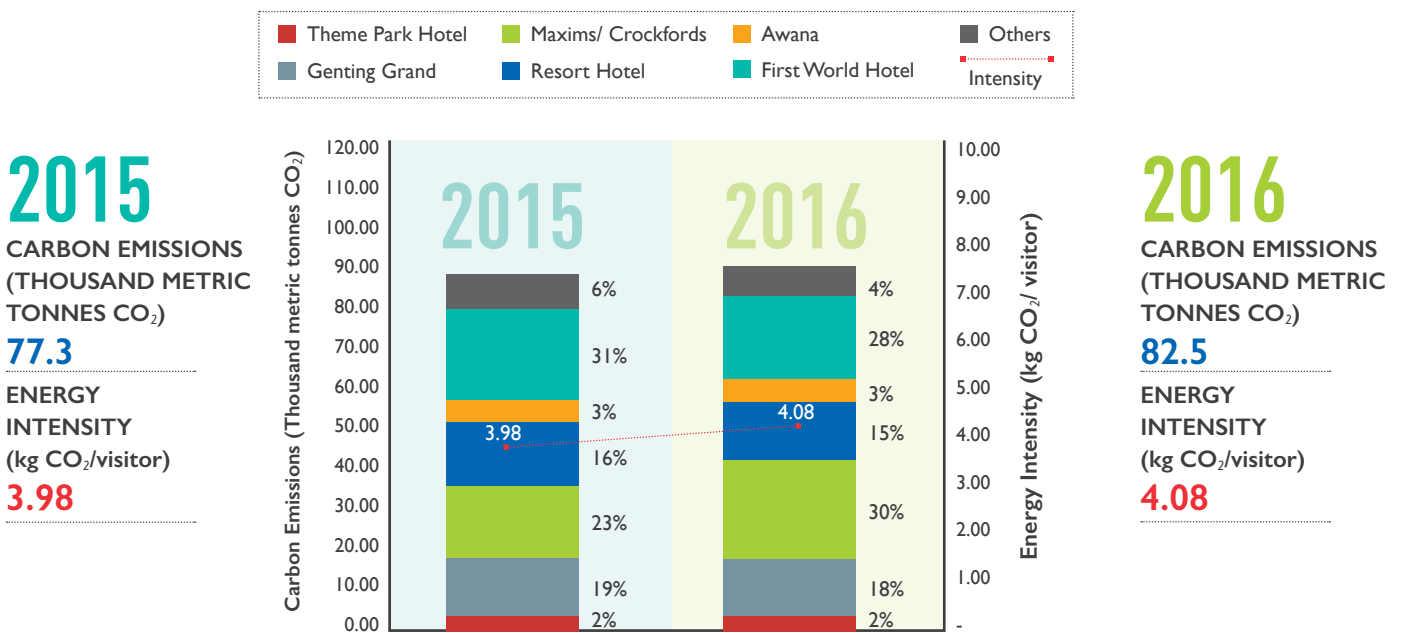


Figure 11: Scope 2 Carbon Emissions (Arising from Grid Electrical Energy) (in thousand metric tonnes CO<sub>2</sub>) and Energy Intensity (in kg CO<sub>2</sub>/visitor)

# WATER MANAGEMENT

Having a stable water supply is crucial to our business operations. More than that, water is a scarce natural resource which is vital in supporting life. In this respect, we are committed to four priorities in water management, which are detailed below:

01



To protect the natural environment of forests surrounding the resort to ensure sustainable source and sufficient water supply for future development.

02



To avoid any losses from wastage such as non-revenue water.

03



To reduce, reuse and recycle the water.

04



To avoid any pollution with proper sanitary treatment to a more stringent Standard A of the Environmental Quality (Sewage) Regulations 2009 in sewage discharge which allows the water to be suitable to be renewed and re-treated.

Further, aligning ourselves to UN SDG 6<sup>9</sup>, Genting Malaysia’s very own city water treatment system provides water of high quality standard to our own operations and surrounding areas, that meets the drinking water standard of World Health Organisation (“WHO”) and the Malaysian Health Ministry.

In 2016, we consumed 6,264,862 m<sup>3</sup> of water, all of which was sourced from rivers flowing in the states of Pahang and Selangor. Reduction of non-revenue water losses from our supply and water saving initiatives at our operations help to conserve the overall water supply. This represented approximately 3.57% reduction in water intensity compared to 2015 (Figure 12<sup>10</sup>). In addition, we have recycled and reused

14,300 m<sup>3</sup> of water in 2016, and we aim to continue our water-saving initiatives such as expanding the pilot project undertaken in 2016 on the eco-shower system installed at Residential Staff Complexes (“RSC”) and First World Hotel (“FWH”). Currently, we are also studying the feasibility of recycling grey water to further reduce our water consumption.

Despite our efforts to meeting the target for water savings, we have observed a slight increase in the amount of water consumption in 2016. This was due to the expansion of the operations at FWH which hosted more visitors this year. However the efforts to reduce losses in non-revenue water as well as other water conservation efforts has led to a drop in our water intensity this year.



Energy Efficient Water Pump System

<sup>9</sup> United Nations Sustainable Development Goal 6: Ensure availability and sustainable management of water and sanitation for all.

<sup>10</sup> Others include Chin Swee Caves Temple, Kayangan Apartment, and other third parties which are either tenants or parties not belonging to Genting Malaysia.

**2015**

**WATER CONSUMPTION (m<sup>3</sup>)**

**6,006,000**

**WATER INTENSITY m<sup>3</sup>/GFA(m<sup>2</sup>)**

**2.64**

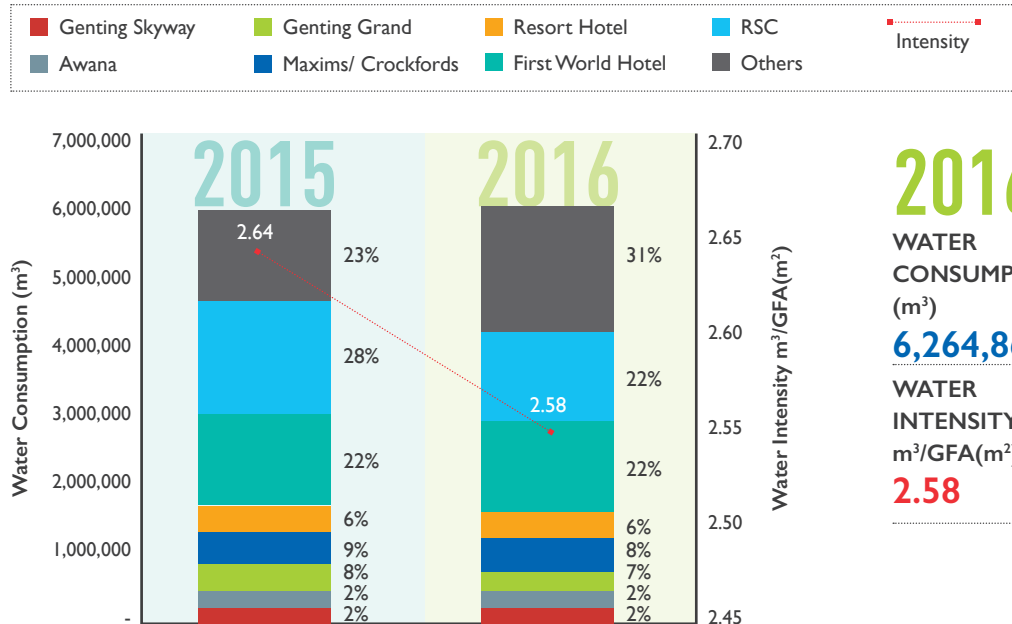


Figure 12: Total water withdrawal by operations (in m<sup>3</sup>)

**2016**

**WATER CONSUMPTION (m<sup>3</sup>)**

**6,264,862**

**WATER INTENSITY m<sup>3</sup>/GFA(m<sup>2</sup>)**

**2.58**



Environmental-friendly laundry system

At Resorts World Genting, the need for laundry services to support 10,000 hotel rooms and employees is a huge task. The in-house laundry facilities not only reduce the carbon footprint of the logistic and more efficient and effective in providing quality services; also take sustainability considerations into criteria during selection of technology that support lower water consumption, enhance chemical performance and low energy consumption. The continuous batch washer achieves very low water consumption of 0.3gal/lb (2.5L/kg) of linen processed. The laundry technology saves water with these features:

- Dual-Use Modules: Each module is used for both standing batch washing and counter flow rinsing.
- Full Water Availability: Fresh water and recycled press water are collected in a single tank mounted within the washer frame (under the load scoop). No external tanks are required.

Water recycling of Continuous Batch Washing Laundry process of hotel operations saved 12,900 cubic meter water per year, about 5x Olympic size swimming pool.



**CASE STUDY:**

**CONTINUOUS BATCH WASHING LAUNDRY FACILITIES AT HOTEL**

- Interrupted Counterflow: Water only flows for rinsing which is about the last 25-35% of each cycle.
- Controlled Flow: Water is delivered by high-volume inverter pumps with vigorous flow that removes suspended soil and used chemicals faster, with less water.

The laundry facilities support energy saving with lower water usage (and recycled water) means less water to heat to wash temperatures and lower wash temperature with low-temperature detergent formulations.



**CASE STUDY:**  
**REDUCING WATER CONSUMPTION WITH ECO-SHOWER HEADS**

In 2016, our teams gathered to design a pilot project of an eco shower head to reduce the over-power water flow rate. Easily mounted to the wall, the eco shower head was installed at 55 units at RSC and 100 units at FWH respectively, and did not require the complete replacement of the shower unit.

Based on our pilot study, the eco shower head is estimated to be 18% more efficient than the current shower head. This will conserve approximately 10m<sup>3</sup> (10,000 litres) per month per shower head and optimize the water usage at the hotels. On

annual basis, the water saved from each shower head would equate to the domestic consumption of 6 Malaysians for a year<sup>11</sup>.

If fully implemented throughout our hotels, we will be able to save 1.2 billion litres of water, translating to a cost saving of RMI.74 million annually. We believe that this effort will ensure water security for a sustainable future.

**EFFLUENTS**  
**AND WASTE**



Efficient and systematic recycling of solid waste

<sup>11</sup> Average annual domestic water consumption per capita in 2015 was retrieved from Malaysia's National Water Services Commission (<http://www.span.gov.my/index.php/en/statistic/water-statistic/domestic-consumption-2016>).





In line with UN SDG 12<sup>12</sup>, we strive to consume resources responsibly and reduce wastage throughout the value chain of our operations. At Genting Malaysia, we place a lot of emphasis on Reduce, Reuse, Recycle (“3R”) initiatives to manage waste. Certified waste management vendors sort Genting Malaysia’s waste to segregate hazardous waste, collect recyclable waste and transport the remaining waste for disposal at landfill. In 2016, we generated 10,523 metric tonnes of waste, 12% of which was recycled. This was an improvement from the previous year, where we generated a total of 12,120 metric tonnes of waste, with only 1% recycling rate. The improvement was largely due to an increase in collection of recyclable materials from projects and warehouses as well as implementing best practices on segregation of recyclable materials such as plastic and metals content before disposal to the landfill. In the coming year, we plan to engage specialists to decompose our food waste into fertiliser.

TARGETS	2016 PERFORMANCE
Generate less than 1 kg per person of waste daily	<b>ACHIEVED</b>
Recycle more than 10% of total waste generated	<b>ACHIEVED</b>
Segregate and decompose food waste	<b>IN PROGRESS</b>
Meet Standard A of Discharge Limits of Environmental Quality (Sewage) Regulations 2009	<b>ACHIEVED</b>
No complaints of odour from Resorts World Genting’s sewage treatment plant	<b>ACHIEVED</b>

We discharged 4.4 million cubic meter of effluents in 2016, after treating it at our in-house sewage treatment plant. Our effluents are subject to spot checks by Malaysia Department of Environment and have consistently met Standard A Discharge Limits of the Environmental Quality (Sewage) Regulations 2009.



**CASE STUDY:**  
**REDUCING ENVIRONMENTAL IMPACTS AT THE WORLD’S LARGEST HOTEL**



79% recycling rate of our keycards through Self Check-Out Kiosks

At First World Hotel, we continuously evaluate our hotel operations to find new opportunities where we can incorporate sustainability initiatives which make business sense. A case in point is the introduction of our self check-out kiosks. Besides shortening the waiting time for our customers, this initiative has resulted in a 79% recycling rate of our keycards and helped to optimise our operations by triggering short message service (SMS) to the mobile phones of our housekeeping team whenever a check-out is completed for quick room turnaround. Additionally, we noted that our customers do not typically consume the whole box of tissues which we have provided in their rooms during their stay. To reduce unnecessary wastage, we have replaced the tissue boxes with smaller tissue packets in all our rooms. With convenient access to online news, we have also stopped providing printed newspapers in every room. Being the world’s largest hotel, we understand that the impact of every little sustainability initiative we undertake is amplified and we aim to continue our efforts to create a more sustainable hotel industry.

<sup>12</sup> United Nations Sustainable Development Goal 12: Ensure sustainable consumption and production patterns

# SOCIAL

We pay careful attention to the concerns and needs of our customers, employees and community, through meaningful and active stakeholder engagement and develop various initiatives to respond to these concerns. Beyond delivering an enjoyable and safe holiday experience to our customers, we aim to build a fair and inclusive workplace in which our employees thrive and develop. We also support the community in which we operate. To us, this is our way of fulfilling our duty as a responsible corporate citizen.

## CARING FOR OUR CUSTOMERS



Crockfords Hotel

At Genting Malaysia, our prime focus is on customer safety as a safe environment is vital to an enjoyable experience at our facilities. To achieve this, we adopt a series of relevant measures through:

- 01**  
SECURING OUR RESORT AGAINST THREATS OF CRIMINAL ACTIVITY AND TERRORISM
- 02**  
PROTECTING THE PRIVACY OF CUSTOMER DATA
- 03**  
COMPLYING SCRUPULOUSLY WITH LOCAL LAWS AND REGULATIONS
- 04**  
MAINTAINING THE STEEPNESS AND STABILITY OF OUR SLOPES FOR SAFE TRAVEL
- 05**  
ENSURING THE SAFETY OF OUR THEME PARK RIDES AND HOTELS

## RESORT SECURITY



Security check at Arena of Stars

We are acutely aware of the risks relating to criminal and terrorism activities to our business. These potential threats are taken seriously and we have invested resources and taken preventive measures to safeguard the security of our resort by:

- Assigning our security officers to patrol the premises. Our security officers have undergone internal and external trainings and are qualified to be auxiliary police officers.
- Deploying security personnel at walk-throughs to screen for metal and explosive objects. The screens are set up at designated entry points.
- Conducting security flushing at all function venues.

- Ensuring tight control of access to sensitive and restricted areas.
- Conducting security threat awareness briefings for employees whenever necessary.
- Closely liaising with authorities for advice on security, including Gohtong Jaya police station and Genting Highlands police station which are located within our vicinity.

We acknowledge the importance of having the capability and preparedness in dealing with major threats to our business operations including security threats. In our efforts to build organizational resilience

and the capability for an effective response in dealing with major threats, we have put in place relevant business continuity and disaster recovery plans for our core business operations and systems as well as the necessary crisis management and emergency response plans to enable us to address and manage emergency situations in a more efficient and effective manner.

With our strong deterrence and preventive security measures in place, no significant security incident was reported in 2016.

## CYBER SECURITY

We respect the privacy and confidentiality of our customer information. Our privacy policy, encapsulated in our Personal Data Processing Statement (<http://www.rwgenting.com/other-links/privacy-policy/>), is in accordance with the Personal Data Protection Act ("PDPA") 2010. It sets out the purpose and procedures for collecting and processing our customers'

personal data and to prevent unauthorised misuse. In addition, we conduct yearly 'Train the Trainers' refresher sessions for our employees on the PDPA requirements.

In 2016, there were zero non-compliances with the PDPA. There were also no reported breaches of data security during the year.

# SLOPE SAFETY



Scheduled slope monitoring by contracted surveyor to check slope movement using inclinometer

At Genting Malaysia, we have a network of winding roads built on slopes among hilly terrains leading to our location. The vast majority of our suppliers, customers and employees take these roads daily. It is therefore critical that slope safety is being monitored and well-managed. To that end, we have implemented programmes at three levels; maintenance of safety level regarding slope steepness, monitoring and controlling surface runoff at the slope and monitoring the number of commuting accidents of visitors to Genting Highlands.

**(i) Maintaining a safe level of slope steepness**

Under our Slope Management System, we conducted a comprehensive hazard and mapping exercise of our slopes to identify and prioritise high risk areas for further actions. Since the field mapping inspection that commenced in 2009, a total of 359 slopes have been mapped along the 24km Genting Road. We update the Slope Proforma Summary daily. Every half year, we conduct inspections and ensure any repair and maintenance works required on our slopes and

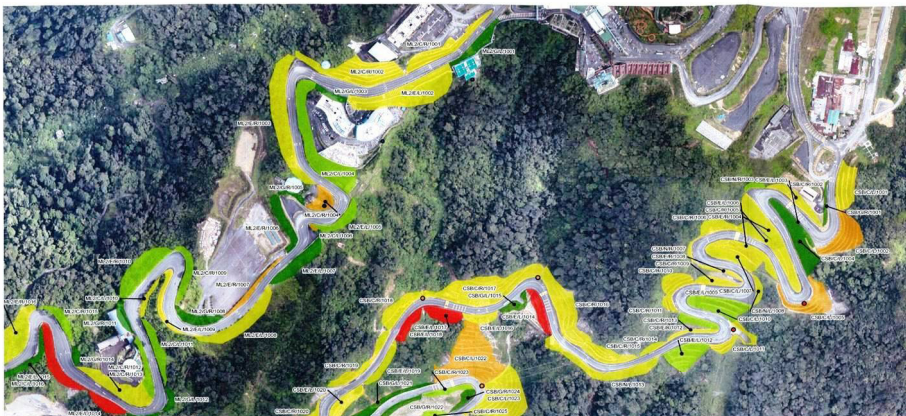
roads are done on a timely basis. We also conduct periodic readings with a specialist to forewarn any signs of instability that could be abated in advance.

**(ii) Monitoring and controlling surface runoff for soil wetness and stability of the slope**

To better stabilise our slopes in case of rainfall, we plant vegetation on our bare slopes, and regularly check all drainage is in working condition. Furthermore, our real time monitoring and warning system collects rainfall data daily and monthly from 8 rain gauge stations spread across our slopes. SMS and e-mail warning alerts will be sent to designated personnel when the threshold for soil wetness and slope instability is reached, whereupon visual inspections are carried out and the public is notified and advised of the potential hazard through mass media. Traffic will also be diverted in times of hazard.

**(iii) Monitoring the number of road accidents of customers visiting the Resorts**

All accidents are reported to our traffic police station under the reporting and investigation system. Our auxiliary police will investigate the accident based on the date, time, facts and other particulars to confirm the incident and immediate action would be taken for rescue purposes, if necessary. While the on-scene investigation is ongoing, traffic flow would be regulated to ensure the safety of other roads users.



HAZARD RATING		CHANNELISED DEBRIS FLOWS POTENTIAL	
SYMBOL	VALUE	SYMBOL	VALUE
	VERY HIGH		HIGH
	HIGH		MODERATE
	MEDIUM		
	LOW		
	VERY LOW		

Figure 13: Slope hazard and risk mapping of Genting Road

## ROAD TRAFFIC ACCIDENTS

Despite our best efforts, we encountered a number of accidents in 2016.

TYPE OF ACCIDENT	NUMBER REPORTED	CAUSES	CORRECTIVE ACTIONS
Fatality accident	1 case	<ul style="list-style-type: none"> <li>• Bus lost control due to brake failure</li> </ul>	<ul style="list-style-type: none"> <li>• Updating and installing additional traffic warning signages</li> </ul>
Accident with injury	70 cases	<ul style="list-style-type: none"> <li>• Negligence of drivers (i.e. lost control and speeding)</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of road calming devices along Genting Road such as signages, road humps, rumble strips, and transverse bars</li> </ul>
Accident without any injury	104 cases	<ul style="list-style-type: none"> <li>• Negligence of drivers (i.e. lost control and speeding)</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of road calming devices along Genting Road such as signages, road humps, rumble strips, and transverse bars</li> </ul>

Our Genting Road Safety Committee has taken measures to prevent the re-occurrence of such incidents. Besides the installation of sign boards, rumble strips, road markers, enhanced street lights and speed breakers, we have narrowed the road shoulder to discourage road speeding and advocated a 30 km/h speed limit. To reduce the number of buses travelling up the highland, we have also opened the new cable car system - Awana SkyWay as a faster alternative of transportation. We continue to periodically review and refine these measures.

## HOTEL, CASINO & THEME PARK SAFETY

To ensure customer safety at our hotels, casino and theme park, we scrupulously comply with the local laws and regulations as well as industry standards. We achieve this through our EHS management system, which strives to provide a healthy and safe environment for both our employees and customers.

### (I) HOTEL SAFETY

We consider all health and safety requirements and obligations arising from various aspects including food provided to our customers, and substances used in our hotel products. Every F&B outlet is under strict control by HACCP Food Safety Management System, which includes monitoring food preparation hygiene and sanitisation as well as maintaining the correct food temperature. All our F&B employees have gone through

certified HACCP training and have taken necessary health injections as a precautionary measure. In addition, liquefied petroleum gas ("LPG") tanks used in our central kitchen are stored underground to minimise safety hazards. All cleaning chemicals are used with safe work practices in our hotels. Our suppliers are required to furnish us with the Chemical Safety Data Sheet in accordance to chemical regulations.

In 2016, the air quality at our hotels was improved by installing air sterilisers in the hotel public washrooms and selected hotel rooms and also placing smoker's stations at designated smoking areas at the hotel porches. In addition, we enhanced the safety features for the disabled by installing handicap facilities such as strobe lights

for smoke alarms, braille phones with big buttons, and new hand basins for wheelchair access.

On an annual basis, we conduct internal and external audits to ensure adherence to safety standards stipulated in ISO standards by our external verifier, the Standards and Industrial Research Institute of Malaysia ("SIRIM").

### (II) CASINO SAFETY

In our casino, smoking and non-smoking areas are clearly segregated. Ionisers are installed to remove smoke and bacteria within both areas. Internal air quality readings are taken and monitored regularly by consultants, especially in the confined smoking areas to safeguard our customers' health.

**(III) THEME PARK SAFETY**

We put various safety measures in place at our theme parks to ensure that our customers’ safety and health is not put at risk. Each ride at our First World Indoor Theme Park is accompanied by a signage which specifies height requirement as well as the maximum capacity it can carry. All rides require approval of the law of Factory and Machinery Act and product safety and quality certification marks from the manufacturers. Subsequently, annual inspection by government safety inspector is conducted to renew the Certificate of Fitness (“CF”). In addition, we carry out regular maintenance to ensure

that all rides are in good working condition. Our theme park employees undergo periodic training to ensure they are aware of and comply with the safety requirements. The same, if not more, stringent safety measures will be applied to the 20<sup>th</sup> Century Fox World theme park which is currently under construction. Some rides will be sourced from renowned ride makers and certified by TÜV<sup>13</sup>, with an improved lockout and tag out system. In the forthcoming year, we plan to adopt and implement the voluntary Amusement Ride Safety Standard by the International Association of Amusement Parks and Attraction (“IAAPA”).

**(IV) SAFETY IN TIMES OF EMERGENCIES**

Our customers’ safety is looked after during times of emergency by our first aiders who are dispatched to any of the relevant premises during emergency events. During the annual fire drill conducted for our employees, customer roles played by our employees are simulated to better train our employees in guiding the customers to safety.

We also safeguard our operations from potential public hazards such as dengue, seasonal haze and pandemics through the following actions:

DENGUE	SEASONAL HAZE	PANDEMICS
<div data-bbox="231 1144 406 1317" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• We ensure our premises do not become a potential breeding ground for mosquitoes by checking for signs such as clogged drainage or areas collecting stagnant water.</li> <li>• We engage external pest control company, Rentokil on a monthly basis to carry out fumigation.</li> <li>• We also conduct health awareness talks to increase awareness to prevent dengue fever.</li> </ul>	<div data-bbox="683 1144 858 1317" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Daily Air Pollutant Index (“API”) reading is monitored by the Engineering Department and in the event that the reading reaches a dangerous threshold, we distribute N95 masks to our customers.</li> </ul>	<div data-bbox="1145 1144 1321 1317" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• We have a standard operating procedure on pandemics preparedness in alignment with Ministry of Health Malaysia’s pandemic preparedness plan.</li> <li>• Information sharing sessions are held for our customers.</li> </ul>

In 2016, there were zero reported incidents of non-compliance with regulations concerning health and safety and no major non-conformances during our audits. We aim to maintain this good record while continuously seeking new ways to make our premises a safer environment for all.

<sup>13</sup> TÜV is a world-renowned independent technical testing organisation for safety, efficiency and quality.

# OUR COMMITMENT TO SERVICE EXCELLENCE



Top Management delivered Our 8 Promises to employees during Power Up Above & Beyond Town Hall session

At Resorts World Genting, we are embarking on an exciting journey to become the world's leading integrated resort. To do this, we are making a promise to our customers that their visit will be Above and Beyond anything else they have experienced. We are investing millions in our products and properties to deliver on our promise, but most importantly, we are inviting all of our employees to join us on this journey to go Above and Beyond and play an integral role in its success. Programmes and activities have been arranged to inspire and engage our employees to deliver Above & Beyond service through the way they act and behave, the service they provide our guests and the support they give each other and the business. All these are captured in our customer service blueprint called 'Our 8 Promises'.

1. To take care of our guests and colleagues
2. To provide exceptional 5A Service<sup>14</sup>
3. To be proud of our properties
4. To always find ways to improve
5. To personally solve customer problems
6. To show attention to detail
7. To know the resort well
8. To take pride in our appearance

## Our 8 Promises    8 Persetujuan    8 个承诺

<p><b>1</b></p> <p>to take care of our guests and colleagues</p> <p>mengambil berat terhadap pelanggan dan rakan sekerja</p> <p>关怀顾客及同事</p>	<p><b>2</b></p> <p>to provide exceptional 5A Service</p> <p>memberi Perkhidmatan 5A yang cemerlang</p> <p>提供优质的5A服务</p>	
<p><b>3</b></p> <p>to be proud of our properties</p> <p>berbangga dengan organisasi kita</p> <p>以身为公司的一份子为荣</p>	<p><b>4</b></p> <p>to always find ways to improve</p> <p>sentiasa berusaha untuk penambahbaikan</p> <p>设法提高自身能力</p>	<p><b>5</b></p> <p>to personally solve customer problems</p> <p>berusaha menyelesaikan masalah pelanggan</p> <p>自主解决顾客的问题</p>
<p><b>6</b></p> <p>to show attention to detail</p> <p>memberi perhatian yang terperinci terhadap semua perkara</p> <p>对细节的注重</p>	<p><b>7</b></p> <p>to know the resort well</p> <p>mengenal resort kita</p> <p>对公司有足够的了解</p>	<p><b>8</b></p> <p>to take pride in our appearance</p> <p>berbangga dengan penampilan diri kita</p> <p>对自身专业的仪表感到自豪</p>

<sup>14</sup> Acknowledge – Make eye contact and smile; Address – Greet & welcome; Assist – Complete task efficiently; Assure – Check customer satisfaction; Appreciate – Thank & wish good luck.

# CUSTOMER SATISFACTION



CUSTOMER SATISFACTION RESULT



IMPROVED BY **6.9%** FROM 2015

BASED ON PERCENTAGE OF "A SCORING", I.E. VERY SATISFIED

New Awana SkyWay

Genting Malaysia is in the service industry of providing enjoyable and memorable experiences to our customers. To achieve this, we monitor our customer satisfaction constantly to keep ourselves informed and updated with our customer needs and preferences.

We measure our customer satisfaction levels weekly with a leading market research firm, which is then benchmarked against our historical performance in pursuit of quarterly growth goals. The surveyed criteria covers cleanliness, location, service, food and dining, room comfort and quality, ride safety, store variety, merchandise quality, ambience, value for money and others to provide us with actionable insights. We target around 200 to 300 customers to be surveyed weekly and ensure that our frequent customers are surveyed no more than four times in a year. This is done in order to gain insights on whether our regular and loyal customers are experiencing incremental improvements in service levels over time, while carefully avoiding survey fatigue.

Besides our weekly surveys, our customers are encouraged to provide feedback through other channels such as our Customer Feedback Centre, dedicated

## GENTING SERVICE SCORE

2016 vs 2015 Annual Shift of Non As to As (2016 vs 2015)=+6.96%

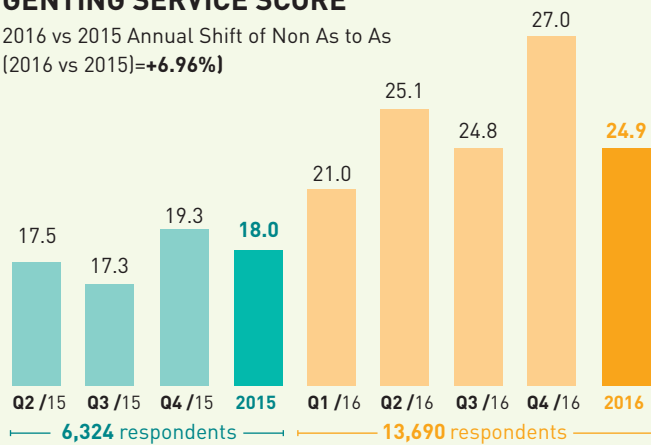


Figure 14: Customer satisfaction results (based on % of A scoring only)<sup>15</sup>

Resort Communications and Public Relations team, prompt response to operational concerns by Hotel and Resort Operations team, reception counters, telephone line as well as through our website.

Upon receipt of feedback, Action Needed Reports ("ANR") are generated for follow-up by the departments concerned. If a customer indicates the experience as "very dissatisfied", the heads of the respective departments concerned will be alerted. Such cases are also reported during the weekly Resort Operations Meeting, so that

the senior management can dynamically intervene where necessary.

This year, we present, for the first time, our customer satisfaction results (see Figure 14). Over the past years our customer satisfaction levels have improved right across hotels, theme park, shopping, cable car and casino, based on a total of 13,600 respondents conducted in 2016. We will continue to work on improving our customers' experiences.

<sup>15</sup> In the customer satisfaction survey, there are five categories, namely very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied and very dissatisfied among which very satisfied is referred to as "A-scoring".



## RESPONSIBLE GAMING

At Genting Malaysia, we strongly advocate responsible gaming to our customers. Our efforts start right at the access points, where persons under the age of 21 years and Malaysian Muslims are prohibited from entering our casino premises through a process of rigorous identity checks. Brochures creating awareness on responsible gaming are also available to our customers at the entrances and other various contact points within the casino.

Additionally, we extend a helping hand to customers with a compulsion for gaming. We established the Request for Assistance Programme ("RAP") in 2006, where customers with a gaming addiction can voluntarily bar themselves from entering the casino premises. Moreover, our cashless gaming policy means that we are able to track all customers under RAP, since our casino requires the use of membership cards or temporary cards

which capture our customers' personal details. Our certified Responsible Gaming managers also provide free one-to-one counselling services at the Responsible Gaming room and are available via our hotline at any time during the day.

In 2016, all of our casino staff collectively received 960 hours of training on responsible gaming and casino regulations. They are equipped with the knowledge on identifying signs of problem gaming and the necessary intervention steps in such situations. The formal training applies for new hires and the newly promoted assistant managers, and quarterly refreshers are made available to all. The 960 hours of training was a 252% increase as compared to the training hours in 2015 (273 hours), a testament to our continuing commitment towards responsible gaming. We will continue stepping up on training efforts next year.



OUR CASINO STAFF  
COLLECTIVELY RECEIVED  
**960 HOURS** OF  
TRAINING ON RESPONSIBLE  
GAMING AND CASINO  
REGULATIONS



*Request for Assistance Programme*

## RESPONSIBLE PROCUREMENT PRACTICES

Supply chain management is an integral part of all businesses and key to optimum performance. Accordingly, we place great emphasis on our supply chain to maximise speed, efficiency and quality. On our part, we have adopted a whole set of international standards relevant to our business such as ISO 9001 Quality Management System, ISO14001 Environmental Management System, OHSAS 18001 Occupational Health and Safety Management System as well as Hazard Analysis and Critical Control Points (“HACCP”) Food Safety Management System to be in line with industry best practices. We have high expectations of our suppliers and we hold them accountable for their products and services. Likewise, we also encourage our suppliers to have a greater involvement in these best practices.

One of our key expectations for our suppliers is in terms of their labour practices. We have specifically incorporated considerations for human rights and fair labour practices in our contract terms and conditions. In addition, our suppliers are required to provide their employees



*Responsible sourcing of hotel supplies*

with adequate training on performance and safety. Besides labour practices, we have preference for suppliers with environmentally-friendly business practices, including use of recyclable materials, having sustainability certifications, energy-efficient products, etc. In 2016, efforts were invested to screen the new suppliers using such environmental criteria. Moving forward, we

aim to incorporate a more comprehensive EES criteria in our supplier selection process.

Some examples of other sustainable procurement practices that we undertake are presented in Figure 15.

### SUSTAINABLE PROCUREMENT INITIATIVES AT GENTING MALAYSIA

- Standardised end-to-end supply chain management through an online platform, including Request for Proposal, quotation submission, acceptance of Genting Malaysia's terms and conditions for suppliers and electronic billing
- Sourcing from suppliers in support of local sourcing and other sustainability efforts
- Sourcing of environmentally-friendly supplies such as hybrid cars, light-emitting diode (“LED”) lamps, energy-efficient electronic devices, solar panels, Forest Stewardship Council (“FSC”)—certified paper towels among others
- Introduction of eco-labelling and product stewardship messages at our product packaging to raise awareness among users
- Use of non-woven reusable bags and biodegradable paper as an alternative material to replace plastic bag and styrofoam respectively
- Adopting “Dark smoke free” buses to minimise harmful exhaust emissions from buses in compliance with the Clean Air Regulations and Department of Environment requirements

*Figure 15: Sustainable Procurement Initiatives*

## PROCURING SAFE FOOD SUPPLIES

All our new and existing food suppliers are subject to a food safety inspection process which is conducted jointly by our Food Safety team and Group Centralised Procurement (“GCP”) team. During the food safety inspection process, the food fulfills our health, hygiene and quality specifications; and the suppliers adhere to safe food handling practices. If any areas are found to be non-compliant with our food safety standards, immediate action steps are taken. In 2016 all of our food suppliers including high risk food suppliers (suppliers who supply ready-to-eat food items, which does not require further heat treatment and may support the growth of pathogens) were inspected by our Food Safety team in accordance to HACCP food safety standard. In 2017 we continue to maintain our target of having 100% of our engaged F&B high risk food suppliers to fulfill our health, hygiene and quality specifications.



Food samples analysis at our in-house laboratory

## LOCAL PROCUREMENT

**OUR ORGANIC VEGETABLES AND FISH ARE CURRENTLY PROCURED FROM THE IMMEDIATE TOWNSHIPS**



Where possible, we procure our supplies locally and contribute to the development of the community in which we operate. For instance, a proportion of our organic vegetables and fish are currently procured from the immediate townships surrounding Genting Highlands such as Batang Kali, Kuala Kubu Bharu, Bukit Tinggi, etc. Taking this opportunity to encourage sustainable practices, we have advised our suppliers to adopt environmentally friendly farming methods and prevent tree-cutting for land clearance purposes.

# LOOKING AFTER OUR EMPLOYEES

Employees form an integral part of Genting and we remain committed to human resource development. Our Genting Malaysia workforce was about 19,000 as at 31 December 2016 with 63% Malaysians comprising Malay (39%), Chinese (45%), Indian (8%) and Others (8%) and the remaining 37% from other countries including but not limited to United Kingdom, United States of America and Bahamas. The male to female employee ratios is 60:40; with age below 30 (47%), between 30 to 55 (49%) and above 55 (4%). Below is the graphical data on workforce in Malaysia which comprises of 12,700 employees.

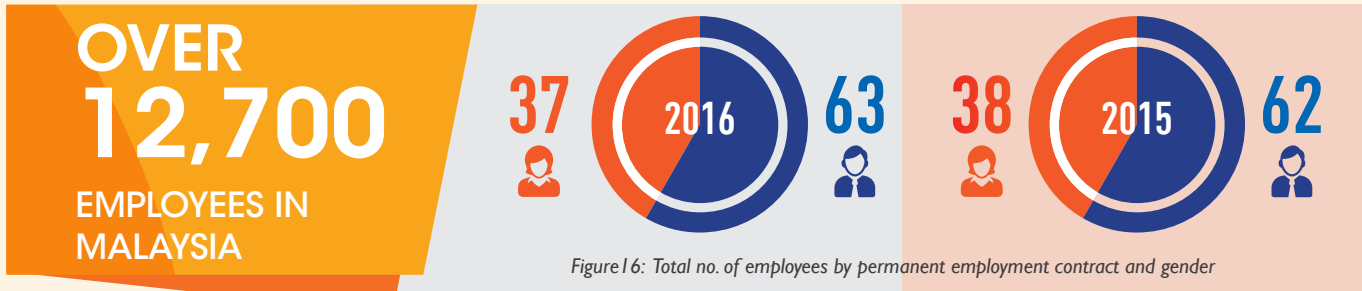


Figure 6: Total no. of employees by permanent employment contract and gender

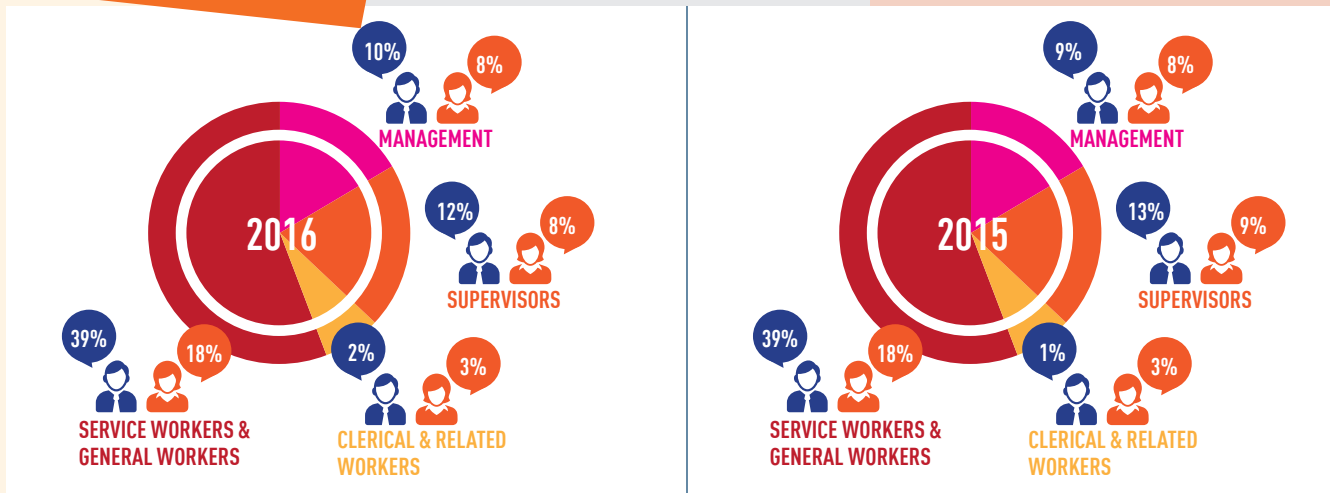


Figure 7: Total no. of employees by employment category and gender

# EMPLOYEE WELLNESS AND ENGAGEMENT

At Genting Malaysia, contributing to the welfare of each of our employee is taken seriously. To enhance our employees' quality of life, we have established a set of objectives as detailed in Figure 18. This year, our approach to managing our employee wellness and engagement has been re-aligned in support of the United Nations ("UN") Sustainable Development Goal ("SDG") 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. Our initiatives also align well with our Government's emphasis on the people economy under the Eleventh Malaysia Plan which is themed as "Anchoring Growth on People". We believe that contented and engaged employees will be in a better position to offer exceptional customer service.



Gym facilities at our Residential Staff Complexes



Artist Impression of New Staff Recreation Centre to be ready by 2017

## OBJECTIVES



1. Create a great workplace instilling a sense of belonging and community by providing various welfare services and benefits



2. Develop an open and communicative workforce through effective communication system



3. Promote conducive working environment along with training and career progression opportunities to help employees achieve their potential

1. **Create a great workplace instilling a sense of belonging and community by providing various welfare services and benefits**

Our commitment to employee wellness and engagement extends beyond mere compliance to the rules<sup>16</sup>. Besides providing various benefits to both our full-time and part-time employees, including medical insurance, parental leave, retirement provision and rent-free accommodation, we look after their physical and mental health.

We firmly believe that a healthy workforce is a motivated and productive one. Under our Employee Wellness programme, we organise weekly fitness classes, monthly sports tournaments, health awareness sessions and an employees' assistance program. In 2016, we conducted a total of 146 sessions under the employee wellness programme, which translates to an average of 14.3 hours contributed towards promoting employee wellness for each employee during the year.

We also provide free medical services to all employees at clinics located at Genting Highlands Resort and provide them with facilities such as the Executive Club, Staff Recreational Centre, the gym, a heated swimming pool and a Resource Centre (Library). We continue to invest in upgrading of staff facilities with a total of RM79.1 million set aside for building new or upgrading existing staff facilities in the next year.

In addition, we celebrate major religious events and cultural festivals together as a team. In 2016, we gathered to celebrate Chinese New Year ("CNY") along with 228,000 customers. Besides presenting our customers with mandarin oranges and special red packets, we organised many activities such as the lion dance performance by the award-winning Kung Seng Keng Lions troupe and CNY Carnival with over 50 stalls offering local and Chinese products. We also recognise each and every contribution from our employees at the annual Employee Appreciation Night, where we present Long Service Awards, Employee of the Year Award and Honesty Awards for employees who return lost items to customers.

Figure 18: Objectives of Employee Wellness and Engagement

<sup>16</sup> These employment rules include Employment Act 1955, Employment Regulations 1957, Children and Young persons (Employment) Act 1966, Employment (Restriction) Act 1968, Minimum Wages Order 2016, Minimum Retirement Age Act 2012, Human Resources Development Act 1992, and Trade Unions Act 1959



Power Up Above & Beyond Town Hall session with employees

**2. Develop an open and communicative workforce through effective communication**

At Genting Malaysia, we value and take our employees’ feedback into consideration to make Genting Malaysia a better place to work. We therefore promote an open culture through various regular interactive sessions between employees and senior management. Firstly, we have an in-house staff union, a First World Joint Consultative Committee for First World Hotel employees, and an Executive Consultative Committee comprising Genting Malaysia’s employee representatives from executive level. The staff union and consultative committees meet our management regularly to highlight any concerns relating to their employment. In addition, we organise Monthly

Tea Talk with Top Management and Town Hall Meetings for all employees. Apart from these regular sessions, we organise resort-wide employee networking sessions and publish a bi-monthly internal Resort Living magazine. The newsletter features our latest developments, achievements, ongoing events and Total Quality Management (“TQM”) tips.

In 2016, we conducted an employee engagement survey. The survey found 79.4% of our employees were positively engaged. We are aware there is significant room for improvement and will be putting in some action plans in the coming years. We will continue to have dialogue sessions with our employees and senior leaders will listen and offer some valuable one-on-one time with our employees.

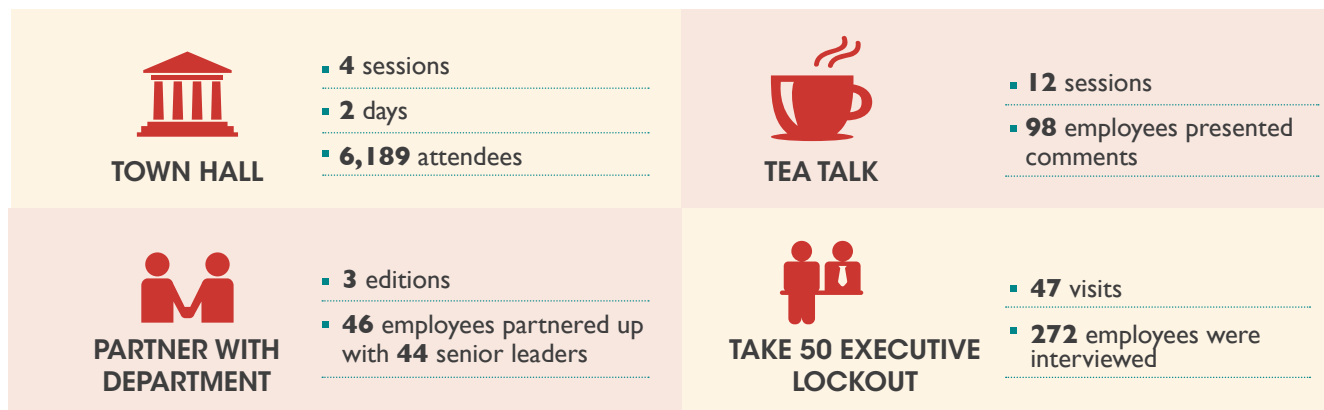


Figure 19: Dialogue Sessions in 2016

**3. Promote conducive working environment along with training and career progression opportunities to help employees achieve their potential**

It is important to us that our employees continue to grow and learn. Annually, we allocate a portion of our budget to employee training and development. In 2016, we invested a total of RM3 million. This equates to an average of 25 hours of training for each employee, which surpassed our targeted average by 16 hours. Our employees are provided with a Training Calendar, which lists out a total of 70 training courses spread out across 194 sessions for our employees to select according to their training needs. In addition to in-house training programmes, we provide support to our employees to seek external courses and certifications to upgrade their skills. The highlights of such programmes are shown in Figure 20. We also recognise and reward outstanding performances of our employees with career progression opportunities.



Resource Centre at RSC2 for employees

**CHARTERED ACCOUNTANCY PROGRAMME BY THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES (“ICAEW”)**

We provide scholarships to our employees who pursue this three-year programme while experiencing a working stint in Genting UK or Resorts World Casino New York City.

**MASTER OF BUSINESS ADMINISTRATION (“MBA”) PROGRAMME**

We provide scholarships to our Managerial-level employees to pursue their MBA while working in Genting Malaysia.

**ENGLISH PROFICIENCY COURSES**

Being the region’s leading holiday destination which welcomes customers from different parts of the world, it is crucial that all our employees are conversant with the English language. We are currently on the pilot phase of a “blended” English proficiency courses, where a mix of online and classroom lessons are offered to our front-liners.

Figure 20: Highlights of external courses and certifications supported by Genting Malaysia



**CASE STUDY: RESIDENTIAL STAFF COMPLEXES AT RESORTS WORLD GENTING**

Being located at the highlands away from Kuala Lumpur city, where traffic congestions along the way are common during peak hours, our employees may spend a considerable amount of time commuting to and from work. To reduce loss of time and productivity arising from the long commuting time, we have built nine Residential Staff Complexes (“RSC”) within Genting Highlands for our employees. Our RSCs boast over 9,000 rent-free rooms with various amenities and services, including sports and recreational facilities, halal and non-halal cafeteria, a 24-hour resident doctor, as well as counselling services. To encourage our employees to spend time with their family, some rooms in our RSCs are made available to the family members of our employees during school holidays and festive seasons. At other times when our employees are apart from their family, we organise various activities to foster a sense of community among RSC residents. Examples of such activities include yearly employee street carnival, monthly sporting tournaments, shopping trips during festive seasons, and subsidised employee trips outside Kuala Lumpur.



User-friendly and modern self-serving Laundry Facilities for employees



Newly Refurbished RSC I

# OCCUPATIONAL HEALTH AND SAFETY

Genting Malaysia places a great emphasis on its employees' health and safety. A strong health and safety culture would create a more productive team that enhances our operations and assures our customers the peace of mind when enjoying our facilities. This led us to establish the Environment, Health and Safety ("EHS") Committee to lead our EHS management system in compliance with legal requirements such as the Occupational Safety and Health Act, Factories and Machineries Act and related regulations and guidelines, as well as support for United Nations Goals for UN SDG 3<sup>17</sup>.

Our EHS Committee, which is comprised of 49 management and employee representatives from all our departments, helps to determine and implement the overall Occupational Safety and Health ("OSH") strategies under the guidance of our Chairman. To help the EHS Committee in executing the OSH strategies, our Property EHS Sub-committee coordinates the OSH initiatives within respective departments. Similarly, our Road Safety Committee provides overall direction and leadership on safety initiatives.

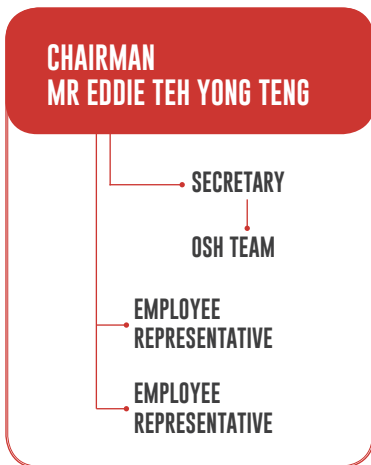


Figure 21: EHS Committee Organization Chart

Our EHS management system serves as a fundamental platform towards a healthier and safer working environment for our employees. Besides aligning to the internationally adopted policy, we have adopted the international Standards' OHSAS 18001 Occupational Health and Safety Management System and the ISO 14001 Environmental Management System at our operation sites such as hotels, theme parks, warehouses, security sites and premises involving transportation services to manage out the risks.

We have implemented the following programmes as part of our EHS management system:

- Perform regular internal workplace safety inspection and assessment such as Chemical Health Risk Assessment, Indoor Air Quality Testing and Hearing Conservation Programme along with contractor permit compliance checks.
- Conduct EHS internal audit of departments as well as physical properties followed by gap analysis.
- Organise various EHS campaign and talks in collaboration with the National Institute of Occupational Safety and Health ("NIOSH"), Department of Occupational Safety and Health ("DOSH") and health care providers to increase EHS awareness. In 2016, we saw a 15% increase in the number of participants in our Health Awareness Talks and dialogue sessions with DOSH.
- Conduct joint periodic inspection with DOSH on our machinery including lifts, escalators, theme park rides, cable cars, boilers, etc.
- Facilitate EHS trainings and showcase best practices through trained Occupational Safety and Health ("OSH") Committee Members and OSH internal auditors respectively to raise OSH capabilities.

- Resort-wide emergency evacuation drills led by our Security Department with support from designated Emergency Rescue Team ("ERT") and workplace first aiders to be prepared to respond and render medical assistance during emergency situations.

We prevent fire accidents by strictly adhering to the Fire Safety Act with regular maintenance and testing of our automated fire detection and protection system. Apart from conducting trainings to increase awareness on fire safety, we perform annual fire drills to ensure that the casualty rate is minimised through smooth evacuation in the event of actual fire. The fire evacuation system involves respective departments initiating evacuation processes in accordance to the level of emergency as ruled out in the Genting Emergency Management System ("GEMS") upon the activation of fire alarm.

<sup>17</sup> United Nations Sustainable Development Goal 3: Ensure healthy lives and promote well-being for all at all ages.





Figure 22: Review of achievements in 2016 and corresponding action plans for 2017



Figure 23: Legend of Employee Safety Data

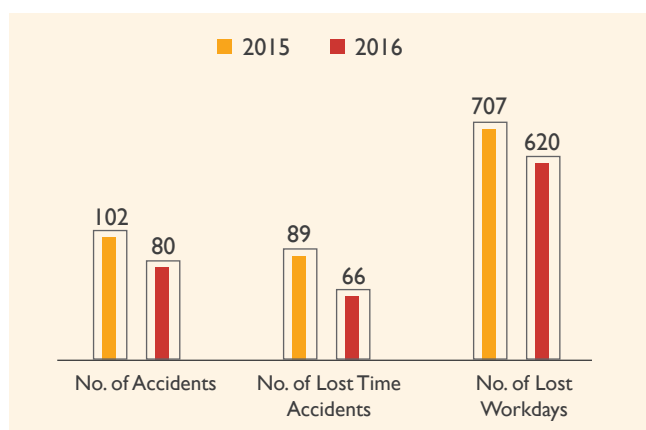


Figure 24: Employee Safety Data

In 2016, there were zero fatality cases. Complementing this good record, our number of accidents, lost time accidents, and lost workdays have also improved. Notwithstanding, we will continue to work towards further improving our performance.

Our internal investigation revealed that most of the accidents during the year were derived from kitchen-related activities. This has now been identified as a high risk area which warrants additional monitoring and measures. In view of this, we have mapped out a list of kitchen activities, related hazards and preventive measures to reduce the occurrence of common accidents. Moreover, we have developed a risk assessment hierarchy for our kitchen activities, which will be regularly re-assessed with changes in kitchen personnel or activities. Other initiatives to reduce the accidents include organising regular kitchen safety awareness training to kitchen related personnel, introducing cut resistant gloves and installing anti-slip flooring in kitchen areas to prevent slip and fall injuries.

# COMMUNITY INVESTMENT

Every time we open doors to new business ventures, we are reminded of the synergy between society and the environment in which we operate and its importance to the sustainability of our business. Thus, our commitment to corporate social responsibility (“CSR”) stems from the belief that we are a part of the community we serve in, and giving back is a fundamental aspect of Genting Malaysia’s identity and values.

We embrace causes that most affect people’s lives every day, such as the environment, community development, healthcare, culture, sports and education. We reach out across the board to all segments of society and offer financial assistance to welfare organisations, sporting bodies, arts and cultural groups, educational institutions and other non-profit organisations. Our presence in rural interiors provides jobs as well as infrastructure and amenities. Roads and bridges are built to help improve accessibility and connectivity for those in remote areas. Employment opportunities are created to help improve the socio-economic status of communities. We will continue our efforts to touch lives in the coming years by investing in various segments of the local community.



Figure 25: Snapshot of Genting Malaysia’s Community Investment in 2016

Every sport has its challenges, even more so for the athletes from our association. We need moral support and also funding so that we can obtain good coaches, balanced meals and accommodation for training and during the events. We are grateful to the support given by Genting Malaysia and for the trust and confidence that they have placed in us.

**ENCIK KAMARZAMAN HJ HARUN**  
President, Malaysian Deaf Sports Association

We note that during every festival, around three to four hundred people would have died in the thousands of accidents that occur during this festive period. We are happy that Genting Malaysia is one of the organisations that has continued to support us over the past 20 years with monetary contributions for our highway emergency ambulance services. The company was also generous in donating an ambulance for our usage.

**DATO’ DR LOW BIN TICK**  
Commander-in-Chief, St John Ambulance Malaysia

This is one of the nicest groups of young people, very well disciplined. They want people to give them a chance. So when you give them a second chance, they change and show you that they can become somebody. Thanks to Genting, we were able to start this bakery department. I think if the Company did not come forward as a donor, we would have struggled more to set up the whole department. I am most grateful to Genting Malaysia for this.

**BRO PETER ISAAC**  
Director, Montfort Boys Town

Figure 26: What our beneficiary organisations say about us



Chinese New Year Contribution to 50 charitable bodies

The following are highlights of some of our CSR activities in 2016:

### 1. BRINGING FESTIVE JOY TO THE LESS FORTUNATE (Chinese New Year Festive Contribution)

While festivities are a time of celebration and camaraderie, it is also a time to remember those who are less fortunate in society. In conjunction with the spirit of giving, Genting Malaysia contributed RM500,000 to 50 charities during the Genting Group Chinese New Year Luncheon held on 21<sup>st</sup> February 2016.

Representatives from the various charities which included orphanages, old folks' homes, disabled communities and NGOs received cheques amounting to RM10,000 each. The cheques were presented on behalf of Genting Malaysia by Minister of Transport Dato' Sri Liow Tiong Lai, who was the guest of honour at the luncheon and witnessed by Genting Malaysia Chairman and Chief Executive Tan Sri Lim Kok Thay.

The annual festive contribution is part of our sustainability initiatives to aid charitable organisations in carrying out their programmes and to ease their day-to-day operational costs. Each year, the company reaches out to those in need through monetary contributions as well as community-based activities.



Nurturing young talents in tennis

### 2. SUPPORTING UP-AND-COMING YOUNG TALENTS (Selangor Tennis Association)

For the past 10 years, Genting Malaysia has taken pride in helping to nurture young tennis players by consistently supporting the Selangor Tennis Association (STA) with a monetary donation towards their annual development programme. Once again, we were the title sponsor of the Genting-Selangor International Junior Championship for 2016.

This year, a total of 18 young players from this programme were selected for training at the National Tennis Academy. At the same time, 31 of STA's national juniors were ranked among the top 10 in their respective groups.

The improved performance by the young players is a good example of grassroots development to expose and unearth new talents, and we are proud to be a part of this initiative for our Malaysian youth.

### 3. AFFIRMING OUR DISABLED ATHLETES (Malaysian Deaf Sports Association – MSDeaf)

We believe that sporting activities are essential to help groom a nation that is dedicated, driven and athletic. Over the years, we have contributed substantially to help organisations and ministries execute various sporting events. For us at Genting Malaysia, it does not matter whether the athletes are able or physically and mentally challenged. What is important is their dedication and commitment to the sports. One such organisation that has



Walk for Peace event organised to remember and appreciate the ex-servicemen

displayed these traits is the Malaysian Deaf Sports Association (MSDeaf) which is the only sports association that develops sporting activities for the deaf in Malaysia.

We sponsored MSDeaf to both the 7<sup>th</sup> and 8<sup>th</sup> Asia-Pacific Deaf Games in 2012 and 2015 respectively whereby the contingent gave a commendable performance and returned proudly with medals. Following their latest performance last year, the Minister of Youth and Sports praised the athletes for having shown a high level of enthusiasm and competitiveness to help raise the country’s name in the international arena.

In total so far including this year, we have contributed RM250,000 towards MSDeaf to carry out their sports programmes and activities. We are confident that these athletes will become an inspiration to others in the country.

**4. REMEMBERING THE SACRIFICES OF OUR EX-SERVICEMEN (Warrior’s Day Appeal & Walk for Peace)**

In the midst of all our busy corporate ventures at Genting Malaysia, we also take time to cherish and remember the selfless individuals who were instrumental in safeguarding our country and bringing about the peace and prosperity which we enjoy today. We show our appreciation by contributing regularly to the Warrior’s Day Appeal, which has been our beneficiary since 2001. At the same time, we believe that we not only have an obligation towards the ex-servicemen but also their families, in particular the widows and orphans.

This year we contributed RM100,000 towards the Warrior’s Day Appeal and Walk for Peace 2016 in appreciation of the ex-servicemen’s sacrifices to the nation. The Walk for Peace, which is celebrated internationally, was organised by the Armed Forces

Veterans Association in remembrance of all those who have fought for and defended our right to freedom, as well as to convey a global message for humanity to join hands for world peace.

Close to 4,500 individuals comprising senior government officials, university students, NGOs, army veterans and armed forces personnel took part in the Walk for Peace which was held on 21<sup>st</sup> September 2016.



Promoting ladies golf through Malaysian Ladies Golf Association (MALGA)

**5. UNEARTHING YOUNG GOLF TALENTS**  
(Malaysian Ladies Golf Association – MALGA)

The Malaysian Ladies Golf Association (MALGA) is the golfing body for women in Malaysia. Established in 1993, MALGA has been actively organising events and activities to promote golf among ladies and encourage them to take up the game.

This year, Genting Malaysia was approached to sponsor the 'Golf for Girls Junior Development Programme' which is aimed at providing professional training, development and exposure of young players to local and international tournaments. This programme which was initiated in 2006 has to date produced rising stars, such as Kelly Tan and Michelle Koh who have made it to the Olympics.

As a show of support and encouragement to the lady golfers in this country, we sponsored RM50,000 for the development programme and look forward to more young potentials shining in this field.

**6. IMPROVING THE LIVELIHOOD OF CANCER PATIENTS**  
(Tunku Laksamana Johor Cancer Foundation)

The Tunku Laksamana Johor Cancer Foundation (TLJCF) was established in 2015 in honour of the third son of the Sultan and Permaisuri of Johor, Almarhum Tunku Abdul Jalil who passed on after a battle with cancer.

The TLJCF was established to ensure that cancer patients in Johor, especially those in need receive adequate medical attention through a streamlined body that will access, recommend and provide multiple treatments. The Foundation is also committed towards improving the livelihood of underprivileged cancer patients in the state of Johor.

Genting Malaysia contributed RM250,000 towards the Foundation.

**7. IN SUPPORT OF STATE FOOTBALL ASSOCIATION**  
(Pahang Football Association)

In addition to supporting the surrounding community of the state of Pahang, which we live and operate in, we also support other state-run initiatives and sports bodies such as the Pahang Football Association, which we have been supporting since 1999.

Our annual contribution goes towards funding the state team to participate in tournaments organised by the Football Association of Malaysia, organising tournaments within the state and also organising training programmes for the coaches.

To date, Genting Malaysia has contributed more than RM7 million towards the Pahang Football Association.



MIM's 50<sup>th</sup> Anniversary Royal Gala Dinner organised in conjunction with the celebration of 50 Years of Professional Training and Development

**8. ELEVATING INDIVIDUAL THROUGH EDUCATION (Malaysian Institute of Management)**

Set up as a professional body in 1966, Malaysian Institute of Management (MIM) is dedicated to establishing and promoting education, research and training in management skills, and to represent the united voice of Malaysian management in national and international forums.

As an acknowledged leader in professional training and development, MIM has over the past five decades 'upskilled' tens of thousands of managers through its numerous training, certification and other affiliated programmes.

Genting Malaysia has contributed more than half a million to MIM over the years as we strongly believe in the importance of knowledge enhancement and skill development for individuals. Hence we continue to support MIM as a corporate sponsor for some of their training and development programmes, lecture series and fund-raising initiatives.



Contribution towards the 4<sup>th</sup> Men's Asian Champions Trophy 2016

**9. SUPPORTING THE NATIONAL ATHLETES (Malaysian Hockey Confederation)**

Formed in 1954, Malaysian Hockey Confederation (MHC) is the national governing body for the country's national men and women field and indoor hockey teams. They are affiliated to the Asian Hockey Federation (AHF) and member of the International Hockey Federation (FIH). MHC strives to position

Malaysia as an elite hockey team at the international arena.

In light of promoting the camaraderie and good sportsmanship, Genting Malaysia has contributed RM50,000 to MHC in organising the 4<sup>th</sup> Asian Men's Champion Trophy 2016. The hockey tournament was held from 20<sup>th</sup> to 30<sup>th</sup> October 2016 in Kuantan, Pahang which featured top six teams from Pakistan, India, Malaysia, China, Japan and Korea.

# SUSTAINABILITY IN OUR OVERSEAS OPERATIONS

## UNITED KINGDOM

Genting UK is one of the largest casino operators in the United Kingdom. It operates over 40 casinos, including Resorts World Birmingham. As the first integrated destination leisure complex in the United Kingdom, Resorts World Birmingham brings a wide range of exciting leisure and entertainment offerings to its visitors.

### HIGHLIGHTS OF SUSTAINABILITY INITIATIVES IN 2016



#### PHILANTHROPIC ACTIVITIES

Raised £434,727 for various charities including National Brain Appeal Charity's golf day, National Society for the Prevention of Cruelty to Children, Bolton Hospital's 50<sup>th</sup> birthday charity fundraiser and St Basil's charity walk



#### CORPORATE SOCIAL RESPONSIBILITY

Achieved GamCare Accreditation in recognition of continuous contribution towards the society



#### INVESTMENT IN EDUCATION

Funded five employees' further education qualifications totalling to an investment of £12,439



#### RESPONSIBLE GAMING

Invested in 2,884 hours of social responsibility training for casino employees; Accredited for seven core elements aligned to National Casino Forum Code of Conduct by Playing Safe ACE Panel



#### OCCUPATIONAL SAFETY AND HEALTH

Provided various health benefits to our employees, such as Health Cash Plan and Employee Assistance Programme, which provides healthcare expenses refunds and counselling services respectively



#### REGULATORY COMPLIANCE

No substantiated breaches of customer privacy or loss of customer data during annual penetration test that was conducted against our internal and external IT systems



#### RECYCLING EFFORTS

Recycled approximately 628 tonnes of solid waste



#### ENVIRONMENTAL STEWARDSHIP

Planted moss on the roof of Genting Hotel Birmingham to act as natural thermal insulation, thereby reducing cost and energy consumed for heating purposes



#### GENDER DIVERSITY

Employee composition of 55% male and 45% female

# SOCIAL

## RESPONSIBLE PROCUREMENT PRACTICES

To be truly sustainable, we have to assess the impacts of our products and services throughout their life cycle. In light of this, we uphold sustainability not only in our operations, but also in our supply chain. At a minimum, we require all our suppliers to:

- Adhere to all applicable environmental regulations in relations to their operations, as well as the goods or services that they supply;
- Be aware of their environmental impacts and;
- Establish an initiative or program to reduce their environmental impacts and improve their sustainability credentials.

Beyond the minimum requirements, we give preference to suppliers who display sustainable business practices. Examples of sustainability initiatives which we look for in our suppliers include:

- Offer products which are designed for reliability, longevity and ease of upgrading
- Use of recycled materials or materials produced from renewable resources
- Reduction of energy consumption or improvement in energy efficiency in their operations
- Measurement and abatement of carbon emissions in their operations
- Reduction in waste generation in their operations

## DELIVERING VALUE TO OUR CUSTOMERS

We deliver value to our customers by providing an enjoyable experience to customers who visit our casinos and resort. Central to this aim is our efforts to create a responsible gaming culture. The Self-Enrolment National Self-Exclusion (“SENSE”) scheme, which now covers all

UK land-based casinos is targeted towards individuals who are vulnerable to problem gaming. In alignment with the National Casino Forum (“CF”) code of conduct, we have developed the seven core elements in Figure 27 and have gained accreditation this year by the Playing Safe Accreditation, Certification and Evaluation (“ACE”) Panel.

Being in direct contact with customers, it is imperative that our casino employees are adequately trained to promote responsible gaming culture on the ground. As such, we have invested in social responsibility training for all our casino employees both during their induction and annually. In 2016, our employees spent 2,884 hours for this training programme. Furthermore, we continued to partner with multiple stakeholder groups including UK Gambling Commission and other casino operators, to research and identify the harm arising from problem gaming and enhance our customers’ gaming experience.

In addition, we place strong emphasis on protecting the personal data of our customers and safeguarding their privacy at all times. This is especially crucial because

of the high volume of customer data that we collect on a daily basis. To this end, we conduct annual penetration tests against our internal and external IT systems to ensure that our data security is adequately maintained. In addition, we have conducted Security User Awareness Training to equip our employees with knowledge to identify and mitigate threats to data security. Our efforts to maintain customer data security have prepared us to comply with the new General Data Protection Regulations (GDPR), which will come into force in 2018. There were no substantiated breaches of customer privacy or loss of customer data in 2015 or 2016.

We are proud that our efforts to serve our customers have come to fruition, as evidenced by the Certificate of Excellence that was awarded to us by Trip Advisor, as well as customer satisfaction ratings in various platforms, including a rating of 9.1/10 (“Superb”) at Booking.com and a rating of 4.7/5 (“Exceptional”) at Hotel.com. We endeavor to provide the best experience to our customers at all times, while upholding our commitment to responsible gaming and customer data security.



Figure 27: Seven Core Elements of Responsible Gaming Initiatives



## WORKPLACE

As an employer, Genting UK is committed to embracing diversity within our workforce. It is our goal that this commitment, reinforced by our values, is practiced and embedded across our organisation. The following are expected behaviors that we display in all our dealings and undertakings to maintain fair employment practices:

<p>Treating our employees fairly and with respect</p> <p><b>01</b></p>	<p>Promoting an environment free from discrimination, bullying and harassment, and tackling behavior which breaches this</p> <p><b>02</b></p>	<p>Recognizing and valuing the differences and individual contributions made</p> <p><b>03</b></p>	<p>Providing support and encouragement to employees to develop their careers and increase their contributions to the organisation by enhancing their skills and abilities</p> <p><b>04</b></p>
<p>Building legislative requirements and best practice to all our service delivery and employee policies and procedures and supporting these with appropriate training and guidance</p> <p><b>05</b></p>	<p>Promoting and training the most suitable person for the job based on their qualifications, skills set and experience for the work to be performed</p> <p><b>06</b></p>	<p>Continuing to monitor the representativeness of our employee demographics through quarterly business metrics</p> <p><b>07</b></p>	<p>Being proud of our employees, respecting their views and investing in them to help them meet their potential</p> <p><b>08</b></p>

In 2016, our workforce composition was made up of 55% male and 45% female employees.

We understand that we will only have a productive workforce if our employees' health and well-being are being cared for. To this end, we have rolled out Health Cash Plan ("HCP") and Employee Assistance Programme ("EAP") to take care of our employees' physical and mental health respectively. Under HCP, employees are reimbursed for their healthcare expenses including dental, optical and physiotherapy treatments. Meanwhile, EAP provides free-of-charge counselling services for employees who undergo stress or anxiety. Employees of certain job grades are also entitled to private medical insurance, which funds all private medical diagnosis and treatments. In addition, Senior Managers are entitled to a comprehensive health screening annually.

Apart from looking after their health, we provide various training opportunities to maximise the potential of our employees. All our employees underwent training during their induction and ongoing training throughout their employment. For instance, our casino croupiers receive full-time training for six weeks before serving in gaming floors to equip them with confidence and skills to deliver excellent service to our customers. We have also invested in 194 hours of physical training for non-casino employees on top of online training covering Health and Safety, Food Hygiene, Anti-Money Laundering and Social Responsibility in 2016. Additionally, we provided £12,439 worth of financial support to five employees to pursue further educational qualifications in 2016. These qualifications were relating to anti-money laundering, marketing, software testing, business administration and internal audit.



Resorts World Birmingham's Sports Relief activity

# COMMUNITY



1

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1. The Palm Beach raised over £17,000 for Baan Doi, HIV-affected orphans in Thailand
2. Bolton Hospital 50<sup>th</sup> birthday charity fundraiser
3. Margate 50<sup>th</sup> birthday gold fundraiser for Royal National Lifeboat Institute
4. Colour Run to raise funds for the National Society for the Prevention of Cruelty to Children

We believe that we have a role to give back to society and promote corporate social responsibility. Continuing our efforts from previous years, we contributed a substantial donation to Responsible Gambling Trust (“RGT”) in 2016. In addition, we raised GBP £434,727 for various charities including the Responsible Gambling Trust, National Brain Appeal Charity’s golf day, National Society for the Prevention of Cruelty to Children, Bolton Hospital’s 50<sup>th</sup> birthday charity fundraiser and St Basil’s charity walk. To extend our community reach beyond UK, we raised over GBP £17,000 for Baan Doi, a charity which reaches out to HIV-affected orphans in Thailand. Beyond monetary contributions, we also conducted a blood transfusion donation awareness campaign. We have been awarded with GamCare Accreditation since 2007 in recognition of our continuous contribution towards the society.

## ENVIRONMENT

### ENERGY AND CARBON FOOTPRINT

At Genting UK, we see the paramount importance of environmental sustainability in our operations and new developments. To help us in optimising our energy usage and reducing carbon emissions, we have established Building Management Control System which records and consolidates energy consumption data across our operations. This enables us to monitor our energy consumption and identify trends or anomalies in our energy demand, thereby placing us in a better position to achieve optimal energy consumption. In the forthcoming year, we will utilize our energy consumption data from the Building Management Control System to calculate our carbon footprint and devise an energy-efficient model to be adopted in all future developments.

We are constantly thinking of new and better ways to achieve energy efficiency. A case in point is Genting Hotel Birmingham, which was opened in October 2015 as one of the latest additions to our portfolio. Some examples of green initiatives which we have incorporated in Genting Hotel Birmingham include:

- Use of hotel key cards as power switch in our hotel rooms, thus ensuring that all electrical power is shut as customers leave their rooms
- Installation of motion sensor system at hotel stairwells and corridors to optimise energy consumption for lighting
- Dimming of light at certain areas of the hotel, such as lobby and bar, to resemble the atmosphere of an evening and reduce energy consumption simultaneously
- Automatic turning off of computer monitors after 10 minutes of inactivity
- Planting of moss on the hotel roof to act as natural thermal insulation, thereby reducing cost and energy consumed for heating purposes

In 2016, we consumed a total of approximately 24,975,657kWh of electrical energy. This represented approximately 20% increase in energy consumption over the previous year, due to Resort World Birmingham's commencement of operations. In the coming year, we will continue to identify energy saving opportunities through the UK Environment Agency's Energy Savings Opportunities Scheme.

We believe that every employee can contribute to Genting UK's environmental stewardship efforts. In view of this, our Building Services Team has been organizing Energy Management Workshops to educate all employees about environmental issues and how they can be part of the solution for these issues. We also encourage our employees to initiate new ways to reduce our environmental footprint.

### WASTE MANAGEMENT

Environmental sustainability is closely linked to effective waste management. Where possible, we strive to reduce waste generation and increase waste recycling. Various initiatives have been implemented towards this objective, such as:

- Storing of additional towels in the room's wardrobe, thus reducing unnecessary washing of unused towels in rooms with single occupancy at Genting Hotel Birmingham
- Paperless electronic filing for room reservations at Genting Hotel Birmingham
- Paper recycling at the corporate office
- Double-sided printing to reduce paper usage

Owing to our waste management efforts, we achieved 18.8% reduction in waste generated, reducing waste generated in 2016 to 706 as compared to 870 tonnes in 2015. This was attributable to increased recycling efforts, where our recycling rate has increased from 74% in 2015 to 89% in 2016. In other words, merely 11% of our waste went to the landfill in 2016. Moreover, we have installed cardboard balers to improve the ease of recycling large cardboards.

## GOVERNANCE

At Genting UK, we strive to establish an effective risk management structure. Ensuring that every property and support function is maintained at normal operating levels is our primary focus to ensure smooth and safe operations for our customers and employees. Our Crisis Management Plan ("CMP"), coupled with Disaster Recovery Plan ("DRP") serve as guidance for the crisis management team to ensure quick recovery of operations following a business interruption. The Internal Audit and Compliance team monitors and reviews these plans at least annually to ensure that the response strategies are kept up to date.

Every employee is involved in identifying and mitigating sustainability risks across all areas of operations. Risk assessments are conducted every six months with General Managers and Heads of Departments, to devise internal controls to mitigate these risks. Our zero tolerance towards risks arising from unlawful and unethical conduct is portrayed through dedicated training programmes, which cover anti-money laundering, anti-bribery and anti-corruption. In 2016, we did not commit any significant violations of laws and regulations.

## NEW YORK

Resorts World Casino New York City (“RWCNYC”) is the first and only video gaming machine facility in New York City, with approximately 5,500 video gaming machines at its property. In addition to gaming, the facility also includes a myriad of dining options as well as several lounges.

### HIGHLIGHTS OF SUSTAINABILITY INITIATIVES IN 2016

 <p><b>EDUCATION FUND</b></p> <p>Contributed 44 percent of revenue to the New York State education fund, over USD372 million in fiscal year of 2015/16</p>	 <p><b>BLOOD DONATION</b></p> <p>Raised over 100 pints of blood, which will potentially save over 120 lives in partnership with American Red Cross</p>	 <p><b>EMPLOYEE WELLNESS</b></p> <p>Showed appreciation for the hard work of our employees through recognition awards and employee gathering events</p>
 <p><b>OCCUPATIONAL HEALTH AND SAFETY</b></p> <p>Partnered with local hospitals to promote health initiatives for our employees and customers</p>	 <p><b>RESPONSIBLE GAMING INITIATIVES</b></p> <p>Attended New York Council on Problem Gambling Conference as a panelist</p>	 <p><b>COMMUNITY INVESTMENT</b></p> <p>Established Resorts World Gives (“RWG”) to run corporate social responsibility activities and promoted staff volunteerism to improve the lives of the community</p>
 <p><b>RECYCLING EFFORTS</b></p> <p>Established partnership with a local fuel company to recycle used cooking oil from our operations to be converted into biofuel</p>	 <p><b>ENVIRONMENTAL STEWARDSHIP</b></p> <p>Organised the annual Earth Day tree planting activity for the fourth consecutive year</p>	 <p><b>COLLECTIVE BARGAINING AGREEMENT (“CBA”)</b></p> <p>Conducted eight CBA training classes for non-union management</p>

## SOCIAL

### RESPONSIBLE PROCUREMENT PRACTICES

We are committed to procuring supplies and services from a diversified pool of vendors with a fair supplier selection process. This was done through an online supplier registration process and transparent supplier assessment by our procurement team. Additionally, we strive to partner with local, minority and women business enterprises to help them grow in the local community. To that end, we will work with Manhattan Community Board 10<sup>18</sup>, as well as New York's women and minority development agencies to extend our reach to local enterprises. RWCNYC spends an average of USD12 million yearly for procuring supplies from Minority and Women Business Enterprise suppliers.

### DELIVERING VALUE TO OUR CUSTOMERS

In our efforts to promote responsible gaming to our customers, we attended the New York Council on Problem Gambling Conference as a panelist in 2016. Through our partnership with Responsible Gaming Ambassadors ("RGA"), we are able to reach out to self-exclusion candidates to provide them with advice and guidance on how they could seek help and move towards adopting healthier gaming habits.



Casino Entertainment Awards 2016

## WORKPLACE

Employees are indispensable to our business sustainability. To create a sense of community among our employees, we organised various programs such as Employee's 5<sup>th</sup> Year Anniversary celebration, Employee Appreciation Event and Employee Holiday Party. To show our appreciation for our employees' hard work and dedication, we handed out birthday cards and holiday gifts annually. In addition, we recognize outstanding employees through "Employee and Supervisor for the Quarter" and "Most Valuable Player" awards.

In our efforts to uphold fair employment practices, we have conducted eight collective bargaining agreement ("CBA") trainings for non-union management in 2016. This helped to ensure that our employees were not subjected to unfair terms and conditions of employment.

<sup>18</sup> Manhattan Community Board 10 is a local government agency of the City of New York encompassing the neighbourhoods of Central Harlem in the Borough of Manhattan.

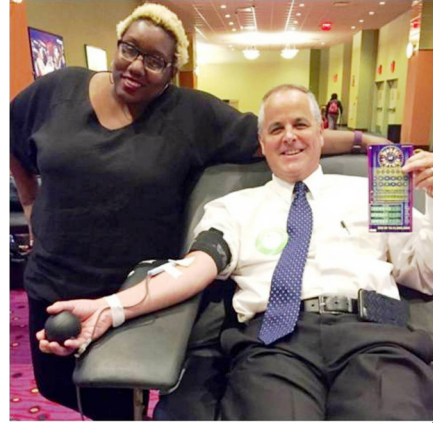
# COMMUNITY



Community Day



Making Strides Against Breast Cancer Walk



American Red Cross Blood Drive

We are committed to making meaningful contributions that improve the welfare of communities in Queens and the New York City metropolitan area. Our Corporate Social Responsibility (“CSR”) efforts operate through the Resorts World Gives (“RWG”) programme, which focuses on providing support to established, innovative and efficient non-profit organisations with clearly articulated goals that have proven to be successful at improving the neighborhoods of Queens and the larger New York City community. RWG targets a wide array of initiatives and projects under the following tenets:



• **EDUCATION**

We contribute 44% of our revenue to the New York State education fund, amounting to USD1.7 billion to date. In addition, we extended our support to educational programmes organised by the Boys and Girls Club and the YMCA.



• **ARTS AND CULTURE**

We provided opportunities for local artists and arts organisations to display their work to our customers. Moreover, we extended our support for community beautification projects and arts organisations throughout the city.



• **HEALTH AND WELLNESS**

We have partnered with local hospitals to promote health initiatives for our employees and customers. This included hosting and sponsoring health fairs, emergency ambulance services, blood donation drives and cancer screenings.



City Harvest Food Show

Our employees show great passion not only for their work, but also volunteering for the community. For instance, we sponsored Annual Queens South Community Day for the second consecutive year in 2016, which saw 2,500 participants across New York. On top of that, we successfully raised over USD5,000 for the American Cancer Society’s Breast Cancer Walk, hosted biannual blood donation drive for the American Red Cross (raised over 100 pints of blood which could potentially save over 120 lives) and volunteered at Citymeals on Wheels where we packed over 800 meals for homebound residents.

In recognition of our community investment efforts, we received several awards, the notable one being City & State’s Borough 50 Series “Top 50 Powerful Community Leaders” 2016 Honoree and Jamaica Hospital Medical Center’s Rainbow Ball 2016 Honoree for Ryan Eller (RWCNYC’s President), as well as “The Most Influential Businesswomen and Community Leaders in Queens” for Michelle Stoddart (RWCNYC’s Director of Public Relations and Community Development).

## ENVIRONMENT



*Tree planting during Earth Day Celebration*

At Resorts World Casino New York City (“RWCNYC”), we plant trees and shrubbery to increase “green spaces” both outside and inside our operational buildings during Earth Day. Additionally, we have forged partnership with a local fuel company to recycle used cooking oil from our operations into biodiesel.

## GOVERNANCE

A robust risk management framework is integral to our business continuity. As part of our risk management, semi-annual risk assessments are conducted with all departments to ensure that all sensitive information and proprietary data is encrypted and protected via secure access controls. To safeguard our operations against existing and potential threats, we ensure that all our assets are adequately insured through annual insurance coverage review.

In 2016, there were no confirmed incidents of corruption, money laundering, non-compliance or violation of laws and regulations and we continue to work towards achieving no such reports through our sound governance.

## BIMINI

Resorts World Bimini is a 750-acre beach-front resort property on North Bimini Island. The resort features a casino, villas, other accommodations, restaurants and bars, resort amenities and the largest yacht and marina complex in the Bahamas.

### HIGHLIGHTS OF SUSTAINABILITY INITIATIVES IN 2016



#### CUSTOMER HEALTH AND SAFETY

Established various initiatives to ensure customer health and safety in our F&B outlets, including ServSafe training for all our F&B staff, food temperature monitoring and First-In-First-Out inventory management system



#### RESPONSIBLE GAMING

Launched a strategic partnership with the Florida Council on Compulsive Gambling to provide a 24-hour confidential helpline for resources and support



#### LOCAL INVESTMENT

Invested more than US\$660 million in Bimini's local economy inclusive of US\$12 million in public infrastructure investments



#### ECONOMIC DEVELOPMENT

RWB is the single largest employer on Bimini island and is committed to promote the long-term success and economic growth of the island through new employment and business opportunities



#### REGULATORY COMPLIANCE

No cases of non-compliance against regulatory requirements in 2016



#### ENERGY CONSERVATION

Implemented green hotel features, such as LED lighting and energy-efficient sensors



#### RECYCLING EFFORTS

Recycled a total of 12,948kg of solid waste in 2016



#### WATER CONSERVATION

Consumed 54,524m<sup>3</sup> of water in 2016, representing 35% year-on-year reduction as compared to 2015



#### WASTE MANAGEMENT

Generated 60.5 metric tonnes of solid waste, representing 16.7% year-on-year reduction as compared to 2015 (72.6 metric tonnes)



## SOCIAL

### DELIVERING VALUE TO OUR CUSTOMERS

At Resorts World Bimini (“RWB”), we look after the safety and security of our guests. As a precautionary measure, well-trained security staff have been hired to safeguard our resort. In the event of emergency, medical attention will be provided to our guests by the Bimini Public Clinic. In addition, we maintain a high standard of hygiene and food safety at all our Food and Beverage (“F&B”) outlets. Towards this objective, several processes and initiatives have been put in place, including:

- Internal training on safe usage of chemicals, equipment and supplies for all F&B staff
- ServSafe<sup>19</sup> training for both Front-Of-House and Back-Of-House F&B staff
- Time and temperature charting in all walk-ins and freezers to ensure freshness and safety
- Usage of cold and hot insulated chafing dishes to control food temperature
- Implementation of First-In-First-Out (“FIFO”) inventory management program in the walk-ins, freezers, and kitchen storage areas
- Revamping of food delivery program, where hot food is now placed in hot boxes and cold food is placed in cold boxes and all food is delivered through a fully covered enclosed truck

In our efforts to improve our customers’ experience, we are currently revamping our IT system by creating new policies and procedures based on the results of our gap analysis as well as inputs from our cyber security insurance company. Through this improvement, we hope to provide a more secure, efficient and seamless service to our customers.

On the responsible gaming front, we have developed a strategic partnership with the Florida Council on Compulsive Gambling (“FCCG”)<sup>20</sup> to provide a 24-hour, confidential helpline for problem gaming. FCCG also conducted training for all our casino staff to equip them with practical knowledge on identifying signs of problem gaming and how to alleviate it.

At RWB, guest wellness and satisfaction is high on the priority list. Close attention is paid to customer feedback on Trip Advisor and the Hilton brand’s internal Satisfaction and Loyalty Tracking (“SALT”) survey. We evaluate each review and feedback provided by our customers to devise new ways to improve our service offering. Our scrupulous efforts to evaluate all our customers’ feedback have resulted in heightened customer satisfaction, as evidenced in the awards we received, including the Certificate of Excellence Award by Trip Advisor for receiving positive reviews consistently and for being voted #1 hotel in Bimini island. In addition, we have won other prestigious awards including “New Hotel of the Year” award by Caribbean Journal, “Best Weekend Getaway” award by Miami Times, and we have been nominated as “Bahamas’ Leading Hotel” award by World Travel. Among the Hilton hotels, our service ranking has also improved from 258 to 221 (out of 282 hotels) in 2016.

### RESPONSIBLE PROCUREMENT PRACTICES

RWB spent significance amount in responsible procurement practices of goods from local vendors for the resort’s food and beverage needs, including fresh sea food, home baked goods, and wines and spirits.

<sup>19</sup> ServSafe is a food and beverage safety training and certificate program administered by the National Restaurant Association which is required by most restaurants as a basic credential for their management staff.

<sup>20</sup> FCCG is a non-profit educational and advocacy organisation under Florida state government.

## COMMUNITY



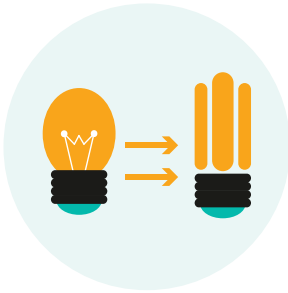
*Christmas party for underprivileged children and turkey giveaway held in Miami*

We believe that we have a duty to touch lives and add value to the community. We did this by investing over USD 660 million in the local development, USD 12 million of which was channeled towards the improvement of Bimini's public infrastructure to enhance the local economy. One notable achievement of our investment was the launch of a new ferry service "Break for Bimini" which now provides faster and direct access to Bimini Island. Together with commercial flights and luxury private aircraft servicing Very Important Person ("VIP") guests, up to 500 customers can now be transported daily to the island. In addition, the re-pavement of King's Highway, the main roadway in North Bimini which we have funded, further enhances Bimini's position as a leading destination in the region. Our contributions to Bimini was recognized by Bahamian Prime Minister the Hon. Perry Christie who described RWB as "an investor of the highest caliber" during the 2016 budget statement in the House of Parliament.

Being the single largest employer in Bimini island, we continually generate new employment and business opportunities to secure the island's long-term success and development. On top of that, we aim to achieve a healthy working relationship with the island's residents through various community building activities including monetary donations, hurricane relief efforts and other charitable initiatives. We are also a founding sponsor for the Junior Junkanoo Parade, an annual Bahamian cultural festival which serves as a platform for children to express their creativity and grow appreciation towards arts through music, dance and costume building. Our charitable reach extends beyond the Bahamas with annual charitable initiatives such as Make a Wish foundation and the Miss World Charity Auction which benefits children's charities worldwide.

## ENVIRONMENT

At RWB, our efforts to steward the environment also encompassed various management initiatives.



- Reduction in our energy consumption and carbon emissions through various initiatives such as the installation of LED lighting and energy-efficient sensors which are activated by our room's key cards. Additionally, vacant rooms are constantly monitored to ensure that the lights are turned off to prevent unnecessary energy consumption.

- Reduction in our total waste generated from 72.6 metric tonnes in 2015 to 60.5 metric tonnes in 2016. Although our solid waste recycled remains same at 12,948kg over these two years, the total solid waste sent to landfill has almost halved as it decreased from 64 metric tonnes in 2015 to 48 metric tonnes in 2016.

- Reduction of paper by using electronic displays for notices.

- Various water conservation efforts which reduced our water consumption by 35% from 84 thousand m<sup>3</sup> in 2015 to 55 thousand m<sup>3</sup> in 2016. To continue the positive results, a Preventive Maintenance Programme has been instituted as a precautionary measure against water leakage.

## GOVERNANCE

An effective governance structure and risk management system forms the backbone of our business operations. Risk assessments are conducted half yearly to identify and mitigate significant risks that are affecting our business operations. Annually, we review the adequacy of insurance coverage of all our business operations to safeguard against potential threats. With our strict adherence to our corporate governance principles and compliance to regulations, there were no incidents of non-compliance against regulatory requirements in 2016. We continue to rigorously guard against corruption and money laundering and remain in compliance with all national and international regulations.

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