



GENTING
MALAYSIA



SUSTAINABILITY REPORT 2018

GENTING MALAYSIA BERHAD (58019-U)

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Cover Rationale

Living in Harmony

This picture of a Streaked Spiderhunter was taken in the Awana rainforest at Genting Highlands reflecting the rich biodiversity of the forest. Estimated to be around 130 million-years-old, the forest is about 94% untouched due to our persistence in environmental sustainability. As an ardent nature lover, our founder, the late Tan Sri Dato' Seri (Dr) Lim Goh Tong, believed in living in harmony with the environment and giving priority to protecting natural resources when developing Genting Highlands. We will continue to protect and conserve the lush greenery that surrounds Resorts World Genting, as envisioned by our late founder. He also believed in living in harmony with people at work and at home and had inculcated it as one of Genting's five core values. We attest to this through teamwork and effective communication to create a harmonious workplace.



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About This Report

GRI 102-1, 102-46, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

Genting Malaysia Berhad (“Group” or “Genting Malaysia”) is committed to sharing and reporting our sustainability progress and providing disclosure on our material economic, environmental and social (EES) topics. Over the past decade, our reports have evolved along with the local and global sustainability reporting landscape and we continue to strive to improve the quality of our report through more effective internal reporting and monitoring systems.



Aerial view of RWG.



Reporting Standards

Our Sustainability Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards): Core option and meets the requirements of Bursa Malaysia’s Main Market Listing Requirement on sustainability reporting.



Assurance

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



Scope and Boundary

Genting Malaysia’s operations are located in Malaysia, the United Kingdom (“UK”), Egypt, 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 2018 and includes two years of comparative historical data wherever applicable. Our last Sustainability Report dated 6th April 2018 can be accessed on the Bursa Malaysia website within the 2017 Annual Report Section.



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@rwggenting.com.



Materiality Assessment

Our last assessment was in 2017 and it will be reviewed in 2019.

Message from the Chairman of Sustainability Steering Committee

GRI 102-12, 102-14



Staying true to our sustainability policy and mission, Genting Malaysia remains steadfast in upholding good corporate governance, conserving the environment, and appreciating our employees, the community and our valued customers.

Our commitment in maintaining sustainable growth to enhance shareholder value has been proven with considerable achievements in the three pillars – economic, environment and social – through our proactive initiatives that have led to our resorts winning multiple prestigious awards and recognitions worldwide while achieving our sustainability goals.

I am proud to note that Genting Malaysia was added to the FTSE4Good Index Series in June, demonstrating our strong environmental, social and governance (ESG) practices. We were chosen for meeting globally recognised corporate responsibility standards that were developed in collaboration with FTSE Russell.

Earlier in April, we were named the Leading Multinational Corporation of the Year at the Global Responsible Business Leadership Awards (2018). We received the award from the Asia Pacific CSR Council for demonstrating leadership in corporate sustainability and achieving triple bottom line (People, Planet, Profit) success in our sustainability pillars.

As a responsible corporate citizen, we understand the need to protect the environment for our future generation. Therefore, we have put in place various proactive and cost-effective initiatives that not only mitigate environmental

impact, but also support the Government's green policies and the United Nations' Sustainability Development Goals. Our new initiatives include completely phasing out plastic straws, introducing biodegradable food boxes and plates at Resorts World Genting's (RWG) food and beverage outlets and buying fresh produce from the local community around RWG to reduce our carbon footprint.

Our Genting Green Generation (G3) volunteer programme, which started in 2017 saw over 600 employees registered as volunteers, had continuing success in 2018 with activities throughout the year that engaged our volunteers in RWG's sustainability initiatives. To ensure true sustainability in our operations, we endeavour to continue engaging our stakeholders – from employees to suppliers and guests.

Attesting to our sustainable growth initiatives to create value for shareholders, we continue to put emphasis on the welfare of our employees and efficient talent management to deliver value for our customers. The Group's investments in human resource training and development paid off when our team's tireless efforts gained us multiple internationally-renowned accolades from esteemed travel guides.

Amidst our achievements, we did not forget to give back to society as part of our sustainability agenda. Holding true to one of our core values - Compassion, Genting Malaysia contributed more than RM5 million back to the community, especially the underprivileged.

This year's report is testament to our commitment in executing our sustainability agenda by meeting the Global Reporting Initiative (GRI) Standards. We hope to bolster our future reports by reviewing the materiality topics in 2019.

I would like to express my appreciation to all our stakeholders who have been part of our sustainability journey. Together, let us work towards achieving greater heights in 2019.

Dato' Sri Lee Choong Yan

Chairman of Sustainability Steering Committee and President & Chief Operating Officer

About Genting Malaysia Berhad

GRI 102-4

MALAYSIA



UNITED KINGDOM & EGYPT



UNITED STATES



BAHAMAS

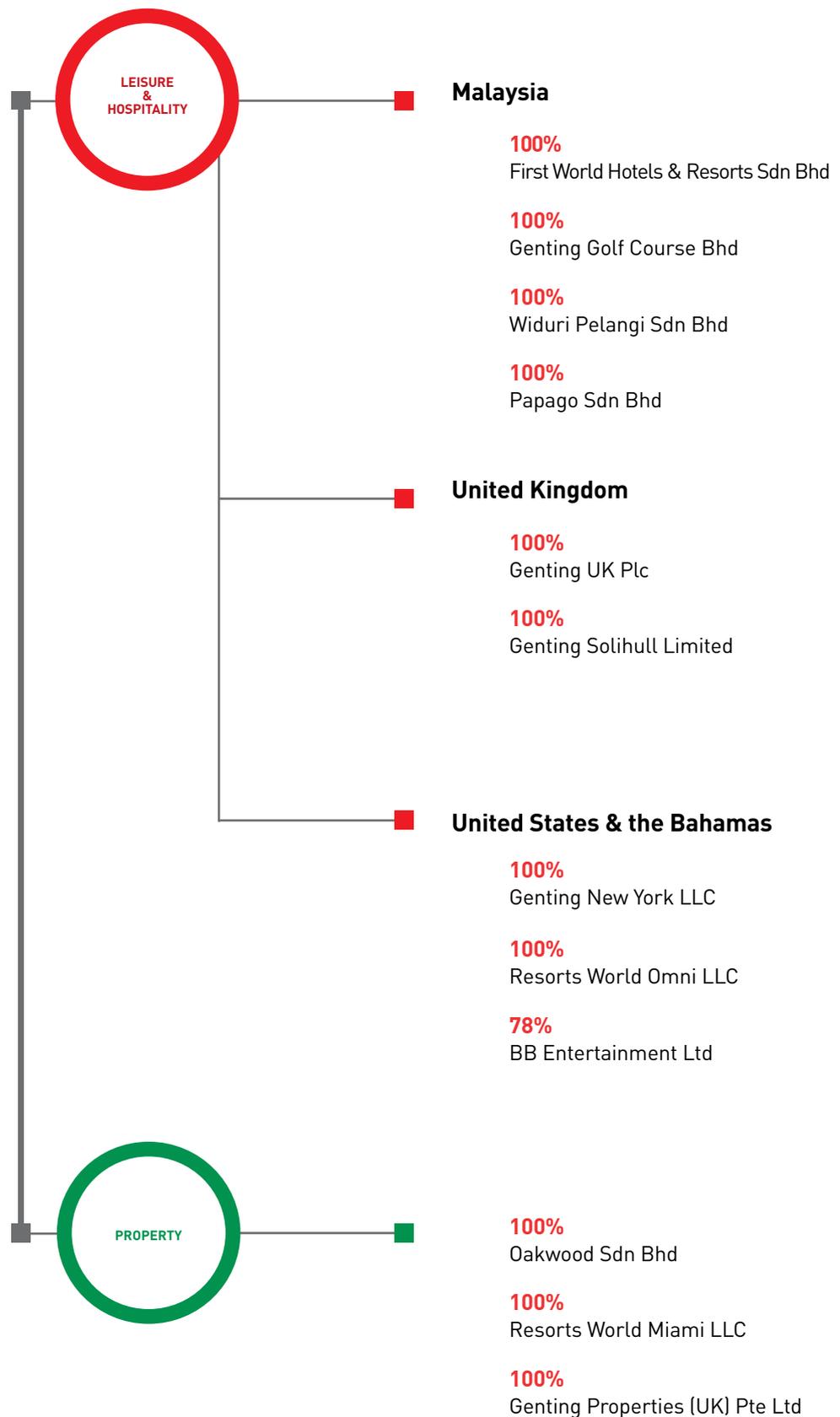


About Genting Malaysia Berhad | Organisation Background

GRI 102-5, 102-45



GENTING MALAYSIA BERHAD
(58019-U)
and its Principal Subsidiaries,
as of 27 February 2019



We have over 21,000 employees across the following 4 main regions where we operate:

14,956 employees in Malaysia	4,261 employees in the UK & Egypt	1,444 employees in the US	414 employees in the Bahamas
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The net sales generated for each region is:

RM6.7bil in Malaysia	RM1.8bil in the UK & Egypt	RM1.4bil in the US	RM97.3mil in the Bahamas
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The breakdown of the number of visitors is as follows:

25.9mil in Malaysia	4.1mil in the UK & Egypt	8.2mil in the US	88,012 in the Bahamas
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The Group owns and runs major resort properties in Malaysia, UK, US and Bahamas with a market capitalisation of about RM17.1 billion as of 31 December 2018.

A leading company in the leisure and hospitality industry, Genting Malaysia Berhad was incorporated in 1980 and listed on Bursa Malaysia's Main Market in 1989.

The Group owns and runs major resort properties and casinos in Malaysia, UK, Egypt, US and Bahamas with market capitalisation of about RM17.1 billion as of 31 December 2018. With its headquarters in Kuala Lumpur, Malaysia, the Group envisions to be the leading integrated resort operator in the world. Genting Malaysia attracted 38.5 million of visitors with net sales of RM9.9 billion in 2018.

Genting Malaysia's 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.

Introduction

About Genting Malaysia Berhad

GRI 102-2, 102-10



Malaysia

Number of Visitors	25.9mil
Total Employees	14,956
Net Sales	RM6.7bil

Resorts World Genting (RWG) is one of the most popular holiday destinations in Malaysia. Located at the peak of Genting Highlands in Pahang, Malaysia, RWG is a premier integrated leisure and entertainment resort, with approximately 10,500 rooms across seven hotels, theme park and entertainment attractions, dining and retail outlets, and business convention facilities. Genting Malaysia also owns and operates Resorts World Kijal (RWK) in Terengganu and Resorts World Langkawi (RWL) on Langkawi Island.

RWG is currently undergoing a 10-year master plan under the Genting Integrated Tourism Plan (GITP). Since the GITP launch in 2013, the resorts have added various new facilities and refurbished attractions.

GITP Projects

2018	→	Medan Selera, Bona Cinema, RedTail, High Line Roof Top Market, Empire by Zouk, Zouk Genting, Skytropolis and The VOID
2017	→	SeniKome Peng Heng, SkySymphony, Theme Park Hotel, Crockfords Hotel
2016	→	SkyAvenue (in house F&B outlets - Burger & Lobster, Cafés Richard, Malaysian Food Street), Awana SkyWay Cable Car
2015	→	First World Hotel Tower 3



United Kingdom & Egypt

Number of Visitors	4.1mil
Total Employees	4,261
Net Sales	RM1.8bil

As one of the largest casino operations in the UK, Genting UK owns and operates 42 casinos and an interactive business which includes the online casino and sports book operations to give customers a seamless multi-channel gaming experience. Besides running 6 casinos in London and 36 outside of London, Genting UK also operates Resorts World Birmingham (RW Birmingham) – the first integrated leisure complex in the UK. Equipped with gaming and entertainment facilities, RW Birmingham also has a 4-Star hotel with 178 rooms as well as retail and dining outlets. Genting UK also operates Crockfords Cairo, an exclusive casino situated inside The Nile Ritz-Carlton Hotel in Cairo, Egypt.



US

Number of Visitors	8.2mil
Total Employees	1,444
Net Sales	RM1.4bil

Genting Malaysia operates Resorts World Casino New York City (RWNYC) - the first and only gaming machine facility in New York City. Adjacent to New York's iconic Aqueduct Racetrack in Queens, its strategic location is less than 5 minutes away from the John F. Kennedy Airport. The property has gaming on three levels of NYC-themed floors: Times Square Casino, Fifth Avenue Casino and Central Park Casino, with more than 6,000 slots and electronic table games. There are three extraordinary high-limit rooms for Platinum and Black Card members, which are Fifth Avenue Club, Baccarat Club and Crystal Cruises High Limits Lounge.



Bahamas

Number of Visitors	88,012
Total Employees	414
Net Sales	RM97.3mil

Located on the island of North Bimini, Resorts World Bimini (RW Bimini) is a 750-acre luxury beachfront resort and casino surrounded by stunning turquoise waters and miles of white sand beaches. Highlights of the resort include 12 restaurants and bars; the largest deep-water marina complex in the Bahamas and three pools including an exquisite rooftop pool with breath-taking views of Bimini Bay lagoon – a river pool which stretches the entire length of the Hilton Hotel and a pool in the marina area for guests. The luxurious 4-Star Hilton hotel has 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. There is also accommodation available for rent at the Bimini Bay Resorts Villas, adjacent to RW Bimini.

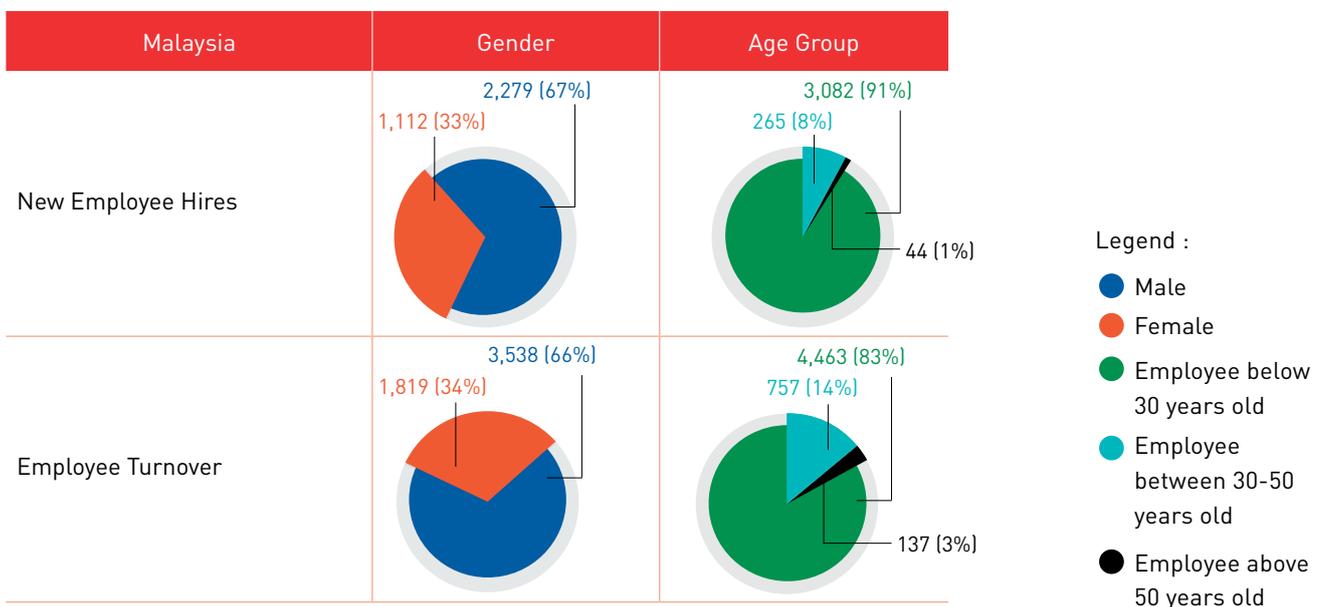
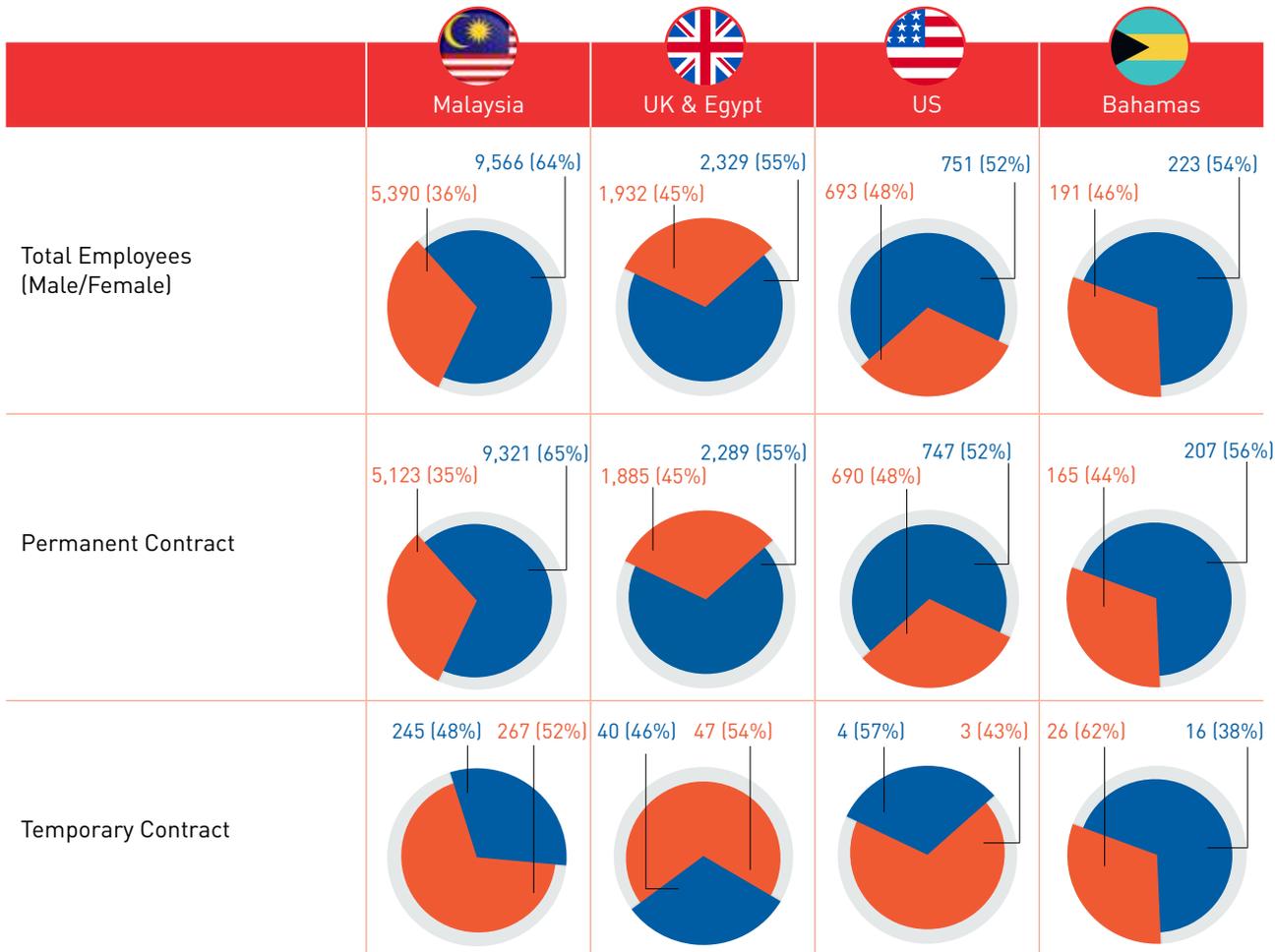
Introduction

About Genting Malaysia Berhad | Empowering Employees

GRI 102-8, 401-1

In Genting Malaysia, there are no assets more valuable than our employees. It is our commitment to ensure there is continuous growth and development in our human capital.

We have a total of 21,075 employees worldwide with 12,869 male employees and 8,206 female employees.



Introduction

About Genting Malaysia Berhad | Supply Chain

GRI 102-9, 204-1

A sustainable supply chain is imperative in our organisation to reduce operational and reputational risk. We consistently ensure our supply chains are efficient, transparent and committed to environmental responsibility to ensure smooth daily business operations.

In our eSourcing procurement services, our suppliers go through a stringent process and abide by the Supplier Code of Conduct to provide quality and innovative products and services to our customers. For further information on our procurement, please refer to pages 25 to 26 of this report.

Procurement processes in eSourcing:

- Suppliers undergo a selection process and qualified suppliers are listed.
- Suppliers will be contacted when there is a potential buyer that matches the supplier's capabilities.
- Buyers are given a monthly suppliers' report, so they can assess the performance of suppliers.



The Awana SkyWay traverses some of the most beautiful scenery at the resort.

As of 31st December 2018, there are 2,283 different types of suppliers for RWG:

2,100

Private Limited (Sdn Bhd) suppliers

82

Public Listed (Bhd) suppliers

101

Sole Proprietary/ Partnership suppliers

Procurement Highlights in RWG



84.05% of the procurement spent on local suppliers

RM800million

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

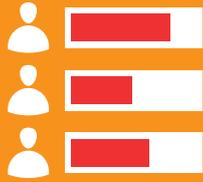
Introduction

About Genting Malaysia Berhad | The Risk Management Framework and Process

GRI 102-11

Our functional and business units are required to identify risks such as potential sustainability risks and evaluate controls within key functions or activities of their business processes.

The key aspects of the risk management process are:



Reviews of the risk profiles, the control procedures and status of the action plans are conducted on a half-yearly basis.



Management of the respective companies are provided with reports to enable them to review, discuss and monitor the risk profiles and implementation of action plans.



Significant risk issues and status of action plans are reviewed and discussed by the Risk and Business Continuity Management Committee (RBCMC) on a quarterly basis before being presented to the Executive Committee for approval.

Introduction

About Genting Malaysia Berhad | Membership in Associations

GRI 102-13

We are associated with various renowned and credible organisations to help us achieve our vision and mission, as well as our sustainability goals.



United States

- 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
- Office of Alcoholism & Substance Abuse Services (OASAS)
- Queens Center for Excellence
- NY Council on Problem Gambling



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)
- Institute of Chartered Accountants in England and Wales (ICAEW)



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)
- Malaysian Institute of Accountants (MIA)

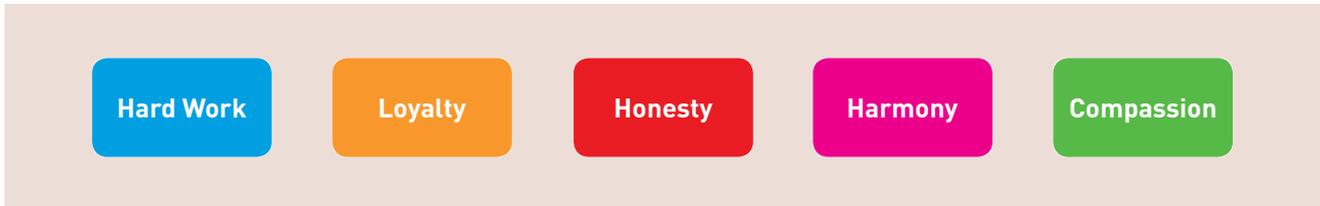
Introduction

About Genting Malaysia Berhad | Corporate Values

GRI 102-16

We are committed to giving the best services and products to our guests while enhancing shareholder value and maintaining long-term sustainable growth in our core businesses. As a leading multi-national corporation, we strive to be a responsible corporate citizen by prioritising good governance and transparency and ensuring excellent human resource development.

OUR CORE VALUES :



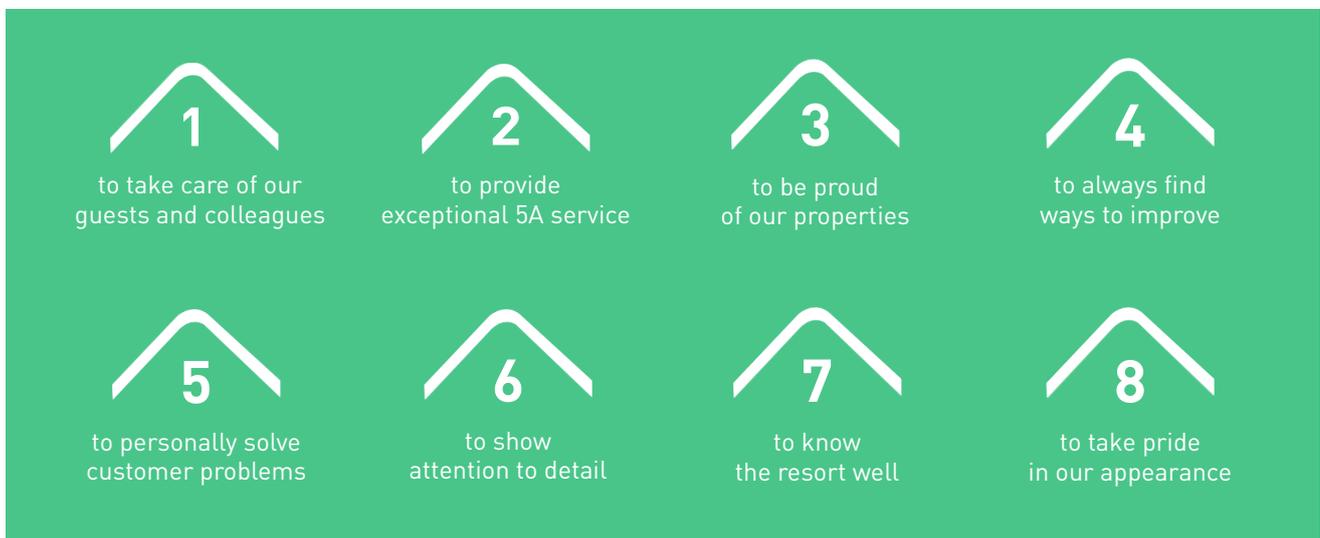
OUR PRINCIPLES:

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

We adhere to: the delivery of Above and Beyond service; the commitment to succeed and the well-being 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 :



Our Sustainability Approach



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 nation.

Towards this end, we strive to achieve the following:

ECONOMIC	ENVIRONMENT	SOCIAL		
 CORPORATE GOVERNANCE	 ENVIRONMENTAL STEWARDSHIP	 WORKPLACE OF CHOICE	 CUSTOMER ORIENTATION	 COMMUNITY CARE
<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. 	<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. 	<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. 	<ul style="list-style-type: none"> ✔ To engage our employees to deliver service excellence. ✔ To be our customers’ preferred resort by providing an enjoyable and memorable experience. ✔ To deliver our products and services in a responsible manner to our customers. 	<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 at the following regions: Malaysia, the United Kingdom, Egypt, the United States of America and the Bahamas.

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

Our Approach to Sustainability

Sustainability Governance Structure

GRI 102-18

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 comprise representatives from our respective business functions.

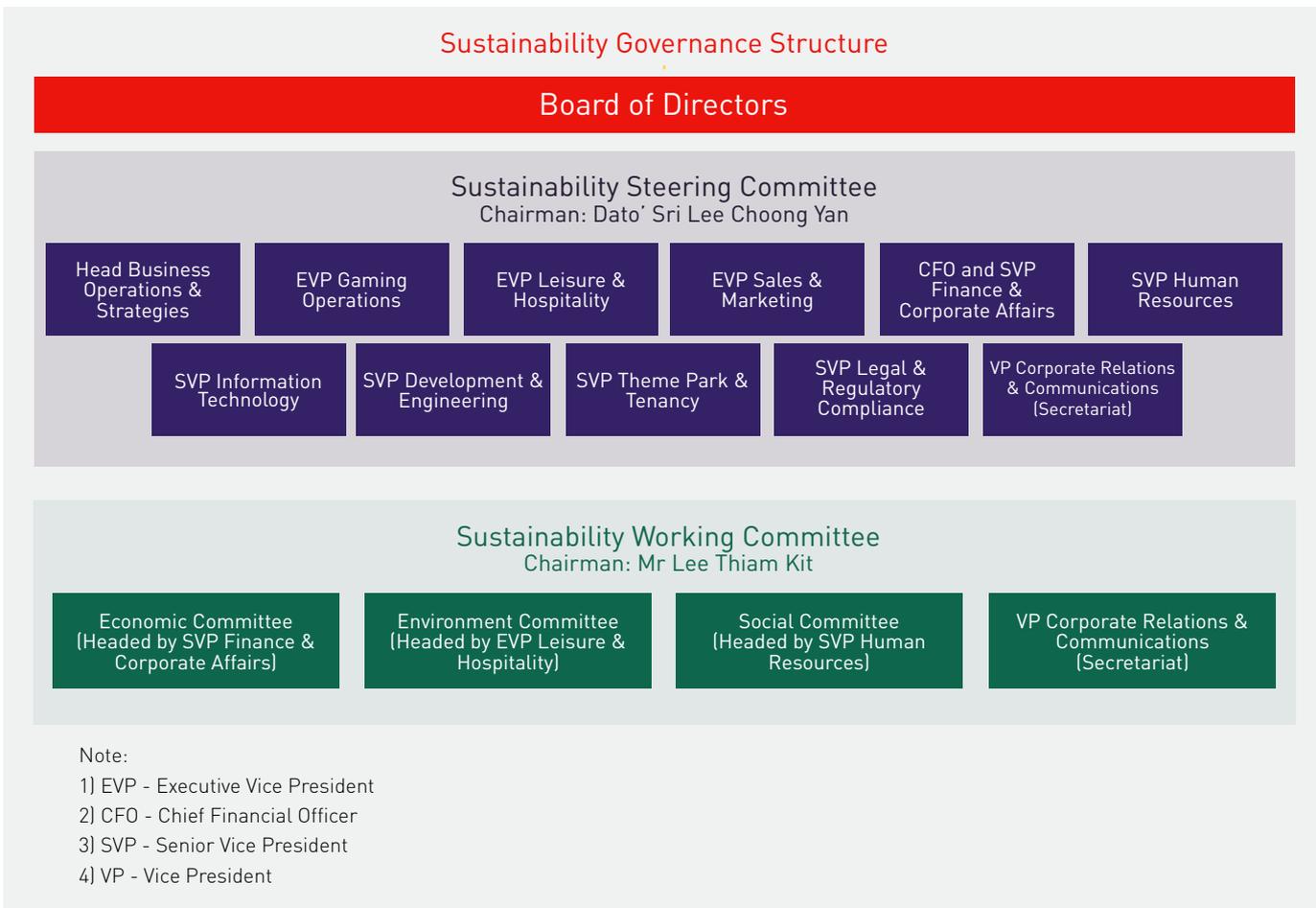
The roles of the Sustainability Steering Committee, as delegated by the Board are as follows:

- 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, environmental and social issues.
- 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:

- To obtain approval for sustainability policy related matters from the Steering Committee.
- Plan, execute, monitor and report the performance of the action plans to the Steering Committee.
- Compile and submit information, data, photos, etc. from all relevant departments promptly to the Secretariat for the preparation of the Annual Sustainability Report.
- Present and share sustainability action plans during each Working Committee meeting (submitted by each department).
- To plan and execute Genting Green Generation (G3) initiatives.

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

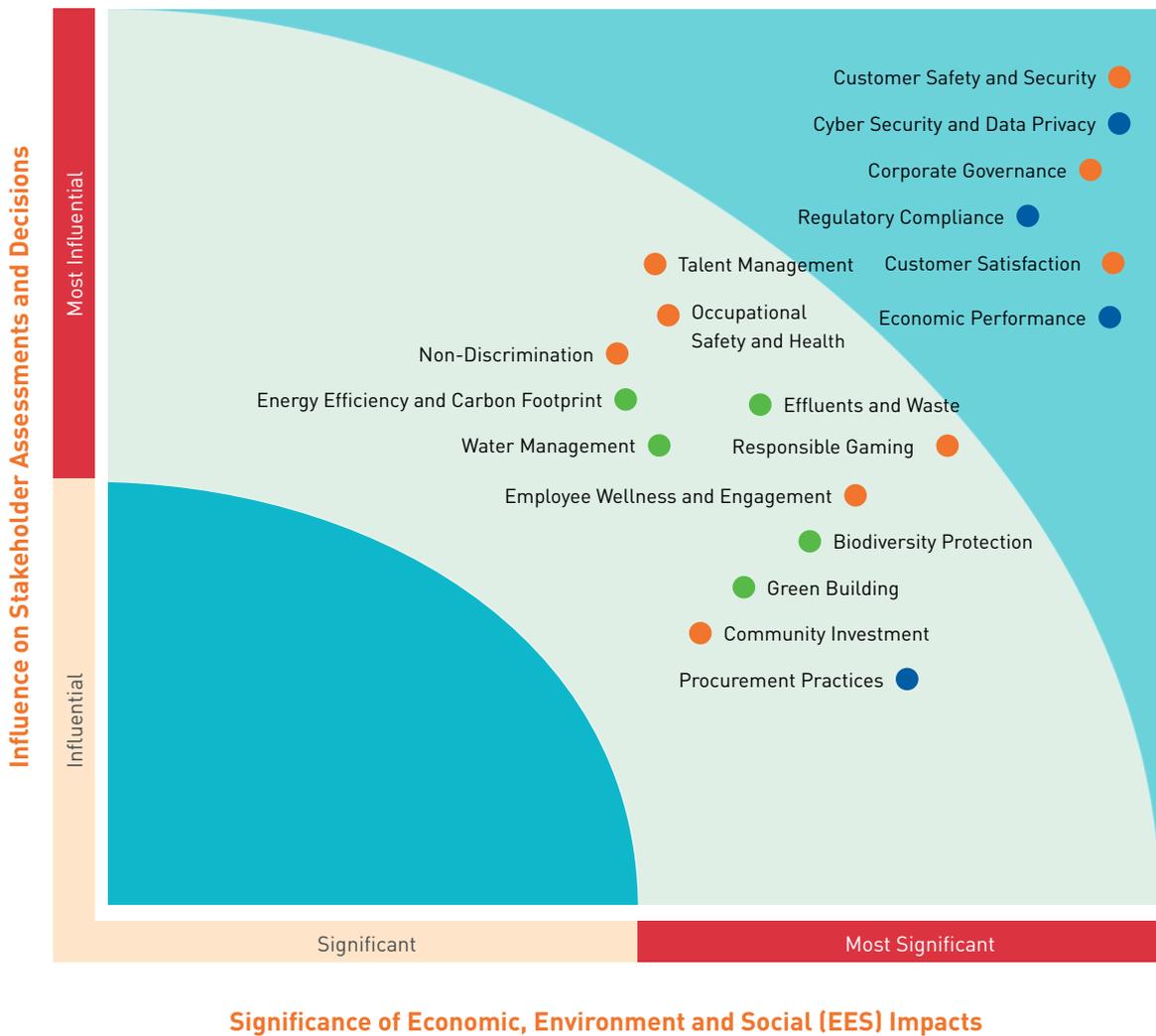


Materiality Matrix

Materiality assessment is an integral part of our approach to sustainability as it helps us to identify the significance of economic, environment and social impacts. In 2017, we conducted our materiality assessment by engaging our stakeholders, which resulted in identifying 18 material issues to GENM. Each of these material issues was then individually evaluated.

Details of the steps taken to identify the material topics and topic boundaries can be found in our 2017 Sustainability Report.

In 2018, we will reuse the materiality matrix from 2017. We will review the materiality matrix in 2019 as we plan to reassess the materiality biennially.



Legend:

- Economic
- Environment
- Social

2017 Sustainability Report can be found at <http://www.gentingmalaysia.com/sustainability/sustainability-reports/>

Our Approach to Sustainability

Materiality Topics

GRI 102-46, 102-47

Based on the results of our materiality exercise in 2017, we have identified and prioritised the following relevant issues:

MATERIAL ISSUE	GRI TOPIC	DEFINITION	MAPPING TO THE UN SDGs
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 discharged 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	MAPPING TO THE UN SDGs
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 their 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 for 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 	

Our Approach to Sustainability

Stakeholder Engagement

GRI 102-42, 102-40, 102-43, 102-44, 102-41

Genting Malaysia is firmly committed to stakeholder inclusiveness - we are convinced that listening to our stakeholders is invaluable in our pursuit of sustainable growth. Engaging our stakeholders helps us to identify any existing sustainability gaps, and enable us to make more informed assessments as well as develop innovative strategies. This allows us to identify and execute the appropriate action and continuously make a positive impact. For the financial year 2018, 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:

 <p>Employees</p>	 <p>Government and Regulators</p>	 <p>Customers</p>	 <p>Suppliers</p>
Engagement methods			
<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"> • Meetings with senior government officials and ambassadors • Government-Private Partnership on community investments 	<ul style="list-style-type: none"> • Daily customer engagement • Daily customer satisfaction surveys • Loyalty programmes (Genting Rewards) 	<ul style="list-style-type: none"> • Supplier pre-qualification selection criteria • Tender evaluation process
Our response to stakeholder feedback			
<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"> • Compliance with applicable regulations and laws wherever we operate 	<ul style="list-style-type: none"> • Creating delightful and memorable experiences for our customers 	<ul style="list-style-type: none"> • Drive responsible sustainable practices together with suppliers/ supply chain
Stakeholder feedback			
<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 43 to 46 and 50 to 52 for our current approach to Employee Wellness and Engagement, and Talent Management 	<ul style="list-style-type: none"> • Refer to page 27 on our approach to Regulatory Compliance 	<ul style="list-style-type: none"> • Establishment of Customer Feedback Centre • Dedicated teams to assist customers • Prompt response to operational concerns 	<ul style="list-style-type: none"> • Refer to pages 25 to 26 on our approach to Procurement Practices

Stakeholder Engagement

 <p>Investors</p>	 <p>Trade Unions</p>	 <p>Media</p>	 <p>Local Communities</p>
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Engagement methods

<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"> • Management Union Joint Meetings (Malaysia only) • Industry membership • Industry forums • Joint Consultative Committee at First World Hotel 	<ul style="list-style-type: none"> • Press release • Social media • Advertisements 	<ul style="list-style-type: none"> • Donations/Philanthropic activities • Community investment
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Our response to stakeholder feedback

<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"> • Foster collaborative partnerships • Improving safety standards • Achieving better remuneration and benefits • Better working conditions 	<ul style="list-style-type: none"> • Timely and accurate information on Genting Malaysia 	<ul style="list-style-type: none"> • Support local communities in social, environmental and capacity development • Foster collaborative partnerships
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Stakeholder feedback

<ul style="list-style-type: none"> • See pages 22 to 24 on our current approach to Economic Performance 	<ul style="list-style-type: none"> • Refer to our current approach to Non-Discrimination (page 53), Employee Wellness and Engagement (pages 43 to 46) and Occupational Health & Safety (pages 47 to 49) 	<ul style="list-style-type: none"> • Timely press releases and media updates 	<ul style="list-style-type: none"> • Refer to pages 61 to 69 on our approach to Community Investments
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ECONOMIC



Corporate Governance

GRI 205-3

Genting Malaysia practises sound corporate governance with structures set up to ensure business is conducted in a sustainable and responsible manner. We have implemented measures to manage strategy and risk assessment as part of our sustainability efforts to secure the future viability of Genting Malaysia’s business.

Good corporate governance not only bolsters investor confidence, but also improves performance as business is conducted in an ethical way. The company’s Board Charter and Code of Conduct and Ethics outline the company’s vision in this regard.

We also commit to comply with relevant business rules, regulations and guidelines and to engage stakeholders in a responsible, fair and reasonable manner. We implement strict policies for our Board members, employees and business associates to comply with the relevant laws and adopt a “zero-tolerance” policy in deterring corruption and bribery.

**“zero-tolerance”
policy in deterring
corruption and bribery**



Corporate Governance



Genting UK Head of Anti-Money Laundering, Nigel Harvey (Centre), received the Head of AML/MLRO of the Year award for land-based operations at the Gambling Compliance Global Regulatory Awards in May.



We are committed to conducting our business in an ethical manner, where our employees are required to observe and adhere strictly to the Anti-Bribery & Anti-Corruption (ABAC) policy which is easily accessible on the company's intranet. Our employees are also compelled to register any gifts received or given, if the gifts exceed the approved threshold.

We recognise the good faith our employees and business associates have in deterring corruption and upholding the highest legal and ethical business standards.



Our commitment in ensuring transparency and integrity in our business conducts is further reinforced with the adoption of the Bribery Act 2010. To ensure our employees comply with our ABAC policy, we conduct trainings and internal audits to arm them with anti-corruption skills and knowledge.

We are proud to note that our Head of Anti-Money Laundering, Nigel Harvey, received the Head of AML/MLRO of the Year award for land-based operations at the Gambling Compliance Global Regulatory Awards in May. He was acknowledged for his proactive AML measures, going beyond the legal requirements of his duties, and for being highly-motivated and efficient.



RWNYC ensures all employees comply with the laws and ethical standards as outlined by the NY State Gaming Commission. Regulatory compliance is crucial in our daily business operations as any unethical conduct will put our gaming licence at risk. Annual training and audits are conducted to ensure our employees uphold the operating standards of the Anti-Bribery & Anti-Corruption (ABAC) policy and the company.

Employees have access to the Whistleblowers Policy and the assurance that reporting suspicious activity will not result in retaliation.



RW Bimini adheres strictly to the laws and ethical standards of Bahamas and the Group, as outlined in the ABAC and Bahamas laws and gaming regulations. To ensure our employees abide by our policies, they sign a yearly Conflict of Interest statement.

We adopt the zero-tolerance approach towards bribery and corruption and take swift action in resolving any corruption incidents that occurred. In this regard, action has been taken when a violation of this commitment was found.

We will continue to be rigorous in deterring corruption and money laundering and ensure there are no incidents of regulatory non-compliance or any violation of local laws.

Economic Performance

GRI 201-1

Genting Malaysia’s stable economic performance is of critical importance to ensure the company’s continuing growth and prosperity. We define economic performance as value creation for our stakeholders with both sustainability and integrity as top priorities.

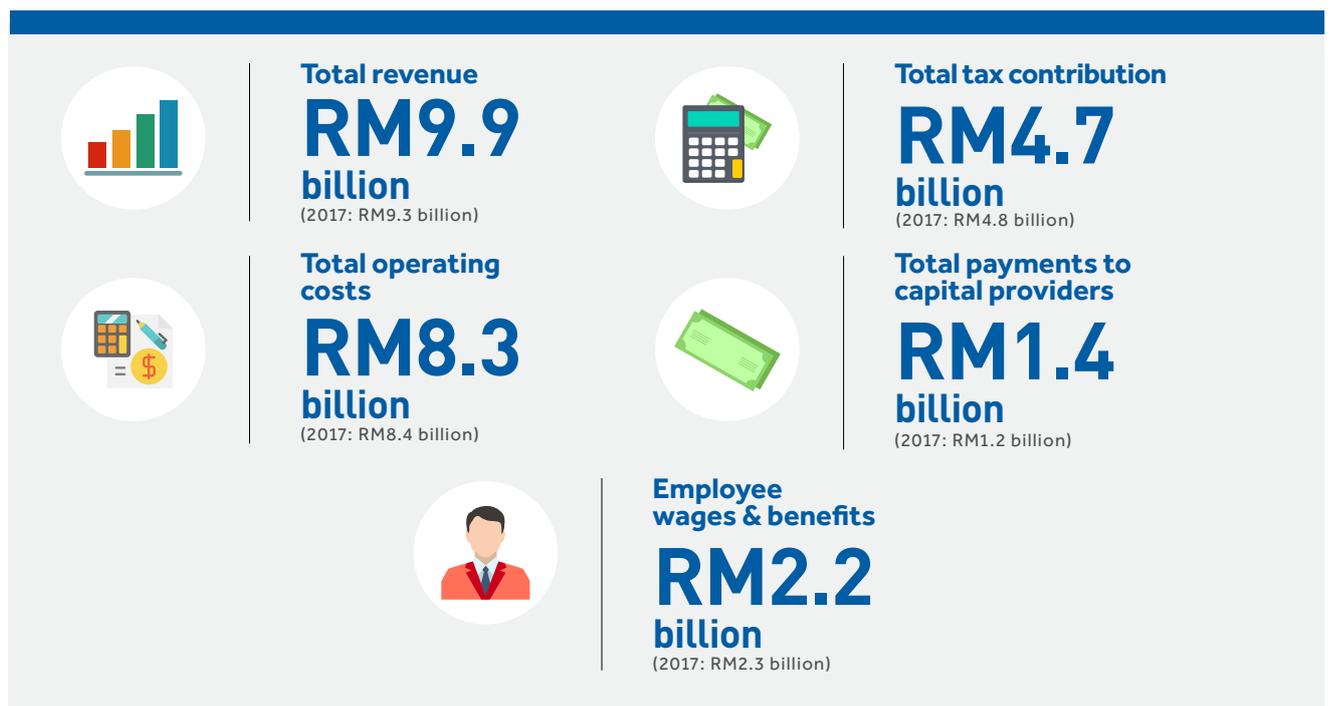


Aerial view of RWG.

Genting Malaysia will always be cautious in all our dealings to ensure our performance remains robust. Our economic performance is reviewed against our fixed annual budget and in comparison to the prior year’s performance during our monthly management meetings.

Throughout 2018, our economic performance was bolstered by solid and sustainable growth in our leisure and hospitality sector, through savings in operational costs while reducing our impact on the environment. We constantly strive towards long-term profitability, combining prudent asset and capital management with good corporate governance.

The impacts of climate change are inevitable in the leisure and hospitality industry. Our business operations and supply chains are exposed to the risks and effects of extreme weather, which may reduce customer visits. As part of our indirect economic impact and in line with the Government’s aim to reduce 35% of emission intensity by 2030, we have taken a proactive approach to reduce our carbon footprint with initiatives to preserve biodiversity and forests, water and energy, and sourcing locally whenever possible.



Economic Performance



Genting Malaysia has benefited this year from investments in the GITP bearing fruit, leading to increased visitations and higher business volume. The investment allocated for the Plan is RM10.38 billion.

The attractions that have increased customer visits include the recently opened Medan Selera, Bona Cinema, RedTail, High Line Roof Top Market, Empire by Zouk, Zouk Genting, Skytropolis and The VOID.

Our future outlook will focus on the following:

- Leveraging on new facilities under the GITP
- Revising marketing strategies; streamlining operations and cost structure to mitigate the impact of the tax increase



Genting UK endeavours to continue delivering sustainable performance by strengthening its position in the non-premium gaming business. Towards this end, we are committed to improving business efficiency and growing its market share in this segment. Overall, the business has remained stable even though customer sentiment was subdued.

Additionally, we will focus on enhancing the operating performance at RW Birmingham as well as growing business volume at the property. We will continue to grow our interactive business by improving its product mix and targeted marketing.

Our performance is reviewed on a monthly basis against our current and previous annual budgets to assess the performance of the business. Our comparable metrics are also benchmarked against our main competitors to determine our relative success in dealing with customer focused economic factors.



RWNYC remains a leader in gaming revenue in the Northeast region despite growing competition. We are committed to running an efficient and high performance operation with a keen eye on building market share, customer service excellence and maximising our database marketing and advertising.

The USD375 million expansion of RWNYC is well underway and is expected to open in phases from the end of 2019. The project is expected to be completed in 2020 and will include a new 400-room hotel, additional gaming space and a variety of dining, entertainment and retail offerings. In Miami, we will continue leveraging on the newly renovated Hilton Miami Downtown Hotel to generate higher spend on the property.



We will focus on improving the infrastructure to grow customer visits and revenues at RW Bimini. Losses here have narrowed significantly through improving operational efficiencies.

Economic Performance

The expansion of RWNYC, scheduled to be completed by 2020, 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 that provide customers with access to locally produced goods;



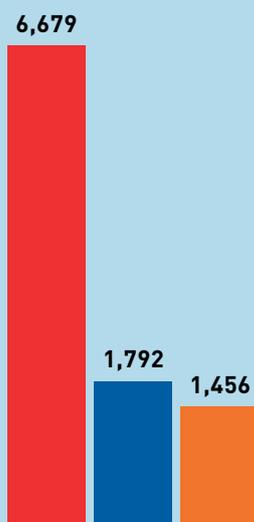
Space to accommodate new cutting edge gaming products designed to appeal to millennial customers;



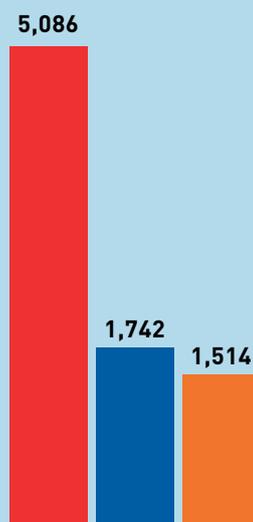
An entirely new arrival experience for guests, allowing seamless access to the hotel, gaming and non-gaming amenities and entrance dedicated to VIPs.

2018 Performance

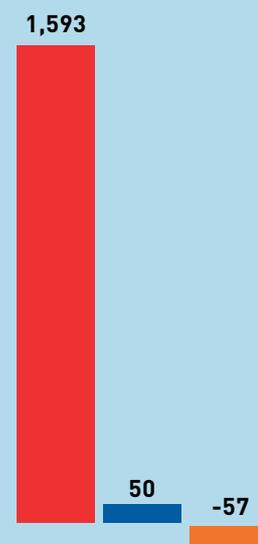
Direct economic value generated (Revenue) (RM million)



Economic value distributed (RM million)



Economic value retained (RM million)



■ Malaysia
 ■ UK and Egypt
 ■ US and the Bahamas

Procurement Practices

GRI 204-1

Conducting a sustainable business also extends to the way the Group manages its procurement. Our goals in this context are multi-pronged; from responsible sourcing of products and services to supporting the local economy by sourcing locally.



We constantly engage with our suppliers to ensure they conform to our Supplier Code of Conduct.

To help achieve sustainable procurement practices, we hold all our suppliers to the highest standards of ethical conduct, social and environmental responsibility as laid out in our Supplier Code of Conduct. Our suppliers operate in accordance with the Code and in full compliance with all applicable laws and regulations. We have the option to terminate the contract and suspend or blacklist the supplier for any proven breach/non-compliance to our agreed terms.

The Code not only commits the Group's suppliers to ethical business practices, but also to global standards involving labour and human rights and occupational safety and health. Impacts on the environment are also limited by ensuring suppliers are environmental friendly, with emphasis placed upon pollution prevention, limiting emissions and wastewater and solid waste management.

Local Sourcing

The Group embraces local sourcing due to its multiple advantages - lowering the Group's costs, timely delivery and invigorating the economy of the communities we operate in. As our businesses are spread out globally, where viable, local suppliers are prioritised. Sourcing locally means sourcing products and services from within the country of our respective operations.

For example, in Malaysia, about 84% of the procurement budget is spent on local suppliers and includes products and services such as food and beverage, disposable paper products, cleaning services, electrical equipment, IT services and others.

In this regard, we build relationships with the local communities and help them develop their products further so that quality is maintained while widening their portfolio of products and services for the Group. This simultaneously reduces our need to source from outside while adding to a lower carbon footprint.

Our support helps to spur the local economies with tangible contributions such as creating job opportunities for local farmers and boosting local produce.

Procurement Practices

Greening our Supply Chain



Having a green supply chain is integral in ensuring true sustainability in our business operations. Apart from supporting local suppliers and ensuring they abide by local environmental regulations, we also encourage them to implement initiatives to reduce environmental impact.

We give preference to suppliers who practise sustainability initiatives such as offering products that are designed for longevity, using recycled materials, reducing energy consumption and waste in their operations, and measuring their carbon emissions.

We are also purchasing fresh produce from local suppliers to support the community around RWG, lower our costs and reduce carbon footprint.

Our commitment in managing and improving economic, environmental and social performances across the supply chain have enabled us to save operational costs, conserve resources, increase productivity and promote corporate values.



Given the diverse locations of the UK casinos, local suppliers will be used where it is commercially viable. We endeavour to follow good sustainability practices and as part of the procurement tender process, we set a minimum requirement that a supplier needs to adhere to in areas of environmental, social, and correct regulatory practices. Suppliers must 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 meet the minimum requirement, while current suppliers need to show improvement in their sustainability initiatives.



RWNYC adheres to strict procurement practices. All vendors must be approved through the Video Lottery Gaming process in accordance with The New York State Division of the Lottery. RWNYC is in one of the most highly developed industrial regions of the country and draws on local suppliers to provide a wide range of products and services for the property. We are committed to the economic empowerment of the community, and we source from vendors who will benefit from our business, in terms of increased employment levels and revenue.



RW Bimini spent about USD7.8 million for procurement, of which 5% or about USD375,000 of it was on goods from local vendors for the resort's food and beverage needs. This includes fresh seafood, home-baked goods, and wines and spirits.

Regulatory Compliance

GRI 307-1, 417-2, 419-1

Genting Malaysia has a high regard for regulatory compliance to lower operational and compliance risks. We take a proactive approach to ensure our employees understand the laws that govern their respective work scope and ensure they uphold the Group’s strict policies on zero-tolerance towards unethical business manner.

We are confident our zero-tolerance policy across our operations will strengthen our accountability, transparency and integrity in our organisation. The lack thereof may cause Genting Malaysia to be vulnerable to threats and risks which may cause a loss in reputation.

There were zero breaches of regulatory compliance and the Group was not subject to any of the following in 2018:

- 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	Economic	Economic	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	Environment	Environment	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 	<ul style="list-style-type: none"> • Executive Order 88 • New York State Energy Research and Development Authority 	<ul style="list-style-type: none"> • Electricity Act 2015 • The Bahamas Electricity Corporation Regulations
Social	Social	Social	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 • General Data Protection Regulation • Health and Safety at Work Act 1974 	<ul style="list-style-type: none"> • Children’s Online Privacy Protection Act 	-



ENVIRONMENT



Biodiversity Protection

GRI 304-1, 304-3



Our vast untouched forest is home to numerous species of fungi.



Malaysia

Genting Malaysia strives to preserve the biodiversity of our ecosystems to protect and restore the habitats of the diverse species of flora and fauna, as envisioned by UN SDG 15: Life on Land.

As biodiversity protection has a significant impact on sustainable development, we are committed to ensuring a resilient natural environment that surrounds RWG. While RWG continues to expand at the peak of Genting Highlands, we continue to protect the rainforest surrounding our resort where our efforts have gained recognition from the Malaysia Nature Society (MNS).

If we fail to protect the biodiversity surrounding RWG, we risk leaving our future generation with depleted natural resources and a damaged environment. At the same time, we also risk losing RWG's unique mountaintop environment that has attracted millions of visitors from around the world.

With our conservation efforts, we continue to support the International Union for Conservation of Nature (IUCN) Red List of Threatened Species and the National Conservation List to protect the forest that is home to 45 families and 254 species of birds.

Besides replanting trees, shrubs and grass, our efforts include protecting one endangered species of Siamang (gibbon) and three vulnerable species of Nepenthes (pitcher plant).

We will persevere with efforts to protect and restore the forest that spans across 10,000 acres of land, which has been identified as one of the Important Birds Area by BirdLife International.

At RWK, we support the National Conservation list by protecting one endangered species of Green Turtle.

Initiatives in providing greenery and promoting sustainable landscaping:



10,967
shrubs
planted



16,830
groundcover
plants



1,853
trees
planted

absorbing carbon dioxide released by
a car driven around the Earth 14 times

Biodiversity Protection

Environmental conservation is vital for our future generation and we recognise the role of every individual in keeping the future green.

In our organisation, over 600 employees have registered with our Genting Green Generation (G3) Volunteer Programme to be part of RWG's sustainability initiatives. This programme engages employees in green activities and aims to create environmental awareness within their ranks. It also inspires them to be committed to the environment and to champion environmental causes within the resort.

The programme has successfully carried out various activities at Genting Highlands this year. G3 Volunteer Programme is testament to The Group's commitment to environmental sustainability and conservation.

G3 Volunteer Activities 2018

January 24th

Gotong-Royong at Awana BioPark

The first activity for 2018 was a gotong-royong session at our Awana Biopark. It was aimed at instilling a sense of ownership of RWG's surrounding forest among the volunteers. A heavy downpour did not deter the volunteers from cleaning up the forest area which clearly shows their care for our forest.



Volunteers cleaning the view deck of Awana BioPark.

March 24th

Earth Hour 2018

G3 volunteers arranged lit candles in the shape of the G3 logo with banana trunks as lampshades to create awareness about conserving resources. At Awana Genting Highlands, employees spelled out #Connect2Earth with candles while RWL and RWK held an outdoor candle-light dinner and barbecue for their guests.



Candles arranged in the shape of G3 logo.

July 4th

Health Talk with Nestle

G3 volunteers attended a health talk by Nestle and learned about cardiovascular health.

May 3rd

Awana Trail Walk

More than 30 G3 volunteers joined the 1.8km walk at Awana BioPark to get to know the biodiversity of the forest.



Volunteers walked through the forest, gaining knowledge on existing biodiversity.



Volunteers learned how to take care of their hearts.

Biodiversity Protection

G3 Volunteer Activities 2018

August 28th

Merdeka Celebration

Volunteers created the Malaysian flag and Hibiscus using recyclable materials at the English Garden near Theme Park Hotel.



Malaysian flag made from recyclable bottles.

November 17th

Broga Hill Hike

Wisma Genting G3 volunteers hiked up the hill in Semenyih, Selangor. The event was to encourage outdoor activities among volunteers.



Volunteers at the peak of Broga Hill.

December 5th

G3 Appreciation Day

Volunteers received their Certificates of Appreciation at the Appreciation Day lunch held in conjunction with International Volunteer Day at First World Hotel. A total of 70 G3 ambassadors and volunteers attended the event, where they also learned to make terrariums.

September 26th & October 10th

G3 Recruitment Drives

Two recruitment drives were held at Wisma Genting and RWG to sign up new volunteers. The new volunteers wrote their pledges and put their hand prints on a white board.



Wisma Genting employees pledged as volunteers.

November 21st

Nepenthes Replanting with G3

15 volunteers replanted Nepenthes (pitcher plant) at the English Garden and learned about the importance of conservation of the plant at Genting Highlands.



Volunteers carefully replanting the Nepenthes plants.



Group photo of the G3 ambassadors and volunteers who received certificates.

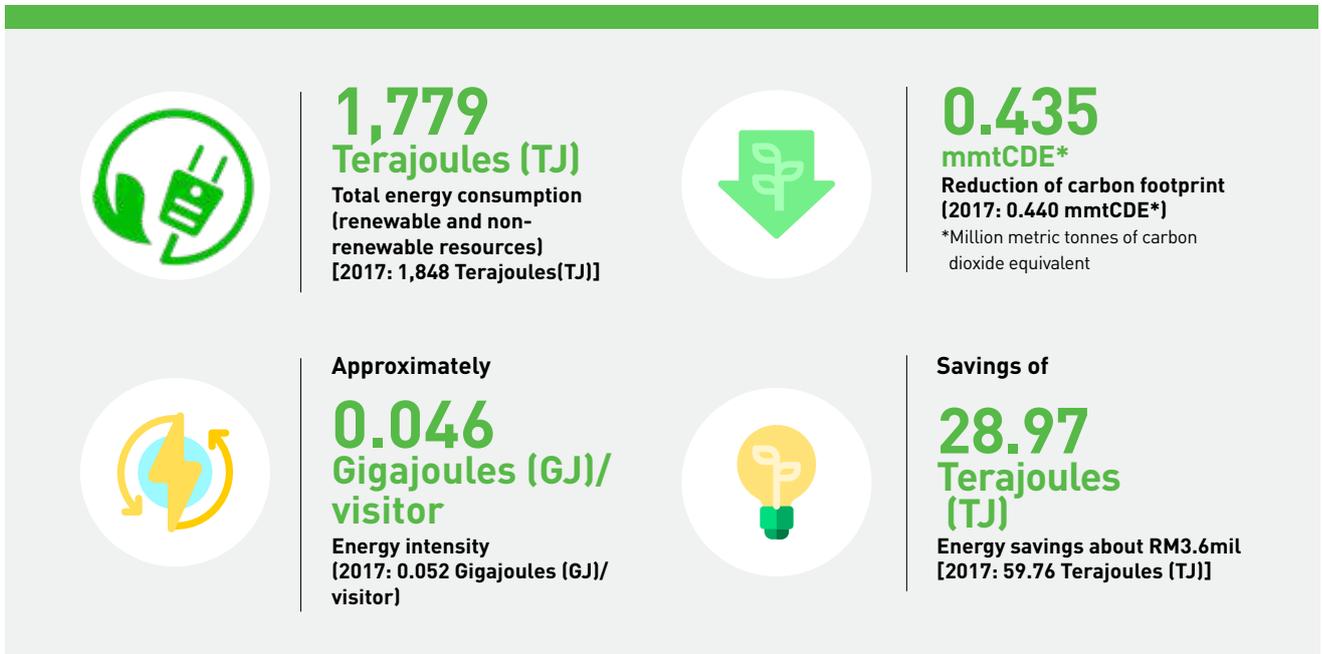
Energy Efficiency and Carbon Footprint

GRI 302-1, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5

As a leading corporation in the leisure and hospitality industry, climate change is a crucial factor in our business as it poses significant risks to our daily operations. Extreme weather conditions could damage facilities and its surrounding landscape, damaging telecommunications or even roads leading to our business premises, which would affect tourist arrivals.

At Genting Malaysia, we take a proactive approach to energy efficiency and minimise our carbon footprint to tackle climate change, save operational costs and conserve resources. Our establishments ensure every employee plays a vital role in sustaining a safe work environment and energy saving practices through training programmes as well as Environment, Health and Safety, and Energy Efficient initiatives.

Besides the UN SDG 13: Climate Action, our mitigation and adaptation efforts are also in line with the Government’s pledge to cut 35% of emissions intensity of GDP by 2030. Due to our proactive measures, we were able to meet the regulatory requirements for energy consumption as well as our commitments and responsibilities to reduce our impact on the environment.

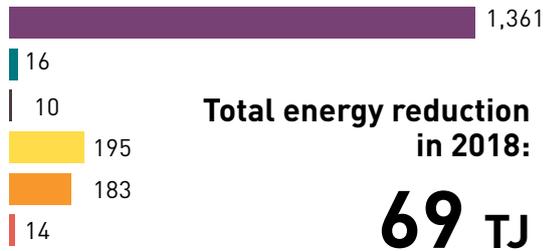


At Genting Malaysia, we place importance on conducting daily inspections of our boiler system to ensure reliability and energy efficiency.

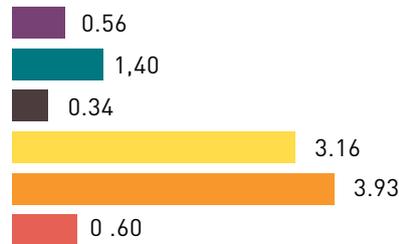
Energy Efficiency and Carbon Footprint

2018 Performance

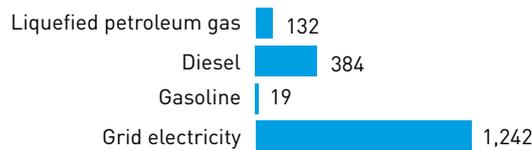
Total energy consumption (renewable and non-renewable energy)



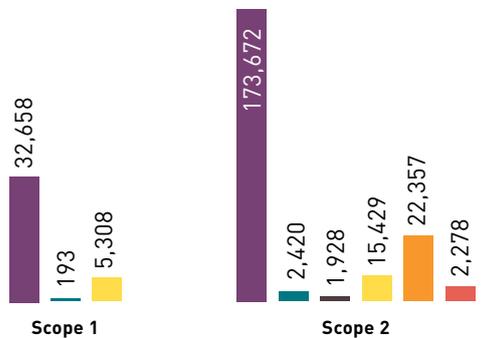
Energy intensity [GJ/GFA(m²)]



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



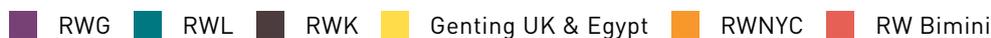
Total GHG emissions (mtCDE)



GHG emissions intensity (mtCDE/GFAm²)



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, petrol, grid electricity and renewable energy from hot water system. This ratio is calculated using the energy consumption within the organisation.

Energy Efficiency and Carbon Footprint



Malaysia

Our efforts to reduce our carbon footprint continue to see progress in 2018, as we cut energy wastage to achieve energy savings. This further validates our commitment to conserve resources, which helps to reduce operational costs.

Our renewable energy hot water system at First World Hotel is in line with the Government's aim of increasing renewable energy contribution from the current 2% to 20% by 2025. The hot water system, the largest in the country, continues to save 15.12 TJ of electricity per year.

To ensure continuous efficient energy consumption, we have continued with our previous initiatives that include using hybrid cars, switching to LED bulbs, IT servers virtualisation, optimisation of our chiller system and conducting regular checks and maintenance on equipment. We also replaced our resorts' neon signage with LED lights, upgraded machines and equipment with energy efficient units and installed energy efficient sensors on staircase and corridor lightings.

We continue to protect 10,000 acres of forest on our land, providing a carbon sink of 429,700 metric tonnes.



UK

One of the main priorities of our business operations is to reduce energy consumption and improve energy efficiency.

Our energy saving initiatives since 2017 include using LED lights, installing Building Management System (BMS) at the Manchester casino and identifying inefficiencies through BMS and detailed reports from energy suppliers.

We will persevere with our energy saving programmes to reduce our carbon footprint and reduce operational costs.



US

We are committed to reducing energy cost by implementing new technology and upgrading existing electrical fixtures to energy saving fixtures to save operational costs and conserve resources.

At Hilton Miami Downtown, we successfully lowered the total energy consumption from 11.35 GWh in 2016 to 10.62 GWh in 2018 by replacing all our bulbs with LED lights and installing energy efficient sensors.



We ensure that our chiller system is always kept at optimum operating efficiency.

Energy Efficiency and Carbon Footprint

Initiatives implemented to reduce energy consumption



Renewable energy hot water system (Malaysia)

15.12 TJ
savings



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

5.21 TJ
savings



Replaced chiller water pumps with more efficient pumps (Malaysia)

2.86 TJ
savings



Using Building Management System (BMS) to improve the efficiency of our building energy consumption (UK)

2.45 TJ
savings



Virtualisation of IT Servers (Malaysia)

2.10 TJ
savings



Saved 32,387 litre petrol from 18 hybrid cars for mileage of over 5 million kilometres (Malaysia)

1.11 TJ
savings



Efficient management and operation of chiller systems (Malaysia)

0.12 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.

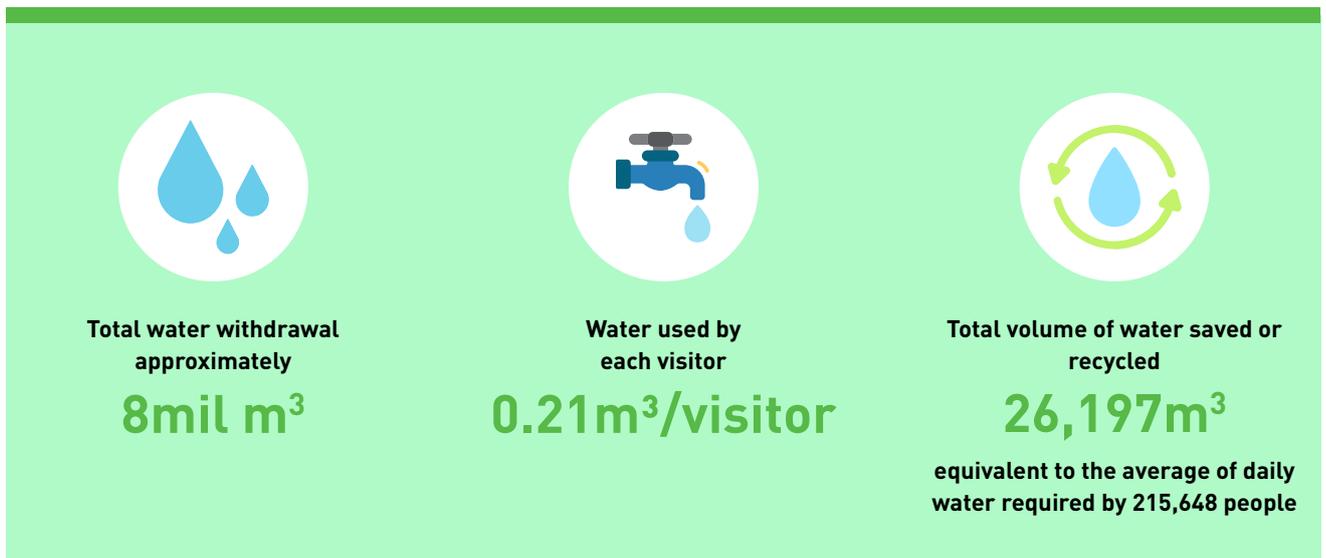
Water Management

GRI 303-1, 303-3

Climate change and pollution due to rapid development have caused a phenomenal change in the water cycle, leading to declining water quality for consumption. Rising sea-levels as well as polluted streams and oceans are some of the challenges that threaten our water sources.

In Genting Malaysia, we manage our water sources with proactive measures that are in line with UN SDG 6: Clean Water and Sanitation, which targets to ensure universal and equitable access to safe and affordable drinking water for all by 2030.

Our aim is to optimise our water usage, so we can minimise non-revenue water and operational costs to ensure smooth daily business operations.



Malaysia

At RWG, we continue to achieve our 8% yearly non-revenue water target by carrying out existing initiatives and ensuring our water quality meets the National Health Standards by the Health Ministry.

We ensure optimum usage of our raw water drawn from streams in Selangor and Pahang by performing daily maintenance and checks on pipes and meters to fix and prevent leakages to reduce non-revenue water. We also upgraded the piping system and ensure our sewage treatment plant and emergency water supply are always in good working condition. RWG successfully recycled and treated 2,760m³ of sewage water for sewage treatment plant cleaning.

At RWK, we conserve water by watering the golf course with recycled water from the pond while at RWL, we lower water pressure by 1 bar to save water.

Water Management



UK

We have installed a water management system at the cisterns of the urinals in the gents toilets. It restricts the water to flush to a programmed number of times per day (typically 4) instead of the standard 96 (once every 15 minutes).

A pod is inserted into the base of the urinal, which releases a chemical that keeps the pipework clean and free of crystals, thus allowing for the water saving.

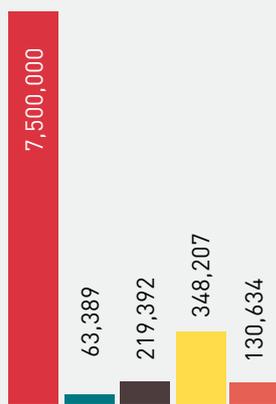


BAHAMAS

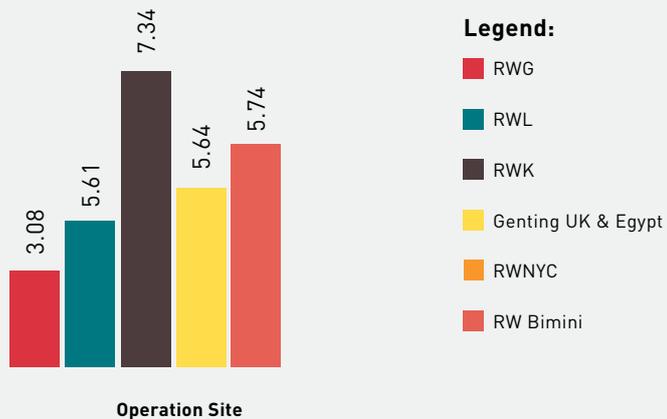
We continue to conserve water at RW Bimini with the Preventive Maintenance programme to identify and rectify leaks in the system. Water leakage will continue to reduce through our efforts such as route leaking inspection and upgrading of water meters at each building.

2018 Performance

Total water consumption (m³)



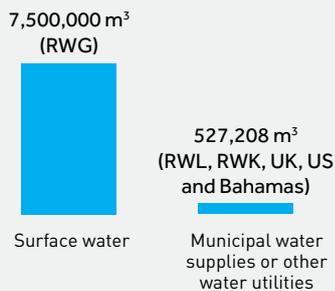
Water intensity [m³/GFA(m²)]



Legend:

- RWG
- RWL
- RWK
- Genting UK & Egypt
- RWNYC
- RW Bimini

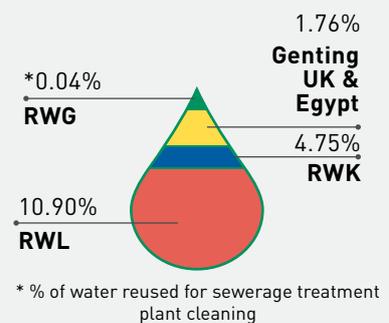
Group total water withdrawal, by source



Water consumption and water intensity in RWG



Total water saved as percentage of total water withdrawal



Effluents and Waste

GRI 306-1, 306-2

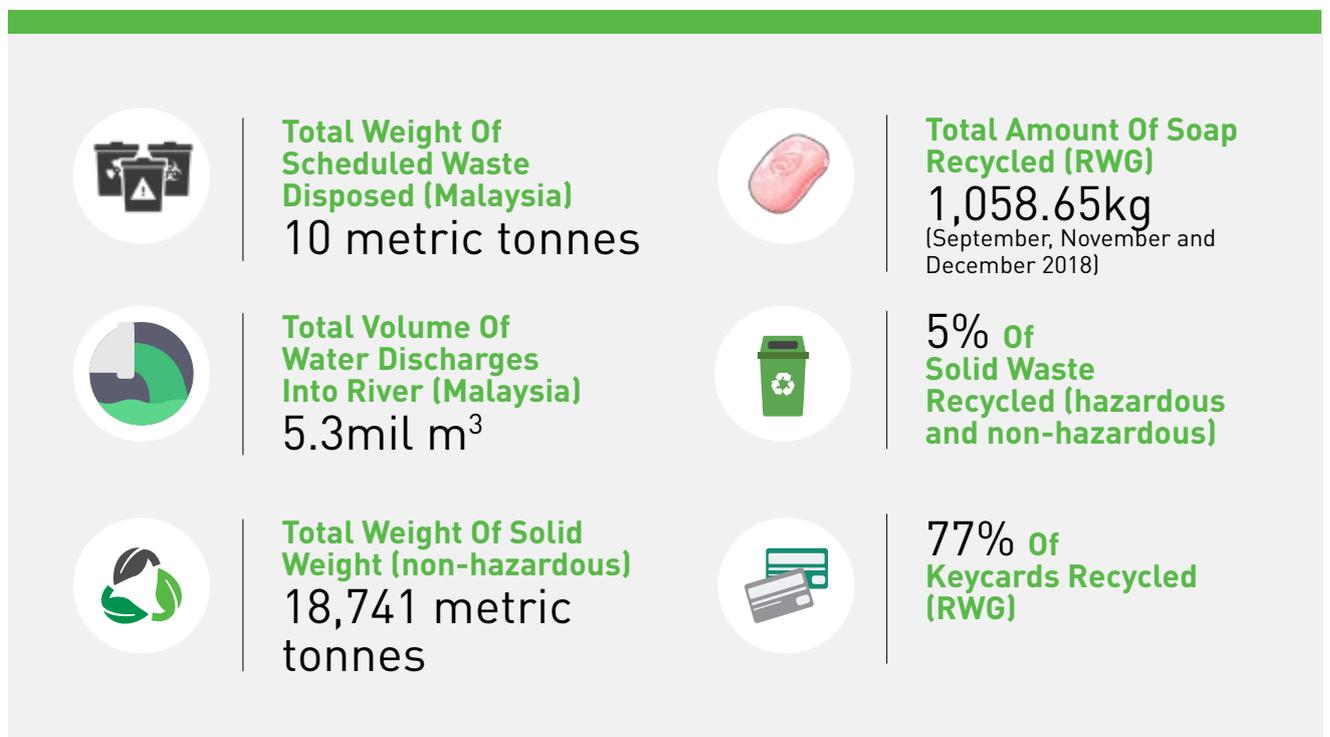
Generating a huge amount of waste every day is inevitable in the leisure and hospitality industry. Genting Malaysia leads by example in managing our waste and effluents by implementing proactive and efficient initiatives that are in support of the Government’s green policies.

Our views and efforts on waste management are in line with UN SDG 12: Responsible Consumption and Production, which calls for reducing waste and ensuring minimal use of natural resources.

The Group’s efficient waste management plan has helped to reduce operational costs and increase efficiencies in our daily operations.



Effluent quality monitoring is done on a daily basis to ensure compliance.



Effluents and Waste



Malaysia

Operating at the peak of the pristine Genting Highlands makes us acutely aware of the importance of waste and effluents management to ensure smooth daily business operations.

Poor waste management will have a significant impact on the delicate environment surrounding the resorts, affecting the local communities as well as the image of RWG as a tourist destination.

This year, our initiatives focus on the reduction of plastic and are in line with the Government’s Roadmap Towards Zero Single-use Plastics 2018-2030. The policy will be implemented and enforced by local councils from 2019 to 2021.

Our initiatives include completely phasing out plastic straws and replacing them with paper straws, using reusable and biodegradable bags and plates, and replacing polystyrene boxes with biodegradable and compostable food containers for take-aways.

We continue to separate our solid waste at source and have hired a licensed contractor to manage waste disposal at the Bukit Tagar landfill in Selangor to ensure local regulation is met.

We aim to recycle 10% of waste generated and the overall waste generated should be below 1kg per day/person.

In effluents management, we ensure all our sewerage discharge is treated to meet local standards and compliance. We successfully achieved our target of receiving zero complaints on odour from RWG and complying with local regulations.



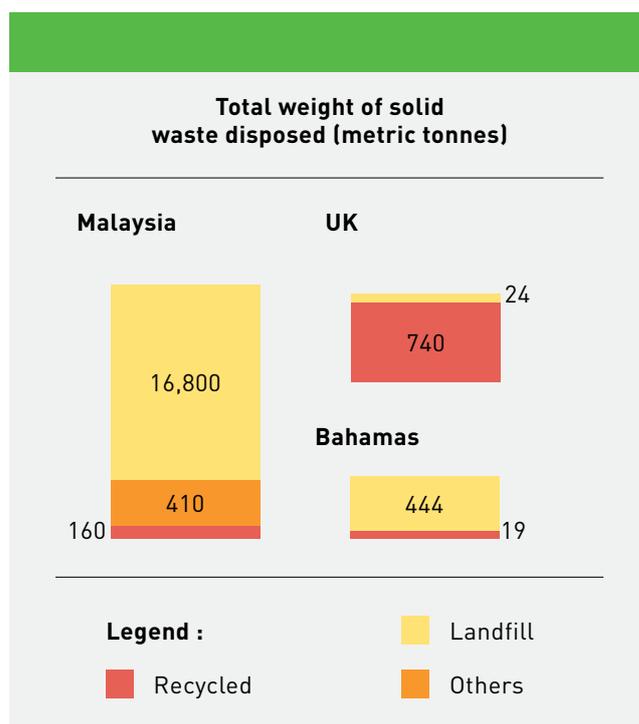
UK

Although our operations created 932 metric tonnes of waste, 740 metric tonnes were recycled, which was up from 590 metric tonnes in 2017 (up 25%) due to our continuing efforts in waste management. At least 160 metric tonnes were recovered, including energy recovery. We will endeavour to reduce waste with our efficient waste management system.



US and Bahamas

In the US and Bahamas, sewage is treated by local public works and solid waste is recycled wherever possible.



Effluents and Waste

Soap Recycling

In September, RWG collaborated with Asia's first and largest soap recycling charity, Soap Cycling (SC), to reduce waste and improve our waste separation system.

A non-profitable organisation based in Hong Kong with centres in Singapore and China, SC works with the hospitality industry to collect and recycle soap to save thousands of poor children around the world from dying of diseases every day.

We donated more than 1,000 kg of soap in 2018, which was recycled and sent to the needy around the world, particularly Asia.

How it works:



Our Contribution

September
578.65kg

November
196.80kg

December
283.20kg

Total
1,058.65kg
equivalent to over 8,000 bars of used soap.

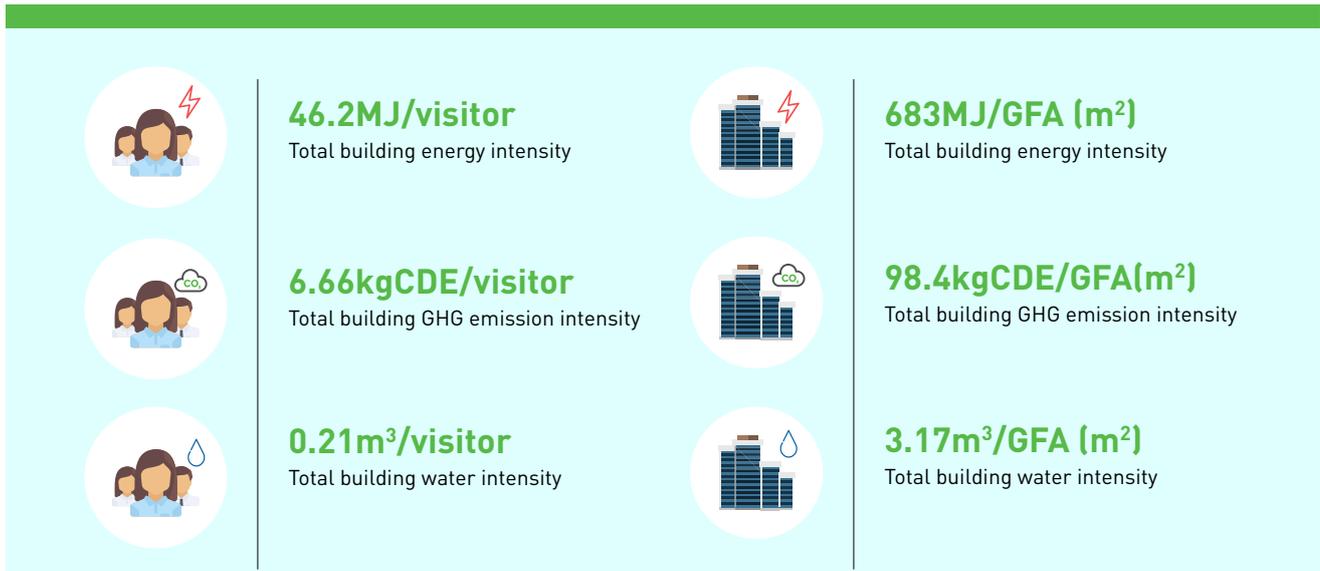
Green Building

CRE 1, CRE 2, CRE 8

As our businesses expand, we ensure our initiatives go beyond the walls of our buildings to achieve sustainable development and mitigate the impact on environment and human health.

In 2018, we continue with our existing initiatives that include biodiversity protection, community engagement and sustainable landscaping to reduce environmental impact. Our efforts in green building can be found in our initiatives to reduce energy consumption and carbon emissions as well as waste management.

We have yet to obtain any certifications or awards on green building and we are exploring the options to enhance the building features by incorporating green designs.



We carry on with our initiatives that focus on key areas relating to sustainable transportation and buildings. The initiatives include an integrated transportation hub for bus services and cars with the alternative Awana SkyWay cable cars to RWG.

Other initiatives are providing on-site operations services such as laundry services, using natural lighting design and renewable energy hot water system, replacing bulbs with mercury-free and LED lighting, and monitoring indoor air quality.



The roof of RW Birmingham is planted with moss to act as natural thermal insulation, which reduces energy consumption for heating purposes.



To reduce energy consumption in our building, RWNYC is built with multiple outdoor areas to allow ample natural lighting into the building. We have also planted more trees to keep up with our goal of beautifying the property besides creating a lush environment amidst the urban landscape.



SOCIAL



Employee Wellness and Engagement

GRI 401-2

Total Employees: 21,075



MALAYSIA: 14,956



US: 1,444



UK: 4,261

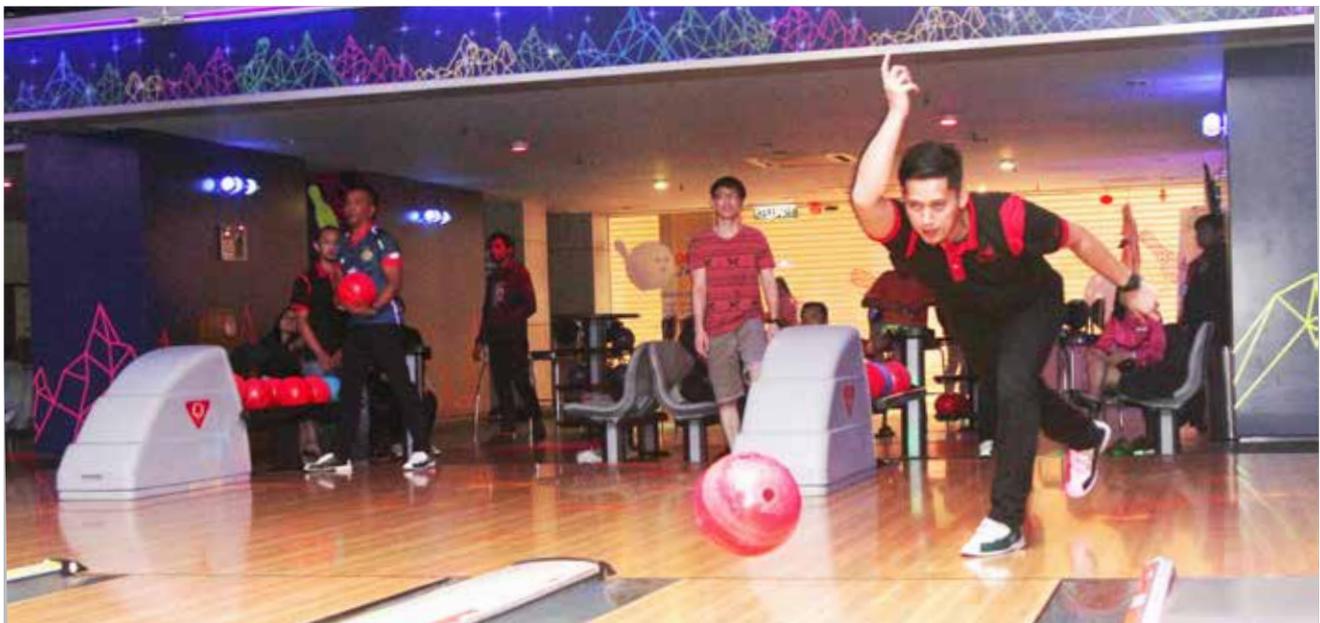


BAHAMAS: 414

Genting Malaysia's employees are the people who shape our business. We strive for the continuing development and improved welfare of our employees in order to cultivate a productive team to achieve the Group's objectives as envisioned in UN SDG 8: Decent Work and Economic Growth.

We believe health and well-being programmes will have a positive impact on our employees' wellness and thus lead to a significant increase in teamwork and overall productivity. To promote a positive working environment, we are committed to creating a safe workplace and we encourage work-life harmony, wellness and a safe living environment for those residing in our resorts.

As an equal opportunity employer that embraces diversity and an inclusive work culture, we support diverse talents and organise training and education programmes to hone employees' skills. With over 21,000 workers, we constantly acknowledge their contributions and award well-deserving employees. Our full-time employees also enjoy better benefits which include healthcare, scholarship, parental leave and life/medical insurance.



Genting Malaysia employees enjoy a range of leisure activities that contribute to their overall well-being.

Employee Wellness and Engagement



Malaysia

Employee Engagement

In 2018, we continued our collaboration with the Malaysian Employers' Federation (MEF) and kept up with the latest government policies on human resources.

In motivating our workers who live at the resorts to achieve a work-life balance, we encourage their participation in the various weekly and monthly social programmes such as sports tournaments and wellness programmes. There are also blood donation drives, regular health talks, cultural, shopping and holiday trips.

This year, we held various tournaments such as badminton, sepak-takraw and bowling as well as recreational activities which included mooncake celebration, Gawai-Dayak festival, labour day and Walk for Health.

Employee Wellness

In line with our Healthy Living Campaign in September, we have organised a weight management programme to promote sustainable healthy eating and lifestyle among the employees. Conducted by a qualified dietician, the programme offered one-on-one consultations and personalised diet strategy and plans.

Objectives:

- To provide individualised dietetic consultation and advice.
- To support and educate employees with weight-management issues.
- To encourage sustainable healthy eating and lifestyle habits among employees.

Services provided by the nutritionist include:

- One-to-one in-depth consultation.
- BMI, waist measurement, body fat analysis.
- Tailored nutrition strategy plan, recommendations and advice.

Employees' interest, working conditions and remuneration equity are equally important in improving the efficiency of an individual or organisation. As an ethical employer, we strive hard to maintain harmonious relations with our employees.

With 14,956 employees in Malaysia, our Human Resources department has six main sections to maintain relations with employees. The sections are:

- Compensation and Benefits
- Industrial Relations
- Manpower and Salary Administration
- Personnel Services
- Training and Development
- Occupational Safety and Health

The Personnel Services team is specifically dedicated to making RWG a "Great Place to Work" by ensuring employee welfare is taken care of. Besides creating a sense of belonging and commitment while enhancing the quality of life for employees, the team also strives to create a conducive social environment and ensures effective communication among employees.

The team is responsible for the welfare and maintenance of employee residences at RSC, making sure the buildings and amenities are well-maintained, as well as having a proper security system in place.

We will continue to create a safe and enjoyable workplace by reviewing and improving our Human Resources policies to ensure better employee engagement and productivity.

We ensure our employees are well-aware of the mechanisms available to air their grievances, which is stated in the Executive Handbook and Genting Malaysia Berhad Workers Union Collective Agreement.

The mechanism highlights the grievance procedures and aims to resolve any dispute among the employees to preserve harmony in the workplace.



We provide a comfortable environment for our employees to work in.

Employee Wellness and Engagement



RWG employees donating blood in support of the Blood Donation Drive 2018.



UK

The continuing success of the company depends on the quality of our employees. 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 achieve their potential within the company.

As such, this will also ensure we offer the best customer service and that the company achieves continuous improvement in its overall performance.

Genting UK utilises a diverse range of initiatives to engage, develop and recognise our employees. We ensure our employee policies and procedures are easily accessible on the company intranet and in the Employee Handbook.

Our commitment to the development and welfare of our employees is demonstrated in our Career Journey programme via Genting Academy Online. Under our Learning and Development team, employees can discover the skills, knowledge and behaviours they need for the next stages in their careers.

Genting UK complies with the employment law through regular reporting and analysis in line with legal changes and relevant case laws. We utilise performance-related pay to link pay awards to effective job performance, whilst evaluating progress. This involves an assessment of individual performance measured against measurable criteria.

Managers meet regularly with employees throughout the year to identify the key strengths and weaknesses that need to be further developed.



US

RWNYC is an organisation that provides more than just jobs for our employees as it is our goal to have team members who can grow with the company. Whilst we help them to build their career with a balanced work-life experience, we also ensure their welfare is taken care of.

In our health and wellness programme, we have specialists in various programmes such as yoga instructors, dentists, chiropractors, acupuncturists and urgent care providers. Our social and wellness programmes include nutrition booths and books, brain teaser games, biggest loser challenge registry, reflexology, massage, Zumba and skin damage screening.

As RWNYC is the first casino in New York City, we constantly provide hospitality training and development to more than 60% of our employees to ensure world-class service for our guests. Our employees undergo intense training and team-building programmes that include leadership skills, customer service management, and safety and operations. We conducted six Bargaining Collective Agreement Trainings in 2018.

We ensure employee rights are protected by providing a hotline for them to air their grievances besides company policies and procedures, and yearly training updates. Our full-time employees also receive basic life and medical insurance coverage, family medical leave absence, retirement plan and Employee Assistance Programme.

We conduct annual merit evaluations for all staff members to review goals and achievements.

Employee Wellness and Engagement



BAHAMAS

Our employees are our greatest resource and managing their performance is critical to our financial success and ability to deliver world class service.

We are committed to cultivating a caring work culture that is built with trust, integrity and mutual respect to create an enriching and fulfilling work environment.

Our existing employee welfare programme includes low-cost housing and meals, monthly recreational events and a paid time-off programme. We continue to pay 75% of medical insurance cost on behalf of our employees and provide medical, dental, vision, life, and short-term and long-term insurance coverage for our management team. Our non-management employees do not receive medical coverage and are covered by the National Insurance Programme.

In addition to the structured benefit programmes, we also organise social interaction activities and a monthly recognition programme for top performance.

This year, we held a week-long Weight Loss Challenge to promote awareness on hypertension - a major health issue among Bahamians. Besides holding seminars and monitoring the blood pressure of our employees, we also improved the selection of their food choices and set up a commissary that serves fresh foods. Our employees were also encouraged to take part in a weight-loss challenge and the annual President's Poker Run held at the end of the week.

In our structured approach to the management of employees, our employees are coached and counselled against defined standards and held accountable to meet these standards.

Our employees are provided with feedback on past performances compared to standard competencies in the annual performance evaluations and goals are set for the upcoming year.

We encourage our staff to discuss concerns with their direct superior or the Human Resources department without feeling intimidated or threatened through our open-door policy. All HR decisions are reviewed by senior HR management, who are well-versed in Bahamian law.

Annually, we hold Health and Wellness Events, designed to improve employees physical and mental health, and highlight many of the services that are available to employees.



Annual Bimini President's Poker Run & Weight Loss Challenge with RW Bimini President Missy Lawrence, GM Vince Angelo and RW Bimini team members.

Workplace of choice

Occupational Safety and Health

GRI 403-1, 403-2

As a major multinational company with numerous integrated resorts around the world, Genting Malaysia prioritise the occupational safety and health of our employees, customers and contractors.

Our commitment in ensuring a safe working environment will not only enhance productivity but also mitigate operational risk. We constantly review and improve our health and safety policies to comply with local regulations.

Our goal is to maintain zero fatalities at all our operational sites and we have achieved this goal for the year 2018.



We take occupational safety and health seriously and ensure our employees are well protected in the course of their daily tasks.

Number of occupational accidents

Total
245
(280 in 2017)

 **91**
at RWG

 **78**
at Genting UK

 **76**
at RWNYC

Occupational Safety and Health



Malaysia

Genting Malaysia strives to achieve an injury-free workplace by ensuring our employees apply preventive practices and strictly abide by our Environment, Health and Safety (EHS) Policy.

Our continuing efforts in reinforcing compliance with safety procedures and providing safety awareness training to mitigate accidents and injuries paid off when the number of accidents and lost time accidents dropped by 16% and 19% respectively compared to the previous year. In 2018, the number of accidents dropped from 108 to 91 while lost time accidents dropped from 98 to 79.

Besides the EHS Policy, we also comply with the Occupational Health and Safety Act 1994 and regulations and the Factories and Machinery Act (Amendment) 2006 and regulations.

We have also adopted the Occupational Health and Safety Management System (OHSAS 18001: 2007) and Environmental Management System (ISO 14001: 2004) to cover our resort-wide operations (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 control occupational health and safety risks as well as environmental impacts associated with our activities and services.

Our key approaches in managing occupational safety and health include ensuring workplace safety and health standard compliances such as:

- (DOSH requirements) Occupational Safety and Health Act, Factories and Machineries Act as well as other applicable standards such as Workplace First Aid Guidelines.
- Accredited Occupational Health and Safety Management System (OHSAS 18001:2007) and Environmental Management System (ISO 14001:2004) by SIRIM QAS International.

We also implement programmes for improved EHS hazards/risks identification and control by conducting regular safety checks at workplace and on contractor permit-to-work compliance and conduct internal audit for continual improvements on the EHS.

We continue promoting awareness and capability on EHS and Wellness Practices with campaigns and health talks in collaboration with NIOSH, DOSH and health care providers, and trainings by OSH committee members and internal auditors.

On emergency preparedness, we have developed a pool of trained first aiders and have ensured they are always prepared and are able to render medical assistance during emergency situations.

Our EHS Steering Committee - with 50 representatives from management and employees - determines and implements overall EHS strategies and initiatives. The committee will continue to review and improve the EHS management system that serves as a fundamental platform and guidance for a conducive working environment.



UK

In line with the legislative requirements of the Health & Safety at Work Act 1974 and subsequent regulations, Genting UK strives for a healthy working environment to prevent the risk of injury to employees, customers and anyone who may be affected by operations taking place on the premises.

Our management and staff share the mutual objective of making our workplace a safe and healthy environment.

Our Health and Safety Policy, which forms an integral part of the induction training programme and on-going training activities, emphasises the full co-operation of all employees to maintain high standards of health and safety measures. Training, information and instruction will be provided to support these requirements in all aspects of their work.

Besides integrating the management of health and safety into our daily business operations, the policy also keeps our employees alert about identifying potential accidents by taking preventive measures such as risk assessments. The policy also highlights the company's approach to risk management and provides a clear and simple guide to taking the necessary action.

We will continue to provide and maintain plant equipment and safe systems of work, encourage safety and absence of risks to health, ensure our premises are safe and risk-free and provide and maintain a safe working environment.

We also ensure effective communication on health and safety matters and perform internal and external audits of operating procedures.

To achieve our aim of having a safe and healthy working environment, we maintain our objectives of creating an accident-free working environment, designing and implementing safe practices, investigating all major injuries and dangerous occurrences and providing health and safety training.

The objectives include providing instruction and information to everyone working in the company, conducting risk assessments of all jobs as required by the Management of Health and Safety Work Regulations 1999, monitoring the effectiveness of our policy and ensuring adequate financial provision for issues related to health and safety.

Our Resorts World Health and Safety Committee who meets quarterly to oversee the OSH ensures that the policy is kept under review and amended as necessary.

Occupational Safety and Health



RWNYC is committed to providing a safe environment for customers, employees and vendors by meeting or exceeding environmental safety standards.

Safety, security and compliance are the cornerstones of RWNYC’s operations. We ensure our employees play a key role in this process by identifying hazards and mitigating risks in our daily operations. In a shared responsibility, each employee must act safely and report all incidents that reduce the level of safety.

We will continue to uphold safety as our most important responsibility and any employee who wilfully or repeatedly violates our workplace safety rules will be subject to disciplinary action.

The management team along with the RWNYC health and safety committee are responsible for the implementation of all policies and procedures.

At the Miami Florida operations, we established safety committees from a cross-section of department representatives, to address any safety concerns and develop an action plan to address the concerns. Our Risk Management provides periodic training on safety protocols to make sure all employees are aware of their responsibilities of reducing safety risks.

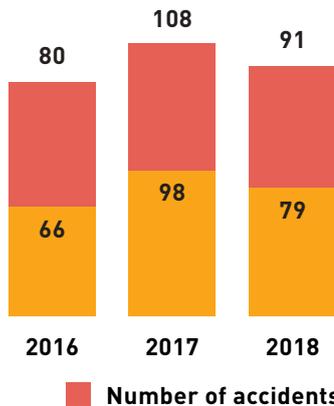


In RW Bimini, we ensure all our employees stay healthy and free from safety hazards as we have a small workforce. Our employees’ health and safety is paramount for optimum performance to provide world-class service to our customers every day.

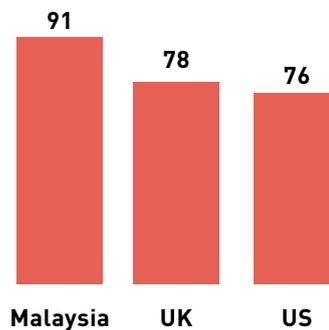
To ensure smooth daily operations, we established safety committees while our Risk Management provides periodic training on safety protocols.

2018 Performance

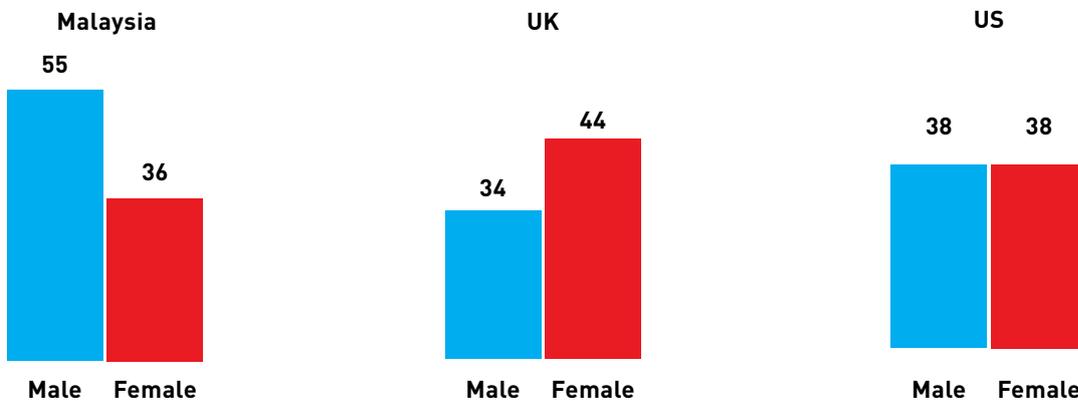
Total number of accidents and lost time accidents, Malaysia (2016 - 2018)



Total number of accidents



Total number of accidents, by gender



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.

Workplace of choice

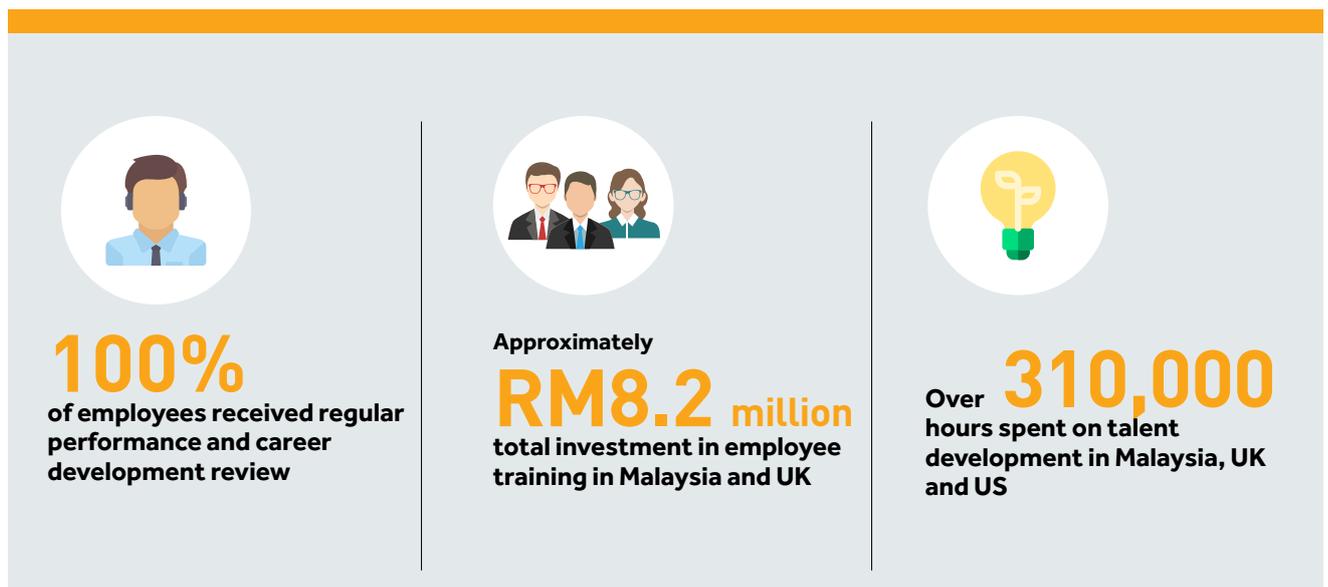
Talent Management

GRI 401-1, 404-3

Educating and training our employees is part and parcel of the Group's strategy to develop our human resources and maintain the highest quality of service and product for our customers. The quality of our employees determines the success of the organisation.

Besides acquiring up-to-date skills and knowledge, training and development opportunities also motivate employees to perform their level best and achieve their potential within the organisation.

Effective talent management is integral in making Genting Malaysia achieve its overall performance goals, assuring shareholders of long-term sustainable growth in our core businesses.



Employees participated in the Casino Managers Conference 2018 as part of our training and development programme.

Talent Management



Malaysia

With more than 14,000 employees, Malaysia has a diverse pool of talent.

Our Human Resources Department coordinates their efforts with every division, department and section to effectively plan, organise and develop talents to ensure optimum performance from our employees.

Allocating up to 2% of the salary budget for training and development, we require a minimum of 16 hours of training per employee per year.

We are carrying on with the existing initiatives which include succession planning and management development, career mapping and planned development programmes for career-track activities, support programmes such as mentor development, Genting Malaysia Education Fund, and administrating training programmes.

Our initiatives also include a Talent Feeding Programme that offers training for interns and fresh graduates, and also organises conferences for managers and members of senior management.

We also provide Total Quality Management (TQM) awareness training to inculcate continual improvement and develop a total quality culture.

The Problem-Solving Process and Quality Control (QC) Tools and Techniques training expose trainees to various problem-solving skills while specific training programmes that are linked to ISO QMS address the "how to" elements and further improve control of documents/records, development of procedure/work instruction and handling of non-conformance as well as complaints.

Our HR team will continue to review and improve the learning opportunities to make Genting Malaysia a great place to work.

Above and Beyond Academy

Employees at RWG are required to undergo training at the Above and Beyond Academy, which is designed to train managers to inspire their teams to deliver Above and Beyond service. It is also meant to train employees to sharpen their soft skills to ensure excellent service delivery.

Employees at the executive and higher levels are trained to improve their core leadership skills so they can drive their teams towards excellence. Another component of the training is aimed at sharpening the service skills of all employees in RWG to maintain the excellent quality of our service. We aim to train all of our employees to achieve a 100% trained workforce in 2019.



No. of Hours Trained
314,467
hours



No. of Programmes Conducted:
612



No. of Participants Trained
26,580
people



Total Investment in Training
RM6,340,360

Talent Management



UK

Training and development form part of the core elements of Responsible Gaming culture and Governance in Genting UK.

We promote and train the most suitable person for the job based on their qualifications, skills set and experience for the work to be performed.



No. of Hours Trained

594
hours



Total Investment in Training

RM1,960,000



US

RWNYC's objective is to provide our associates with learning and development opportunities that will equip them with the necessary skills, knowledge and motivation to enable them to perform their jobs accurately and effectively.

We are always looking for ways to improve our associates' knowledge of our policies/procedures/regulations as well as our quality of performance.

Our HR department organises training programmes that enable our staff to achieve their potential within the company and they include:

- Collective Bargaining Agreement (CBA) training, which assists managers in the HTC contract, rules and regulations
- Harassment training



No. of Hours Trained

150
hours



Bahamas

Our employees are encouraged to take part in professional training courses designed to improve their skills and expand their knowledge of their respective fields.

RW Bimini has continued with the existing key training programmes that include service training, responsible alcohol serving awareness, brand standard training programmes, gaming system training, facilities technical training and risk management and security awareness training.

Our HR attempts to resolve conflicts between employees and we also have a Confidential Ethics and Safety Hotline for reporting non-compliance.

To develop management talent in the company, we have established a year-long Leadership Development Programme, designed to provide a multi-faceted approach to the personal development of high potential managers into more senior management positions.

Non-Discrimination

GRI 406-1

Practising non-discrimination in our organisation is paramount to maintaining harmonious industrial relations with our stakeholders and minimising operational disruptions. There were zero reported incidents of discrimination in the Group for the year 2018.

We believe that any form of discrimination will deprive us of our diverse range of best services. As such, our HR policies ensure our recruitment, promotions and remuneration for our employees are based on their abilities and qualifications.

Genting Malaysia stands strong against discrimination towards employees, agents and customers with disabilities or afflictions in the past. We define 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 day-to-day activities. This includes individuals who have been diagnosed with cancer or HIV.



To achieve our goal of zero incidents of discrimination, we have put in place a Code of Practice on the Prevention and Eradication of Sexual Harassment in the Workplace.

Taking into consideration the recent global #MeToo movement that has raised awareness about sexual harassment, the code of practice ensures a safe and healthy working environment and guides our employees in respecting and protecting the dignity of men and women at work.

We stand firm against sexual harassment at work and we do not tolerate acts that breach the policy. Any alleged sexual harassment will be taken seriously and fully investigated by the management in accordance with the company's disciplinary procedures.

We define sexual harassment as "any unwanted conduct of a sexual nature having the effect of verbal, non-verbal, visual, psychological or physical harassment." The inclusive policy also extends to areas outside the work place as well as the employees' residential complexes.



We continue to embrace diversity within our workforce and we strive to reinforce non-discrimination across our organisation.

We continue to maintain fair employment practices and these include respect and fair treatment for all our employees, ensuring a safe environment that is free from discrimination and identifying individual contributions.

We encourage employees to develop their careers through our talent management programme, establish anti-discrimination policies with proper guidance and training, monitoring our employees' demographics and promoting them based on their skills and abilities, as well as respecting their views.



RWNYC strives to provide our employees with a professional working environment by offering fair and equitable treatment, thus allowing them to achieve their full potential within the organisation.

Every employee goes through sexual harassment, anti-bullying and anti-discrimination training as mandated by law.

We embrace diversity and promote career building to help our employees improve their skills and ability to deliver a high level of customer service.

At the Miami Florida operations, we are committed to providing a work environment free of harassment and discriminating behaviors. We pride ourselves in encouraging a diverse workforce which brings out the best in employees.



RW Bimini is a place where people can grow and succeed. We enable these contributions by maintaining diversity and fostering creativity and innovation at our workplace.

Fairness and equality are not the only defining characteristics of RW Bimini, as we also emphasise trust, respect, collaboration and cooperation.

Our RW Bimini operations can provide superior service to our customers and create a workplace where we can achieve the highest professional satisfaction.

Customer Satisfaction

This year has proven to be a year of achievements for Genting Malaysia, with our resorts around the world earning world-class accolades from prestigious travel guides. The achievements are testament to our commitment to give the best service to our guests, as stated in the Group's vision and mission.

We will continue to guarantee outstanding experiences for our customers by improving the training and policies for our employees to deliver value and provide even greater customer satisfaction.

Genting Malaysia continues to achieve higher service scores from guests based on our year-on-year service score chart, which shows an upward trend since 2015. In 2018, we earned a 33% A-score rating, which is a 2% improvement from the previous year. The positive annual growth were due to our efficient talent management and employees' dedication to ensure world class service for our guests. Our ratings have continued to improve and almost doubled over the last four years, with an increase of 14.9%.

Genting Service Score

2015	6,324 respondents	18.1%
2016	13,690 respondents	24.9%
2017	13,352 respondents	31.0%
2018	15,305 respondents	33.0%



We have also conducted Net Promoter Score (NPS) which measures customer experience and RWG scored 55 in 2018 which is deemed as excellent.



Our guests will always enjoy world class service at our resorts.

Customer Satisfaction



Malaysia

RWG is on its way to becoming the world’s leading integrated resort and we are committed to ensuring our customers will always have exciting and memorable experiences during their time with us.

Due to our team’s tireless efforts, RWG’s flagship Genting Grand Hotel became the first hotel in Malaysia to receive a coveted four-star rating from the 2018 Forbes Travel Guide while Maxims Hotel gained a “recommended” citation.

This means both the hotels met the prestigious standards set by the travel guide, which focus on graciousness, thoughtfulness and a sense of personalised service. Genting Grand Hotel achieved the required average score of 80% - 89% while Maxims Hotel scored 70% - 79% from the travel guide inspectors, who surveyed hotels in Kuala Lumpur for the first time.

We have invested millions in our products and properties to deliver top-notch experiential activities - taking note that such activities will likely drive return customers - and strengthen our customer engagement programme.

Our employees are consistently and holistically engaged with various wellness and social activities to inspire them to deliver Above and Beyond service to our guests. Our customer service blueprint known as ‘Our 8 Promises’ (see page 11) outlines the various promises our employees are expected to deliver.

For the year under review, our customer satisfaction score successfully showed an upward trend in all aspects. In 2018, we achieved a 33% A-score rating, which is a 2% improvement year-on-year. Our ratings have almost doubled over the last four years, increasing from 18.1% in 2015 to 33% in 2018.



UK

In Genting UK, it is our priority to uphold responsible gaming and customer security data while ensuring an unforgettable experience for our customers. It is imperative for our casino employees to be adequately trained to promote responsible gaming culture on the ground.

We have invested in social responsibility training for all our casino employees, both during their inductions and annually. We continued to partner with multiple stakeholder groups, including the UK Gambling Commission and other casino operators, to research and identify the harm arising from problem gaming as well as enhancing our customers’ gaming experience. Our commitment to ensure responsible gaming is paramount as we hold true to the Playing Safe principles laid out by the National Casino Forum.

We are proud that our efforts in providing world-class service to our guests have come to fruition, as evidenced by TripAdvisor’s Certificate of Excellence that was awarded to Genting Hotel, with a rating of 4.5/5, as well as customer satisfaction ratings on various platforms. This includes a rating of 8.9/10 (Fabulous) at Booking.com and at Hotel.com.



Number of Visits Worldwide

38million

(2017: 35.5million)



Total Hotel Guests

61,454

Customer Satisfaction



As guest wellness and satisfaction remain our priority, we have paid close attention to the visitor feedback on TripAdvisor and Hilton’s internal Satisfaction and Loyalty Tracking (SALT) survey. Besides ensuring every customer review is replied, we also reviewed the feedback internally and considered the actions needed to address any issues that have been raised.

Malaysia

Number of members under the Genting Rewards Loyalty Programme

4.54 million

as of Dec 31 2018
(2017: 4.3million)

Number of reviews (TripAdvisor) <small>(Data from Jan-Oct 2018)</small>	Customer satisfaction ratings <small>(Data from Jan-Oct 2018)</small>
Genting Grand 227 <small>(2017: 205)</small>	Genting Grand 4/5 <small>(2017: 4/5)</small>
Maxims 147 <small>(2017: 118)</small>	Maxims 3.5/5 <small>(2017: 3.5/5)</small>
Resort Hotel 499 <small>(2017: 478)</small>	Resort Hotel 4/5 <small>(2017: 4/5)</small>
Theme Park Hotel 135 <small>(2017: 58)</small>	Theme Park Hotel 4/5 <small>(2017: 4/5)</small>
First World Hotel 3,192 <small>(2017: 2,951)</small>	First World Hotel 3.5/5 <small>(2017: 3.5/5)</small>
Total = 4,200 reviews <small>(2017: 3,810 reviews)</small>	

UK



Number of members under the Genting Rewards Loyalty Programme

670,000



Ratings on customer satisfaction (as of 31 Oct 2018)

TripAdvisor = 4.5/5
Booking.com = 8.9/10 (Fabulous)
Hotel.com = 8.9/10



Number of reviews (as of 31 Oct 2018)

TripAdvisor = 2,644 reviews
Booking.com = 2,202 reviews

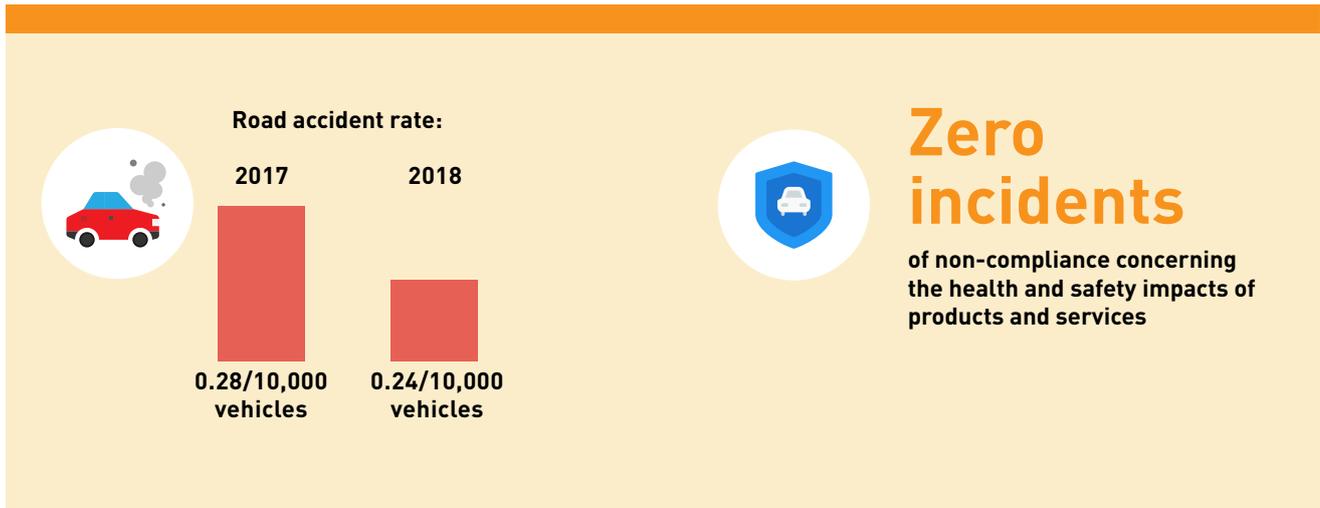
Customer Safety and Security

GRI 416-2

With our group's 100% service-oriented business, it is imperative to ensure our customers feel both safe and secure while minimising or eliminating health risks across the board.

It not only makes good business sense, but also serves as a measurable indicator for a customer to decide whether to return, or to make recommendations about our business.

The continuing effort to improve in these areas will ensure customer satisfaction while building on our reputation as an organisation which takes the safety and security of its customers seriously.



Genting Malaysia takes a holistic approach to safety and security - encompassing health, food safety, comfort and security.

Our employees undergo annual fire drills to ensure preparedness and there are always trained first aiders on standby. Maintenance crews are trained to safeguard customers and themselves during their daily maintenance routines.

In terms of health, our pandemic preparedness policy is in line with the Malaysian Health Ministry - and part of this in practice means air sanitisers and hand sanitisers at all appropriate places to safeguard against flu pandemics.

Food safety is also paramount and as such we adhere to the HACCP Food Safety Management System and ISO 9001: 2008 Quality Management Systems at all food and beverage outlets, as well as ensuring that high-risk food suppliers comply with hygiene and quality specifications.

In hotel rooms, key card safety has been improved with the switch to the Miwa RFID system, with only authorised personnel having access to Master keys. We have also installed enhanced safety features for disabled customers by installing strobe lights for smoke alarms, electric controlled beds, large button Braille phones and new hand basins for those in wheelchairs.

Customer Safety and Security



By providing a safe environment for our customers, they will feel comfortable in our casinos and at RW Birmingham, thus ensuring they spend time in our business and continue to return.

Internal health and safety checks are done daily, while health and safety audits are done twice a year. We have regular fire risk assessments and a Health and Safety Manager is employed by Genting to oversee all areas and provide further advice where required.



Our goal is to ensure our employees maintain an active, positive interest in the safety of our customers. We document and review all systems daily to resolve deficiencies in the fastest, most practical and cost-effective manner.

Daily inspections are mandatory and include food & beverage, maintenance systems and building safety checks.



Guest safety and security is of paramount importance to RW Bimini and all incidents are treated as a priority by our well-trained security workforce.

Security works closely with the Bimini Public Clinic to ensure that appropriate medical attention is promptly given to those in need.

RW Bimini adheres to food handling and sanitation procedures, monitoring sterilisation standards, checking refrigeration/freezer temperatures and the chemical balances in pools daily.

We also regularly carry out fire drills and ensure that our employees have First Aid and CPR certifications.

Slope Management

Slope management is critical to the continuing operations of Genting Malaysia as any landslides or road accidents would limit access to RWG.

We have implemented programmes at three levels; maintenance of safety level regarding slope steepness, monitoring and controlling surface runoff at the slope and monitoring the number of commuting accidents of visitors to Genting Highlands. Periodic readings are also taken by specialist contractors to obtain early readings of potential slope instability so that remedial work can be pro-actively carried out.

Heavy rainfall is monitored in real time and if a certain level is reached, warnings will be issued to the public. All drainage is regularly maintained to ensure runoff is diverted accordingly and bare slopes are greened to prevent landslides.

The total number of road accidents remained the same as in 2017 which is 142. Nevertheless, there is an improvement on the rate per 10,000 vehicles from 0.28 in 2017 to 0.24 in 2018.

Cyber Security and Data Privacy

GRI 418-1

With the millions of customers we serve every year, handling their data carefully takes on a new level of importance and is essentially a critical part of the business. The consequences of a security breach can lead to reputational damage and loss of customer satisfaction.

Hence, we have various data privacy policies in place to ensure zero incidents of non-compliance and zero breaches of privacy & data security.



We prepared our Personal Data Processing Statement (PDPS) in accordance with the requirements of the Personal Data Protection Act 2010. The PDPS sets out the policies and procedures of the Group with regards to personal data and customer agreement to the usage and processing of personal data.



It is common for customers to feel vulnerable when they entrust any business organisation with their personal data. We are sensitive to the impact that a security breach could have on the reputation of our business, and the cost implications. We comply with the General Data Protection Regulations which came into force in 2018.



RWNYC strives to protect guest privacy and to use all information collected for its intents and purposes as per the consent of our guests, vendors and staff. Grievance mechanisms are in place to address potential breaches - customers can contact us and provide feedback via phone, email or to a physical address.



At the RW Bimini, customer privacy and data protection is of utmost importance to us. We continue to strive to maintain privacy and data protection while ensuring customers are protected from possible breaches through efficient internet technology service. Cyber training has been conducted for all computer users to ensure employees are well versed in potential cyber threats and how to deal with them.

The hotel has also implemented a set of policies and standards that encompasses security in all aspects of privacy and data protection. Our IT team remains vigilant in communicating with end-users on a regular basis as credible threats are identified.

Responsible Gaming

Gambling is a form of entertainment that can also quickly become addictive. As a leading global casino operator, we take responsible gaming seriously and are always on the look-out to identify players who become obsessive or compulsive gamblers.

We take a proactive approach to ensure our guests are well-aware of the risks of gambling by creating awareness on responsible gaming to mitigate gambling-related social issues in the community.



Malaysia

RWG continues to raise awareness about responsible gaming and help those who need assistance in overcoming gambling issues. We have a 24-hour hotline for guests who require assistance in this area as we actively promote the "Request for Assistance" programme to ensure gambling is safe and enjoyable for our guests. If a customer thinks that he/she has a gambling problem, this programme will be of help to them.



UK

Genting UK practises responsible gaming culture and our actions are aimed at ensuring our customers gamble safely and responsibly.

Genting UK has 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.

Some of the areas that are addressed as per the GamCare Accreditation include age verification, socially responsible advertising and promotion, tools for the customer to set spending limits, the ability for the customer to self-exclude and reality checks such as clocks.

We also train all casino employees during induction and on an annual basis about responsible gaming culture while all customer-facing staff are trained to recognise and manage a problem gambler.

We work with multiple stakeholder groups, including the UK Gambling Commission and other casino operators to identify issues and potential harm from problem gaming to enhance our customers' gaming experience.

Genting UK was awarded the ACE (Accreditation, Certification, Evaluation) accreditation by the National Casino Forum ACE panel comprising independent experts. The panel evaluates the casino's policies and procedures against the NCF 'Playing Safe' Core Code of Practice to ensure they are fully embedded throughout the company.



US

RWNYC is committed to promoting responsible gaming for our guests. Our commitment to being socially responsible aligns with our efforts in protecting guests, while strictly enforcing the minimum legal wagering age established by law. We offer various responsible gaming resources and free assistance to our guests as we uphold the overall message of "Play Responsibly" in New York.

RWNYC has also taken additional steps to ensure we are actively participating in activities that enhance the well-being of our staff and customer base. We encourage those who gamble for fun and entertainment to do so responsibly while taking the necessary steps to reduce the risk of developing problems.

On our premises we have relocated our Responsible Gambling Resource Centre to a more visible and accessible location. We have strengthened our relationship with state/local prevention services to help supply the resources that the community needs to help mitigate the effects of problem gambling. We took active steps to streamline our self-exclusion process, making it more centralised and easier to manage. And finally, we have upgraded our surveillance system and facial recognition technology platform to help police our self-excluded patrons.



Bahamas

RW Bimini is committed to providing a responsible gaming environment for our guests and has collaborated with The Bahamas Gaming Board and the Florida Council on Compulsive Gaming.

We have taken the following measures to promote problem-gambling awareness among guests and employees:

- Make pamphlets, brochures and information on problem gaming easily accessible throughout RW Bimini.
- Administering the Self-Exclusion Programme and allowing guests who may have a gaming problem to voluntarily request that we prohibit their participation in gaming by putting their name in the self-exclusion list in RW Bimini. The programme's participation form is also available in RW Bimini as well as on our website.
- Strictly enforce the minimum legal gambling age established by law.
- Ensure our employees are well-trained in recognising and reacting appropriately when approached by a guest who is having a problem.
- Organise quarterly events to promote responsible gaming such as gaming quiz, pop-up messages of responsible gaming and self-exclusion on our website and scrolling messages on underage gaming on slot-machines.
- Participate in the annual Problem Gambling Awareness month in March.

Community Investment

GRI 413 -1

Genting Malaysia supports the larger society by giving back to the community, ensuring the sustainability of various communities through our financial aid and initiatives.

Our contributions in time spent, cash and humanitarian efforts cut across all spectrums of society – with particular attention to the underprivileged and disadvantaged.

All our operations engage with local communities through volunteering and donations. We work closely with numerous charities and charitable initiatives as we attempt to positively impact the lives of those around us, in line with our core values (Harmony and Compassion) and UN SDG 11: Sustainable Cities and Communities.



Genting Malaysia participants successfully completed the Bursa Bull Charge.

Community Investment

2018 Performance		
 <p>Malaysia</p>	<p>Total amount invested in the community</p> <p>RM1.52million</p> <p>(2017: RM2.3million)</p>	<p>49</p> <p>beneficiary organisations</p>
	<p>7,000</p> <p>lives impacted through community investments</p>	
 <p>UK</p>	<p>Total amount invested in the community</p> <p>RM1.70million</p> <p>(2017: £384,026)</p>	<p>2</p> <p>beneficiary organisations</p>
	<p>17,600</p> <p>lives impacted through community investments</p>	
 <p>US</p>	<p>Total amount invested in the community</p> <p>USD500,000</p> <p>(2017: USD431,048)</p>	<p>110</p> <p>beneficiary organisations</p>
	<p>38,500</p> <p>lives impacted through community investments</p>	
 <p>Bahamas</p>	<p>Total amount invested in the community</p> <p>RM113,809</p> <p>(2017: USD100,000)</p>	<p>4</p> <p>beneficiary organisations</p>
	<p>1,000</p> <p>lives impacted through community investments</p>	

Community Investment



Malaysia

Our donations and sponsorships positively impact charities and individuals from all walks of life – ranging from the local communities and underprivileged to NGOs and sports associations.

As community investment has always been anchored in our culture, we aspire to assist a wide range of groups. The highlights below exemplify Genting's efforts this year:

Genting Founder's Day 2018

Genting Malaysia donated RM10,000 each to 14 homes and charitable organisations, in line with one of Genting's core values (Compassion).



Genting Malaysia donated RM140,000 to various charities on Founder's Day 2018.

Tasputra Perkim

Tasputra Perkim is a daycare cum rehabilitation centre for physically, visually and mentally disabled children from all ethnicities and different religions.

The centre provides support and assistance to middle-income families who cannot afford expensive therapy fees for their children. It has also been recently certified with new Montessori education technology principles.

Genting Malaysia sees the centre's passion and determination in assisting the disabled and contributed RM10,000.



The daycare assistants carrying out physiotherapy on a disabled child.

Community Investment



Malaysia

Turning Dreams into Reality for Special Children

Genting Malaysia together with Make-A-Wish foundation was able to fulfill Izz Dhiya's dream of meeting characters from her favourite movie, Frozen. Izz Dhiya, who is diagnosed with Acute Lymphoblastic Leukaemia, enjoyed herself at a Frozen-themed party at Snow World, followed by a complimentary stay at First World Hotel.

RWG also hosted nine special students (visual and hearing impaired) from Program Pendidikan Khas Integrasi, SK Kuala Kubu Bharu. They were taken on their first ever cable car ride and to enjoy SnowWorld.



Izz Dhiya had a fun day up at the First World Hotel.



Special children are on their way to experience Awana SkyWay.

Tunku Azizah Fertility Foundation (TAFF)



KDYTM Tengku Puan Pahang with the children from the foundation.

TAFF is an NGO that provides assistance for married couples facing fertility issues. It was founded by KDYTM Tengku Puan Pahang Tunku Hajjah Azizah Aminah Maimunah Iskandariah Al-Mutawakkhil.

Genting Malaysia purchased 100 cookbooks on traditional Pahang food and desserts penned by Her Highness for RM38,000 in support of the foundation.

Sultan Ahmad Shah Environment Trust (SASET)



A young volunteer planting trees at Janda Baik, Bentong to curb deforestation.

Genting Malaysia recognises the importance of maintaining the forest ecosystem to regulate the temperature and sustain natural biodiversity. Our resort is surrounded by a 130 million-year-old rainforest, of which 94% is preserved, with only 6% used for development. Sultan Ahmad Shah Environment Trust (SASET) is an NGO that helps restore areas lost to illegal deforestation, and we support its ongoing efforts. GENM has contributed RM100,000 to fund SASET's green programmes, as we believe in the conservation, protection and preservation of Pahang's wildlife and natural habitats.

Community Investment



Malaysia

Staying Fit with Charity



Employees were overjoyed after completing The Edge KL Rat Race.

The convergence of fundraising for social causes through sporting activities has taken off in recent years and Genting Malaysia made even more contributions in this area in 2018.

- We participated in the Bursa Bull Charge organised by Bursa Malaysia on 27 September 2018. The race was held in Kuala Lumpur's central business district and we contributed RM58,000 as one of its main sponsors. Funds were used to support financial literacy programmes for new entrepreneurs and to improve the quality of life of underprivileged communities.



Group photo of employees participated in Warrior Challenge 3.0.

- Genting Malaysia contributed RM18,000 to The Edge Education Fund and participated in The Edge KL Rat Race on 31 July 2018 where we emerged second runners-up. Of the RM18,000, 30 percent was given to Tabung Harapan Malaysia and 70 percent was divided among selected beneficiaries for education-related programmes.
- Thirty-two Genting Malaysia employees took part in the Warriors Challenge 3.0, an obstacle course race on 24 November 2018 organised by the Malaysian Armed Forces Veterans Association and the National Defence University of Malaysia.

The Warriors' Fund was set up to help army veterans, widows and family members of ex-servicemen who have perished in action. We contributed RM100,000 to the fund for the third consecutive year.



YB Senator Liew Chin Tong (Deputy Defence Minister) received a mock cheque from YBhg Dato' Sri Kay (VP - GENM Corporate Relations & Communications) at the launch of Warriors Challenge 3.0.



Malaysia

Malaysian Institute of Management (MIM)

Genting Malaysia, as one of the sponsors for the prestigious Tunku Abdul Rahman Lecture, donated RM100,000 for its 28th edition organised by MIM.

DYMM Permaisuri Johor Raja Zarith Sofiah Sultan Idris Shah graced the occasion and delivered her keynote address to 700 delegates and guests from the public and corporate sectors.



YBhg Tan Sri Lim Kok Thay (Genting Group Chairman & Chief Executive) was honoured by MIM with an Emeritus Fellow conferment.

Nurturing Sporting Talents



YAM Tunku Panglima Johor, Tunku Abdul Rahman Al-Haj Ibrni Sultan Ibrahim (middle) received a mock cheque from YBhg Dato' Sri Kay for Sultan of Johor Cup International Under-21 Hockey Tournament.

Sport plays an important role in uniting and building a nation. We are committed to supporting this noble endeavour by nurturing young talents.

- Genting Malaysia continues to support the Malaysian Hockey Federation with over RM500,000 contributed to date. This year, we donated RM50,000 towards the Under-21 International Hockey Tournament 2018, Sultan of Johor Cup. The tournament was held in conjunction with the birthday of the Sultan of Johor, DYMM Sultan Ibrahim Ibni Almarhum Sultan Iskandar.
- Being one of its Charter members, we have also supported SportExcel Malaysia since 2000, which provides financial assistance to junior athletes and National Associations. Our contribution this year was RM15,000.
- Genting Malaysia was the title sponsor for the Genting-Selangor International Junior Open Tennis Tournament with a contribution of RM40,000.



Genting Malaysia continues its Charter Membership with SportExcel.



YBhg Dato' Sri Kay presented a mock cheque to Tuan Johary Anuar, MBPJ Deputy President at the launch of the 16th Genting-Selangor International Junior Open Tennis Tournament.

Our Overseas Community Care



UK

Addressing problem gambling

To reflect our commitment to social responsibility, Genting UK donated 0.1% of its gross gaming revenue to the research, education and treatment of problem gambling. In 2018, we donated £285,000 to GambleAware, a leading charity in Britain committed to minimising gambling-related harm.

Charitable donations

Genting UK will be working with YGAM – the Young Gamblers Education Trust – to launch YGAM in the Midlands area of the UK. The YGAM charity was founded three years ago, but due to lack of funding, it was unable to expand beyond the London and South East area.

YGAM’s purpose is to inform, educate and safeguard young people against problem gambling or social gaming.

Now with Genting UK’s contribution of £38,000, the charity will be able to set up the branch at Midlands with one full-time staff and two part-time members. The part-time positions will be filled by students as Community Development Workers and the branch will have a direct impact on at least 17,600 people a year.

Genting UK has also committed to providing a meeting space and training venue for YGAM at RW Birmingham. Genting UK’s collaboration with CHIPS, the UK casino industry’s charity, has resulted in life changing purchases of advanced wheelchairs for four children this year.

The funds raised to purchase the wheelchairs were raised through:

- The Hamad Al- Sabah golf tournament in Hertfordshire (£15,000).
- Employees at Genting UK who ran the Rock and Roll Madrid Marathon and Half Marathon in April 2017 (10 employees participated and raised £20,000).
- Employees at Genting UK who ran in the Rock and Rock San Diego Half Marathon in June 2018 (5 employees participated and raised £50,000).

The wheelchairs benefited:

- Ashley Healey, 19, from Crewe, who has quadriplegic cerebral palsy.
- Finn Lusty, 14, from Cheltenham, who has spastic diplegia (a form of cerebral palsy).
- Steven Chrich, 17, from Nottingham, who has Friedreich Ataxia – a condition that causes progressive damage to the nervous system.
- Zidan Khan, 5, from Leicester, who has Cerebral Palsy - a condition that impacts hugely on his movement and coordination.



Steven Chrich was presented with a wheelchair courtesy of Genting Casinos UK.



Finn Lusty with his family after receiving his wheelchair.

Our Overseas Community Care



US

Giving back to the community

RWNYC strongly supports the Queens Center for Progress (QCP), one of the largest non-profit agencies in Queens, and this year we jointly organised two events that benefited QCP and the community at large. QCP has been providing programmes and services to people with developmental disabilities for 67 years, serving more than 1,500 people from the Queens area every day.

In February, we sponsored the Evening with Fine Foods event, an informal networking session for the Queens business community to socialise while enjoying the gourmet delicacies provided by over 40 chefs and restaurants from Queens. RWNYC president, Scott Molina, was also honoured as “Chef of the Year” in this fundraising event that supports QCP’s services. The event benefitted over 2,200 individuals with mild to severe developmental disabilities.

In June, RWNYC once again partnered with QCP to put up a two-month-long art display, exhibiting more than 30 paintings and drawings by individuals supported by QCP. The works of art were displayed in RWNYC’s very own art gallery - the Red Wall Art Gallery - which is spread over two floors of the casino and attracts some 10,000 visitors daily.

Apart from supporting the local community with QCP, RWNYC provides more than just gaming facilities in Queens by offering daily live entertainment for free. The casino displays live sports games on Sundays and offers live musical performances on other days of the week at its Bar 360 on the Times Square Level.

Blood donation drive

In April, RWNYC hosted a blood donation drive together with the American Red Cross, further building on our six-year relationship with the 138-year-old organisation. Donors were given a USD10 RWNYC voucher that can be used in all retail and dining outlets.

Supporting the youth

RWNYC donated USD10,000 to the Boys and Girls Club of Metro Queens (BGCMQ) to kick-off their Giving Tuesday fundraising campaign, which targeted to collect USD28,000 in 28 days. The contribution would help support BGCMQ’s youth programmes for the Queens community.

Founded in 1957, BGCMQ serves youth between the ages of 5 and 18, averaging over 850 children per day. The Giving Tuesday campaign taps into the global movement to help facilitate the spirit of giving at the beginning of the Christmas season.



RWNYC staff member Jillian Gundy donating blood at the annual blood drive.



Scott Molina, President of the RWNYC and the representative from the Queens Center for Progress.

Our Overseas Community Care



Bahamas

RW Bimini holds corporate responsibility in the highest regard. We truly operate as a strategic partner of the island's community and central government of The Bahamas. RW Bimini is the single largest employer on the island and is committed to the long term success and economic growth of Bimini. RW Bimini continues to generate new opportunities for the island's business community.

RW Bimini manages its local communities through stakeholder engagement which is achieved via representation in the island's Chamber of Commerce; sponsorship of multiple charitable organisations and community events, and hiring practices which offer training and employment opportunities for Bimini's outstanding students.

Some of our efforts are listed below:

- Champions Basketball Camp – RW Bimini has supported the Champion Coaches Sports Camp for the past four years by providing transportation aboard the ferry and accommodation at the resort for the coaches who provide their coaching services for free to children under the age of 18.
- RW Bimini donated to the Board of County Commissioner's Thanksgiving Turkey Giveaway and impacted over 2,100 families in the Miami-Dade County, District 3 on November 20, 2018.
- In partnership with Tropic Ocean Airways, RW Bimini flew 476 toys to school-age children on the island under the annual RW Bimini Toy Drive.
- In November 2018, RW Bimini donated Christmas trees to all nine local churches in Bimini along with crafts for the kids to make their own Christmas ornaments.
- The team at RW Bimini recently helped out in efforts related to the donation of Bimini's very first fire truck, offering rooms and food for local South Florida firefighters who will be providing firefighting training as well as CPR and first aid training to over 40 local volunteers on the island.



Assistant General Manager Greg Stubbs accepting a plaque of appreciation on behalf of Champion Coaches Sports Camp for supporting the local youth basketball camp.



RW Bimini GM Vince Angelo and retired South Florida firefighters with the first fire truck in Bimini.



RW Bimini executives & staff members assisting with handing out gifts during the annual holiday toy drive.

Conclusion

Conclusion

This Sustainability Report was done according to the latest GRI Standards and we strived to meet the indicators as stated from pg 72 onwards.

In preparing this report, we collected data from internal and external stakeholders to fulfil the materiality topics that range from significant to most significant in our businesses. We ensured our sustainability agenda was executed through existing and new initiatives that were able to impact our stakeholders and enhance business operations. Winning various globally-recognised accolades for upholding strong corporate governance and providing world-class service to our guests has proven that we are on the right track.

We continued our role as a good corporate citizen by practising high standards of corporate governance, regulatory compliance and adopting zero-tolerance for corruption.

We also ensured our initiatives in conserving natural resources and the environment are in line with the Government's green policies and UN SDGs through the support of the anti single-use plastic policy and the implementation of energy-saving initiatives. We engaged RWG employees in our sustainable initiatives through the G3 volunteer programme and inspire them to champion environmental causes.

In ensuring sustainable growth within the Group, we have implemented initiatives that have great significance in our service to guests by ensuring our employees adhere to the appropriate codes of conduct. We also emphasised on educating our guests on responsible gaming in our casinos.

As a renowned establishment that believes in giving back to society, we have contributed more than RM5 million in 2018 to the underprivileged through our operations worldwide and participated in several charitable causes.

We look forward to preparing our next report by reviewing our initiatives and materiality assessment in 2019 in our efforts to continue ensuring sustainable growth and enhancing value for our shareholders.

Awards and Recognition

Global Responsible Business Leadership Awards 2018

Genting Malaysia Berhad received a prestigious award in 2018 for our efforts in sustainability and effective management of our businesses.

In April, GENM was named the Leading Multinational Corporation of the Year in the Global Responsible Business Leadership Awards 2018 for demonstrating leadership in corporate sustainability and achieving triple bottom line (economic, environment and social) success. Conferred by Asia Pacific CSR Council, the award is a boost to our efforts in providing world-class service and entertainment in a safe, responsible and sustainable environment.

As a global leader in the leisure and hospitality industry, we have always practised high standards of governance to ensure responsible business practices, manage environmental impacts and meet the needs of the local communities where we have business operations. This award is a testament to our high standards and validates our focus on building a sustainable business.



We are honoured with the Leading Multinational Corporation of the Year award at the Global Responsible Business Leadership Awards 2018.

Conclusion

Awards and Recognition

FTSE4Good Index Series

In June 2018, Genting Malaysia was added to the constituents of FTSE4Good Index Series for demonstrating strong Environmental, Social and Governance (ESG) practices. The prestigious recognition is due to our efforts in exhibiting the responsibilities of a good corporate citizen by upholding corporate governance while caring for the environment and society. This recognition will further motivate us to improve our sustainability initiatives in the economic, environment and social pillars.



Certificate of Membership for being recognised as one of the constituents of the FTSE4Good Index Series.

GRI Content Index

GRI 102-55

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

GRI Standard	Disclosure	Page number(s)	Omissions	
General Disclosures				
GRI 102: General Disclosures 2016	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 8		
	102-10 : Significant changes to the organisation and its supply chain	Page 6		
	102-11 : Precautionary Principle or approach	Page 9		
	102-12 : External initiatives	Page 2 to 39		
	102-13 : Membership in associations	Page 10		
	STRATEGY			
	102-14 : Statement from senior decision-maker	Page 2		
	ETHICS AND INTEGRITY			
	102-16 : Values, principles, standards, and norms of behaviour	Page 11		
	GOVERNANCE			
	102-18 : Governance structure	Page 13		
	STAKEHOLDER ENGAGEMENT			
102-42 : Identifying and selecting stakeholders	Pages 17 to 18			
102-40 : List of stakeholder groups	Pages 17 to 18			
102-43 : Approach to stakeholder engagement	Pages 17 to 18			
102-44 : Key topics and concerns raised	Pages 17 to 18			
102-41 : Collective bargaining agreements	Malaysia - 12 th 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)	Omissions
General Disclosures			
GRI 102: General Disclosures 2016	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 to 16	
	102-48 : Restatements of information	Not applicable	
	102-49 : Changes in reporting	Page 1	
	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 72 to 80	
102-56 : External assurance	Page 1		

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Omissions
Material Topics			
GRI 200: ECONOMIC STANDARD SERIES			
Topic: Corporate Governance			
GRI 103: Management Approach	103-1: Explanation of the material topic and its Boundary	Pages 20 to 21	
	103-2: The management approach and its components	Pages 20 to 21	
	103-3: Evaluation of the management approach	Page 21	
GRI 205: Anti-corruption	205-3: Confirmed incidents of corruption and action taken	Page 20	
Topic: Economic Performance			
GRI 103: Management Approach	103-1: Explanation of the material topic and its Boundary	Pages 22 to 23	
	103-2: The management approach and its components	Pages 22 to 24	
	103-3: Evaluation of the management approach	Page 23	
GRI 201: Economic Performance	201-1: Direct economic value generated and distributed	Page 24, 62	
Topic: Procurement Practices			
GRI 103: Management Approach	103-1: Explanation of the material topic and its Boundary	Pages 25 to 26	
	103-2: The management approach and its components	Pages 25 to 26	
	103-3: Evaluation of the management approach	Page 25	
GRI 204: Procurement Practices	204-1: Proportion of spending on local suppliers	Page 8, 25	

GRI Content Index (cont'd)

GRI Standard	Disclosure	Page number(s)	Omissions
Material Topics			
GRI 200: ECONOMIC STANDARD SERIES			
Topic: Regulatory Compliance			
GRI 103: Management Approach	103-1: Explanation of the material topic and its Boundary	Page 27	
	103-2: The management approach and its components	Page 27	
	103-3: Evaluation of the management approach	Page 27	
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