



GENTING
MALAYSIA

SUSTAINABILITY REPORT 2017

GENTING MALAYSIA BERHAD (58019-U)



GENTING CORE VALUES

The late Tan Sri Dato' Seri (Dr) Lim Goh Tong, the Founder of the Genting Group, was born on 28 February 1918 in Anxi, in the Fujian province of China. He was a visionary entrepreneur, a savvy businessman, a hands-on leader and a responsible and hardworking employer – who never gave up and worked with passion and determination to realise his dreams. His principles and the values that he had espoused throughout his lifetime, were simple yet profound.

These values – namely Hard Work, Honesty, Harmony, Loyalty and Compassion, which have always been embedded in our work culture and business practices, are known collectively as the **Genting Core Values**.

The Genting Group honours the legacy and accomplishments of the late Tan Sri Dato' Seri (Dr) Lim Goh Tong by celebrating Genting Founder's Day every 28 February. The inaugural Founder's Day on 28 February 2018 would have been Tan Sri Dato' Seri (Dr) Lim Goh Tong's 100th birthday anniversary and 10 years since his passing.

“The company would not be where it is today, if not for our Founder and his vision,” said Tan Sri Lim Kok Thay, Chairman and Chief Executive of the Genting Group.



“By instilling these core values, the Genting Group will emulate our Founder’s determination and dedication to achieve the company’s goals and bring the organisation to greater heights.”

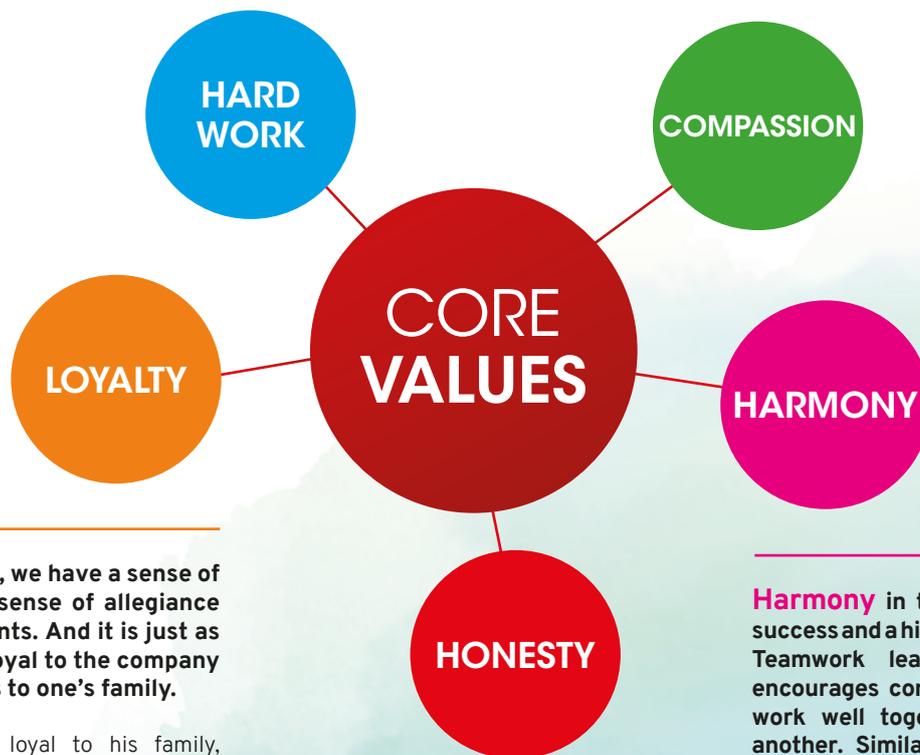
Tan Sri Lim Kok Thay - Chairman and Chief Executive, Genting Group

Our culture of **hard work**, diligence and commitment enables us to combine long-term thinking with a mindset of taking quick action to solve important and urgent operational problems. We are not afraid of change.

Our Founder believed in the importance of being diligent and committed. He was eager to learn and be in the know, setting precedents for others to follow. He was a hands-on person who was always on site to supervise projects and to ensure that matters were dealt with promptly. He worked hard; he rose early and retired late. A notebook was always by his bedside, should he need to pen down any ideas that came to mind.

Success is only complete with an equal measure of **compassion**. We at the Genting Group have a responsibility to give back to society. We have a deep interest to improve education and health care. We give generously to make lives better for others.

Our Founder gave unconditionally and contributed generously. He was empathetic, put the needs of others before his and was ever ready to lend a helping hand. Fondly remembered as highly considerate, he cared deeply for his employees and was there in their times of trouble. Such consideration is inherent in his employees and evident in the way they perform their duties.



Through **loyalty**, we have a sense of belonging and a sense of allegiance to our commitments. And it is just as important to be loyal to the company and people as it is to one’s family.

Our Founder was loyal to his family, organisation and his people. He believed in looking after the well-being and growth of his employees. He valued his employees for their commitment and loyalty and rewarded them justly for their long service. As a result, his employees remained loyal to him and the company. This can be seen in the many long serving people who are committed to the success of the Genting Group.

Leadership in honesty and integrity is important. We must deal with our customers, partners and employees in an honest, fair and moral manner.

Our Founder was known and admired for his dynamic leadership based on integrity and moral principles, which formed the basis of his success. He practised exemplary leadership and management ethics - traits that are emulated by the senior management and staff, which have resulted in Genting Group companies being ranked among Asia’s best managed companies.

Harmony in the workplace is key to success and a high-performance culture. Teamwork leads to efficiency and encourages constructive feedback. We work well together and support one another. Similarly, we must strive for harmony in our families and homes.

Our Founder encouraged teamwork towards achieving goals. He communicated effectively and provided prompt solutions to achieve success. He was very involved in his businesses. Every morning over breakfast with his staff, he would discuss operations. He valued people, especially his employees and their ideas. He also believed in effective communications and teamwork. Together with a strong team, he built an empire.

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About This Report



Aerial view of Resorts World Genting

Genting Malaysia Berhad (“Group” or “Genting Malaysia”) has a long-established commitment to sustainability and reporting, we published our first Corporate Social Responsibility Report in 2007 and our inaugural Sustainability Report in 2010.

Through this report, we aim to enhance our transparency by providing our stakeholders with disclosure on Genting Malaysia’s material economic, environmental and social (EES) topics. We hope that this will reinforce our position in the market, enhance confidence of our investors, and strengthen the relationships with our stakeholders.



Reporting Standards

Last year, we had taken steps to enhance our Sustainability Report by preparing it with reference to the Global Reporting Initiative (“GRI”) G4 reporting guidelines. This year’s disclosures adopt the GRI Sustainability Reporting Standards (“GRI Standards”) to further strengthen our sustainability disclosures while meeting the requirements of Bursa Malaysia’s Main Market Listing Requirement on sustainability reporting. Our Sustainability Report has been prepared in accordance with the GRI Standards: Core option.



Scope and Boundary

Genting Malaysia’s operations are primarily located in Malaysia, the United Kingdom (“UK”), the United States of America (“US”) and the Bahamas. In line with our Annual Report, this report covers our sustainability information from 1st January to 31st December 2017 and includes one year of comparative historical data wherever applicable. This year, we have also incorporated detailed information about our overseas operations into the report. Our last Sustainability Report, dated 4th April 2017, can be accessed on the Bursa Malaysia website within the 2016 Annual Report section.



Materiality Assessment

Since our last Sustainability Report, there have been a number of changes to our list of material topics. This year, we have included economic performance, cyber security, data privacy, talent management, non-discrimination and green building as additional material topics. Please refer to page 17 for the updated materiality matrix.



Assurance

We seek to improve our data collection throughout the Group to ensure completeness and accuracy. The information in this report have been reviewed by the Sustainability Steering Committee and Audit Committee. This report is not externally assured and we plan to seek external assurance in our future reporting.



Feedback

We strive to develop and broaden our engagement with both our internal and external stakeholders and welcome any feedback on this report. To enable us to make our future reports more relevant, please send your comments or questions to: sustainability.genm@rwgenting.com.

Message from the Chairman of Sustainability Steering Committee



In embracing Genting Malaysia's vision to be the leading integrated resort operator in the world, we stand true to our sustainability mission to ensure high standards of governance across our entire operation, promote responsible business practices, manage environmental impacts and meet the social needs of the community and nation.

Genting Malaysia's continuous commitment to sustainability transcends beyond corporate responsibility as we also focus on enhancing value to our stakeholders. Guided by our Sustainability Policy, we have gained momentum and exhibited a stronger appreciation in driving sustainability in our operations.

Attesting to our commitment to the environment, Genting Malaysia takes great responsibility in monitoring efficient utilisation of water and energy. One of our first major projects towards affordable and sustainable energy supply is the installation of a heat pump system at First World Hotel. This initiative has been recognised as the largest renewable energy hot water system in the country. Our operations in the UK have also managed to recycle 96% of solid waste that was generated.

The mountaintop location of RWG has given Genting Malaysia the unique opportunity to champion the green agenda. Our "Genting Green Generation" ("G3") platform is a testament to our commitment to achieve the highest levels of sustainability in everything that we do. In maintaining and preserving our biological heritage, we preserve the habitat of diverse species of flora and fauna in the rainforest of RWG. This enables our guests to enjoy panoramic views of lush mountain ranges.

Our target is to improve our year-on-year customer satisfaction results ("A-score" ratings – Very Satisfied) by 4% and we are pleased that we have exceeded this goal with a 6.1% improvement from 2016. This achievement was not possible without the boundless support and commitment from our employees. As such, we put tremendous effort on selecting and nurturing our employees. We ensure that our employees receive appropriate training and development. In our desire to create a conducive working environment, we are always looking out for means to improve employee welfare and engagement and have invested over RM56 million in upgrading employee facilities in Malaysia. As we move ahead we will continue to care for our employees' health and wellness, and create an environment where our employees can flourish.

Meeting the needs of our community is an important aspect of our sustainability agenda. We are proud to have sponsored underprivileged groups and youth towards nurturing sports talent in Malaysia. We have also supported the residents of Bimini in the Bahamas affected by Hurricane Irma. Across our operations, we have contributed financial assistance to the community, impacting over 66,000 people.

To further enhance our sustainability reporting this year, we have adopted the latest Global Reporting Initiative (GRI) Standards. We have also taken into account the relevant performance measures and indicators from our overseas operations, to provide a holistic view of our sustainability practice across Genting Malaysia.

As we continue in our journey, we will strive to meet our stakeholders' expectations and aim to improve the execution of Genting Malaysia's sustainability agenda through impactful strategies, targets and measures. On behalf of Genting Malaysia, I would like to take this opportunity to thank all our stakeholders in supporting our sustainability journey and I look forward to working with all of you towards a better future.

Dato' Sri Lee Choong Yan

Chairman of Sustainability Steering Committee and President & Chief Operating Officer

About Genting Malaysia Berhad



Resorts World
GENTING

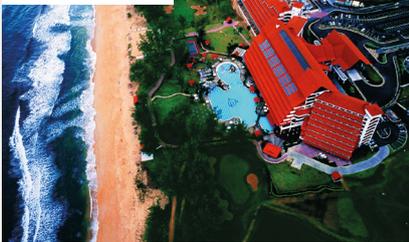
MALAYSIA



Resorts World
LANGKAWI



Resorts World
KIJAL



Resorts World
CASINO
NEW YORK CITY

US



UK

Resorts World
BIRMINGHAM

GENTING CASINOS
UNITED KINGDOM



Resorts World
BIMINI
BAHAMAS
RESORT-CASINO-MARINA

BAHAMAS



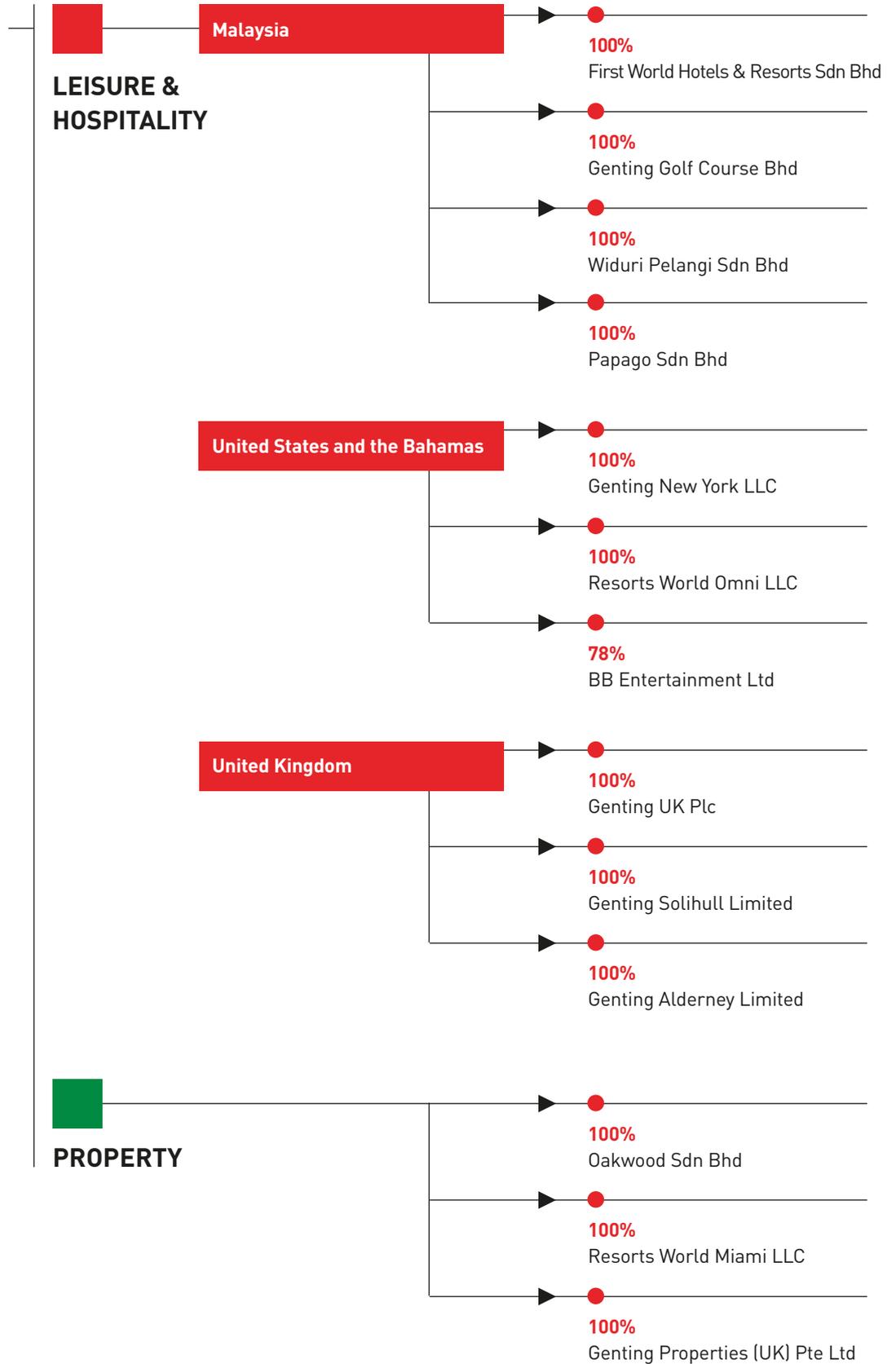
Attracted over

35



MILLION
VISITORS
WORLDWIDE

About Genting Malaysia Berhad | Organisation Background



About Genting Malaysia Berhad | Organisation Background

Genting Malaysia Berhad is headquartered in Wisma Genting in Kuala Lumpur, Malaysia. We operate mainly in 4 countries; Malaysia, UK, US and the Bahamas.

In Malaysia, we own three operations namely Resorts World Genting (RWG), Resorts World Kijal (RWK) and Resorts World Langkawi (RWL). The Group has over 40 casinos in the United Kingdom (Genting UK), including Resorts World Birmingham (RW Birmingham), the first integrated resort in the United Kingdom. In addition, the Group owns Resorts World Casino New York City (RWNYC) in the US (Genting US) as well as Resorts World Bimini (RW Bimini) in the Bahamas.

The organisational structure is divided into 'leisure and hospitality' and 'property'. All operational sites fall under the

'leisure and hospitality' segment and each operation site is subdivided into smaller subsidiaries, each wholly-owned by Genting Malaysia.

RWG is a premier integrated family leisure and entertainment resort situated at the peak of Genting Highlands in Malaysia. One of the country's top tourist attractions, RWG welcomed over 23.6 million visitors in 2017. Genting UK and Genting US attracted more than 4.2 million and 7.6 million visitors in 2017 respectively, while RW Bimini receives approximately 100,000 visitors.

We have more than 20,000 employees across the following 4 main regions where we operate:

—
Approximately
14,200
employees in **Malaysia**

Approximately
4,300
employees in the **UK**

Approximately
1,400
employees in the **US**

Approximately
500
employees in the **Bahamas**

The net sales generated for each region is:

—
RM5.9 bil
in **Malaysia**

RM1.9 bil
in the **UK**

RM1.4 bil
in the **US**

RM107.1 mil
in the **Bahamas**

The breakdown of the number of visitors is as follows:

—
23.6 mil
in **Malaysia**

4.2 mil
in the **UK**

7.6 mil
in the **US**

100,000
in the **Bahamas**

About Genting Malaysia Berhad | Malaysia

In Malaysia, we have over 10,000 rooms spread across 9 hotels, theme parks, entertainment attractions, dining retail outlets and business convention facilities.

Hotels:

Resorts World Genting:

- Crockfords
- Maxims
- Genting Grand
- Resort Hotel
- Theme Park Hotel
- Awana Hotel
- First World Hotel

Resorts World Langkawi

Resorts World Kijal

Convention Centre:

Genting International Convention Centre (GICC)

Leisure

Arena of Stars

SkyAvenue

Vision City Video Games Park

Genting International Showroom

Expansions of Genting Malaysia's facilities in 2017 include:

- SkyAvenue
- Theme Park Hotel

Temporary closure of Genting Malaysia facilities in 2017 include:

- Indoor theme park (for refurbishment)



United Kingdom



In the UK, Genting UK is one of the largest casino operators with 42 operating casinos. It operates 6 casinos in London and 36 casinos outside of London. The Group also operates an online operation to provide customers with a seamless multi-channel experience. Genting UK also operates RW Birmingham, the first integrated leisure complex in the UK, offering gaming and entertainment facilities, retail and dining outlets and a 178-room four-star hotel.

Genting UK also operates Crockfords Cairo, an exclusive casino situated inside The Nile Ritz-Carlton Hotel in Cairo, Egypt.



United States of America



In the US, the Group operates RWNYC, the first and only video gaming machine facility in New York City at the site of Aqueduct Racetrack. RWNYC features three, unique high-limit rooms for our Platinum and Black Card members: Times Square Casino, Fifth Avenue Casino and Central Park Casino.

The Group also owns a 30-acre prime freehold waterfront site in Miami, which includes the newly renovated 527-room Hilton Miami Downtown.



Bahamas



In the Bahamas, the Group operates a 750-acre luxury beachfront resort and casino located on the island of North Bimini. Surrounded by crystal clear waters and miles of white sand beaches, the resort currently features: 12 restaurants and bars; the largest deep-water marina complex in the Bahamas; and three pools including an exquisite rooftop pool with breathtaking views of Bimini Bay lagoon, a river pool which stretches the entire length of the new Hilton hotel and a pool in the marina area serving day-trip, marina and resort guests. The gorgeous, 4-star Hilton hotel features 305 rooms and suites, three restaurants, a lobby piano bar, a rooftop pool, a sophisticated lounge, a state of the art spa and fitness centre, and meeting space for up to 400 guests. Additional accommodation is available for rent from the Bimini Bay Resorts Villas located adjacent to RW Bimini.

About Genting Malaysia Berhad | Empowering Employees

Our employees are our most valuable asset, and we remain committed to their continued growth and development. Currently, the total number of employees in Genting Malaysia is 20,611 comprising 12,516 male employees and 8,095 female employees.

	 Malaysia	 UK	 US	 Bahamas
Total number of employees by:	 	 	 	 
Permanent Contract	9,079 (64%)  5,149 (36%)	2,370 (54%)  1,987 (46%)	771 (52%)  699 (48%)	296 (53%)  260 (47%)
Total	14,228	4,357	1,470	556
Temporary Contract	34 (34%)  67 (66%)	78 (49%)  82 (51%)	Not Applicable	Not Applicable
Total	101	160	Not Applicable	Not Applicable

Approximately 2,110 people contracted for service by Genting Malaysia are other workers who are not employees of the organisation.

About Genting Malaysia Berhad | Commitments to External Initiatives



Selected certifications for Malaysia (from left to right): 1. HACCP certification for Resorts World Langkawi; 2. MS1722: 2011 Occupational Health and Safety Management Systems for Genting Malaysia Berhad; 3. ISO 14001: 2004 Environmental Management System for Genting Malaysia Berhad; 4. ISO 9001: 2008 Quality Management Systems for Genting Grand Hotel; 5. OSHAS 18001: 2007 for Genting Malaysia Berhad.

Testifying to the Group’s involvement and commitment to best practices, we have obtained certifications and accreditations in a number of external initiatives in line with quality, health and safety, environment, and governance. Each initiative gives us guidance in establishing best practices and technical standards across our operations.

The initiatives in Malaysia and UK are as follows:



Malaysia

- HACCP Food Safety Management System (7 certificates)
- ISO 9001 International Standard on Quality Management System (11 certificates)
- ISO 27001 Information Security Management System (1 certificate)
- MS 1722 Malaysia Standard for Occupational Health and Safety Management System (1 certificate)
- OSHAS 18001 International Standard in Occupational Health and Safety Management System (2 certificates)
- ISO14001 International Standard in Environmental Management System (2 certificates)



United Kingdom

- ACE (Accreditation, Certification, Evaluation) Accreditation
From the National Casino Forum ACE panel
- GamCare Accreditation
For meeting the GamCare Player Protection Codes of Practice

About Genting Malaysia Berhad | Supply Chain

We are committed to a culture of transparency and integrity in order to achieve a sustainable supply chain management.

An efficient and innovative supply chain is a major driver of Genting Malaysia’s business. We implement eSourcing as part of the procurement services.

Our suppliers undergo a selection process whereby only qualified suppliers are listed. Upon acceptance into our suppliers’ list, a supplier will be contacted when a sourcing opportunity arises that matches the supplier’s capabilities.

A monthly suppliers’ performance report is generated and presented to all buyers, enabling them to assess the performance of suppliers. Our suppliers consist of those who supply products and services such as food and beverage, hotel amenities, paper disposable products, transport services, repair and maintenance of buses and buildings, outsourcing of labour and cleaning services, diesel consumption, electrical equipment, IT services and signages.

For further information on our procurement practices, refer to pages 28 to 29 of this report.

As of 31st December 2017, there are 3,515 different types of suppliers for Malaysia:

3,222

Private Limited (Sdn Bhd) suppliers

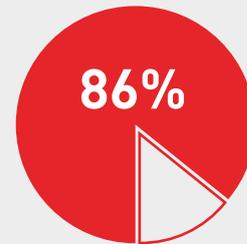
121

Public Listed (Bhd) suppliers

172

Sole Proprietary/ Partnership suppliers

Procurement Highlights in Malaysia



Percentage of the procurement spent on local suppliers

Approximately

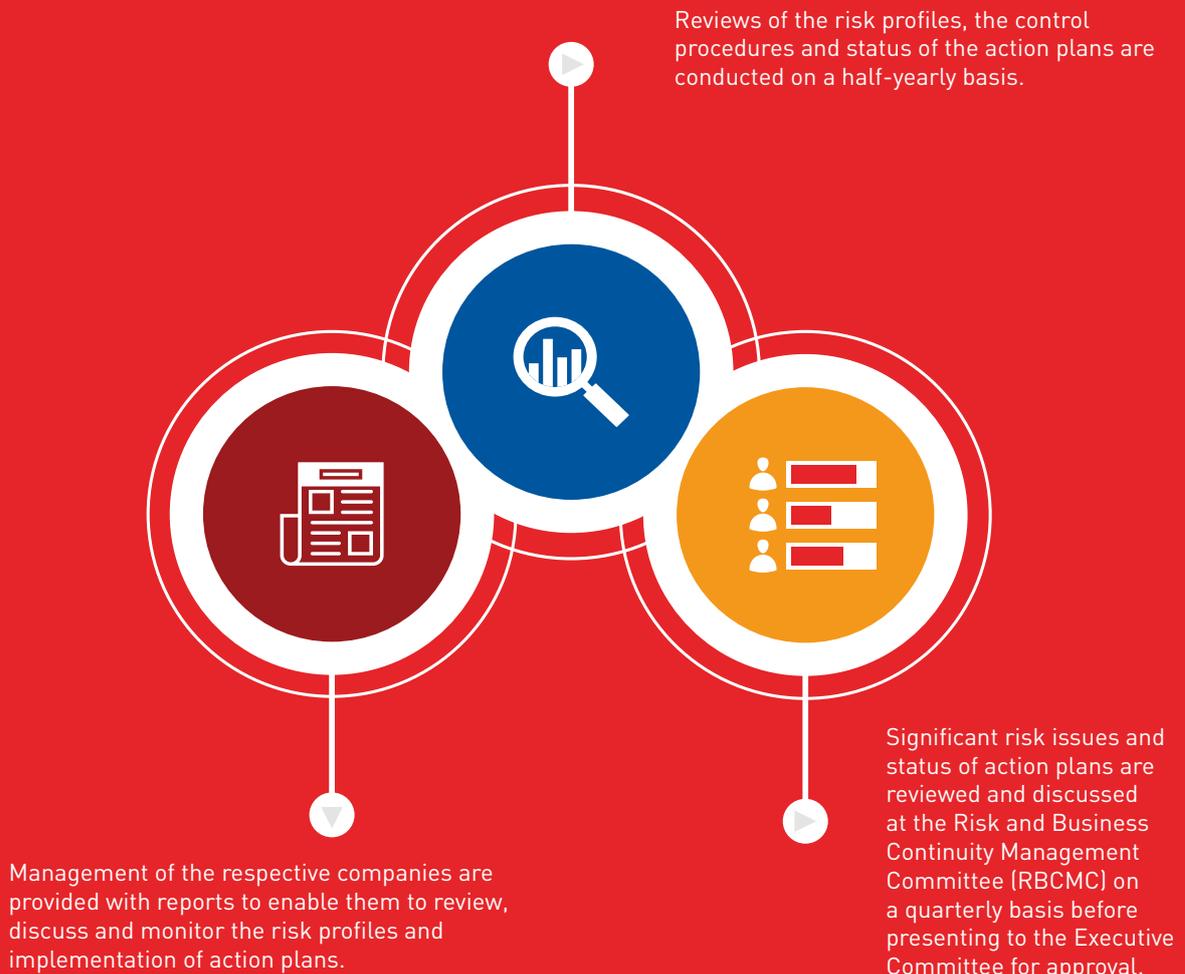
RM800 million

Total monetary value spent on procurement of products and services from local suppliers

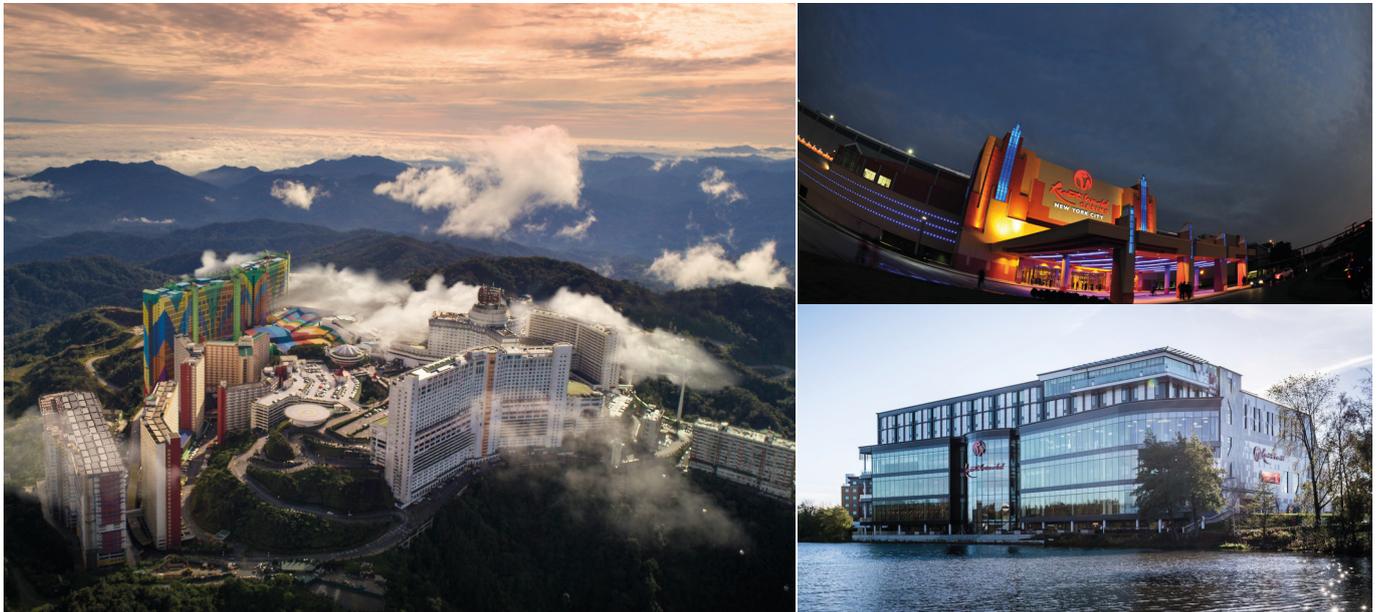
About Genting Malaysia Berhad | The Risk Management Framework and Process

At the operational level, functional and business units are required to identify risks including potential sustainability risks, as well as evaluate controls within key functions/activities of their business processes.

The key aspects of the risk management process are:



About Genting Malaysia Berhad | Membership in Associations



Aerial view of RWG (left), RWNYC (top right) and RW Birmingham (bottom right).

We align ourselves with a wide range of external associations, lending us the ideal means to achieve our goals and enable us to engage in critical issues that drive our industry.



Malaysia

- Malaysian Employers Federation (MEF)
- Malaysian Advertisers Association
- Malaysian Association of Hotel Owners (MAHO)
- Share/Guide Association Malaysia (SGAM)
- Malaysian Association of Hotels (MAH)
- The International Association of Amusement Parks & Attractions (IAAPA)
- Malaysian Association of Amusement Theme Park & Family Attractions (MAATFA)



United State of America

- National Council on Problem Gaming
- NYC & Company - Marketing arm for the city of NY, Queens Tourism Council
- Queens Chamber of Commerce
- Queens Economic Development Corporation
- New York Gaming Association



United Kingdom

- Association of Chartered Certified Accountants (ACCA)
- Chartered Institute of Management Accountants (CIMA)
- Chartered Institute of Taxation (CIOT)
- Chartered Institute of Personnel and Development (CIPD)
- Construction Industry Training Board (CITB)
- Chartered Institute of Credit Management (CICM)
- Institute for the Management of Information Systems (IMIS)
- International Compliance Association (ICA)
- Institute of Money Laundering Prevention Officers (IMPLO)
- National Casino Forum (NCF)
- Remote Gambling Association (RGA)

About Genting Malaysia Berhad | Corporate Values

Our mission is to provide the most delightful and memorable experience for our customers, understand their needs and to strive to be the best at what we do. We acknowledge that our success is shaped by our people and guided by our principles as we aim to provide a safe and secure environment for our employees and customers.

OUR PRINCIPLES:			
1	2	3	4
Establish clear roles and responsibilities	Strengthen composition	Reinforce independence	Foster commitment
5	6	7	8
Uphold integrity in financial reporting	Recognise and manage risks	Ensure timely and high quality disclosure	Strengthen relationship between company and shareholders

We adhere to: the delivery of Above and Beyond service; the commitment to succeed and the wellbeing of one another; the investment in learning and development; and compliance with the relevant legislation as well as our organisation’s policies and procedures.

Our 8 Promises to our customers enable us to work together, to create and deliver an extraordinary experience to our guests and unlock a world of opportunities, not just for ourselves but for all stakeholders.

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

Our Sustainability Approach



Genting
Green
Generation

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."

Genting Malaysia's Sustainability Policy Statement

As a global leader in the Leisure and Hospitality industry, we aim to provide world-class services and entertainment in a safe, responsible 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 nations where we have business operations.

Towards this end, we strive to achieve the following:

ECONOMIC	 CORPORATE GOVERNANCE	<ul style="list-style-type: none"> ✔ To undertake sustainable and responsible business practices through integrity, good business ethics and exemplary business conducts. ✔ To comply with relevant business rules, regulations and guidelines. ✔ To engage stakeholders in a responsible, fair and reasonable manner.
ENVIRONMENT	 ENVIRONMENTAL STEWARDSHIP	<ul style="list-style-type: none"> ✔ To undertake responsible sustainability practices to mitigate the direct and indirect environmental impacts of our developments and operations. ✔ To be committed in using our resources wisely, thereby ensuring protection and conservation of the natural environment.
SOCIAL	 WORKPLACE OF CHOICE	<ul style="list-style-type: none"> ✔ To create a conducive and well-balanced workplace with emphasis on health, safety and wellbeing of employees. ✔ To attract and retain talents by providing an environment where our employees have the opportunity to grow. ✔ To improve competencies through training, learning and development. ✔ To recognise and reward outstanding performance.
	 CUSTOMER ORIENTATION	<ul style="list-style-type: none"> ✔ To engage our employees to deliver service excellence. ✔ To be our customers' preferred resort by providing enjoyable and memorable experience. ✔ To deliver our products and services in a responsible manner to our customers.
	 COMMUNITY CARE	<ul style="list-style-type: none"> ✔ To improve the quality of life and enrich the communities that we do our business in through monetary contributions and humanitarian efforts. ✔ To support the underprivileged communities including charities, welfare homes and disabled groups. ✔ To support the development and promotion of sports so as to promote a healthy lifestyle and foster ties.

The entities that are included in Genting Malaysia's consolidated financial statements, equivalent documents and Sustainability Report are the regions we primarily operate in, namely: Malaysia, the United Kingdom, the United States of America and the Bahamas.

This Sustainability Statement is made in accordance with a resolution of the Board of Directors dated 27 February 2018.

Sustainability Governance Structure

Genting Malaysia Berhad's Board of Directors (Board) is the governing body that sets and oversees the organisation's sustainability framework, comprising sustainability vision, mission and strategic approach based on the economic, environment and social (EES) pillars. The Board delegates the responsibility to the Sustainability Steering Committee to supervise and manage the overall sustainability implementation across the organisation and report to the Board on their performance.

Our sustainability governance structure includes the Sustainability Steering and Working Committees. These two committees comprised of representatives from our respective business functions.

The roles of the Sustainability Steering Committee, as delegated by the Board are as follows:

- Advise the Board to ensure that our business strategy takes sustainability into consideration
- Develop and recommend to the Board on sustainability strategies - related policies and statement for approval, adoption and revision
- Ensure that the sustainability strategies address key sustainability matters related to economic, environment and social
- Monitor the implementation of the sustainability strategies as approved by the Board
- Oversee the preparation of sustainability disclosures (reporting) as required by Bursa Malaysia

The roles of the Sustainability Working Committee are as follows:

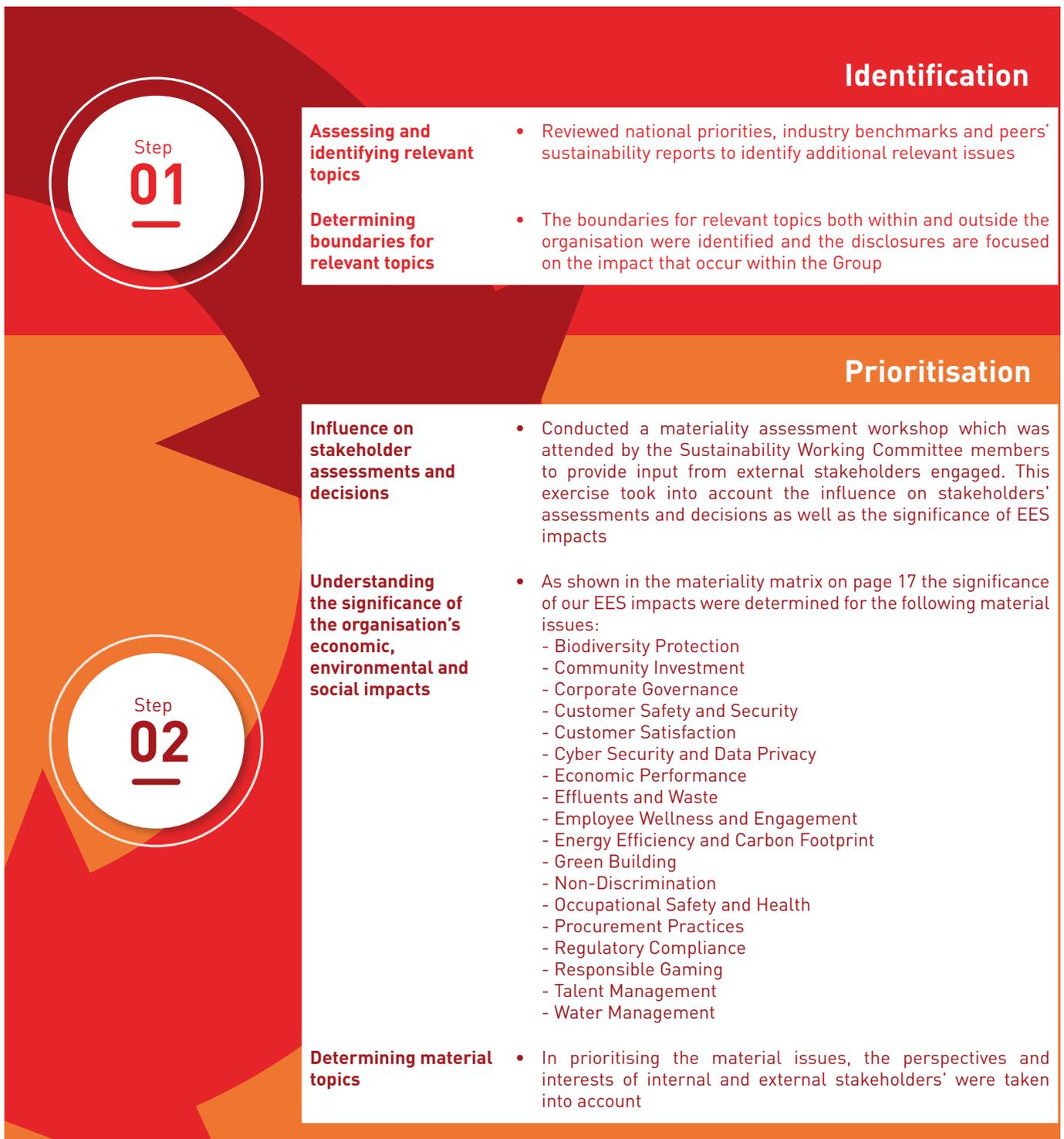
- Heads of the Economic, Environment and Social Committees are responsible for drafting action plans for material sustainability issues under their respective Committees to be escalated to the Working Committee Chairman for approval/rejection
- The approved action plans will then be brought to the Sustainability Steering Committee by the Secretariat for approval
- Execute the action plans approved by the Sustainability Steering Committee
- Monitor and report the performance of the action plans to Sustainability Steering and Working Committees

Corporate Relations and Communications Department has been tasked as the secretariat to manage and consolidate the various functions of the Sustainability Committees.



Materiality Assessment

In conforming to GRI Standards, we conducted a materiality assessment to update our list of material issues. This exercise involved members of our Sustainability Steering and Working Committees and validated by the senior management, facilitated by independent consultants. Below are the descriptions of each step we took in determining our material topics:



Materiality Assessment

Validation

Step
03

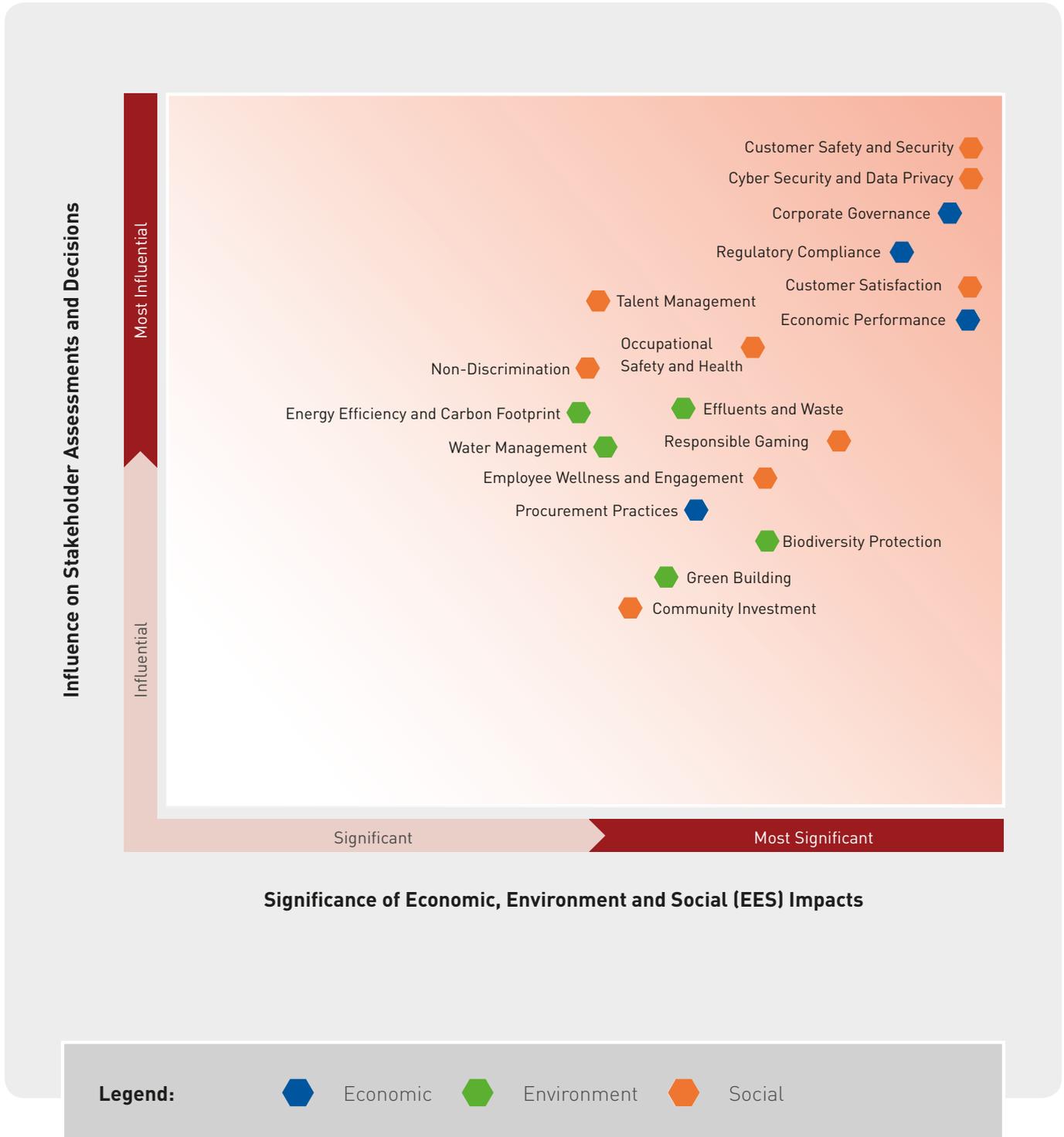
Scope	<ul style="list-style-type: none"> Genting Malaysia’s business operations located in Malaysia, the UK, the US and the Bahamas
Topic Boundaries	<ul style="list-style-type: none"> Among the additional material topics identified that are pertinent to us, and by extension, to our operations are: <ul style="list-style-type: none"> Cyber Security and Data Privacy Economic Performance Green Building Non-Discrimination Talent Management
Time	<ul style="list-style-type: none"> In line with our Annual Report, this report covers our sustainability information from 1 January to 31 December 2017
Validated material topics	<ul style="list-style-type: none"> Formal materiality assessment involved the Sustainability Working Committee and is validated by the senior management in the Sustainability Steering Committee

Review

Step
04

How we incorporate feedback/comments	<ul style="list-style-type: none"> To continually improve our sustainability reporting in conformity with the GRI Standards, we are open to feedback/comments via sustainability.genm@rwgenting.com
Implementation of GRI's Reporting Principles for Defining Report Content	
Materiality	<ul style="list-style-type: none"> Our material EES issues are prioritised and presented in our materiality matrix (see page 17). Non-material issues not chosen for reporting are not presented
Stakeholder Inclusiveness	<ul style="list-style-type: none"> We defined our stakeholders as those within and outside our organisation whom we engage on a regular basis and those having the most impact from our activities: <ul style="list-style-type: none"> Employees Government and Regulators Customers Suppliers Investors Trade Unions Media Local Communities and non-governmental organisations (NGOs) <p>See pages 20 to 21 to see how we have responded to stakeholder concerns</p>
Sustainability Context	<ul style="list-style-type: none"> Our sustainability performance of significant EES material issues are aligned to broader sustainable conditions and goals such as the United Nations Sustainability Development Goals (UN SDGs) and relevant national goals
Completeness	<ul style="list-style-type: none"> We have taken into account the impact that Genting Malaysia causes, or are directly linked to. This disclosure covers and prioritises all material information on the basis of the principles of materiality, sustainability context and stakeholder inclusiveness

Materiality Matrix



Materiality Topics

Based on the results of our materiality exercise, we have identified and prioritised the following relevant issues:

Material Issue	GRI Topic	Definition
Economic: Corporate Governance		
Corporate Governance	<ul style="list-style-type: none"> Anti-Corruption 	<ul style="list-style-type: none"> Manage business strategy, risk assessments, and sustainability processes in order to build financial integrity, investor confidence and superior performance
Economic Performance	<ul style="list-style-type: none"> Economic Performance 	<ul style="list-style-type: none"> Generate sustainable financial and economic returns and create value for stakeholders to ensure sustainability of Genting Malaysia's business
Procurement Practices	<ul style="list-style-type: none"> Procurement Practices Supplier Environmental Assessment Supplier Social Assessment 	<ul style="list-style-type: none"> Encourage local and sustainable procurement Manage suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, safety and health
Regulatory Compliance	<ul style="list-style-type: none"> Environmental Compliance Socioeconomic Compliance 	<ul style="list-style-type: none"> Comply with legal (e.g. anti-corruption, and anti-competition regulations) and other core operational regulations (e.g. environment, labour, safety and health) Influence/support regulators
Environment: Environmental Stewardship		
Biodiversity Protection	<ul style="list-style-type: none"> Biodiversity 	<ul style="list-style-type: none"> Conserve or restore biodiversity in the Group's operational sites
Energy Efficiency and Carbon Footprint	<ul style="list-style-type: none"> Energy Emissions 	<ul style="list-style-type: none"> Efficient use of energy to minimise carbon emissions
Water Management	<ul style="list-style-type: none"> Water 	<ul style="list-style-type: none"> Efficient use of water
Effluents and Waste	<ul style="list-style-type: none"> Effluents and Waste 	<ul style="list-style-type: none"> Effluents discharge from sewage treatment plants meet the standard limit of regulations Proper waste management with reduce, reuse and recycle practices
Green Building	<ul style="list-style-type: none"> Energy Emissions Water 	<ul style="list-style-type: none"> Focuses on increasing the efficiency of resource use (energy, water and materials) while reducing building impact on the environment during the building's lifecycle, through better design, construction, operation, and maintenance

Materiality Topics

Material Issue	GRI Topic	Definition
Social: Workplace of Choice		
Employee Wellness and Engagement	<ul style="list-style-type: none"> • Employment 	<ul style="list-style-type: none"> • Attract and retain employees by creating a great place to work through providing welfare and benefits, and regular engagement with employees
Occupational Safety and Health	<ul style="list-style-type: none"> • Occupational Health and Safety 	<ul style="list-style-type: none"> • Maintain an injury-free working environment for all employees to follow systematic approaches in injury prevention and eliminating workplace health and safety risks.
Talent Management	<ul style="list-style-type: none"> • Employment • Training and Education 	<ul style="list-style-type: none"> • Provide training and education to employees to expand the knowledge base for career development and improve customer service
Non-Discrimination	<ul style="list-style-type: none"> • Non-Discrimination 	<ul style="list-style-type: none"> • Fair treatment of all stakeholders (e.g. customers, staff, suppliers, business partners) • Protection of fundamental human rights of internal and external stakeholders through the establishment of human rights policies and screening processes
Social: Customer Orientation		
Customer Satisfaction	Non-GRI Topic	<ul style="list-style-type: none"> • Continually assess and respond to customers' needs to enhance satisfaction
Customer Safety and Security	<ul style="list-style-type: none"> • Customer Safety and Health • Marketing and Labelling 	<ul style="list-style-type: none"> • Slope management: Management of slope stability to mitigate risk of rainfall-triggered landslides • Customer security: Management of physical security of premises to protect customers • Customer safety and health: Minimise risks of negative impacts on safety and health for our customers on entertainment rides, roads and others
Cyber Security and Data Privacy	<ul style="list-style-type: none"> • Customer Privacy 	<ul style="list-style-type: none"> • Protection of the Group's information (includes confidential business data, employee information) and customers' data privacy
Responsible Gaming	Non-GRI Topic	<ul style="list-style-type: none"> • Advocate responsible gaming experience to prevent problem gaming among our customers
Social: Community Care		
Community Investment	<ul style="list-style-type: none"> • Local Communities 	<ul style="list-style-type: none"> • Enrich lives in the community the Group operates in, through various corporate social responsibility (CSR) activities

Stakeholder Engagement

Genting Malaysia is firmly committed to stakeholders' inclusiveness - we are convinced that listening to our stakeholders is invaluable in our pursuit towards sustainable growth. Engaging our stakeholders helps us to identify any existing sustainability gaps, and enable us to make more informed assessments as well as contrive innovation strategies. This allows us to identify and execute the appropriate action and continuously make a positive impact. For the financial year 2017, we endeavoured to fulfil our stakeholders' expectations by seamlessly incorporating their views in our business and in the preparation of this report.

We engaged with our direct and indirect stakeholders using various methods as shown below.

Sectors	Engagement Methods	Stakeholder feedback	Our response to stakeholder feedback
 <p>Employees</p>	<ul style="list-style-type: none"> • Monthly tea talk with Top Management (Malaysia only) • Weekly cross-functional visit (Take 50 Executive Lockout) (Malaysia only) • Mid-year and annual performance appraisal • Bi-monthly newsletter: Resort Living (Malaysia only) • Half-yearly senior management town hall event • Quarterly Partner with Department 	<ul style="list-style-type: none"> • Provision of better workplace and care for employee welfare • Merit based training and career progression opportunities for employees • Open and communicative workforce to engage our employees 	<ul style="list-style-type: none"> • Introduce improvements to make Genting Malaysia a great place to work and heighten employees' engagement and productivity • See pages 46 to 48 for our current approach to Employee Wellness and Engagement, and Talent Management
 <p>Government and Regulators</p>	<ul style="list-style-type: none"> • Meetings with senior government officials and ambassadors • Government-Private Partnership on community investments 	<ul style="list-style-type: none"> • Compliance with applicable regulations and laws wherever we operate 	<ul style="list-style-type: none"> • Refer to page 30 on our approach to Regulatory Compliance
 <p>Customers</p>	<ul style="list-style-type: none"> • Daily customer engagement • Daily customer satisfaction surveys • Loyalty programmes (Genting Rewards) 	<ul style="list-style-type: none"> • Creating delightful and memorable experiences for our customers 	<ul style="list-style-type: none"> • Establishment of Customer Feedback Centre • Dedicated teams to assist customers • Prompt response to operational concerns
 <p>Suppliers</p>	<ul style="list-style-type: none"> • Supplier pre-qualification selection criteria • Tender evaluation process 	<ul style="list-style-type: none"> • Drive responsible sustainable practices together with suppliers/ supply chain 	<ul style="list-style-type: none"> • Refer to pages 28 to 29 on our approach to Procurement Practices

Stakeholder Engagement

Sectors	Engagement Methods	Stakeholder feedback	Our response to stakeholder feedback
 <p>Investors</p>	<p>></p> <ul style="list-style-type: none"> • Dedicated investor relations team • Quarterly financial results announcements • Quarterly analysts' briefings • Press releases • Annual General Meeting • One-on-one and small group meetings • Local and overseas investor conferences • Corporate website 	<ul style="list-style-type: none"> • Provide timely and regular updates on financial performance, business strategy and other shareholder issues 	<ul style="list-style-type: none"> • See pages 25 to 27 on our current approach to Economic Performance
 <p>Trade Unions</p>	<p>></p> <ul style="list-style-type: none"> • Management Union Joint Meetings (Malaysia only) • Industry membership • Industry forums • Joint Consultative Committee at First World Hotel 	<ul style="list-style-type: none"> • Foster collaborative partnerships • Improving safety standards • Achieving better remuneration and benefits • Better working conditions 	<ul style="list-style-type: none"> • Refer to our current approach to Non-Discrimination (page 55), Employee Wellness and Engagement (pages 46 to 48) and Occupational Health & Safety (pages 49 to 52)
 <p>Media</p>	<p>></p> <ul style="list-style-type: none"> • Press release • Social media • Advertisements 	<ul style="list-style-type: none"> • Timely and accurate information on Genting Malaysia 	<ul style="list-style-type: none"> • Timely press releases and media updates
 <p>Local Communities</p>	<p>></p> <ul style="list-style-type: none"> • Donations/Philanthropic activities • Community investment 	<ul style="list-style-type: none"> • Support local communities in social, environmental and capacity development • Foster collaborative partnerships 	<ul style="list-style-type: none"> • Refer to pages 66 to 76 on our approach to Community Investments



ECONOMIC



Corporate Governance

Our company adheres to the highest standards of corporate governance to have sustainable and responsible business practices through integrity, sound business ethics and exemplary business conduct. We also commit to comply with relevant business rules, regulations and guidelines and to engage stakeholders in a responsible, fair and reasonable manner.



Board of Directors of Genting Malaysia Berhad

**Zero incidence
of legal non-
compliance notice**
relating to anti-bribery and anti-corruption laws

2017/2018 Goal:
**Maintain current
status of
zero notice**
of legal non-compliance relating
to anti-bribery and anti-corruption laws

Good corporate governance is important to protect and ensure the future viability of Genting Malaysia's business as a public listed company.

Genting Malaysia manages the business strategy, risk assessments, and sustainability processes in order to build financial integrity, investor confidence and superior performance. We have committed, created, and implemented structures to conduct our business in an ethical and upstanding manner and we have zero tolerance towards bribery and corruption, either directly or indirectly, by employees and business associates.

Genting Malaysia's Anti-Bribery and Anti-Corruption (ABAC) Policy was approved by our Board of Directors in May 2012. We are committed to conducting our business in an ethical and upstanding manner, and there are frameworks in place to carry out our commitments. Our Group of companies and our employees are required to observe and adhere strictly to the following ABAC Policy. Aside from the Group policies related to the ethical behaviour of all the employees, we also abide by the gaming regulations of each country we operate. We aim to provide training on Whistleblower Policy and anti-bribery and anti-corruption parameters for our employees.

Corporate Governance



Malaysia

Our employees and business associates are given the opportunity to report any suspicious acts or incidents of bribery or corruption that they may be aware of. We have implemented a Whistleblower Policy, effective from 1st of December 2016.

Genting Malaysia has implemented the Gift Policy which applies to all employees as well as the Board. Due to the racial composition of the Malaysian population, gifting is inevitable during the festive seasons, as a token of appreciation is customary from a customer, vendor, employee or potential supplier. Gifting by its very nature is fundamentally right however, a threshold is required so as not to equate the gift as bribery. With this in mind, the Group has established the Gift Policy to guide employees as to what is and is not appropriate to receive, whether it is required to register gifts received or given and if they exceed the approved threshold.

Our Independent Whistle-blower Policy came into effect in August 2017 enables everybody to report any case of non-ethical practices of the company and employees.

We apply customer due diligence in our routine operational procedures and Politically Exposed Person (PEP) screenings as well as sanction screenings which are performed regularly.



US

RWNYC adheres to the laws and ethical standards as outlined by the NY State Gaming Commission. All employees are required to uphold the operating standards of the Group, which include a clear anti-corruption policy, in order to maintain a gaming license. RWNYC conducts annual training on anti-corruption and anti-bribery for relevant employees, intended to familiarise them with the laws and regulations related to bribery and corruption and to recognise and mitigate associated risks.



UK

In the UK, we ensure adherence to the highest legal and ethical standards. Operating in an honest, transparent and fair way free from bribery and corruption is of critical importance to our business. The Anti-Bribery and Anti-Corruption (ABAC) policy has been adopted, in light of the Bribery Act 2010, to reinforce our high standards of business integrity and to highlight the key areas of the law which all employees must be aware. We provide internal and external training to our staff to enhance their understanding of compliance and regulatory framework related to their job scope.



Bahamas

RW Bimini strictly adheres to the tenets of corporate governance and compliance with policies, regulations and ethical environmental practices to ensure zero incidents of non-compliance. There have been no incidents of regulatory non-compliance or any violation of local laws. We also rigorously guard against corruption and money laundering and comply with all national and international regulations governing the same.



Genting Malaysia Berhad Senior Managers' Conference with the Board of Directors

Economic Performance

Genting Malaysia defines economic performance as the generation of sustainable financial and economic returns, while creating value for stakeholders to ensure sustainability of our business. Maintaining our positive economic performance is critical to the company’s business continuity.

Total Revenue



RM9.3
billion

(2016: RM8.9 billion)

Total Operating Costs



RM8.4
billion

(2016: RM7.6 billion)



Employee wages & benefits
RM2.3
billion

(2016: RM2.2 billion)



Aerial view of RWG

The stakeholders concerned in our achievements are not limited to those that rely on our business for taxes, salaries and dividend, but also the overall community that we invest into. Our economic performance is reviewed against our fixed annual budget and in comparison to prior year’s performance during our monthly management meetings.

Our economic performance is a testament to the effectiveness of our assets and capital management. It is how we translate our fiduciary accountability to our investors and moral responsibility to our stakeholders into tangible value. We strive towards long-term profitability, combining a visionary strategy with prudent asset and capital management.

Climate change will likely have long-term implications to our business operations and supply chains. Risks and opportunities due to climate change such as substantial impacts from extreme weather and regulatory risks may result in financial implications on our economic performance. Physical risks could be costly to our business as they may directly damage facilities and the existing ecosystem, cause disruptions to logistics, power supplies and telecommunications which may adversely impact tourist arrivals. As such, efforts have been made to reduce the impacts such as preservation of biodiversity and forest, water and energy conservation, and responsible sourcing. Please refer to the following sections in this report for further information on how we manage these impacts: Biodiversity Protection (page 32), Energy Efficiency and Carbon Footprint (page 35), and Water Management (page 39).

Economic Performance



Malaysia

In December 2013, we embarked on a major 10-year master plan to reinvigorate and transform RWG under the Genting Integrated Tourism Plan ("GITP" or "the Plan"). The master plan includes the development of the world's first Twentieth Century Fox World Theme Park. The first offering under the GITP programme, the First World Hotel Tower 3, was opened in June 2015. The allocation for the Plan was RM10.38 billion capital investment, and the company has invested RM8.1 billion as of 31 December 2017.

The new Awana SkyWay cable car system commenced operations in December 2016, simultaneous to the opening of the first phase of SkyAvenue lifestyle mall. The remaining attractions and facilities under the GITP will be revealed progressively from 2017 until completion.

Our future outlook will focus on the following:

- Leverage on new facilities under the GITP
- Optimising operational efficiencies and service delivery
- Improve yield management and database marketing efforts



UK

In the UK, since acquiring Stanley Leisure PLC in 2006, Genting has invested up to £1 billion through acquisition, capital investment and development including the £150 million development of RW Birmingham. We seek to minimise the impact of economic pressures by cultivating a diverse customer portfolio, fixing interest rates as and when appropriate, and concentrate on outperforming the competition through providing excellent customer service.

Our performance is reviewed on a monthly basis against fixed budget and last year's performance. Our comparable metrics are also benchmarked against our main competitors to determine our relative success in dealing with customer-focused economic factors. Moving forward, we are looking to strengthen our position in the Premium Mass and VIP player business mainly through our Mayfair casinos, whilst growing our mass market business through our core casino estate, RW Birmingham and our Interactive business.



US

RWNYC, which celebrated its 6th year anniversary in 2017, continues to maintain its position as the leading gaming operator in the Northeast of the US.

Moving forward, we aim to continue to boost direct marketing efforts in RWNYC. Despite high union wages, the casino has managed to operate at a high-efficiency rate, servicing approximately 6,000 slot machines and an average of 18,000 daily attendees with about 1,100 employees. RWNYC has continued to outperform the region while facing new pressures from increased gaming facilities in our geographic area. We continue to refine our efficiency model to minimise the effect on the business.

RWNYC is in the midst of development of a \$400 million expansion. This expansion will generate an estimated \$200 million in economic activity and provide thousands of jobs, including 3,000 construction jobs. The project, which is expected to be completed by end 2019, will include a luxury hotel and new dining, gaming and entertainment facilities. Expansion has always been a part of the vision for Genting US, hoping to bring an integrated resort to the New York Metro area.



Bahamas

In June 2016, we opened the "Hilton at RW Bimini" which accommodates 305 rooms. We will continue to implement cost rationalisation initiatives in RW Bimini.

Economic Performance

The expansion of RWNYC, scheduled to be completed by end 2019, will include:



A new 400-room four-star hotel with five-star suites that will rival Manhattan's finest accommodation;



Four new dining outlets – including a signature restaurant with an innovative dining concept by a celebrity chef;



Several retail offerings to allow customers access to locally produced goods;



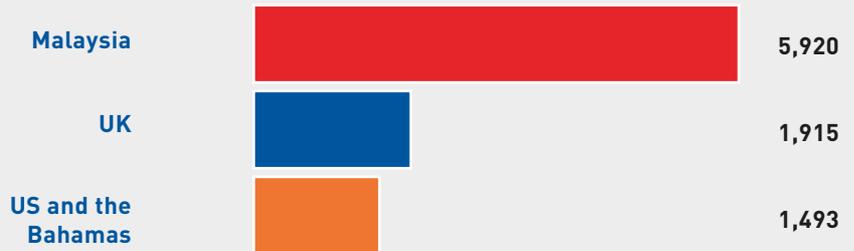
Space to accommodate additional, new gaming, including cutting-edge, first to market products designed to appeal to millennial customers;



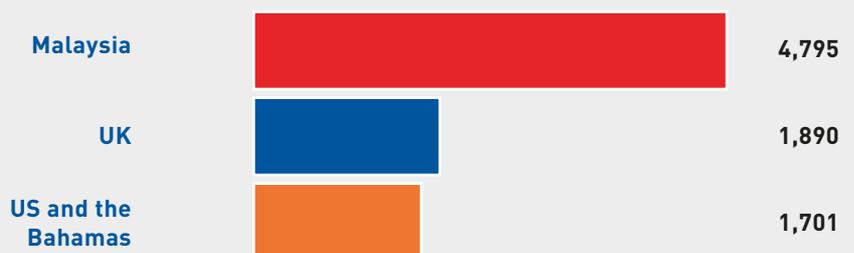
An entirely new arrival experience for guests, allowing seamless access to the hotel, gaming and non-gaming amenities and entrance dedicated to VIPs.

2017 Performance

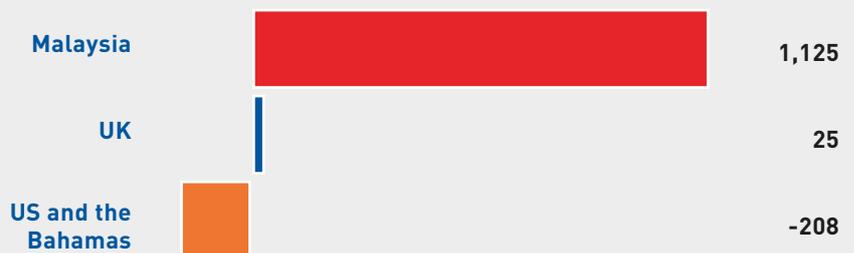
Direct economic value generated (Revenue) (RM million)



Economic value distributed (RM million)



Economic value retained (RM million)



Procurement Practices



Relationship with suppliers are well maintained through good procurement practices.

As the Group is committed to the highest standards of ethical conduct, social and environmental responsibility, we need to ensure proper procurement practices. In this regard, our objectives are to practice responsible sourcing of products and services, as well as to support the local economy by procuring goods from the local community.

To avoid procurement related negative impact, we have created a supplier performance evaluation process.

We require our suppliers to operate in accordance with the principles contained within the Supplier Code of Conduct, and in full compliance with all applicable laws and regulations. The Code outlines the Group's expectations of our suppliers conduct pertaining to labour and human rights, health and safety, environmental protection, ethics and management practices. The Code applies to the supplier and their employees, contractors, agents and related entities providing goods and/or services to the Group.

Local Sourcing

The Group prioritises local sourcing as it offers multi-pronged benefits; lower cost, timely delivery, and contributes to the economy of the community we operate in. Similarly, local sourcing is also environmentally friendly as it efficiently reduces the carbon miles from transporting goods.

Our business locations are spread out geographically, where viable, local suppliers are prioritised to supply to our business needs. We forge a relationship with our local community to encourage them to grow and improve their products to ensure that the quality will not be compromised. We identify promising opportunities and evaluate potential products so that the local community can provide a wide variety of local products and services for the Group. We aim to procure sufficient food produce from local farmers.

Procurement Practices



Malaysia

Greening our Supply Chain

Our Green Supply Chain Management practices include the following:

- Online/paperless platform for all our suppliers to submit their request for proposals and quotations.
- Options of B2B platform for e-purchase orders and e-invoices for suppliers to have visibility on their purchase orders, receipts and payment status.
- Preferred purchasing of environmentally friendly hybrid cars, energy efficient LED lighting, renewable energy solar systems and heat water systems, energy efficient electrical and electronic devices such as conversion of efficient pump systems as well as a dedicated data centre and server.
- Sourcing of Forest Stewardship Council (FSC) certified fibre for paper towels.
- Procuring locally sourced alternatives.
- Electronic billing system with our suppliers.
- Collaboration with our suppliers for sustainability partnering opportunities and to reduce the carbon footprint of logistics and delivery.
- Eco-label and product stewardship messages on our product packaging to create awareness among our consumers and users.
- Substituting plastic bags with non-woven reusable bags for takeaway.
- Replacement of styrofoam takeaway food containers with microwaveable and biodegradable containers.

Supply chain accountability is part of the International Standard Management Systems that helps us to further manage our procurement practices. The secluded location of our businesses in Malaysia gives us an ideal opportunity to include the local community in our supply chain. We believe that we share the responsibility for economic stability of the community we are operating in and in doing so, develop ways and methods on how to engage the local people to join our supply chain.

Key products and services procured from local suppliers are: food and beverage, hotel amenities, disposable paper products, transport services, buses, maintenance and cleaning services, electrical equipment, repair, server maintenance, license renewal, IT services and signages.



UK

In the UK, we endeavour to follow good sustainability practices and, as part of the tender procurement process each of our supplier's sustainability credentials will be considered and reviewed. We set a minimum requirement that a supplier needs to adhere to in areas of environmental, social, and correct regulatory practices. Suppliers have to submit their basic and sustainability credentials such as coherent programmes to improve their impact. New suppliers may only be accepted into the supply chain if they achieve the minimum requirement, while current suppliers need to show improvement in their sustainability initiatives.



US

RWNYC adheres to strict procurement practices. All vendors must be approved through the Video Lottery Gaming process as per The New York State Division of the Lottery. RWNYC is located in one of the highly developed industrial regions of the country, hence draw on local suppliers to provide a wide range of products and services for the property.



Bahamas

RW Bimini spent about USD400,000 in 2017 on the procurement of goods from local vendors for the resort's food and beverage needs, including fresh seafood, home-baked products, and wines and spirits.

Regulatory Compliance

We take compliance seriously and aim to comply with relevant regulatory requirements governing the EES dimensions. We ensure on-going efforts towards developing effective compliance related programmes and policies for Genting Malaysia, and each territory that we operate. Our goal is to maintain the current status of zero notice of legal non-compliance.

In 2017, the Group was not subject to any incidents of:

- a) Non-compliance with laws and regulations in the social and economic area
- b) Non-compliance with regulations and voluntary codes on health and safety impacts of products and services
- c) Non-compliance concerning product and service information and labelling
- d) Non-compliance with environmental laws and regulations

Examples of applicable key regulations:

  Malaysia	  UK	  US	  Bahamas
Economic			
<ul style="list-style-type: none"> • Malaysia Anti-Corruption Commission Act 2009 	<ul style="list-style-type: none"> • Bribery Act 2010 	<ul style="list-style-type: none"> • Foreign Corrupt Practices Act of 1977 	<ul style="list-style-type: none"> • Prevention of Bribery Act
Environment			
<ul style="list-style-type: none"> • Efficient Management of Electrical Energy Regulations 2008 • Electricity Supply Act 1990 • Energy Commission Act 2001 • Environmental Quality Act 1974 • Environmental Quality (Sewage) Regulations 2009 • Land Conservation Act 1960 • Local Government Act 1976 • National Forestry Act 1984 (Act 313) 	<ul style="list-style-type: none"> • Carbon Reduction Commitment (CRC) Energy Efficiency Scheme • Energy Savings Opportunity Scheme • The Fluorinated Greenhouse Gases Regulations 2015 • TM44 Regulation for Heating, Ventilation, Air Conditioning (HVAC) System 	<p style="text-align: center;">-</p>	<ul style="list-style-type: none"> • Electricity Act 2015 • The Bahamas Electricity Corporation Regulations
Social			
<ul style="list-style-type: none"> • Factories and Machinery Act 1967 • Occupational Safety and Health Act 1994 • Personal Data Protection Act 2010 • Employment Act 1955 	<ul style="list-style-type: none"> • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 • Data Protection Act 1998 • Health and Safety at Work Act 1974 	<ul style="list-style-type: none"> • Children’s Online Privacy Protection Act 	<p style="text-align: center;">-</p>



ENVIRONMENT



Biodiversity Protection



Endangered species of siamang (a gibbon species) in the rainforest surrounding RWG.

In response to the delicate environment that surrounds some of our business operations, we strategise our biodiversity protection in line with UN SDG Goal 15: Life on Land.

We strive to preserve the habitat of diverse species of flora and fauna requiring special targeted efforts, and we endeavour to restore and promote the conservation and sustainable use of terrestrial and other ecosystems.

We have also taken steps to conserve endangered flora and fauna listed in the International Union for Conservation of Nature (IUCN) Red List of Threatened Species, which is widely recognised as the most comprehensive, objective global approach for evaluating the conservation status of plant and animal species. We address biodiversity by seamlessly connecting Protection, Conservation, Restoration and Prevention action programmes.



Hornbill found in the rainforest surrounding RWG.

Conservation of approximately

10,000 acres

of virgin rainforest surrounding RWG recognised as Important Bird Biodiversity Area by BirdLife International partner, Malaysian Nature Society (MNS).



Estimated approximately

1.8mil

trees in the Genting Highlands rainforest. According to MNS, 45 families and 254 species of birds have been recorded in the forest reserve at RWG.



Biodiversity Protection



View of lush green surroundings at RWG.



Malaysia

As RWG is located in a mountain range, it has also become the haven for some endangered species which our customers at RWG find appealing.

We conserve existing natural areas and restore damaged sites to provide better habitat and promote biodiversity to flora and fauna. We are passionately involved in the protection of the 130 million-year-old virgin rainforest in Malaysia containing high biodiversity value. We believe that the forest ecosystem is a critically important habitat for endangered species.

Based on the National Conservation classification system, the list of endangered and protected species recorded at our sites are as follows:

- High bird density (approximately 31% of the species of birds recorded in Malaysia at RWG)
- 3 species of Nepenthes and many Nepenthes hybrids were recorded at the forest reserve of RWG
- 1 endangered species of Siamang (gibbon) was recorded at RWG

Genting Highland's forest is estimated to cover 10,000 acres of land and a number of bird species identified by BirdLife International have made the rainforest their habitat. We are committed to protecting the endangered Siamang and two vulnerable species of Nepenthes or pitcher plants in Genting Highlands. Our protection effort was recognised by MNS. We were also able to present the wonderful colours of three different types of species of pitcher plants and their hybrids at our live specimen display at the English Garden. In 2017, we have planted 1,530 trees, 8,400 shrubs and 4,750 ground cover surrounding RWG.

* According to Avibase, the total number of birds species recorded in Malaysia is 816
 * According to Birdlife International partner Malaysian Nature Society (MNS), the total number of birds species recorded in Malaysia is 717

The eco-service value of rainforest

Approximately 10,000 acres of rainforest area have been preserved surrounding RWG. It is recognised as an important birds and high value biodiversity area by MNS. According to MNS, 45 families and 254 species of birds are recorded in the forest reserve. The Awana rainforest is estimated at around 130 million years old and stores approximately 7.6 million metric tons of carbon in living forest biomass¹. It is estimated that 1.8 million trees are grown in this rainforest and the eco-service value is approximately RM23.8 billion per year:

- Oxygen generated approximately worth RM4.6 billion per year
- Air pollution control approximately worth RM9.1 billion per year
- Water cycle approximately worth RM5.5 billion per year
- Soil erosion control approximately worth RM4.6 billion per year

The late Tan Sri Lim Goh Tong was an ardent nature lover and a staunch believer in conserving the natural environment, so much so that protecting the environment always came first when developing Genting Highlands. We are proud to note that we have continued to share his vision until today and our records indicate that approximately 94% of our rainforest has remained untouched through our efforts.

¹ Calculation factor for metric tons of carbon in living forest biomass per hectare = 157 metric tons of carbon in biomass per hectare



The Genting Green Generation (G3) platform was launched 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.

Genting Green Generation (G3) Volunteer Programme



Tree planting ceremony during G3 Volunteer Programme Launch.

To engage employees in sustainability initiatives at RWG, the Genting Green Generation (“G3”) Volunteer Programme was launched by our Deputy Chief Operating Officer (DCOO) Mr Paul Baker on 21 December 2017 at Dewan Wawasan 2020, Awana Hotel. The G3 Volunteer Programme is aimed at creating awareness and prompting action within the RWG family, towards protecting and preserving the environment for the current and future generation. The ceremony began with the launch of the G3 Volunteer Programme

and subsequently, a tree-planting ceremony by DCOO and other Head of Departments (HODs). The trees were later relocated to Awana BioPark, whereby volunteers from across the Resort will be responsible for nurturing the trees until they mature. At the event, volunteers had the opportunity to participate in several environmental-related workshops. The event was attended by RWG HODs, G3 Ambassadors and G3 Volunteers who were proudly wearing their G3 t-shirts in support of the initiative.

Genting Green Generation (G3) Sustainability Initiatives at RWG



Keycard return reminder at FWH lobby.

1) General waste and recycle bins

On 3rd July 2017, 94 general waste and recycle bins were placed in public areas within SkyAvenue. These recycle bins meet the basic compliance requirements. This initiative is fundamental for waste segregation at source. Recycle bins help reduce the workload for housekeeping staff (i.e. waste separation at source) as well as the workload at the waste transfer station.

2) Go Green card and sticker

Focusing on conserving water, these cards/stickers are placed in the hotel rooms in RWG to promote the reuse of towels and linens. A towel placed on the floor means it is to be replaced, while the card placed on the pillow indicates that the guest would like the linen to be changed.

3) Room keycard return signs

To promote keycard recycling, at the back of the keycard the guest can find an instruction to return their keycards upon checkout. Our target is to achieve 80% of keycard recycling rate.

4) G3 logo and sustainability message on tissue box/soft pack

The message on our tissue box/soft packets at RWG reads as follows: “At RWG, our conservation efforts go beyond green. We practice sustainability in consumption without compromising on quality and comfort. This tissue is made of 100% pulp from responsibly managed forests. It is biodegradable and recyclable.”

5) Reusable bags with G3 logo and “Going Green for A Better Tomorrow” statement to reduce plastic usage

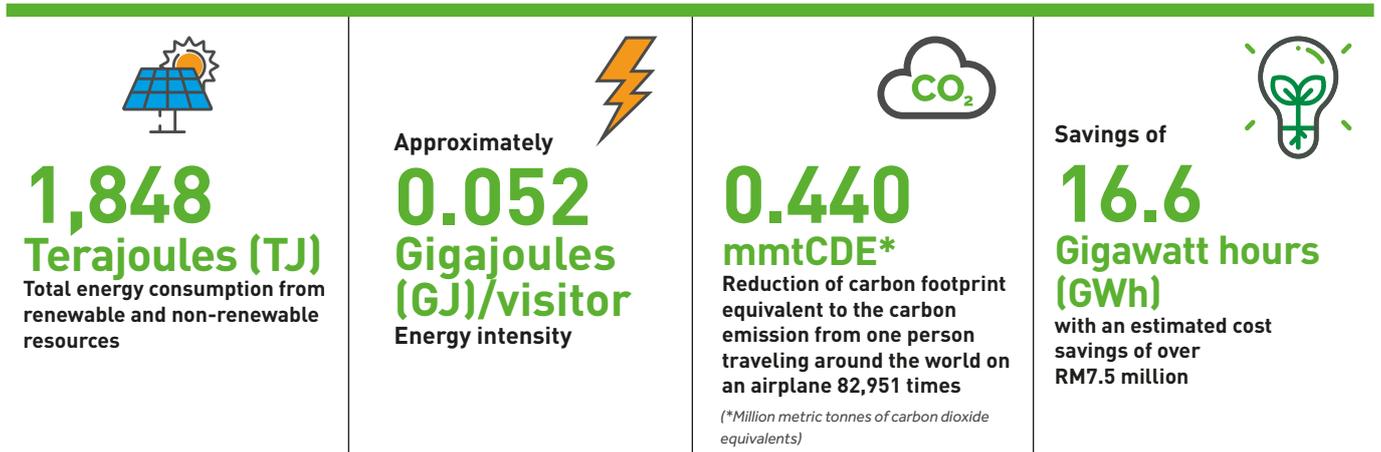
Energy Efficiency and Carbon Footprint



Daily inspection of plate heat exchanger ("PHE") to ensure reliability and energy efficiency of the system.

Climate change presents the most significant threat to humankind, and its widespread, unprecedented impacts disproportionately burden the poorest and most vulnerable. Urgent action to combat climate change and mitigate its impacts is integral to the successful delivery of the UN SDG Goal 13: Climate Action.

Efficiently utilising energy helps us to reduce operations costs, conserve resources and tackle climate change. By incorporating energy reduction strategies across our operations, we have successfully met the regulatory requirements for energy use.



Energy Efficiency and Carbon Footprint

2017 Performance

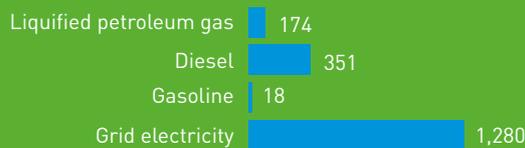
Total energy consumption (renewable and non-renewable energy) (TJ)



Energy intensity (GJ/GFA(m²))



Group total energy consumption from non-renewable sources, by fuel type (TJ)



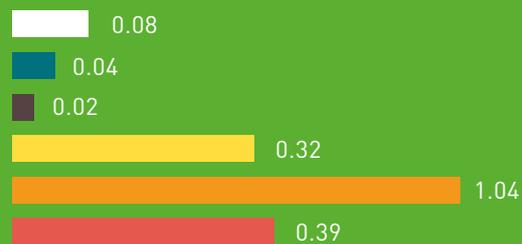
Group total energy consumption from renewable sources, by fuel type (TJ)



Total Greenhouse Gas (GHG) emissions - Scope 1 & 2 (mtCDE)



GHG emission intensity (mtCDE/GFA(m²))



Legend:

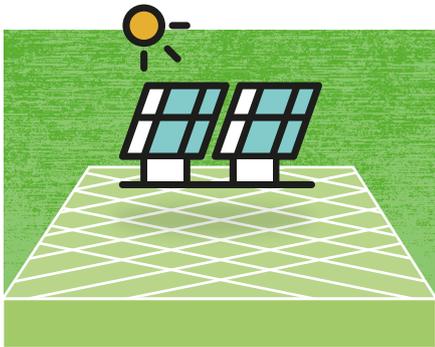


*Note:

- The conversion coefficients and equivalence to unit Joule for electricity, diesel, LPG and motor gasoline are based on the Malaysia Energy Commission 2016 Report
- Default emission factors for Scope 1 direct emission from diesel, LPG and motor gasoline consumption are taken from IPCC Guidelines for National Greenhouse Gas Inventories (2006)
- Default emission factors for Scope 2 indirect emission from electricity consumption are taken from International Energy Agency, 2016, CO₂ emissions from fuel combustion for respective country. For Malaysia, grid electricity emission factor is from GreenTech Malaysia, Study on Grid Connected Electricity Baselines in Malaysia (Year 2012, 2013 & 2014)
- GFA means gross floor area and is measured in m²
- Types of energy used to calculate the energy intensity ratio are liquefied petroleum gas, diesel, gasoline, grid electricity, solar and renewable energy from hot water system. This ratio is calculated using the energy consumption within the organisation.

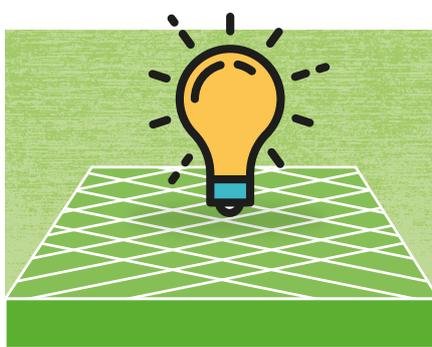
Energy Efficiency and Carbon Footprint

Initiatives implemented to reduce energy consumption



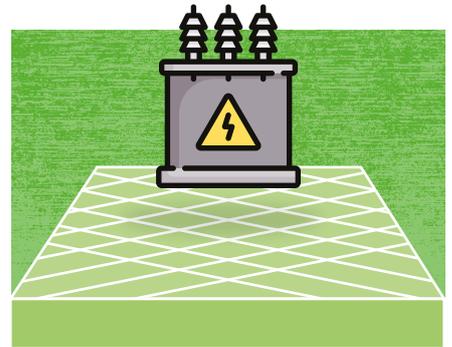
Renewable energy for hot water system by using heat pump system (Malaysia)

24.5 TJ
savings



Conversion of existing lighting system to LED lighting system (Malaysia and Bahamas)

6.6 TJ
savings



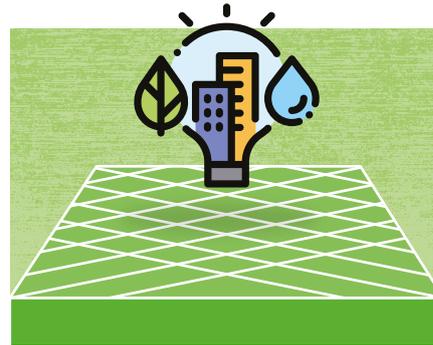
Energy recovery with heat exchanger for hot water system (Malaysia)

6.2 TJ
savings



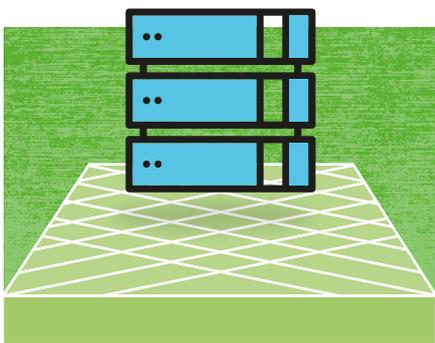
High energy efficiency pump and blower system of treatment pump (Malaysia)

3.5 TJ
savings



Energy optimisation of building maintenance systems (UK)

2.5 TJ
savings



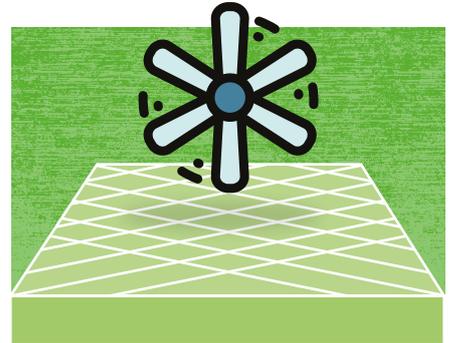
Energy efficiency IT servers virtualisation (Malaysia)

1.7 TJ
savings



Energy efficient hybrid cars as mode of transportation (Malaysia)

0.5 TJ
savings



Energy optimisation of data centre cooling system and lighting control (Malaysia)

0.5 TJ
savings

- The conversion coefficients and equivalence to unit Joule for the electricity, diesel, LPG and motor gasoline are based on the Malaysia Energy Commission 2016 Report.
- The reduction in energy consumption is calculated with comparison to our performance in 2016.

Energy Efficiency and Carbon Footprint



Malaysia

We ensure that energy is efficiently consumed to reduce wastage.

Our goal is to save RM5.5 million in energy consumption per year. We have developed systematic programmes of energy system efficiency improvement during low occupancy by reducing chiller performance and switching off unnecessary equipment and lighting. We have embarked on energy efficiency activities involving the retrofitting of high energy consuming equipment and spare parts such as changing to LED lighting. We also closely monitor and track electrical and water usage on a daily basis to ensure no wastage and leakages.

In addition to our efforts to reduce the direct GHG emissions from fuel consumption, we look into incorporating renewable energy, hybrid cars and integrated transportation into our operations to reduce the carbon footprint of tourism activities. By protecting the rainforest, we will provide a natural carbon sink and offset of our carbon footprint. We estimate that a carbon sink equivalent to 429,700 tons carbon/year will be saved through our measures.



UK

Genting UK comes under the ambit of the UK Government's guidelines which require companies of our size to provide details of our carbon footprint.

Some of the energy optimisation and carbon saving initiatives that Genting UK has implemented are as follows:

- Under the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme, we are required to provide details of our carbon footprint and buy 'carbon credits' to offset the size of our carbon footprint. The total amount of emissions were 16,425 tonnes of CO₂.
- LED lighting systems are installed in all refurbishment projects, particularly when the need arises to change existing lighting systems in our casinos.
- We have installed Building Maintenance Systems in two casinos (Birmingham Hurst Street and Manchester), to remotely monitor and ensure that all electrical equipment is working to their most efficient capacity. This initiative is now being expanded to additional locations.



Bahamas

RW Bimini is committed to reducing energy costs by implementing new technology and upgrading electric fixtures to energy saving devices. The hotel is currently replacing all light bulbs to LED lights, which consume considerably less electricity and have a more extended operational lifespan, thus reducing costs for the replacement of bulbs.

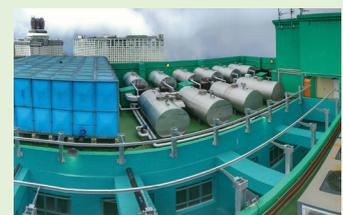
Largest Renewable Energy Hot Water System

First World Hotel (FWH) fitted its Tower 3 with an Intrix One Pass Heat system, which draws heat from air and transfers it to water to be heated up. These heat pump water heaters generally work best in areas with temperatures between 4.4°C to 32°C, which is ideal for the weather conditions in Genting Highlands.

The usage of this system saves up to 72% of energy and 6.8 gigawatt-hours of electricity per year, which is enough to supply nearly 2,200 Malaysian households. FWH should be able to recover the multimillion Ringgit investment on the heat pump system in less than 5 years.

The heat pump system is one of Genting Malaysia's first major projects towards affordable and sustainable energy supply. With a typical water temperature of 15°C, the system is able to raise the temperature to 60°C so that warm showers of 38°C can easily be supplied.

Efforts towards building this system have received recognition from the Malaysia Book of Records and FWH has been certified as a "Hotel equipped with the largest renewable energy hot water system in the country". Further efforts are being looked at to replicate the hot water system in other RWG properties.



Renewable energy hot water system at FWH.

Water Management



Efficient use of laundry system at RWG.

We recognise the impact of our activities and operations on the limited water source. Therefore, managing water is vital as proper water utilisation and infrastructure maintenance will result in cost savings and reduction in non-revenue water.

Water utility supply at Genting Malaysia is crucial, and we must always ensure that there is uninterrupted supply.



Approximately

8.76 mil m³

Total water withdrawal



**0.247
m³/visitor**

Water intensity

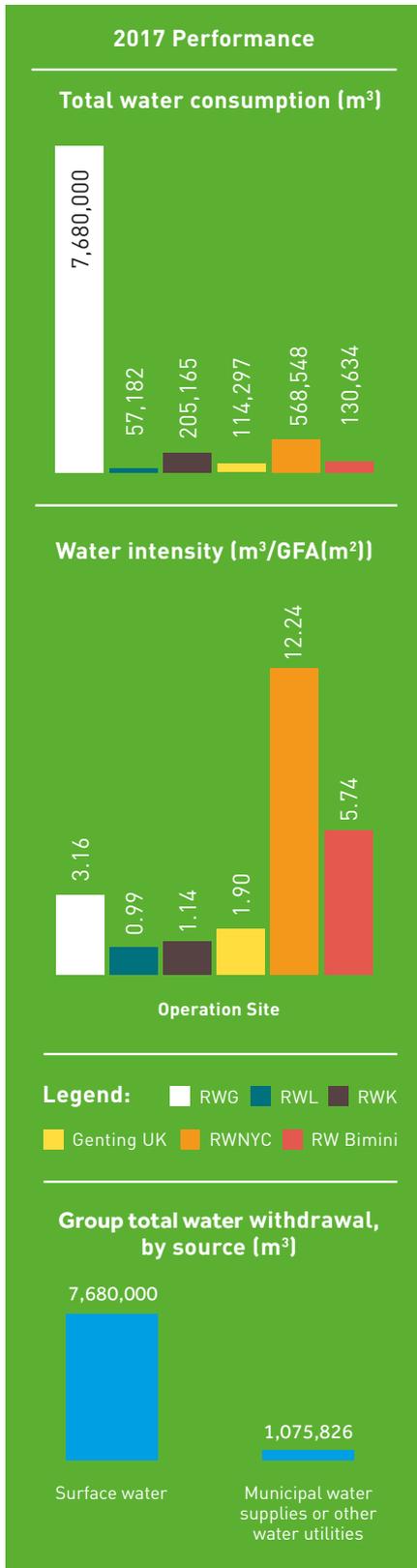


Total volume of water saved

38,721 m³

equivalent to the average daily water used by 234,672 people

Water Management



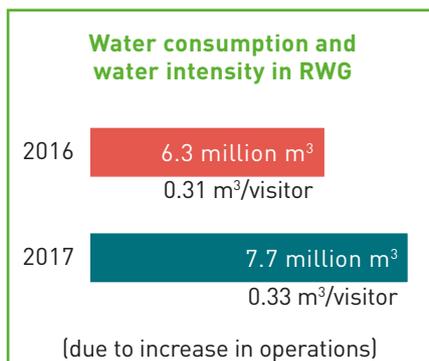
Malaysia

At RWG, our very own water supply and treatment system withdraws raw water from the rivers of Pahang and Selangor. As we withdraw water from those streams, we constantly monitor the water pipelines and ageing bulk metres in order to detect potential water leakages before it occurs thereby reducing non-revenue water¹.

Data recording is essential to our operations. We compare current and previous years' data to track and monitor usage, hence enabling us to identify cost effective measures and to reduce our water consumption. We also perform daily routine checks, monthly preventive maintenance and corrective actions to make sure that our water supply and treatment systems are in proper working condition, as well as to prevent leakages and wastage.

Besides being able to consistently meet our 8% target for non-revenue water, we make every effort to ensure that our water quality continues to meet the high standards set by the World Health Organisation as well as the Ministry of Health's National Standards of Drinking Water Quality (NSDWQ) and its Quality Assurance Programme (QAP).

In RWG, treated sewage water is reused for the cleaning of the sewerage treatment plant. In RWL, water is saved by reducing the water pressure in the valves by 1 bar.



UK

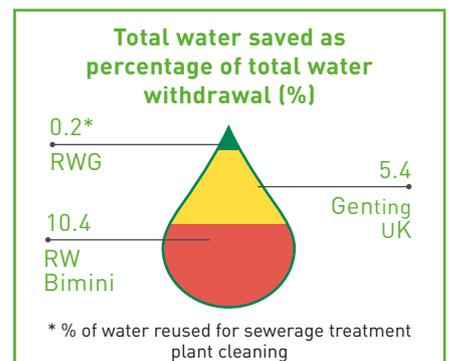
Genting UK installed devices in the cisterns which helped to save water in 20 of our casinos. This was estimated to save an equivalent of 6,116 m³ of water per year based on average usage.



Bahamas

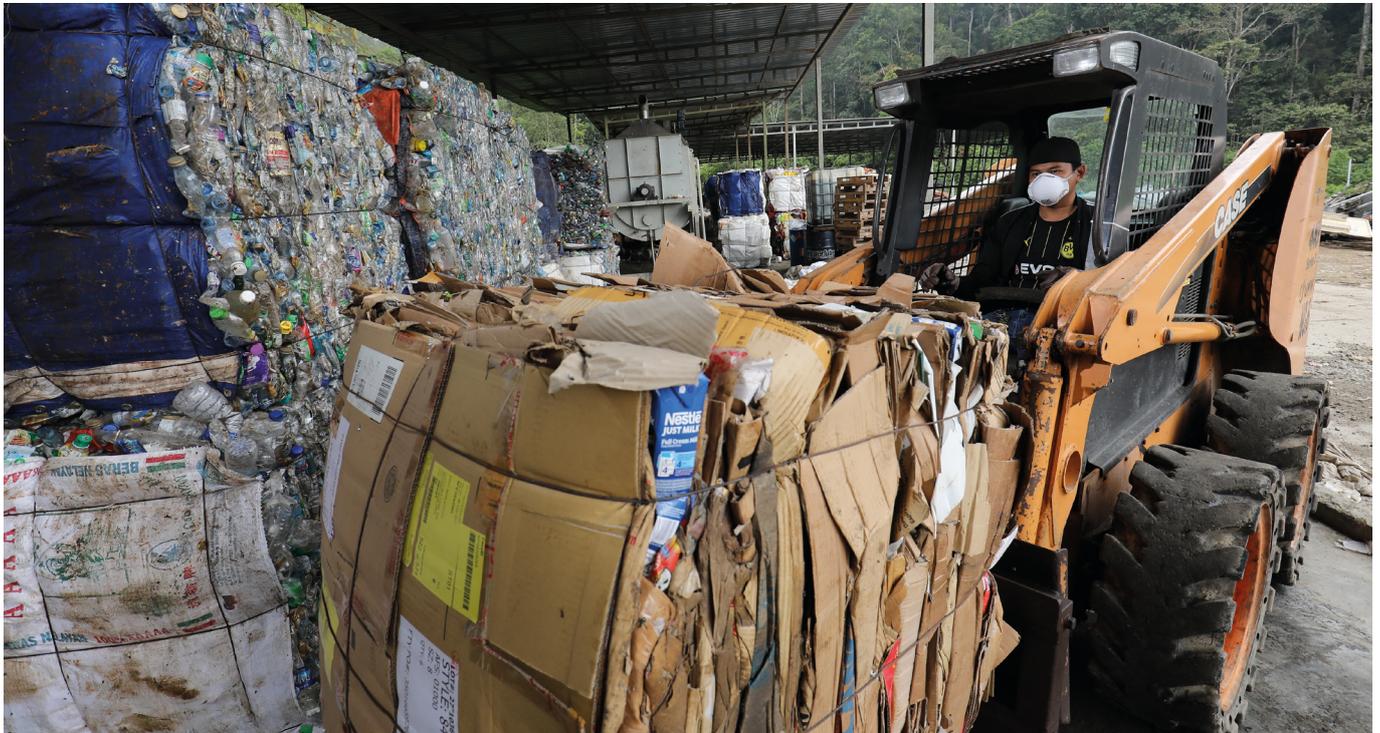
Water conservation efforts at RW Bimini are implemented through the Preventive Maintenance programme put in place to quickly identify and rectify leaks in the system. Route leaking inspection and upgrading of water meters at each building will continue to decrease water leakage as we upgrade the water plant system through the installation of new water pumps, water wells and a 200°C storage tank. The laundry facilities were also upgraded with high-efficiency washers in 2017 to assist with conservation efforts.

At RW Bimini Miami Office & Hilton Miami Downtown, efforts to decrease water consumption are yielding positive results. The figures in 2017 showed a saving of 13,600 m³ of water compared to the same period in 2016. This consumption should continue to show positive results as new cooling towers were installed and water consumption saving fixtures were fitted in all newly renovated guest rooms.



¹ Non revenue water (NRW) refers to water produced that is lost before reaching the end user. These losses can be through physical leakage, theft or metering inaccuracies.

Effluents and Waste



Recycling of solid waste conducted in an efficient manner.

Genting Malaysia's properties generate a significant volume of waste, necessitating strict waste management procedures. Effluents and waste management can lead to serious environmental and social issues that may threaten Genting Malaysia's license to operate.

Being a proactive organisation and aligning ourselves with UN SDG Goal 12 (Responsible Consumption and Production), we see the benefits, such as cost reduction of establishing a waste reduction programme. By understanding the amount and the type of waste we produce, we will find better ways to reduce costs of waste disposal.



17%

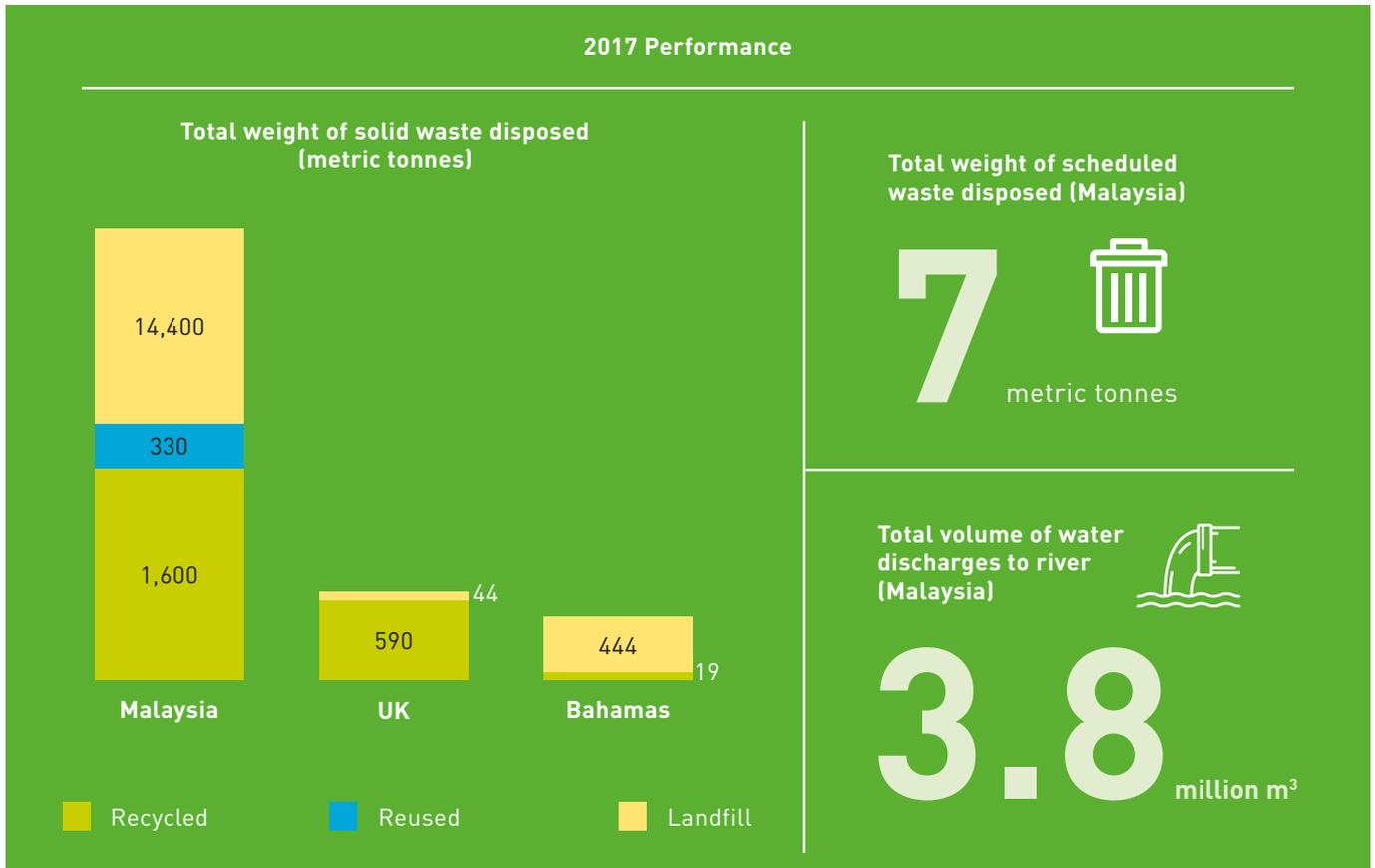
of solid waste recycled and reused with
cost savings of over **RM475k**



78%

recycling rate of our keycards from customers at
Resort World Genting's self check-out kiosks
(2016: 79% keycards recycled)

Effluents And Waste



Malaysia

Discharge of sewage and waste may create environmental pollution and, if not managed well, can lead to ill health, particularly among workers and communities at such locations. All effluent discharged from our sewerage treatment plant must be treated to meet Standard A Discharge Limits of the Environmental Quality (Sewage) Regulations 2009. Our water discharged has an average level of Biochemical Oxygen Demand (BOD) of 11mg/l. Targets for our sewage treatment plant include: zero complaints concerning odour from RWG and to maintain consistent compliance with regulations for Standard A Discharge, both of which we have achieved in 2017.

For waste management, certified waste management vendors are employed to sort waste by segregating solid waste, collecting recyclable waste and transporting the remaining waste for disposal at landfills. We aim to recycle 10% of waste generated and the overall waste generated should be below 1kg per day/person. We achieved 12% recycling rate in 2017 and will continue our efforts to reduce waste disposal.

In compliance with the Environmental Quality (Scheduled wastes) Regulations 2005, all scheduled waste generated are properly stored and transported to licensed facilities or prescribed premises for treatment or recovery.

USA and the Bahamas

Solid waste produced from our operations is managed through the waste hierarchy's stages of reuse, reduce and recycle. While the majority of waste generated is sent to landfills, a significant quantity of waste is managed on-site by enabling segregation of wastes for recycling. We recognise the need to continue coordinating our efforts to optimise resource use and minimise waste generation.

UK

In 2017, we recycled 96.2% of our solid waste generated through waste segregation.

Green Building



e18hteen Restaurant with botanical-themed garden by the Sky at Crockfords.

Green building is an important initiative to help increase the efficiency of buildings owned by Genting Malaysia by using energy, water, and materials more efficiently. It is also vital to reduce the impact on human health and the environment for the entire lifecycle of a building through resource-efficient or sustainable site management and maintaining indoor environmental quality.

<p>34.6 MJ/visitor</p> <p>Total building energy intensity</p> 	<p>439 MJ/GFA (m²)</p> <p>Total building energy intensity</p> 
<p>6.57 kgCDE/visitor</p> <p>Total building GHG emission intensity</p> 	<p>83.3 kgCDE/GFA (m²)</p> <p>Total building GHG emission intensity</p> 
<p>0.25 m³/visitor</p> <p>Total building water intensity</p> 	<p>3.13 m³/GFA (m²)</p> <p>Total building water intensity</p> 

Green Building



Nepenthes display at English Garden, RWG.

We are focusing our efforts on increasing the efficiency of resource use while reducing environmental impact throughout the buildings' lifecycle, through better design, construction, operation, and maintenance.

While we are yet to obtain any certifications or awards related to green building, we are exploring the options to enhance building features by incorporating green designs. At the moment, we are evaluating practical considerations in respect of building operations and maintenance, to improve the overall efficiency of the building. For further information on our efforts in green building, please refer to initiatives to reduce energy consumption and carbon emission in our buildings under the Energy Efficiency and the Carbon Footprint section of this report.



Malaysia

We have also obtained the ISO: 14001 Environmental Management System certification for the following:

1. Engineering provision of Building Services Management, Utilities Supply and Plants Management, as well as Landscaping and Environmental Services
2. Hotel operations in Malaysia (First World Hotel, Resort Hotel, Maxims, Genting Grand)
3. Theme park operations
4. Administrative processes

We have undertaken the following initiatives that are focused on key areas relating to sustainable transportation and buildings:

1. Integrated transportation hub for bus services and car parking facilities with alternative SkyWay transportation to the resort in order to reduce vehicle carbon footprint.
2. On-site operations services such as laundry services to reduce the need for transportation.
3. Natural lighting design.
4. Renewable energy for hot water system.
5. Mercury-free energy efficiency and energy-efficient LED lighting.
6. Indoor air quality monitoring.



UK

In the UK, we have planted moss on the roof of RW Birmingham, which functions as a natural thermal insulation, reducing energy consumed for heating purposes.



US

Guests are able to access multiple outdoor spaces which also help to provide each floor with natural lighting. Additional trees were planted this year to continue our goal of beautifying the property and creating a lush environment in our urban surroundings.

SOCIAL



Employee Wellness and Engagement



Employees from various departments participated in Badminton Tournament 2017 held at the Staff Stadium

Genting Malaysia is an equal opportunity employer that embraces diversity in the workplace.

We strive to maintain an inclusive work culture that supports diverse talent who contribute positively to the growth and productivity in line with the Group’s vision and mission. Employees form an integral part of the Group, and we remain committed to the development and welfare of our people.

Employees are one of the most important resources in driving the Group’s businesses and operations. The health, safety, well-being and welfare of our workforce are vital to us. We promote health and wellness in the workplace, create a safe physical work environment and help our employees achieve better work-life balance. Employees who work and live at our resorts are encouraged to participate in our monthly sports tournament, weekly wellness programmes, blood donation drives, regular health talks, celebrations of cultural and religious festivals, shopping and vacation trips.

Mandatory Benefits

applicable to all our full time employees in all regions as well as part-time employees in the UK



Medical/
Life Insurance
Scheme



Healthcare
Insurance Scheme



Parental leave ¹



Retirement
provision ¹

Over
RM1.9
million investment
in employee wellness
programmes in Malaysia
and the UK



Over
RM56
million investment in
upgrading staff facilities in
Malaysia



¹ Also available to part-time employees in Bahamas

Employee Wellness and Engagement



Malaysia

We constantly strive to maintain harmonious relations and promote industrial peace in the workplace. Efficiency, although a major concern, is not the only indicator of individual or organisational performance. Securing employee adherence to workplace rules and company policies are often accompanied by undivided attention to employee interest, working conditions and remuneration equity.

Employee Engagement

To deeply understand our employees' needs, we collaborate with Malaysian Employers Federation (MEF) which provides us advice, guidance and assistance in all aspects of labour laws and industrial relations matters. MEF keeps us well informed of the developments in government policies, legislation and important labour-related issues.

We have implemented various employee engagement programmes under the "Above and Beyond" initiative. This initiative serves as the employees' direct line of communication to top management through which employees may raise concerns, issues, comments and other company-related matters via various channels. For the year under review, we have carried out:

- "Ask Paul" - a platform where any employee may send an e-mail to our Deputy COO, Mr. Paul Baker
- Take 50 Executive Lockout - a manager-to-staff engagement programme
- Partner with Department, an exercise where the top management and cross-functional VPs partner with our staff members to carry out operational work for 2 hours on a quarterly basis
- Tea Talk with Top Management, a monthly informal communication forum for employees to share and pose questions to the Top Management

Employee Wellness

We are dedicated to making RWG a "Great Place to Work". We hope to fulfil our employees' needs by achieving the following objectives:

- Creating a sense of belonging and commitment
- Enhancing employees' quality of life
- Creating a conducive social environment
- Developing an open and engaged workforce through effective communication

We have upgraded a number of staff facilities in 2017 amounting to RM56.9 million. Below is the list of new and recently updated staff facilities:

- i) Construction and upgrading of staff quarters (RM50 million)
- ii) Refurbishment of employee Executive Club (RM2.7 million)
- iii) Employees Self-Service Laundrette (RM3.4 million)
- iv) Others, such as Employees Indoor Stadium/Indoor Heated Swimming Pool (RM0.8 million)

Our Grievance Procedures, as stated in our Executive Handbook and the Genting Malaysia Berhad Workers Union Collective Agreement, allow an employee to take up his/her grievance to his/her immediate superior at the first instance unless the complaint involves the immediate superior, in which event the matter may be escalated to his/her next highest superior through the following procedures:

1. An employee with a grievance shall, within three (3) days of its arising, personally approach his/her immediate superior or alternatively the superior to whom his/her immediate superior is responsible;
2. If the grievance is not settled within three (3) working days from the date of reference, the employee concerned may make a formal representation in writing to his/her Manager or the Head of Department concerned;
3. If the employee still fails to settle his/her grievance within five (5) working days after referring to the Manager or Head Of Department concerned, he/she may refer his/her grievance in writing to the Industrial Relations Officer or Human Resources Executive; and
4. If the grievance is still not settled to his/her satisfaction with the Industrial Relations Officer or Human Resources Executive, he/she may refer his/her grievance in writing to the Vice President of Human Resources.



Tun Mohammed Hanif bin Omar, Deputy Chairman of Genting Malaysia with Retirement Award recipients

Employee Wellness and Engagement



UK

Genting UK is committed to the development and welfare of our employees and we strive to create an employee-centric company culture. Employee policies and procedures are available for viewing in our Employee Handbook, as well as Genting UK's Intranet.

We provide numerous initiatives to enhance our employees' wellbeing. These include our employee assistance programme, which is a confidential freephone number. Through this service, employees can obtain advice on a broad range of topics and they can be referred to telephone or face to face counselling sessions if required. We also offer membership for a health cash plan, which allows employees to claim money back for everyday healthcare costs, such as dental and vision care bills.



US

We are always looking for talented and dedicated professionals to join our team. At Genting US, we are committed to being good neighbours and useful members of the community. We employ more than 600 team members from our local communities, deliver food to low-income families and individuals including the elderly, organise Annual Coat Drive for New York Cares, and participate in Breast Cancer Awareness Walk. Our employees volunteered a total of 2,080 hours in 2017.

Currently, the casino employs 1,100 workers amongst them, 60% are local residents.



Bahamas

Over 70% of our employees live on-property in RW Bimini, many leaving family and friends on their native islands in the Bahamas to seek work in Bimini. As such, RW Bimini has become the employees' home away from home. We are committed to providing a modern, aesthetically pleasing and safe working environment for our people. We also have an open door policy whereby all employees have direct access to their Superior or Human Resources senior executives without going through several gatekeepers or layers of bureaucracy.

We continue to promote employee welfare and generate various programmes such as affordable housing and meals, and monthly recreational events. In addition to the benefits stated above, we provide dental, vision, medical, and insurance programmes for our management team. Since our non-management employees are covered by the National Insurance Scheme, they do not receive medical benefits from the company.

Besides structured benefit programmes, we offer multiple events to improve workplace interaction and employee social skills such as movie nights, game nights, billiard tournaments, basketball leagues, birthday celebrations, holiday events and a monthly recognition programme for top performers.



Tai Chi practice session at RWG.

Occupational Safety and Health



Dedicated engineering team abides by the Environment, Health and Safety (EHS) Policy by equipping themselves with personal protective equipment while on site.

Genting Malaysia is fully committed to ensuring the occupational safety and health of all our employees and contractors on every site, not only to minimise disruption to the business but also to achieve sustainable relationships with our people.

This is reflected in our efforts to continually improve occupational safety and health by instilling preventive practices at the workplace which are in line with our Environment, Health and Safety (EHS) Policy. In order to fulfil these commitments, we maintain an EHS Management System which serves as a fundamental platform and guides towards a healthier and safer working environment. EHS programmes are continuously improved upon and updated to make way for new and best practices and preventive measures in the workplace.

In 2017, there were no reported cases of fatalities within the Group.



280 number of occupational accidents at RWG, Genting UK and RWNYC



Accident frequency rate

2.3 at RWG **13.2** at Genting UK **44** at RWNYC

(Accident cases recorded per 1,000,000 working hours)

Occupational Safety and Health



Malaysia

We aim to create an injury-free environment and prevent workplace injuries and accidents through compliance with the EHS Policy and other safety guidelines and standards.

The number of accidents and accident frequency rate slightly increased from 80 (accident frequency rate of 1.9) in 2016 to 109 (accident frequency rate of 2.3) in 2017 at RWG and this was mainly due to increased numbers of new employees at the new site operations especially in the kitchen areas. Actions have been taken by the Occupational Safety & Health (OSH) team to reinforce compliance with safety procedures and provide safety awareness training to all new employees, focusing on kitchen safety.

In addition, we have an EHS Steering Committee whose role is to determine the overall occupational safety and health strategies and initiatives, as well as to drive effective implementation.

The accreditation of Occupational Health and Safety Management System (OHSAS 18001:2007) and Environmental Management System (ISO 14001:2004) cover the Group's resort-wide operations, i.e. Genting Grand, Maxims, Resort Hotel, First World Hotel, Theme Park Hotel, Human Resources, Security, Transport, Warehouse/ Receiving, Purchasing and Theme Park, in response to widespread demand for a recognised standard for EHS management systems. These guidelines are meant to help the Group control occupational health and safety risks as well as environmental impacts associated with our activities and services.

We continue to review and identify the necessary improvements to make RWG a safe place to work. We have also implemented programmes for improved EHS hazards and risks identification and control:

- i. Regular internal safety checks and inspections on workplace safety and contractor permit-to-work compliance.
- ii. Cross EHS internal audit at various properties and departments to identify gaps for continual improvement of the EHS system, performance and practices.

In this respect, we have promoted awareness and capability campaigns on EHS and wellness practices by:

- i. Organising various EHS campaigns and health talks in collaboration with the National Institute of Occupational Safety and Health (NIOSH), the Department of Occupational Safety and Health (DOSH) and health care providers in an

effort to increase EHS awareness.

- ii. Rolling out relevant EHS training and best practice sharing to raise the OSH capabilities amongst employees by having trained OSH Committee Members and OSH internal auditors.

For emergency preparedness, we have developed a pool of qualified and competent workplace first aiders to promptly react to medical emergency needs and actively participate in resort-wide emergency evacuation drills. These exercises will help to ensure that the first aiders are always prepared to provide medical assistance during emergency situations.



UK

Genting UK hopes to provide safe and healthy working conditions at all times as far as reasonably practicable. In line with our Health and Safety Policy ("the Policy"), the legislative requirements of the Health and Safety at Work Act 1974 and subsequent regulations, we will do all that is reasonably practicable to promote a healthy working environment and to prevent the risk of injury to employees, customers and any other persons who may be affected by operations taking place on our premises.

We regard the promotion of health and safety measures as a mutual objective of management and employees. All employees at every level are responsible for maintaining high standards of health and safety at all times and the ultimate success of our strategy will depend on the determination of each employee to work safely and to use all available means to do so.

The Policy underscores the importance of the full co-operation of all employees as well as their obligations and responsibilities within the health and safety framework. Training, information and instruction will be provided to support them towards this, while the briefing of the Policy will form an integral part of the induction training programme and ongoing training initiatives.

In accepting these responsibilities we will also:

- i. Provide and maintain plant, equipment and systems of work to ensure they are safe and without risk to health; encourage safety and absence of threats to health in connection with the use, handling, storage and transport of articles and substances;
- ii. Maintain our premises in a condition to ensure it is safe and without risk to health, whilst providing and maintaining means of safe access to, and exit from its premises;

Occupational Safety and Health

- iii. Provide and maintain a working environment that is safe, without risk to health and adequate with regards to facilities and arrangements for their employees' welfare at work and other interested parties;
- iv. Provide suitable mechanism for effective communication regarding health and safety matters;
- v. Undertake routine internal and external audits of operating procedures; and
- vi. Ensure that the Policy is reviewed and amended when necessary, to ensure compliance with all relevant legislation and good practices. Expert advice on the Policy will be sought where appropriate.

The Resorts World Health and Safety Committee meets on a quarterly basis and represents all RW Birmingham employees.

Genting UK adopts the following objectives pertaining to ensuring the health, safety and welfare of any person working or otherwise involved in our business activities:

 <p>To create, so far as is reasonably practicable, an accident free working environment for all persons.</p>	 <p>To provide instruction and information to all persons working within the Company as regularly as is necessary and always in relation to relevant new legislation as soon as possible after its implementation wherever necessary.</p>
 <p>To design and implement safe practices and premises, which will benefit all persons wherever their working environment.</p>	 <p>To carry out Risk Assessments of all work tasks presenting a significant risk to health and/or safety as required by the Management of Health and Safety at Work Regulations 1999 and to ensure that these are implemented in association with the Company's Health and Safety Policy.</p>
 <p>To investigate all major injuries and dangerous occurrences, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, to any person or premises without delay and always within 24 hours of notification and all other accidents/incidents within ten days where considered appropriate.</p>	 <p>To monitor the effectiveness of the Health and Safety Policy throughout its activities in accordance with the procedures set down in the Policy and to review and alter the Policy wherever necessary to maintain exemplary standards of health and safety.</p>
 <p>To provide health and safety training to all staff on a programmed basis to a level in accordance with their duties and in accordance with the Training Policy set out by Genting.</p>	 <p>To ensure that adequate financial provision is made by the Company to address issues relative to health and safety.</p>



US

RWNYC complies with the New York City and State regulations for operations. All food outlets follow the New York State Health Department regulations. Thirty employees including supervisors and managers are certified by the NYC Department of Health and Mental Hygiene to run all food outlets.



Bahamas

Our commitment to the safety and well-being of our employees and guests is shown in the way we operate our business. We provide periodic training on safety protocols. In addition to that, we also have a safety committee and a periodical newsletter to promote occupational health and safety. RW Bimini is a safe place to work, with an injury rate of less than 1% and lost day rate below 1%.

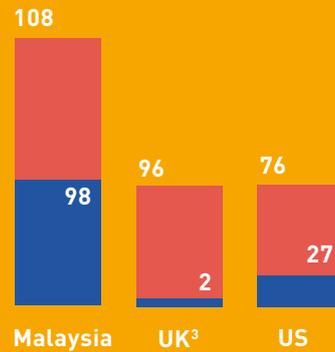
Occupational Safety and Health

2017 Performance

Total number of accidents and lost time accidents, Malaysia (2015 - 2017)

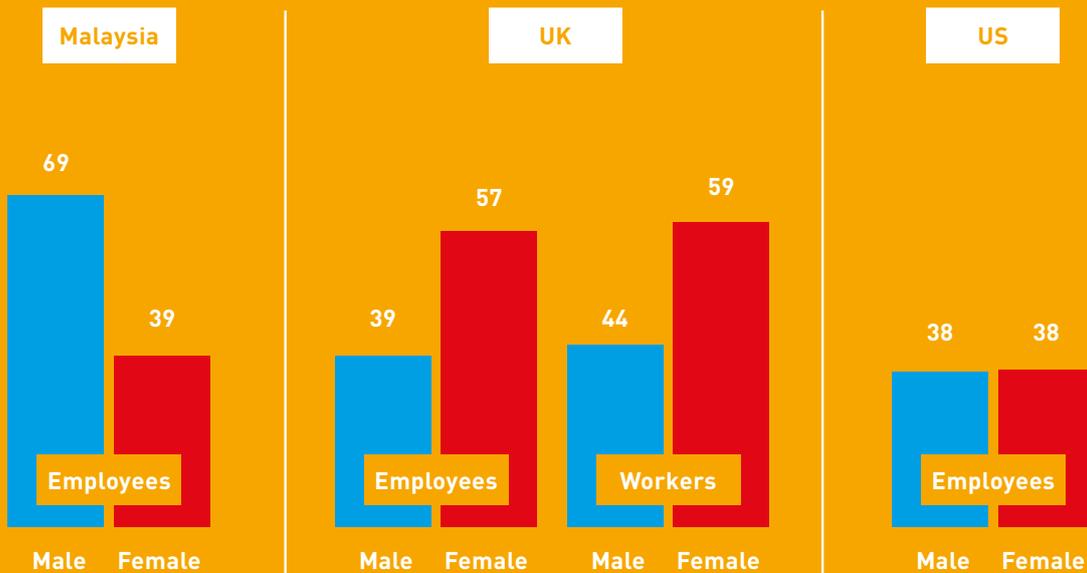


Total number of accidents and lost time accidents



■ Number of accidents ■ Number of lost time accidents

Total number of accidents, by gender and employee category



1. Number of accidents: The total occurrence arising out of or in connection with work which results in fatal injury or non-fatal injury
 2. Lost time accidents: Total number of accidents which results in employees being unable to return to work to perform normal tasks the day after the accident occurred
 3. UK figures refer to employees only

Talent Management



All our employees are provided with training and development programmes to deliver outstanding customer service.

We educate, train and motivate our people to go Above and Beyond by providing adequate facilities and opportunities for their development and growth.

The continued success of the organisation depends on the quality of our employees. Training is important to Genting Malaysia so as to maintain high levels of customer service and operational efficiency. We aim to provide our employees with learning and development opportunities that will equip them with the necessary skills, knowledge and motivation to enable them to perform their jobs effectively and help them achieve their potential within the organisation. Training allows our people to provide unsurpassed service with the most exceptional value to our customers, thereby assuring Genting Malaysia of achieving its overall performance goals.



100%

of employees received regular performance and career development review



RM6.9 million

total investment in employee training in Malaysia and UK



Over

460,000

total training hours for employee training and development in Malaysia

Talent Management



Malaysia

We work in partnership with every division to effectively plan, organise and develop talents for our organisation's continuity and success. Our initiatives include:

- Succession Planning and Management Development
- Career Mapping/Pathing and Planned Development Programmes for such career-track activities
- Support programmes such as Mentor Development and Cross-Exposure Programmes
- Genting Malaysia Educational Fund
- Talent Feeding Programmes such as Graduate Trainee Programmes, Apprenticeship Schemes, Casual Skills Development, and Internships/ Industrial Training
- Annual Senior Managers' Conference

We also provide Total Quality Management (TQM) awareness training to enhance the quality and productivity of our business. TQM is an integral part of our quality programme to inculcate continual improvement and develop a total quality culture throughout the organisation. This is to reinforce our company's commitment to providing high-quality services and products to our customers at all times.

The Problem Solving Process and Quality Control Tools and Techniques training ensure that the trainees are exposed to various problem-solving skills. Specific training programmes such as those linked to the ISO Quality Management System (QMS) address the "how to" elements to further improve control of documents and records, develop procedure/ work instructions and handle non-conformance as well as complaints.

In total, we have conducted 342 training programmes in 2017 with a total investment of RM5,052,700. We have achieved a total of 466,336 training hours with an average of 30 training hours per employee (an increase from 25 average training hours per employee in 2016), which is slightly below the industry average of 34.1 hours in 2016¹. We will continue our efforts to provide learning opportunities to our employees.



UK

Genting UK works with employees to help them fulfil their goals and targets. Through the "Career Journey", via Genting Academy Online and in conjunction with learning and development programmes, employees are trained to discover the skills, knowledge and behaviours they need to prepare themselves for the next stage of their career. Genting UK utilises a diverse range of initiatives to engage, develop and recognise our employees.

We use performance-related pay as a way to link rewards to effective job performance, while evaluating progress. Managers meet regularly with employees throughout the year to discuss progress, exchange feedback, review achievements, identify key strengths and build on behaviours that could be further developed. As part of this, training needs are also identified and addressed.



US

The employees' career advancement is important to the company as we grow and expand. We provide professional and career training classes in leadership, systems management as well as fire safety.



Bahamas

Our key training programmes this year include service training, responsible alcohol serving awareness, brand standard training programmes, gaming system training, facilities technical training and risk management, and security awareness training. Total employee training hours amounted to 1,000 for the year 2017.

¹ Source: Association for Talent Development Research, 2017 State of the Industry

Non-Discrimination

Protection of fundamental human rights of internal and external stakeholders through the establishment of human rights policies and screening processes are of utmost importance to Genting Malaysia.

We are committed to recruiting, promoting and remunerating our employees solely on the basis of their ability and qualifications. We recognise that discrimination against our employees, agents and customers deprives us of our full and diverse range of best services.

Genting Malaysia will not tolerate discrimination against current employees, agents and customers who have a disability or who have had an affliction in the past. Genting Malaysia defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out his/her normal day-to-day activities. This includes individuals who have been diagnosed with cancer or HIV.



Malaysia

Our employees are therefore expected to be sincere and understanding while at work within the organisation and when dealing with external parties. We will treat our employees, agents and customers with dignity, fairness and respect and provide a productive environment, free from discrimination. We will not tolerate discriminative acts. All instances of such behaviour and alleged behaviour will be taken seriously and will be thoroughly investigated by the management in accordance with our disciplinary procedures.

In accordance with our Code of Practice, we provide practical guidance to management, employees and other relevant parties on the protection of the dignity of men and women at work. The establishment of this code is also to ensure a safe and healthy working environment where employees, irrespective of status or position, are treated fairly without any form of harassment, humiliation and intimidation of a sexual nature.



UK

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

- Treating our employees fairly and with respect
- Promoting an environment free from discrimination, bullying and harassment, and tackling behaviour

- Recognising and valuing the differences and individual contributions made
- Providing support and encouragement to employees to develop their careers and increase their contributions to the organisation by enhancing their skills and abilities
- Building legislative requirements and best practice to all our service delivery and employee policies and procedures, and supporting these with appropriate training and guidance
- Promoting and training the most suitable person for the job based on their qualifications, skill set and experience for the work to be performed
- Continuing to monitor the representativeness of our employee demographics through quarterly business metrics
- Being proud of our employees, respecting their views and investing in them to help them meet their potential



US

In the US, RWNYC seeks to ensure that employees receive fair and equitable treatment in a work environment that allows our employees to focus their efforts on delivering a high level of customer service. We continue to embrace diversity in the workplace, and we actively celebrate our cultural differences. We maintain an open and responsible recruitment process and actively implement strategies that help recruitment qualified and diverse talent.



Bahamas

We continue to embrace stability, diversity and inclusion in the workplace through our hiring practices. As of December 2017, we do not have any reported incidents of discrimination and corrective actions taken. RW Bimini is a place where people can grow and succeed. We enable these contributions by maintaining a workplace environment that embraces diversity and fosters creativity and innovation. Accordingly, fairness and equality must be defining characteristics of our workplace environment. By providing a work environment of respect, trust, collaboration and cooperation, RW Bimini can provide superior service to our customers and create a workplace in which we can achieve the highest professional satisfaction. People who can bring their whole selves to work can thrive in their job and career.

RW Bimini provides equal employment opportunity and conforms with all applicable laws and regulations to individuals who are qualified to perform job requirements. RW Bimini provides personnel policies, programmes, and practices in a non-discriminatory manner in all aspects of the employment relationship, including compensation, benefits, recruitment, placement, promotion, training, transfer, retention, hiring, work assignment, termination, wage salary and administration, and selection for training.

Customer Satisfaction



La Fiesta, one of the food and beverages outlets at SkyAvenue, offers a delightful experience to the customers

Genting Malaysia seeks to deliver value to our customers and provide a memorable experience.

To provide even greater customer satisfaction, we monitor our customer reviews and ratings constantly to keep ourselves informed of our customers' needs and preferences. Each of the regions we operate in has its own processes and customer profile; as such, we keep several kinds of customer experience channels open for engagement and feedback to resolve customer complaints promptly. We will continue to improve our services to manage customer needs better.

RWG's customer satisfaction results for



"A-score"
(Very satisfied)
rating improved in 2017.

31.0%

as compared to 24.9% in 2016

Customer Satisfaction



Malaysia

At RWG, we are embarking on an exciting journey to become the world’s leading integrated resort. We promise our customers that their visit will be Above and Beyond anything else they have experienced.

We are strategically investing millions in our products and properties to deliver our promise, but most importantly, to strengthen our customer engagement programme. To promote customer satisfaction, we have lined up programmes and activities to inspire and engage our employees to deliver Above and Beyond service through the way they act and behave, the service they provide to our guests and the support they give each other and the business. All these are captured in our customer service blueprint known as ‘Our 8 Promises’ (see page 12).

For the year under review, our customer satisfaction score successfully showed an upward trend in all aspects. In 2016, we achieved 24.9% in A-score rating and in 2017, we achieved 31% (6.1% improvement from 2016, which exceeded our target).



UK

We endeavour to provide the best experience to our customers at all times, while upholding our commitment to responsible gaming and customer data security. Although gambling is an enjoyable source of entertainment, it can also be addictive, therefore we abide by the seven core elements of the National Casino Forum (NCF) ‘Playing Safe’ principles, which we believe will not only contribute to our customer satisfaction but also instil a personal set safe level where people can enjoy the recreation.

Playing Safe Principles

1. Responsible gaming culture and governance
2. Protecting children and young people
3. Protecting the vulnerable
4. Advice and information for customers
5. Customer interaction
6. Marketing and advertising
7. Training and development

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 RW Birmingham by TripAdvisor.

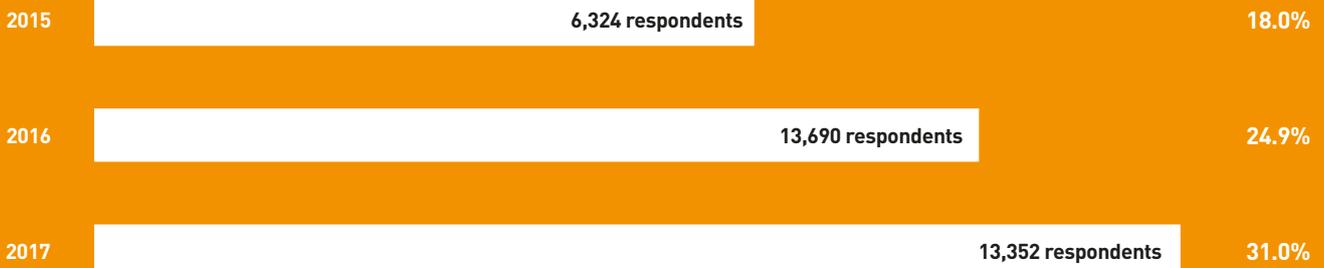


Bahamas

Customers write reviews about positive and negative experiences of their travels and adventures, as such we pay close attention to visitor feedback and blogs. We particularly look more closely to visitor feedback on TripAdvisor and the Hilton brand’s internal Satisfaction and Loyalty Tracking (SALT) survey. A response is provided to each customer review. The feedback is also reviewed internally to examine ways in which we can improve our service. Finally, an action is taken to address any issues that have been raised. These efforts have resulted in increased visitor satisfaction.

The Hilton at RW Bimini has received ratings on TripAdvisor as #1 for Traveller ranked and #2 for Best Value for consistent positive reviews.

Genting Service Score

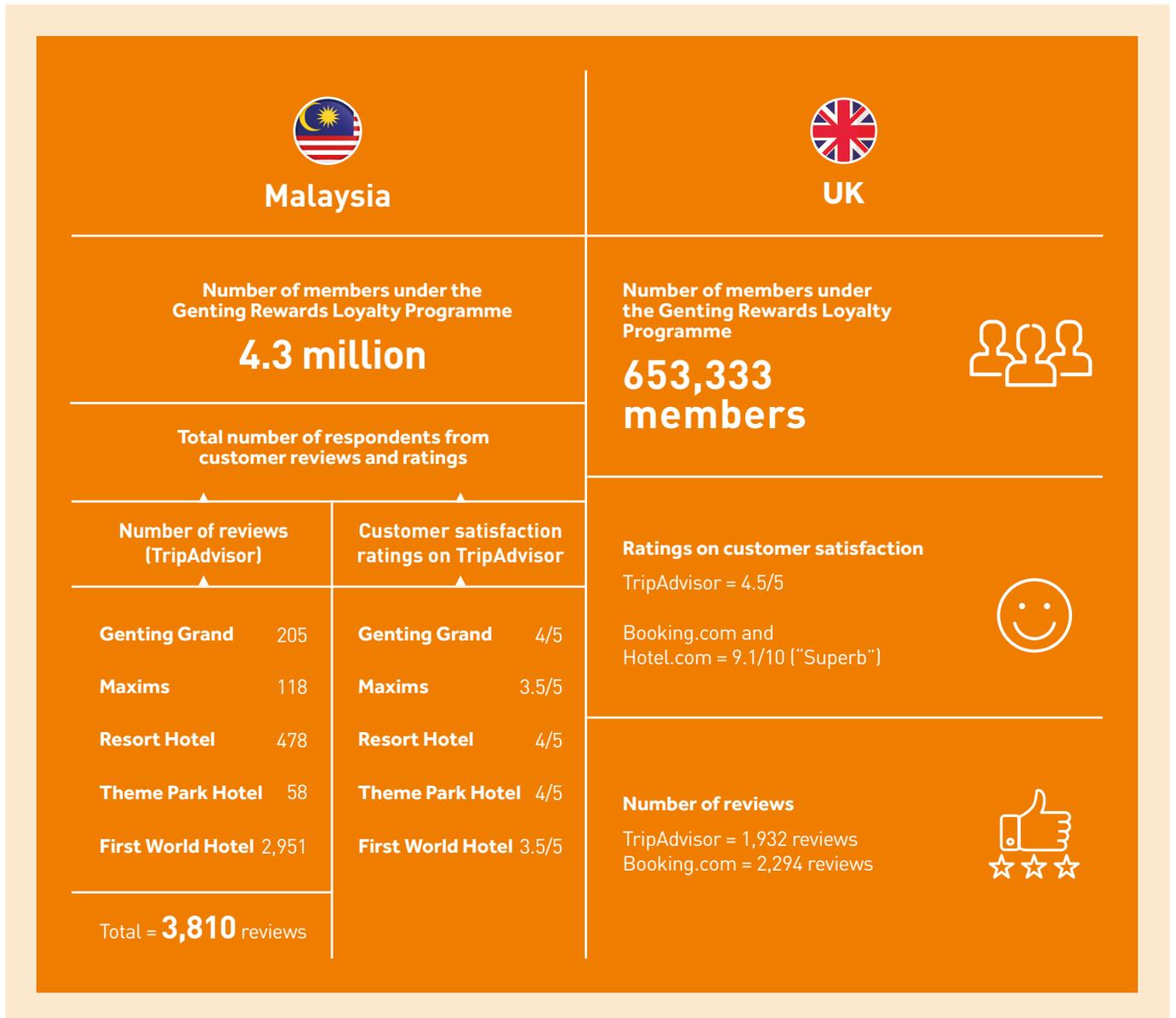


Yearly shift from 2015 to 2017 of Non-A scores to A-scores based on customer satisfaction survey results

Customer Satisfaction

2017 Performance:

Maintaining our satisfaction score to an upward trend keeps our customers loyal, as such we keep track of our reviews closely. Below are highlights of our customer reviews, ratings and number of members under our Genting Rewards Loyalty Programme for Malaysia and UK operations:



Customer Safety and Security



Customers enjoy pleasant dining, trusting our commitment towards their safety and health.

Customer safety and security are important to ensure customer satisfaction and maintain trust levels amongst stakeholders.

The ultimate target is to ensure that people's safety is never put at risk and that their health is not compromised in any way. It is a social responsibility, and it makes good business sense to make customer health and safety a material topic to demonstrate our commitment to continuous improvement. Moving forward, we will continue to ensure that our customer's safety and security remains as one of our top priority.



Road accident rate:

0.28 per 10,000
vehicles

(2016: 0.38 per 10,000 vehicles)

Zero incidents

of non-compliance concerning the
health and safety impacts of products and services

Customer Safety and Security



Malaysia

The relevant standards listed below have been implemented within Genting Malaysia:

1. Pandemic Handling policy on pandemics preparedness in line with Malaysia's Ministry of Health's pandemic preparedness plan
2. HACCP Food Safety Management System for all existing food and beverage outlets
3. ISO 9001: 2008 Quality Management Systems

Our commitments and targets are to:



Provide proper maintenance of all the equipment and machinery such as lifts and escalators.



Provide, ensure and maintain a safe area and systems of work that do not pose any risks to any individual's health.



Maintain compliance of our food suppliers with our food safety standards.



Prevent re-occurrence and reduce the total number of road accidents as well as the road accident rate.



Provide safe working conditions and achieve zero accident rate.



Ensure good air quality for the health and safety of our guests and employees.



Ensure safety of customers during building cleaning and maintenance activities.

We practice the following measures to ensure our customers' safety, health and security:

- 1) Safety precautions for hotel rooms:
 - Changed the Miwa system to RFID lock to increase safety level of key card usage and transaction.
 - Master key control - all hotel rooms are accessible by authorised personnel only.
 - Enhanced safety features for rooms for the disabled by installing strobe light for smoke alarms, electric controlled bed, bigger buttons for braille phone, and new hand basin for wheelchair access.
- 2) Customer safety and health initiatives:
 - Installed smoker's stations at designated smoking areas at hotel porches as all hotel public areas are non-smoking areas.
 - Installed air sterilisers in hotel public washrooms and individual hotel rooms to disinfect the air.
 - Cleaning chemicals for room and public area usage are furnished with a Chemical Safety Data Sheet (CSDS) to identify hazardous chemicals.
 - Sanitisers are placed at reception counters to safeguard against flu pandemics.
 - Ensuring food safety and engaging our high-risk food suppliers to comply with our health, hygiene and quality specifications.
 - First aiders on standby to respond to any emergency events.
 - Annual fire drills to train employees to be better prepared.



Food samples analysis at our in-house laboratory.

Customer Safety and Security

 **Malaysia**

Slope management initiatives

Some of the slope management initiatives taken by RWG are listed below:

<p>Programmes and initiatives implemented to maintain safety level of slope steepness</p>	<p>1) Slope Management System</p> <ul style="list-style-type: none"> - Routine Inspection. - Regular maintenance and repair works. - Update Slope Pro-forma Summary Data Maintenance Record and submit to VP for approval. <p>2) Instrumentation, Long Term Monitoring and Maintenance</p> <ul style="list-style-type: none"> - Periodic readings are taken by specialist contractors to obtain a forewarning of slope instability, so that remedial measures can be carried out before it escalates to a critical level.
<p>Programmes and initiatives implemented to maintain and control rainfall at the slope</p>	<p>1) Real Time Monitoring & Warning System</p> <ul style="list-style-type: none"> - A total of 8 Rain Gauge Stations are located from foothill to hilltop. - SMS and email warning alert will be sent to designated personnel when threshold is breached. - Personnel will carry out visual inspection upon receiving warning alert. - Public will be notified and advised through public TV channels at various locations of the resorts, when threshold alert is issued. <p>2) Regular Slope Maintenance/Enhancements Works</p> <ul style="list-style-type: none"> - To ensure that all drainage is in good working condition and unclogged. - Slope greening on bare slope.
<p>Number of cases of accidents involving guests travelling along the Genting Highlands slope</p>	<ul style="list-style-type: none"> - Total number of road accidents were 175 in 2016 and reduced to 142 this year despite the increase in total traffic flow by about 10% this year. - The rate of road accident rate per 10,000 vehicles have reduced from 0.38 (2016) to 0.28 (2017).

We comply with product stewardship requirements on all product and service labelling. In this regard, we ensure that we provide employees and customers with the following information:

- Emergency information such as evacuation plan and escalator safety information
- Slope and transportation safety
- Assuring all room amenities are properly and adequately labelled for guest's convenience
- Room numbers and room types are constantly updated in the system to reflect accuracy
- Directional signages are properly placed to prevent confusion

We also ensure that internal and external audits are performed by SIRIM based on the health and safety standards stipulated in the ISO Standards.

In terms of our grievance mechanism, we have established a Customer Feedback Centre to gather customer feedback and prompt response to operational concerns will be provided by our dedicated teams.

 **UK**

We continue to reduce accidents each year to provide a safe environment for our customers. Individual accidents are reviewed and investigations undertaken wherever required.

 **US**

RWNYC takes proactive measures to ensure the continued safety of our customers. We utilise steering committees to assess risk and implement attainable plans to mitigate intrinsic and extrinsic risk factors. We also create partnerships with local and state emergency response units to help reduce crime and remediate safely measures that may not be implemented in their optimal form. We continue to present a smoke-free environment in accordance with NY State laws.

 **Bahamas**

Guest safety and security are of paramount importance to RW Bimini and all incidents are given priority by our well-trained security workforce. Throughout the year, additional training has been offered based on the new reality of public space violence that was experienced in multiple countries and venues.

Each case is attentively addressed and reports are reviewed by management daily to ensure that appropriate training and responses are being provided.

We also ensure food handling and sanitation procedures are adhered to, sterilisation standards are monitored and chemical balances are checked in swimming pools. Annually, RW Bimini ensures that fire drills and first aid checks are conducted along with daily tests of refrigeration and freezer temperatures. RW Bimini's target is to continue to receive approved certificates from both the local health and fire inspectors during annual visits.

Cyber Security and Data Privacy



Our customers' data privacy is protected to ensure continuous customer trust.

Cyber security and data privacy ensure that the trust between customers and the Group is maintained. From a customer trust perspective as well as from a business and legal perspective, the ramifications of not prioritising customer privacy can be detrimental to customer satisfaction.

This drives us to strive to improve the security of customer data continuously. We are sensitive to the impact that a security breach could have on the reputation of our business and loss of customers. Hence, we strive to have zero incidences of non-compliance and zero breaches of privacy and data security.

Malaysia, the US and the Bahamas are not subjected to any substantiated complaints concerning breaches of customer privacy and losses of consumer data. However, one incident that took place in the UK happened at the service provider level, and it was neither negligence nor failure to act by Genting Malaysia.

Zero

number of complaints from outside parties substantiated by the Group on breaches of customer privacy

Zero

number of identified leaks, thefts, or losses of customer data

Cyber Security and Data Privacy



Malaysia

Our Personal Data Processing Statement (PDPS) is prepared in accordance with the requirements of the Personal Data Protection Act 2010. This PDPS sets out the policies and procedures for the Malaysia operations with regards to personal data and customer agreement to the usage and processing of personal data.



US

We provide protection of customer information to be processed for the purposes of commercial transactions only. Grievance mechanisms are currently in place to address any potential breaches. Customers can contact us and provide feedback via phone, email, or to an address.



UK

There is an increasing fragility in the trust that customers place in any business that holds their personal data. We seek to ensure that we comply with the Data Protection Act 1998 and all associated legislation at all times. We are in the process of auditing the business with a view to ensuring that we are compliant with the General Data Protection Regulations when it comes into force on 25 May 2018.



Bahamas

The RW Bimini constantly seeks ways to maintain privacy and data protection while guarding customers against possible breaches through the provision of efficient internet technology services. Towards this ongoing effort, the hotel has currently implemented Hilton policies and standards, as follows:

- Information Security Policy (HWI-IT-001)
- Information Management Standard (ICS-STD-166)
- Physical Access Management Standard (ISC-STD-287)
- Security Even Standard (ISC-STD-009)
- HEM & Change Management Security Standards (ISC-STD-006).

The IT team remains vigilant and communicates to end-users on a regular basis when credible threats are identified.

Responsible Gaming

Gambling is a form of entertainment, and we believe that players should play within their means and keep track of time.

It is important to protect the interest of our guests and to let them be aware of the risks of gambling. We strive to ensure that we deliver a fair and safe gaming experience which protects players from the adverse consequences of gaming and gambling. We recognise that some customers may have difficulties with gambling and/or gaming responsibly and this may cause social issues within the community, such as affecting one's physical or mental health, academic or work performance, finances, and interpersonal relationships. This is why we always promote responsible gaming awareness.



Malaysia

In Malaysia, our casinos follow a number of guidelines to ensure that everyone has a safe and enjoyable experience, including a 24 hour hotline for guests who require more information on gambling and the necessary assistance. RWG has taken the responsibility of being proactive in promoting responsible gaming and providing aid to those who need it. We provide brochures with information on responsible gaming at our casinos. We also aim to provide sufficient training to casino staff on responsible gaming and casino regulations.



UK

Genting UK passionately believes in safe gambling. Being in direct contact with customers, it is imperative that our casino employees are adequately trained to promote a 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 on an annual basis. We continue to work with multiple stakeholder groups, including the UK Gambling Commission and other casino operators, to research and identify the possible dangers arising from problem gaming and enhance our customers' gaming experience.

Genting UK obtained GamCare Accreditation which is awarded to operators who, following assessment, have demonstrated high levels of player protection and meet the GamCare Player Protection Codes of Practice. Our casinos follow a number of guidelines to ensure that everyone has a safe and enjoyable experience where we provide rules of the games to ensure transparency and understanding. We train all customer-facing staff to recognise the signs of a problem gambler and what to do. We have also established SENSE programme which gives customers the option to self-exclude from all UK casinos, not just Genting UK.

We address the following areas: age verification, socially responsible advertising and promotion, tools for the customer to set limits on spending. These include restrictions at cash desk, the ability for the customer to self-exclude, content on responsible gambling, reality checks such as clocks and staff training on social responsibility and problem gambling.

We were awarded the ACE (Accreditation, Certification, Evaluation) accreditation from the National Casino Forum (NCF) ACE panel - a panel of independent experts who evaluate the casinos' policies and procedure against the NCF 'Playing Safe' Core Code of Practice to ensure they are fully embedded throughout the company.

Organisations that we work with include:

- National Casino Forum (NCF)
- Industry Group for Responsible Gambling (IGRG)
- GambleAware (formerly Responsible Gambling Trust known as RGT)
- Responsible Gambling Strategy Board (RGSB)
- Gambling Commission

Responsible Gaming

Responsible Gambling Week



Genting London Maxims

Employees showing off their Responsible Gambling Week T-shirts.



Genting Southport

Promotion of UK Responsible Gambling Week.



Genting London Maxims

Presentation of cheque to local problem gambling treatment centre, Beacons Trust, following charity initiatives for Responsible Gambling Week.

Award



George McCann Genting UK's Senior Compliance Manager receiving Compliance Officer of the Year Award at National Compliance Awards.



US

RWNYC strictly enforces the minimum legal wagering age established by law. We offer various responsible gaming resources and free assistance to our guests. Our focus and commitment remains true to the overall message to "Play Responsibly" in the state of New York. We have self-exclusion programmes and Responsible Gambling Support Center (RGSC) and the Queens Center for Excellence (QCFE) to assist players who require help. Our Gaming Complaint and Dispute procedures within the gambling environment aim to minimise any potential harm.

At RWNYC, we take the welfare of our guests seriously. We want our players to enjoy their time and play responsibly, while making sure that appropriate tools are readily available to help them if needed. Our responsible gaming ambassadors are trained to identify the warning signs of excessive play to provide help if needed, and guide guests to treatment where necessary.



Bahamas

RW Bimini collaborates with The Bahamas Gaming Board and Florida Council on Compulsive Gaming to take appropriate measures to increase problem-gambling awareness among guests and team members.

Community Investment



Chinese New Year contribution to welfare homes and charitable organisations.

Genting Malaysia is committed to giving back to society and sharing our accomplishments with our local community.

We encourage and support initiatives to improve the quality of life of underprivileged communities through financial contributions and humanitarian efforts. Our employees care and volunteer their time in charitable events for welfare homes and disabled groups, as well as sports activities to promote a healthy lifestyle.

At Genting Malaysia, we continuously strive to enrich the lives of people and contribute to the sustainability of communities.

Our Corporate Social Responsibility (CSR) commitments go beyond providing financial aid; we work closely with charities and implement initiatives across a wide range of sectors in many different ways.



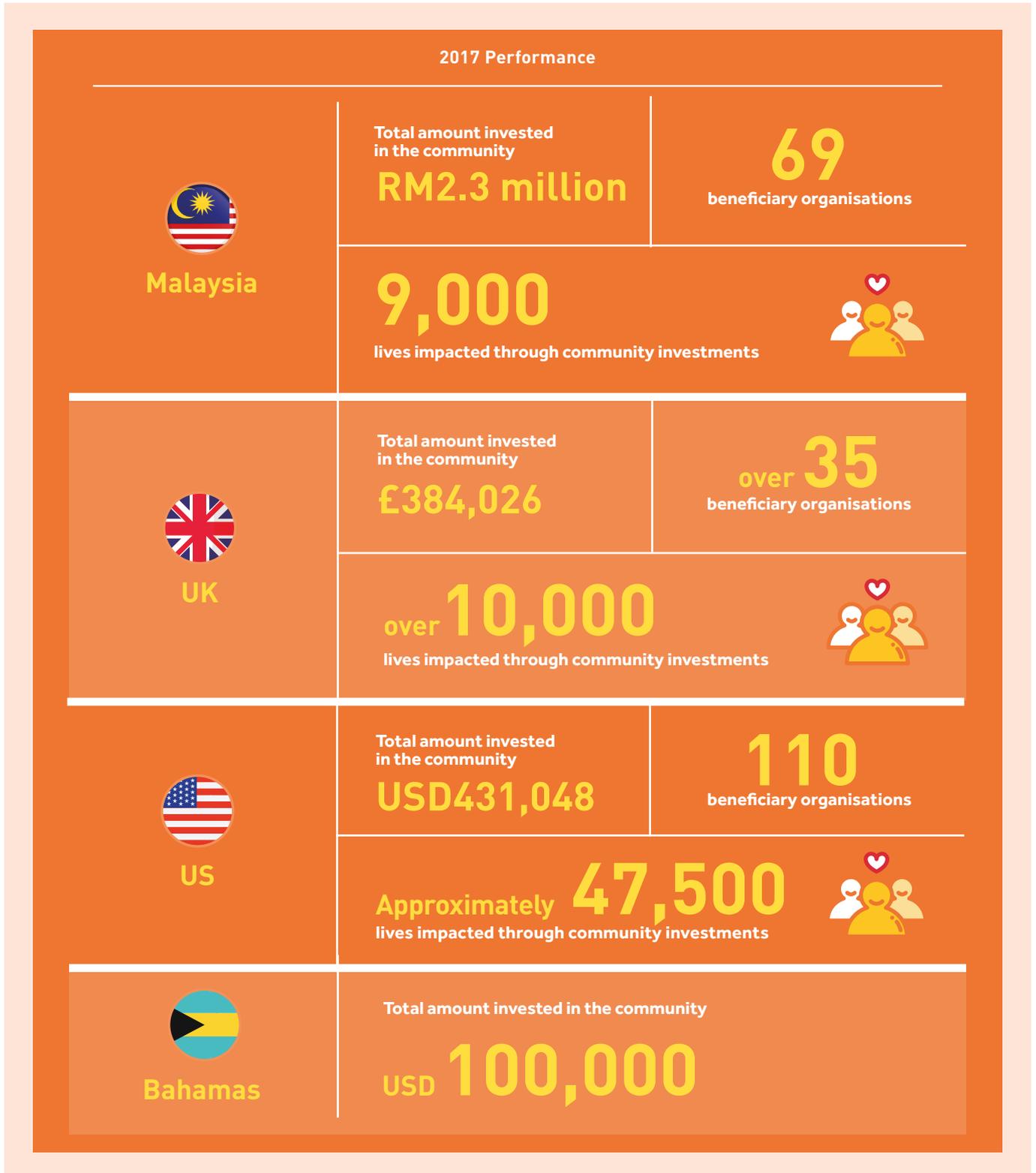
Over
66,000
people benefited from our
philanthropy efforts



Over
RM6 million
worth of community investment benefiting
more than **200** organisations

Community Investment

Genting Malaysia's Community Investment and Estimated Number of Stakeholders Benefited.



Community Investment



Malaysia

We continue to contribute donations and sponsorships in a sustainable manner, supporting causes that are consistent with our values. Our donations cover various categories of requests from the field of sports and special interest, as well as NGOs and national initiatives.

Supporting the Underprivileged



Prize-giving ceremony to one of the MAKPEM Charity Run winners under the Wheel Chair Racing category.

Genting Malaysia recognises the benefits of physical activity among individuals belonging to the underprivileged group. Hence, we aim to promote and support a wide range of sporting events for the underprivileged, while making a positive impact in their lives.

One of the initiatives launched by Majlis Kebajikan dan Pembangunan Masyarakat Kebangsaan Malaysia ("MAKPEM") that has proven to be successful to promote healthy lifestyle among underprivileged groups is the MAKPEM Charity Run. In view of this, Genting Malaysia donated RM30,000 to support the run. In addition, we donated RM50,000 to the Malaysian Deaf Sports Association, a local charitable organisation that we have supported for four consecutive years.

Warriors Day Fund Campaign

Persatuan Veteran Angkatan Tentera Malaysia (PVATM), otherwise known as the Malaysian Armed Forces Veterans Association, is one of the oldest associations in the country. It was set up to promote camaraderie, helping ex-servicemen and women, serving personnel and their families to overcome financial, social and mental health issues.

In conjunction with Warriors Day fund campaign, Genting Malaysia contributed RM100,000 to the Warriors' Challenge.

The activity aimed to raise awareness among the younger generation on the contributions and sacrifices made by our veterans. Genting Malaysia sent a 23-member team to participate in the Warriors Challenge, taking on the physically-gruelling race held at National Defence University of Malaysia (UPNM) in Sungai Besi, Kuala Lumpur. This provided our employees with the opportunity to learn about the Group's initiative, as well as to foster engagement, teamwork and good sportsmanship among our employees.



Genting Malaysia SVP-Corporate Finance & Affairs, Mr James Koh and VP-Corporate Relations & Communications, Dato' Sri Kay Prakash with Tan Sri Mohd Anwar (PVATM President).



Genting Malaysia employees participated in the Warriors Challenge.

Community Investment



Malaysia

We believe in the role of sports in nation-building and we are committed to nurturing young sporting talents.

Nurture Sporting Talents



To harness talent among youth, we support the development of district and state levels sports such as football and hockey in our home state – Pahang. In 2017, Genting Malaysia contributed nearly half a million to the football associations in Pahang.

Group photo during a mock cheque presentation to the Bentong Football Association.

Other National Sporting Events

Recognising that the other national sporting events are equally important in contributing to the development of the country, we pledge support with the following financial assistance:

- Donated RM15,000 to SportExcel Malaysia (Yayasan Kecemerlangan Sukan Malaysia) as part of our effort to support their Athletes Assistance Scheme that addresses talent scouting and training among juniors and National Associations. To date, 464 juniors have benefitted from this scheme. Genting Malaysia has been an ardent supporter of SportExcel in the past ten years.
- Contributed RM50,000 to Malaysian Ladies Golf Association (“MALGA”) in support of golf initiative “Girls’ Junior Development Programme”. This initiative aims to provide professional training to the young female golfers, gearing them up to pursue their dreams at both national and international tournaments.
- Donated a RM100,000 donation to the Malaysian Hockey Confederation (“MHC”) for Under-21 Sultan of Johor Cup Hockey Tournament 2017, in conjunction with the birthday of HRH Sultan Ibrahim Ibni Almarhum Sultan Iskandar.



Players of the Bentong Football Association.

Community Investment



Malaysia

Sponsorship of Bentong Educational and Community (BECO) Park



Centrestage of the BECO Park.

Bentong community with the population of approximately 113,000 holds a very special place in the heart of Genting Malaysia, as the community is situated within the vicinity of RWG. To enrich the community in Bentong, the Group donated RM1 million to Bentong Municipal Council for the development of BECO park.

The park was designed to incorporate environmental considerations that include solar energy, LED lighting system and information on the three Rs of waste management: Reduce, reuse, and recycle. We believe that visitors and community alike will benefit from the vast space of BECO Park that measures 3,213 square metres. Visitors will learn about environmental protection, as the park was built to:

- Provide opportunities for the public to learn about park sustainability and natural resource protection.
- Enhance the public's physical, mental, and social well-being by providing opportunities to interact with nature.
- Provide outdoor spaces designed and operated to encourage social interaction.

The BECO Park consists of 6 zones:

- Community square
- Skating ring and jogging track
- Sustainability education area
- Workout area
- Multipurpose area
- Food and beverages kiosk

National Day Short Video Contest

Genting Malaysia held a National Day Short Video Contest in conjunction with the National Day celebration. The contest was part of our effort to foster a spirit of patriotism among the country's undergraduates, and to nurture young talents from local institutions of higher learning in the field of creative content development. The contest also aimed to encourage the community at large to cultivate a passion for arts and culture. Cash prizes were presented to top three winners from Tunku Abdul Rahman University College and Taylor's University whose 40-second video clips captured the essence of Merdeka spirit. The winning videos were screened from 23rd August to 16th September on the LED display screens at the SkyAvenue.



National Day Short Video Contest winners with the senior management.

Community Investment



Malaysia

Helping the needy and vulnerable

The most vulnerable members in our society are heavily dependent on the social protection and assistance programmes that are available to them. Genting Malaysia endeavours to provide support wherever possible in the hope of bringing about positive change in their lives.



Baby Hatch, a safe haven for abandoned babies.

OrphanCare Foundation

The OrphanCare Foundation was founded with the aim to give institutionalised children and unplanned, at-risk, newborn babies the joy of growing up in a family. The foundation works closely with the Ministry of Women, Family and Community Development to uphold its motto: 'Every Child Needs A Family'. Genting Malaysia had been supporting the foundation as early as its official launch in 2009, and gracing its first anniversary Baby Hatch fundraising dinner in 2011 with contributions amounting to RM15,000 and RM30,000, respectively. We further donated RM15,000 to its OrphanCare Mother's Day Hi-Tea Fundraising event held on 13th May 2017.

Pure Life Society's Women in Business Bazaar

Registered in 1950, Pure Life Society is a home for orphans and underprivileged children. Through Pure Life Society Women's Wing (PLSWW), the Society addresses the socio-economic needs of women of all classes by supporting causes in education, healthcare and employment, skills workshops, personal grooming and financial management.

"Women in Business Bazaar", organised by Pure Life Society, was held on 1st October 2017 at its centre in Puchong. The objective of this initiative was to empower more than 30 underprivileged women by promoting their small businesses to earn a living. We contributed RM10,000 in support of single mothers, thereby creating positive changes in their lives.



Dato' Sri Kay Prakash (far right) at the bazaar organised by PLSWW in support of women empowerment.

Community Investment



Malaysia

Helping the needy and vulnerable (cont'd)



Tan Sri Lim Kok Thay presented a mock cheque to a charitable organisation's representative.

Spreading CNY Joy to Welfare Homes and Charitable Organisations

Capturing the spirit of Chinese New Year, Genting Malaysia donated RM250,000 to 25 welfare homes and charitable organisations at the Group's luncheon.

“ The challenging and sometimes uncertain economic landscape makes it even more important for us to contribute to those who require financial assistance. When we donate, be it in cash or kind, we are contributing to causes that bring positive changes to the community and beyond. ”

Tan Sri Lim Kok Thay, Chairman and Chief Executive of Genting Malaysia

Our Overseas Community Care



UK

Genting UK aims to operate in an ethically, socially and environmentally responsible manner, thereby minimising the risks of gaming-related harm. Genting UK donates a minimum of 0.1% gross gambling yield (GGY) to Gamble Aware for the research, education and treatment of problem gamblers annually.

Genting Casino Bournemouth



Employees at Genting Casino Bournemouth with some baked goods for their chosen Responsible Gambling Week charity, Macmillan Local, which provides a Specialist Palliative Care Unit for patients at Christchurch Hospital in Dorset.

Genting Casino Westcliff

In August the casino hosted the annual "Westcliff Genting's Got Talent". 18-year old Ellie Brewer from Ilford Essex was crowned the winner of the competition.



Genting Casino Torquay & Plymouth

The two casinos teamed up to give away a brand new Toyota Aygo to one winner. The car was given away at a free prize draw on 15th December 2017 at Genting Casino Torquay.



A brand new Toyota Aygo given away to the winner.

Genting Casino Glasgow

Genting Casino Glasgow held its third annual Scottish Chinese golf tournament at Loch Lomond. The tournament was held to help build positive relationship between Genting UK and the Chinese community that frequently visits the casino.



Third annual Scottish Chinese golf tournament at Loch Lomond.

Our Overseas Community Care



UK

Genting Casino Chinatown Birmingham

The casino helped to raise more than £5,000 for Macmillan nurses by shaving the hair of a local businessman, James Wong, at the annual Moon Festival celebrations.



Fundraising for Macmillan nurses.

Genting Casino Bolton

Genting Casino Bolton held a charity night to raise money for the Destitute Animal Shelter. The casino raised a total of £2,141.



US

At RWNYC, our “Resorts World Gives” programme supports initiatives that help to promote economic, social and community development particularly within the neighbourhood of Queens and New York City. Contributions are distributed to non-profit organisations that support public purposes in workforce development, early childhood education, arts and culture, health & wellness, and responsible gaming. In total, we contributed 44% of revenue to the NY state education fund.

We believe that we have a responsibility to get involved to make a difference in the lives of others in need by supporting effective, reputable charities and worthy causes. The total amount donated to date exceeded \$400,000. These donations will be used to revitalise our communities and improve social welfare of those we serve. Highlights include a \$50,000 sponsorship of the Queens Economic Development Corporations’ entrepreneur business plan competition and \$40,000 to support the Boys and Girls Club of Metro Queens.

The operations of Resorts World Miami, which include Hilton and Omni, continue to offer generous support to local organisations with over \$100,000 worth of donations in cash and kind. Our commitment to contributing \$50,000 to “Make a Wish” foundation reflects our culture of giving back to the community. Our pledge for community engagement is evident in our continual support for Camillus House to assist homeless people.

Women’s Health Care

The American-Italian Cancer Foundation (AICF) brought its mobile care clinic to RWNYC on 9th March, providing free digital mammograms and clinical breast exams for women 40 years old and above. Since it was first launched, the AICF’s Mobile Care Clinic had been serving thousands of medically underserved women, many of whom had no insurance and could not otherwise afford such care.



AICF mobile care clinic at RWNYC.

Our Overseas Community Care



US

Enhance Education Opportunities

RWNYC contributed \$10,000 to York College at its 50th Anniversary Gala held on 10th May 2017. The donation was part of our ongoing efforts to enhance educational opportunities to those academically talented but financially disadvantaged.



York College 50th Anniversary Gala donation.

Helping Entrepreneurs in Queens

Queens StartUP! competition is a signature programme of the Queens Economic Development Corporation (QEDC) that provides small business owners and aspiring entrepreneurs with business education, mentoring, access to capital and skills development. RWNYC joined QEDC in 2017 to support small business owners in Queens through a contribution of \$50,000.



Queens Economic Development Corporation Grant.

Jamaica Bay Wildlife Refuge

In an effort to show economic support for the Jamaica Bay region, RWNYC donated funds to the Jamaica Bay Wildlife Refuge's Guardian Programme, to invest in education, community engagement, advocacy, and restoration in the area.



Jamaica Bay Wildlife's Guardian Programme donation.

Boy Scouts Queens Council

RWNYC granted The Boy Scouts of America's Queens Council a donation amounting to \$10,000 in support of the council's programmes.

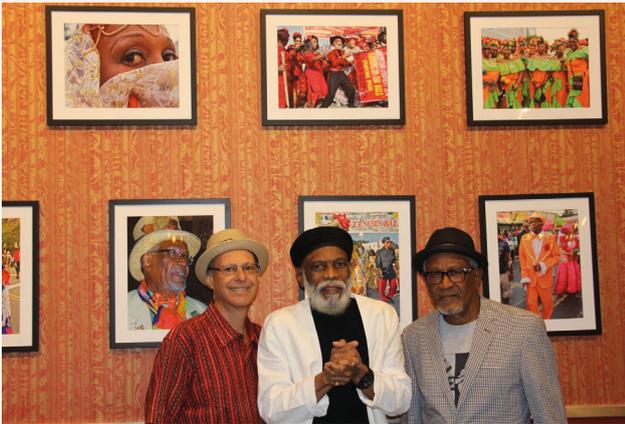


Boy Scouts Queens Council donation.

Our Overseas Community Care



US



Carnival in the City exhibit.

Carnival in the City Exhibit

RWNYC honours the rich artistic history of the Caribbean with an exhibit at its Red Wall Gallery. The “Carnival in the City” exhibit explores the history of costumes and tradition as well as arts and culture of the West Indian Day Parade in Brooklyn.



Bahamas

Hurricane Relief Efforts at Bimini

“We would like to thank RW Bimini for their effort to give back to the community on behalf of the many people who were helped by their generosity.”

Local Government Chief Councilor Robbie Smith

“We are grateful for NGOs such as RW Bimini for making an effort to partner with us to meet the needs of the people who would not have been able to get help otherwise.”

Island Administrator Kate Williamson

Hurricane Irma caused havoc and created catastrophic damage to the residents of Bimini, many houses were destroyed and thousands left homeless. RW Bimini responded quickly to the community affected by the natural disaster, by donating building materials to National Emergency Management Agency (NEMA) for the residents in

North Bimini, helping them to rebuild after the devastating storm. The purchase of the supplies was made possible in part by proceeds raised at RW Bimini’s Driftwood Beach Festival at Luna Beach Club, which attracted professional athletes who wished to contribute to the cause by conducting sports clinic and exhibition.



RW Bimini President Ms Lawrence presented the supplies to Island Administrator Kate Williamson, who received the donation on behalf of NEMA.

GRI Content Index

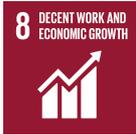
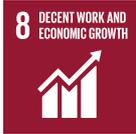
This report has been prepared in accordance with GRI Standards: Core option.

GRI Standard	Disclosure	Page number(s)
GRI 101: Foundation 2016		
General Disclosures		
	Organisational Profile	
	102-1 : Name of the organisation	Page 1
	102-2 : Activities, brands, products, and services	Page 6
	102-3 : Location of headquarters	Page 5
	102-4 : Location of operations	Page 3
	102-5 : Ownership and legal form	Page 4
	102-6 : Markets served	Page 5
	102-7 : Scale of the organisation	Page 5
	102-8 : Information on employees and other workers	Page 7
	102-9 : Supply chain	Page 9
	102-10 : Significant changes to the organisation and its supply chain	Page 6
	102-11 : Precautionary Principle or approach	Page 10
	102-12 : External initiatives	Page 8
	102-13 : Membership in associations	Page 11
GRI 102: General Disclosures 2016	STRATEGY	
	102-14 : Statement from senior decision-maker	Page 2
	ETHICS AND INTEGRITY	
	102-16 : Values, principles, standards, and norms of behaviour	Page 12
	GOVERNANCE	
	102-8 : Governance structure	Page 14
	STAKEHOLDER ENGAGEMENT	
	102-42 : Identifying and selecting stakeholders	Page 16
	102-40 : List of stakeholder groups	Pages 20, 21
	102-43 : Approach to stakeholder engagement	Pages 20, 21
102-44 : Key topics and concerns raised	Pages 20, 21	
102-41 : Collective bargaining agreements	Malaysia <ul style="list-style-type: none"> - 12th Collective Agreement between Genting Malaysia and Genting Malaysia Berhad Workers Union - 57% of total employees covered by collective bargaining agreement 	

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)
GRI 101: Foundation 2016		
General Disclosures		
	REPORTING PRACTICE	
	102-45 : Entities included in the consolidated financial statements	Page 4
	102-46 : Defining report content and topic Boundaries	Pages 1, 15, 16
	102-47 : List of material topics	Page 15
	102-48 : Restatements of information	Not applicable
	102-49 : Changes in reporting	Page 1
GRI 102: General Disclosures 2016	102-50 : Reporting period	Page 1
	102-51 : Date of most recent report	Page 1
	102-52 : Reporting cycle	Page 1
	102-53 : Contact point for questions regarding the report	Page 1
	102-54 : Claims of reporting in accordance with the GRI Standards	Page 1
	102-55 : GRI content index	Pages 77-85
	102-56 : External assurance	Page 1

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 200 ECONOMIC: CORPORATE GOVERNANCE			
Topic: Corporate Governance			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 23, 24	
	103-2: The management approach and its components	Pages 23, 24	
	103-3: Evaluation of the management approach	Page 24	
GRI 205: Anti-corruption 2016	205-3: Confirmed incidents of corruption and action taken	Page 23	
Topic: Economic Performance			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 25, 26	
	103-2: The management approach and its components	Pages 25, 26	
	103-3: Evaluation of the management approach	Page 25	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	Page 27	
Topic: Procurement Practices			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 28, 29	
	103-2: The management approach and its components	Pages 28, 29	
	103-3: Evaluation of the management approach	Page 28	
GRI 204: Procurement Practices 2016	204-1: Proportion of spending on local suppliers	Page 9	

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 200 ECONOMIC: CORPORATE GOVERNANCE			
Topic: Regulatory Compliance			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Page 30	
	103-2: The management approach and its components	Page 30	
	103-3: Evaluation of the management approach	Page 30	
GRI 307: Environmental Compliance 2016	307-1: Non-compliance with environmental laws and regulations	Page 30	
GRI 417: Marketing and Labelling 2016	417-2: Incidents of non-compliance concerning product and service information and labelling	Page 30	
GRI 419: Socioeconomic Compliance 2016	419-1: Non-compliance with laws and regulations in the social and economic area	Page 30	
GRI 300 ENVIRONMENT: ENVIRONMENTAL STEWARDSHIP			
Topic: Biodiversity Protection			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 32, 33	
	103-2: The management approach and its components	Pages 32, 33	
	103-3: Evaluation of the management approach	Page 34	
GRI 304: Biodiversity 2016	304-1: Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Pages 32, 33	
	304-3: Habitats protected or restored	Pages 32, 33	

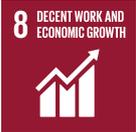
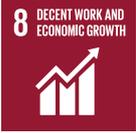
GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 300 ENVIRONMENT: ENVIRONMENTAL STEWARDSHIP			
Topic: Energy Efficiency and Carbon Footprint			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 35, 38	
	103-2: The management approach and its components	Pages 35, 38	
	103-3: Evaluation of the management approach	Page 36	
GRI 302: Energy 2016	302-1: Energy consumption within the organisation	Page 36	
	302-3: Energy intensity	Page 36	
	302-4: Reduction of energy consumption	Page 35	
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	Page 36	
	305-2: Energy indirect (Scope 2) GHG emissions	Page 36	
	305-4: GHG emissions intensity	Page 36	
	305-5: Reduction of GHG emissions	Page 35	
Topic: Water Management			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 39, 40	
	103-2: The management approach and its components	Pages 39, 40	
	103-3: Evaluation of the management approach	Page 40	
GRI 303: Water 2016	303-1: Water withdrawal by source	Page 40	
	303-3: Water recycled and reused	Page 40	

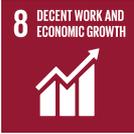
GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 300 ENVIRONMENT: ENVIRONMENTAL STEWARDSHIP			
Topic: Effluents and Waste			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 41, 42	   
	103-2: The management approach and its components	Pages 41, 42	
	103-3: Evaluation of the management approach	Page 42	
GRI 306: Effluents and Waste 2016	306-1: Water discharge by quality and destination	Page 42	   
	306-2: Waste by type and disposal method	Page 42	
Topic: Green Building			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 43, 44	   
	103-2: The management approach and its components	Pages 43, 44	
	103-3: Evaluation of the management approach	Pages 43, 44	
With reference to GRI G4 guidelines	CRE1: Building Energy Intensity	Page 43	
	CRE2: Building Water Intensity	Page 43	
With reference to GRI G4 guidelines	CRE2: Greenhouse Gas Intensity	Page 43	 
	CRE8: Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation, and re-development	Page 44	

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 400 SOCIAL: WORKPLACE OF CHOICE			
Topic: Employee Wellness and Engagement			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 46, 47, 48	
	103-2: The management approach and its components	Pages 46, 47, 48	
	103-3: Evaluation of the management approach	Page 47	
GRI 401: Employment 2016	401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 46	
Topic: Occupational Safety and Health			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 49, 50, 51, 52	
	103-2: The management approach and its components	Pages 49, 50, 51, 52	
	103-3: Evaluation of the management approach	Pages 50, 51, 52	
GRI 403: Occupational Health and Safety 2016	403-1: Workers representation in formal joint management-worker health and safety committees	Malaysia: 100% UK: 100% Bahamas: 100%	
	403-2: Types of injury and rates of injury and fatalities	Page 52	
Topic: Talent Management			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 53, 54	
	103-2: The management approach and its components	Pages 53, 54	
	103-3: Evaluation of the management approach	Page 54	
GRI 404: Training and Education 2016	404-3: Percentage of employees receiving regular performance and career development review	Page 53	 

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 400 SOCIAL: WORKPLACE OF CHOICE			
Topic: Non-Discrimination			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Page 55	
	103-2: The management approach and its components	Page 55	
	103-3: Evaluation of the management approach	Page 47	
GRI 406: Non-Discrimination	406-1: Incidents of discrimination and corrective actions taken	Page 55	
GRI 400 SOCIAL: CUSTOMER ORIENTATION			
Topic: Responsible Gaming			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 64, 65	
	103-2: The management approach and its components	Pages 64, 65	
	103-3: Evaluation of the management approach	Page 64	
Topic: Customer Satisfaction			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 56, 57	
	103-2: The management approach and its components	Pages 56, 57	
	103-3: Evaluation of the management approach	Pages 57, 58	
Non-GRI indicator	Customer satisfaction results	Pages 57, 58	

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Mapping to the UN SDGs
Material Topics			
GRI 400 SOCIAL: CUSTOMER ORIENTATION			
Topic: Customer Safety and Security			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 59, 60, 61	
	103-2: The management approach and its components	Pages 59, 60, 61	
	103-3: Evaluation of the management approach	Page 60	
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	Page 59	
Non-GRI indicator	Number of cases of accidents involving guests travelling up and down Genting Highlands slope	Page 61	
Topic: Cyber Security and Data Privacy			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 62, 63	
	103-2: The management approach and its components	Pages 62, 63	
	103-3: Evaluation of the management approach	Page 63	
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 62	
GRI 400 SOCIAL: COMMUNITY CARE			
Topic: Community Investment			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Pages 66-76	
	103-2: The management approach and its components	Pages 66-76	
	103-3: Evaluation of the management approach	Pages 69-76	
GRI 413: Local Communities 2016	Operations with local community engagement, impact assessments, and development programs	Pages 66-76	



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