



GENTING

MALAYSIA

SUSTAINABILITY REPORT 2019

GENTING MALAYSIA BERHAD (198001004236)

Cover Rationale

When it comes to escaping the hustle and bustle of city life, nothing compares to reconnecting with nature. The 10,000-acre forest surrounding Genting Highlands ranges from 750 to 1,865 metres with each altitude displaying unique characteristics, flora and fauna.

The forest is home to 254 species of birds, primates, rare insects as well as endangered and vulnerable plants and trees. This photo of a male orange-bellied flowerpecker was taken in the forest surrounding Genting Highlands.

Protecting this invaluable ecosystem is of paramount importance and in line with the corporate core values of Harmony and Compassion. Explore this rich and varied biodiversity and you will see that Genting Malaysia's sustainability initiatives are on the right path.

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ABOUT THIS SUSTAINABILITY REPORT

GRI 102-2, 102-46, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

Genting Malaysia Berhad ("Genting Malaysia" or "GENM") remains steadfast in upholding good corporate governance, conserving the environment and appreciating its employees, the community and valued customers. Reporting has evolved over time from social disclosure to the broader 'triple bottom line' approach which covers aspects of economic, environmental and social ("EES") development and the responsible business practices that Genting Malaysia has today.



Reporting Period

In line with the Annual Report, this Sustainability Report discloses all relevant sustainability information from 1 January to 31 December 2019, unless specified.



Approach, Boundary and Scope

This Report summarises the sustainability performance of all strategic businesses. The GRI reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness have been applied when defining the content. Accuracy, balance, clarity, comparability, reliability and timeliness have also been considered.

The Report covers entities that are listed in Genting Malaysia's consolidated financial statements: Malaysia, the United Kingdom, the United States of America and the Bahamas. This Sustainability Report was made in accordance with a resolution of the Board of Directors dated 27 February 2020.



References and Guidelines

Principal Guideline

- Global Reporting Initiative (GRI) Standards: Core Option

Additional Guidelines:

- Bursa Malaysia's Sustainability Reporting Guide
- FTSE4Good Bursa Malaysia ESG Index
- United Nations Sustainable Development Goals (UNSDGs)
- International Organisation for Standardisation (ISO) 26000:2010 Guidance on Social Responsibility



Report Content

The content of this Report has been developed around defined material topics. These topics have been identified by reviewing the overall sustainability risks and opportunities that were determined by macroeconomic analysis, sustainability trends and senior management input. Stakeholders' views, concerns and key expectations have also been elemental in shaping the overall materiality assessment process. This assessment helped the Board realign Genting Malaysia's sustainability strategy while ensuring the transparent coverage of key topics.



Reliability and Relevance of Information Disclosed

The accuracy of the Report's contents has been reviewed by the Sustainability Steering Committee and Audit Committee. Hopefully, future sustainability reports will be verified by external auditors.



Feedback

Genting Malaysia is fully committed to listening to stakeholders and welcomes feedback on sustainability reports and performance. Please send your comments or questions to sustainability.genm@rwgenting.com.



Reporting Cycle

Annually

MESSAGE FROM THE CHAIRMAN OF THE SUSTAINABILITY STEERING COMMITTEE

GRI 102-14

Dear Stakeholders,

Let me begin by expressing my sincere gratitude to all stakeholders for their patronage and support. I would also like to thank those who have previously been unable to connect with Genting Malaysia for taking the time to open this Report.

Genting Malaysia has become one of the most recognised global companies — known for being creative and innovative in delivering memorable entertainment experiences. As an integrated leisure and hospitality organisation, we create unique experiences for millions of visitors across all our resorts. Largely, this is down to the commitment and passion of our teams and the strength of our distinctive and innovative offerings.

Genting Malaysia is synonymous with responsible entertainment, respectful workplaces, meaningful community investments and sound environmental stewardship. Our values can positively affect the bottom line and we are proud of our hard-earned reputation. We are respected for what we create, how we perform and the integrity that is integrated into all our business dealings.



Governance and Transparency

Genting Malaysia adheres to the highest standards of corporate governance. Business operations are conducted with integrity, transparency and accountability to increase shareholder value and achieve sustainable business growth.

We communicate with our stakeholders in various ways including this annual sustainability report. As a large conglomerate, deciding on areas for reporting can be a daunting task. In 2019, we commissioned our largest ever materiality study to help us prioritise areas of sustainability for inclusion in this report. The opinions of 1,780 stakeholders were sought so that the relevant importance of a wide range of topics could be measured accurately. The findings were also a useful input into our sustainability strategy as they allow us to objectively allocate resources in areas that matter most to both Genting Malaysia and its stakeholders.

Economic Sustainability

The Genting Integrated Tourism Plan ("GITP") is a trendsetter and marks a new tourism era in Malaysia. Tourism has become a key pillar that catalyses our country's development and drives economic growth. I am confident that our transformation will continue to boost Malaysia's economy, providing income and job opportunities to the masses.

Genting Malaysia will also focus on its strategy of increasing its market share in the mass market segment to strengthen its position in the overseas operations.

Environmental Sustainability

Genting Malaysia has made environmental protection and preservation an integral part of its corporate philosophy and business policy since its incorporation. Maintaining a responsible environmental approach is our top priority, particularly in conserving natural resources, waste management and the preservation of flora and fauna.

Managing water resources and effluents responsibly is undoubtedly more critical to Genting Malaysia than most other Malaysian companies. As our hill station is not served by municipal water or national sewerage companies, it is vital that we manage our own water treatment and sewage treatment plants with minimal effect on the environment.

We ensure that our wastewater effluent remains of the highest quality as it is discharged upstream of other raw water intakes. I am proud that our effluent readings were a fraction of the limit stipulated by the authorities. It is imperative that our engineering team maintains these exemplary standards.

The Genting Green Generation ("G3") Volunteer Programme continues to champion environmental causes within the resort. The team tirelessly raises environmental awareness among employees and guests while inspiring them to commit to environmental protection and conservation.

Social Sustainability

As I look back, I am proud to report that 2019 was a landmark year with respect to our social impact. We continued to engage with the community in productive and innovative ways. Genting Malaysia's charitable donations, community programmes, sport development and other philanthropy continued to connect local communities.

Genting Malaysia's philanthropic contributions are just one of the ways we support various community development activities such as providing infrastructure support to local communities, the underprivileged, disability groups and NGOs. Contributions were made through several channels throughout the year. In 2019, the total contributions for community care and other philanthropic initiatives amounted to almost RM6 million.

A happy workforce is a productive workforce and we continued to champion the best HR practices to provide a safe and conducive working environment. All employees are responsible for keeping our 8 Promises to deliver an extraordinary experience to our guests and customers.

Acknowledgements

Looking ahead to 2020 and beyond, we will focus on long-term goals in an era of rapid evolution and relentless change by building on established businesses in which we lead the market. Excitingly, we will also pursue growth opportunities in an innovative and disciplined manner while nurturing community connections that are vital to our business success.

Last but not least, I would like to thank all stakeholders including regulators, guests, visitors, patrons, customers, business associates, supply chain partners, community members and the media for their trust and constructive cooperation. I would also like to acknowledge the hard work of all employees that ensured we met our objectives. I am confident that we will be able to ensure the same dynamic development in many years to come while being guided by the principles of hard work, honesty, harmony, loyalty and compassion. Together, we can deliver an exceptional experience and unlock a world of opportunities for all stakeholders.

Dato' Sri Lee Choong Yan

Chairman of Sustainability Steering Committee and
President & Chief Operating Officer & Executive Director

Introduction

ABOUT GENTING MALAYSIA BERHAD

GRI 102-2, 102-3

Resorts World Sdn Bhd, a private company limited by shares, was incorporated on 7 May 1980 under the Companies Act 1965. Upon conversion into a public company in 1989, its name was changed to Resorts World Bhd (1989 – 2009), and subsequently Genting Malaysia Berhad ("Genting Malaysia") (Co. number 198001004236).

In 1989, Genting Berhad and Genting Malaysia underwent a restructuring exercise, which resulted in Genting Malaysia acquiring Genting Berhad's entire gaming, hotel and resort-related operations, inclusive of goodwill and other relevant assets. Genting Malaysia's shares have been traded on the Main Market of Bursa Malaysia since its listing on 22 December 1989.

Genting Malaysia owns and runs major resort properties and casinos in Malaysia, the UK, the US and the Bahamas with a market capitalisation of RM16.6 billion as of 31 December 2019. With its headquarters in Kuala Lumpur, Malaysia, Genting Malaysia envisions being the leading integrated resort operator in the world. Genting Malaysia attracted 41.1 million visitors with net sales of RM10.4 billion in 2019.

OUR CORE VALUES



OUR PRINCIPLES



OUR 8 PROMISES

8 Promises to customers allow employees to work together in creating and delivering an extraordinary experience to guests and unlocking a world of opportunities for all stakeholders.

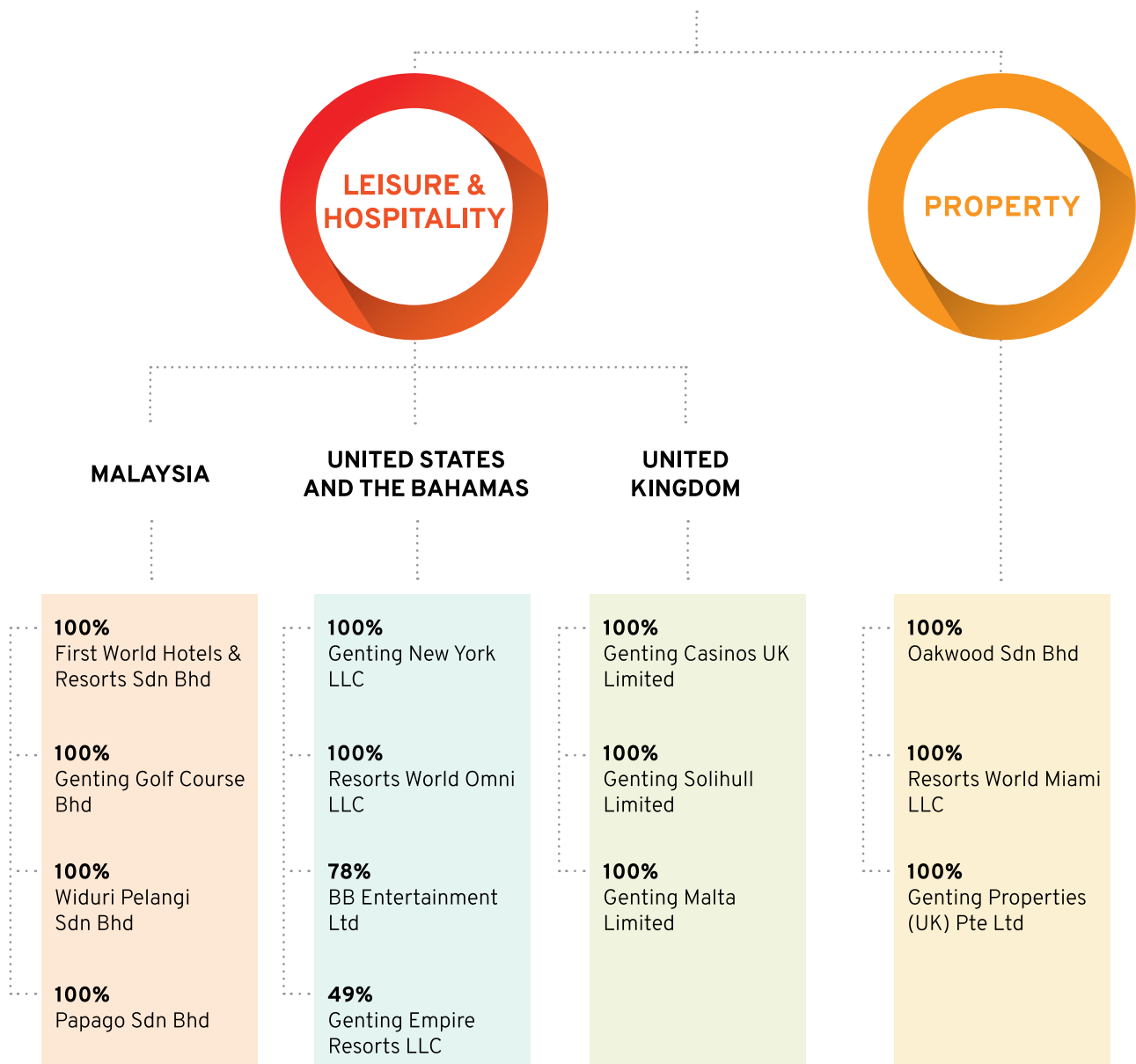


CORPORATE STRUCTURE

GRI 102-4, 102-5, 102-6, 102-7


GENTING MALAYSIA BERHAD

198001004236 (58019-U)






 and its Principal Subsidiaries and Associate,
as at 27 February 2020.


GENTING MALAYSIA'S STRATEGIC APPROACH TO SUSTAINABILITY

Sustainability is in the DNA of all business operations. High standards of governance are critical to delivering the business strategy and creating long-term value. Genting Malaysia's mission as a responsible corporate citizen is to ensure high standards of governance across all operations to promote responsible business practices, manage environmental impacts and meet the social needs of the community and nation.

Genting Malaysia's approach to sustainability is defined by its policy, which clearly describes its fundamental expectations and provides the foundation for developing and implementing management systems in its assets. Continuous investment in local communities and initiatives that create a positive environmental footprint are in line with Genting Malaysia's vision.

SUSTAINABILITY FOCUS AREAS

| ECONOMIC | ENVIRONMENT | SOCIAL | | |
|---|--|---|--|---|
|  <p>CORPORATE GOVERNANCE</p> <ul style="list-style-type: none"> ✓ To undertake sustainable and responsible business practices through integrity, good business ethics and exemplary business conduct. ✓ To comply with relevant business rules, regulations and guidelines. ✓ To engage stakeholders in a responsible, fair and reasonable manner. |  <p>ENVIRONMENTAL STEWARDSHIP</p> <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 to using our resources wisely, thereby ensuring protection and conservation of the natural environment. |  <p>WORKPLACE OF CHOICE</p> <ul style="list-style-type: none"> ✓ To create a conducive and well-balanced workplace with emphasis on the 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. |  <p>CUSTOMER ORIENTATION</p> <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. |  <p>COMMUNITY CARE</p> <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 as they encourage a healthy lifestyle and foster ties. |

SUSTAINABILITY GOVERNANCE

GRI 102-18, 102-19, 102-20, 102-22, 102-23, 102-32

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.

Introduction

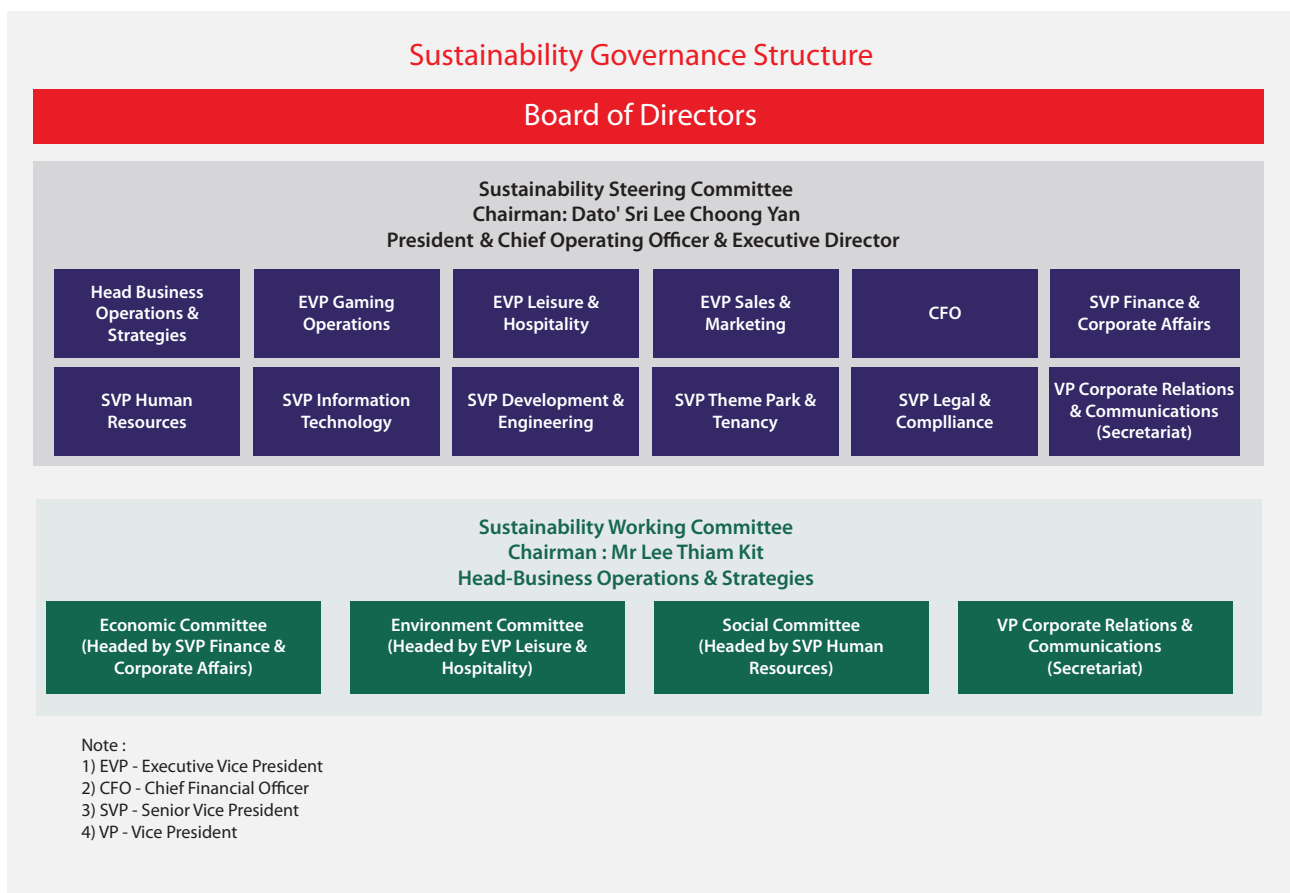
The roles of the Sustainability Steering Committee, as delegated by the Board, are as follows:

- 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.



MAINTAINING STANDARDS

Genting Malaysia has adopted the highest standards of environmental, safety and quality protocols and adheres to leading certifications, ensuring compliance with applicable legislation. A comprehensive Environment, Health & Safety ("EHS") and Quality Policy guides Genting Malaysia's commitment to improving its performance in various environmental aspects that surpass regulatory compliance.

AWARDS AND RECOGNITIONS



Building Trust Award 2019 by PricewaterhouseCoopers Malaysia
Genting Malaysia Berhad – Finalist



Global Regulatory Awards by Gambling Compliance
Genting UK - AML Team of the Year Award



2019 Magellan Awards by Travel Weekly Magazine
Resorts World Bimini - Silver Awards "Hospitality - Overall Casino/Resort"

2019 Forbes Travel Guide Star Ratings by Forbes Travel Guide
Crockfords Hotel – Five-Star Award

Safer Gambling Standard Great Britain
Genting UK - GamCare's Safer Gambling Standard (Advanced Level 3)

STAKEHOLDER ENGAGEMENT

GRI 102-21, 102-34, 102-40, 102-42, 102-43, 102-44

Genting Malaysia places great importance on the views of key stakeholders. Future plans that encourage sustainable development are devised after assessing the positive economic, environmental and social impact on stakeholders. Every person, organisation and community affecting and being impacted by business activities across all sectors are classified as stakeholders.

Naturally, Genting Malaysia has a wide range of stakeholders as it operates across a variety of business lines and markets around the world. There is considerable interaction with all of these stakeholders who represent host communities, nations and regions. Dialogue platforms are devised and their views and concerns are considered before making important decisions for mutually beneficial outcomes. These engagements are useful in developing and refining corporate policies and commitments, helping all operations reach business and social investment targets.

All business operations engaged with a diverse group of stakeholders throughout 2019. This detailed stakeholder engagement process helped identify the material topics stated in this report. Various methods were employed when engaging with direct and indirect stakeholders as summarised in the table below.

| Stakeholder Groups | Engagement Methods | Stakeholder Expectations | Our Response |
|----------------------------------|---|--|---|
| Employees | <ul style="list-style-type: none"> Yearly cross-functional visits (Take 50 Executive Lockout) (Malaysia only) over 11 sessions Mid-year and annual performance appraisal Bi-monthly newsletter: Resort Living (Malaysia only) Biannual senior management town hall events Biannual partnership with departments Sports tournament, outdoor activities and weekly wellness programme Materiality assessment | <ul style="list-style-type: none"> Providing a better workplace and care for employee welfare Delivering merit-based training and career progression opportunities for employees | <ul style="list-style-type: none"> Establishing a robust learning and development strategy Enhancing the recognition and retention plan Delivering regular training for employees of all levels Conducting health and well-being drives |
| Government and Regulators | <ul style="list-style-type: none"> Meetings with senior government officials and ambassadors Government-Private Partnerships for community investments Materiality assessment Safety collaborations with DOSH and MOH | <ul style="list-style-type: none"> Complying with applicable regulations and laws wherever operations are based | <ul style="list-style-type: none"> Active participation in economics, organisations and industry bodies |
| Customers | <ul style="list-style-type: none"> Daily customer engagement Daily customer satisfaction surveys Loyalty programmes (Genting Rewards) Materiality assessment | <ul style="list-style-type: none"> Creating delightful and memorable experiences for the customers | <ul style="list-style-type: none"> Ensuring high customer satisfaction through stringent quality control Going above and beyond in service deliverables |

Introduction

| Stakeholder Groups | Engagement Methods | Stakeholder Expectations | Our Response |
|----------------------------------|--|--|--|
| Suppliers and Contractors | <ul style="list-style-type: none"> • Supplier pre-qualification selection criteria • Tender evaluation process • Materiality assessment | <ul style="list-style-type: none"> • Driving responsible sustainable practices throughout the supply chain | <ul style="list-style-type: none"> • Engaging continually with suppliers and contractors to understand their needs for long-term business relations |
| Investors | <ul style="list-style-type: none"> • Dedicated Investor Relations Team • Quarterly financial results announcements • Quarterly analyst briefings • Press releases • Annual General Meeting • One-on-one and small group meetings • Site visits to RWG • Local and overseas investor conferences • Corporate website • Materiality assessment | <ul style="list-style-type: none"> • Providing timely and regular updates on financial performance, business strategy and other shareholder issues | <ul style="list-style-type: none"> • Interacting through Annual General Meetings, conference calls, face-to-face meetings, site visits to RWG and investor conferences • Communicating through financial reports • Taking note and responding (if necessary) to research conducted by various Environmental, Social, Governance ("ESG") rating agencies |
| Trade Unions GRI 403-4 | <ul style="list-style-type: none"> • Management Union Joint Meetings (Malaysia only) • Industry membership • Industry forums • Joint Consultative Committee • Materiality assessment | <ul style="list-style-type: none"> • Fostering collaborative partnerships • Improving safety standards • Achieving better remuneration and benefits • Improving working conditions | <ul style="list-style-type: none"> • Promoting a collaborative relationship through continuous support and open communication for the benefit of employees • Building a culture of trust, mutual respect and dialogue to continuously improve working conditions |
| Media | <ul style="list-style-type: none"> • Press releases • Social media • Advertisements • Materiality assessment | <ul style="list-style-type: none"> • Disseminating timely and accurate information on Genting Malaysia | <ul style="list-style-type: none"> • Making Genting Malaysia news available across all communication channels including online and offline media |
| Local Communities | <ul style="list-style-type: none"> • Donations and philanthropic activities • Community investment • Materiality assessment | <ul style="list-style-type: none"> • Supporting local communities in social, environmental and capacity development • Fostering collaborative partnerships | <ul style="list-style-type: none"> • Interacting with members of society on impactful community programmes |

INVESTOR RELATIONS - KEEPING INVESTORS INFORMED

Genting Malaysia is committed to enhancing long-term sustainable shareholder value through regular and open communication with the investment community. The Group's dedicated investor relations team continuously ensures corporate visibility through proactive and timely disclosure of key information across all mediums. The Group believes active two-way engagements play an integral role in the company achieving fair valuation and delivering maximum value to all stakeholders.



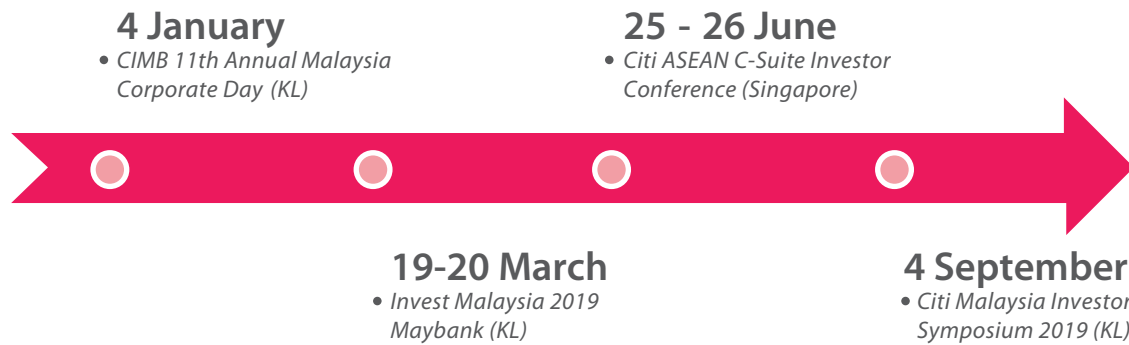
Achieving Genting Malaysia's objectives and goals through various platforms



Introduction

The Investor Relations function represents Genting Malaysia at several corporate events each year. The four major events attended in 2019 are presented below.

Representing Genting Malaysia in 2019



Genting Malaysia is covered by 20 research houses: 10 local and 10 foreign.

Analysts' Coverage

| Local | | Foreign | |
|-----------------|-----------------|-----------------|----------------|
| • Maybank | • RHB | • J.P.Morgan | • Nomura |
| • Affin Hwang | • Kenanga | • Credit Suisse | • Citi |
| • TA Securities | • CGS CIMB | • Goldman Sachs | • CLSA |
| • Public Bank | • Alliance DBS | • Jefferies | • Macquarie |
| • Hong Leong | • AmlInvestment | • UBS | • UOB Kay Hian |

Introduction









MATERIALITY

GRI 102-11, 102-29, 102-31, 102-47, 103-1


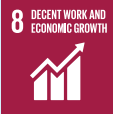




According to the Bursa Malaysia Sustainability Reporting Guide, materiality is the principle of identifying and assessing a wide range of sustainability matters and refining them to what is most important to Genting Malaysia and its stakeholders.

METHODOLOGY






















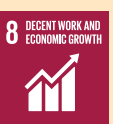
The Genting Malaysia Berhad Stakeholders' Survey 2019 was conducted in the third quarter of 2019. The survey was performed by an external consultant to ensure impartiality and the anonymity of the respondents.

| Stakeholders Responding to the Survey | | | |
|---|---|---|---|
|  Employees |  Government and Regulators |  Customers |  Suppliers |
|  Investors |  Trade Unions |  Media |  Local Communities |

Respondents were asked to rate the importance they placed on 20 economic, environmental and social issues. These issues, along with their related GRI topics, are presented in the table below.

| Issue | GRI Topic | Definition | Mapping to the UNSDGs |
|---------------------------------------|--|---|--|
| Economic: Corporate Governance | | | |
| Corporate governance | <ul style="list-style-type: none"> General disclosures | <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 the 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, and safety and health |   |
| Regulatory compliance | <ul style="list-style-type: none"> Environmental compliance Socio-economic 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 and support regulators Provide channels for employees to voice out through whistleblowing channels |   |

Introduction

| Issue | GRI Topic | Definition | Mapping to the UNSDGs |
|---|---|---|---|
| Economic: Corporate Governance | | | |
| Nation-building | <ul style="list-style-type: none"> Significant indirect economic impacts | <ul style="list-style-type: none"> Contribute to nation-building by boosting economic growth and developing the tourism and hospitality industry |      |
| Environment: Environmental Stewardship | | | |
| Biodiversity protection | <ul style="list-style-type: none"> Biodiversity | <ul style="list-style-type: none"> Conserve biodiversity in Genting Malaysia'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"> Ensure effluents discharged from sewage treatment plants meet the standard limit of regulations Adopt proper waste management with reduce, reuse and recycle practices |     |
| Social: Workplace | | | |
| Employee wellness, engagement and satisfaction | <ul style="list-style-type: none"> Employment | <ul style="list-style-type: none"> Attract and retain employees by creating a great place to work by providing welfare, a healthy lifestyle 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 eliminate workplace health and safety risks |   |
| Talent management | <ul style="list-style-type: none"> 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 |   |

Introduction

| Issue | GRI Topic | Definition | Mapping to the UNSDGs |
|--|---|---|--|
| Social: Workplace | | | |
| Non-discrimination and diversity | • Non-discrimination | • Fair and non-discriminatory treatment for all employees |    |
| Employee benefits | • Employment | • Provide fair and comprehensive employee benefits |   |
| Management/employee communication | • Labour/management relations | • Channels for listening to employees such as through counselling services |  |
| Social: Customer Orientation | | | |
| Customer satisfaction | • Non-GRI Topic | • Continually assess and respond to customers' needs to enhance satisfaction |  |
| Customer safety, security and quality | • Customer safety and health • Marketing and labelling | • Slope management: Manage slope stability to mitigate the risk of rainfall-triggered landslides • Customer security: Manage physical security of premises to protect customers • Customer safety and health: Minimise risks of negative impacts on safety and health for customers on entertainment rides, roads and others through stringent quality management processes • Quality: Oversee all activities and tasks to maintain excellence throughout all operations |    |
| Cyber security and data privacy | • Customer privacy | • Protect Genting Malaysia's information (including confidential business data and employee information) and customers' data privacy |  |
| Responsible gaming | • Customer Health and Safety | • Advocate a responsible gaming experience to prevent problem gaming among customers |  |
| Social: Community Care | | | |
| Community investment | • Local communities | • Enrich lives in the communities in which Genting Malaysia operates through various corporate social responsibility ("CSR") activities |   |

Introduction

Respondents were asked to indicate the level of importance they place on each criterion from 'very unimportant' (1) to 'very important' (5). The survey could be completed in either English or Bahasa Malaysia.

A total of 1,780 complete responses were obtained from stakeholders. The sample size was considered sufficiently large to provide an accurate representation of stakeholder opinion.

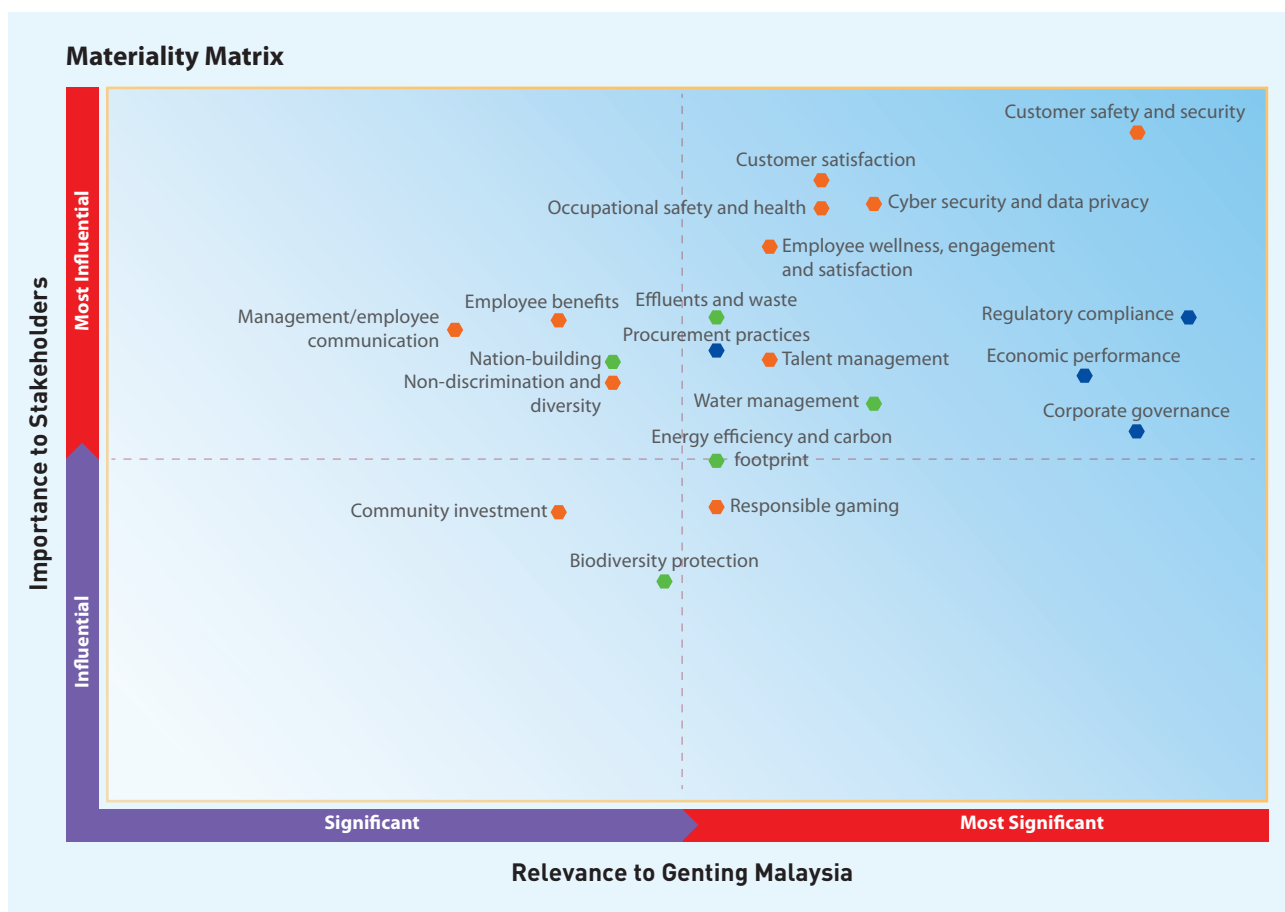
There was a natural skew in the results as the different stakeholder groups were not represented equally. A separate average score was calculated for each of the 20 areas within each stakeholder group before an average from all eight was obtained.

The same survey was completed by nine members of the Board and 10 senior managers, whose responses were used to represent Genting Malaysia.

RESULTS

Stakeholder scores ranged from 3.97 to 4.43 and Genting Malaysia's from 4.11 to 4.84. All issues were material to a larger or lesser degree. A scale of significant and most significant was adopted.

The results of the analysis were then used to develop a materiality matrix, with the level of importance to Genting Malaysia plotted along the X-axis and importance to stakeholders on the Y-axis. The matrix is presented in the following diagram.



Legend :

● Economic

● Environment

● Social

CORPORATE GOVERNANCE

Genting Malaysia practises sound corporate governance with structures set up to ensure business is conducted in a sustainable and responsible manner. Measures to manage strategy and risk assessment have been introduced as part of 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. Genting Malaysia's Board Charter and Code of Conduct and Ethics outline its vision in this regard.

The Malaysian Code on Corporate Governance ("MCCG") covers three broad principles namely Board Leadership and Effectiveness, Effective Audit & Risk Management and Integrity in Corporate Reporting and Meaningful Relationship with Stakeholders.

BOARD RESPONSIBILITIES

GRI 102-26

Every company is headed by a board, which assumes responsibility for Genting Malaysia's leadership and is collectively responsible for meeting the objectives and goals of the company.

The Board Charter adopted by the Board clearly sets out the respective roles and responsibilities of the Board and the management to ensure accountability. The Board Charter is made available on Genting Malaysia's website at www.gentingmalaysia.com

BOARD COMPOSITION

GRI 102-22, 102-23

The Board has 10 members, comprising three Executive Directors and seven Independent Non-Executive Directors, which fulfils the requirements of the Board to have a majority of Independent Directors.

There are nine male Directors and one female Director. The racial composition of the Board is 20% Malay, 70% Chinese and 10% Eurasian. 10% of the Directors are between the ages of 30 and 55 and the remaining 90% are over 55 years old.

RISK MANAGEMENT AND INTERNAL CONTROL FRAMEWORK

GRI 102-15, 102-30

The Board is responsible for Genting Malaysia's risk management framework and system of internal control and for reviewing their adequacy and integrity. The Board affirms its overall responsibility for establishing an effective risk management and internal control framework which is in place and has been enhanced over the years.

The internal control and risk management framework of Genting Malaysia Berhad are designed to manage rather than eliminate risks, and to provide reasonable but not absolute assurance against any material misstatement or loss.

COMMUNICATION WITH STAKEHOLDERS AND THE INVESTMENT COMMUNITY

GRI 102-21, 102-33

Genting Malaysia places great importance on the timely, accurate and equal dissemination of material information to shareholders and the investment community. Genting Malaysia holds a briefing to present its quarterly results following their release on Bursa Malaysia Securities' website. The briefing includes a Q&A session, which updates sell-side research analysts on significant events and helps them understand the company in greater depth. Genting Malaysia participates in investor forums held locally and overseas each year. Requests for calls, meetings and/or site visits from investment analysts and fund managers are also accommodated to ensure they are kept abreast of business affairs and financial information. Genting Malaysia's corporate website, www.gentingmalaysia.com, provides the public with key information on business activities.

CODE OF ETHICS

GRI 102-16

Genting Malaysia's Code of Conduct and Ethics applies to all employees and Directors of the Group and its subsidiaries. This Code is disseminated to employees through its intranet portal along with other related policies, procedures and guidelines. These documents outline the principles that guide standards of behaviour and business conduct for employees and Directors dealing with third parties, which are integrated into company-wide management practices. The Directors observe the Company Directors' Code of Ethics established by the Companies Commission of Malaysia.





BOARD OF DIRECTORS

BUSINESS INTEGRITY AND RISK MANAGEMENT

Business integrity is firmly embedded in Genting Malaysia's values and underpins the way in which it operates. Appropriate systems and processes ensure accountability and responsibility throughout the organisation and across all stakeholder relations including the governance structure, oversight and compliance measures set by the Board of Directors. Precautionary measures are taken to address compliance as they form a strong foundation for the various businesses.

Genting Malaysia and all its representatives are expected to adhere to all statutory or regulatory requirements in each country in which business is transacted. All core values are embraced and this shared commitment helps prevent misconduct.

The applicable key regulations followed are summarised below.

| Country | Economic | Environmental | Social |
|---|---|---|---|
|  Malaysia | <ul style="list-style-type: none"> Malaysian Anti-Corruption Commission Act 2009 | <ul style="list-style-type: none"> Efficient Management of Electrical Energy Regulations 2008 Environmental Quality (Clean Air) Regulations 2014 Environmental Quality (Scheduled Wastes) Regulations 2005 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"> Factories and Machinery Act 1967 Fire Service Act 1988 Occupational Safety and Health Act 1994 Personal Data Protection Act 2010 Employment Act 1955 |
|  UK | <ul style="list-style-type: none"> Bribery Act 2010 Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 Proceeds of Crime Act 2002 | <ul style="list-style-type: none"> Carbon Reduction Commitment ("CRC") Energy Efficiency Scheme Energy Savings Opportunity Scheme The Fluorinated Greenhouse Gases Regulations 2015 TM44 Regulations for Heating, Ventilation, Air Conditioning (HVAC) Systems | <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 2016 Health and Safety at Work Act 1974 |
|  US | <ul style="list-style-type: none"> Foreign Corrupt Practices Act of 1977 | <ul style="list-style-type: none"> Executive Order 88 New York State Energy Research and Development Authority | <ul style="list-style-type: none"> Children's Online Privacy Protection Act |
|  Bahamas | <ul style="list-style-type: none"> Prevention of Bribery Act | <ul style="list-style-type: none"> Electricity Act 2015 The Bahamas Electricity Corporation Regulations | - |

REGULATORY COMPLIANCE

Genting Malaysia is committed to the highest possible standards of ethical, moral and legal business conduct. Openness and accountability are practised in all aspects of business.

At a minimum, Genting Malaysia acts in accordance with its statutory or regulatory requirements and expects all employees to comply with the law in every jurisdiction in which it operates. All core values are embraced which extend to a shared commitment to preventing misconduct.

There have been no incidences of non-compliance concerning the provision of information, marketing communications and other laws and regulations, particularly in the social and economic area during this reporting period.

WHISTLEBLOWER POLICY

GRI 102-17

Genting Malaysia has established a comprehensive Whistleblower Policy to encourage and facilitate the disclosure of improper conduct and actions that may be detrimental. The Whistleblower Senior Committee ("WSC") receives, processes, investigates and determines the genuineness of complaints and reports. Only genuine concerns of a serious or sensitive nature should be reported under this Policy rather than trivial, frivolous or general grievances.

Any confidential information will not be disclosed to any third party without the prior written consent of the whistleblower. Pursuant to the Whistleblower Protection Act 2010, no action will be taken against any Whistleblower making a complaint or report in good faith. A complaint or report may be made:

- By completing a report or complaint form that can be obtained from the Secretariat or downloaded from the corporate website
- Verbally or in writing to any Head of Department, WSC member or Secretariat

The WSC aims to complete the investigation within four months.

CORRUPTION AND BRIBERY

GRI 102-25, 205-1, 205-2

Genting Malaysia has issued guidelines for soliciting and receiving gifts to eliminate conflicts of interest involving its employees. These guidelines have been extended to business partners and suppliers in order to create healthier business relationships throughout the supply chain.

Introduction



Malaysia

Genting Malaysia's local operations are committed to conducting business in an ethical manner, where 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. Employees are also compelled to register any gifts received or given, if the gifts exceed the approved threshold. The good faith of employees and business associates helps deter corruption and uphold the highest legal and ethical business standards.



UK

Genting UK complies with the UK Bribery Act 2010, which establishes the company's liability for corrupt acts committed by persons acting on its behalf. The Act has a near-universal jurisdiction, allowing individuals or companies with links to the United Kingdom to be prosecuted regardless of where the crime occurred. It has been described as the toughest anti-corruption legislation in the world.

Genting UK introduced an Anti-Bribery module in its Genting Academy eLearning resource. Eight hundred and five employees received anti-corruption training during the reporting period: 62.2% management and 37.8% non-management employees. Achievements in 2019 included Nigel Harvey, Genting UK Head of Anti-Money Laundering and his team winning the Gambling Compliance AML Team of the Year for 2019.



Bahamas

A Conflict of Interest Policy was introduced to balance employees' personal interests with those of RW Bimini. Non-compliance may lead to disciplinary action and possible termination. An Anti-Bribery and Anti-Corruption ("ABAC") Policy was also enforced across RW Bimini including subsidiary, parent, related and associate companies. RW Bimini practises zero-tolerance to acts of direct and indirect bribery and corruption. 100% of management and non-management employees received anti-corruption training in 2019.

RW Bimini established a formal, confidential and toll-free hotline to encourage employees to report illegal, fraudulent and other improper conduct. This 24-hour hotline can be used to report issues related to the abuse of property or resources, safety and security, workplace harassment, diversity and substance abuse.

ECONOMIC



ECONOMIC VALUE CREATION

GRI 102-15, 102-45, 201-1, 203-1, 203-2

Genting Malaysia endeavours to ensure continued sustainable growth and long-term profitability that increases stakeholder value. All operations remain cautiously optimistic on the opportunities and growth potential of the leisure and hospitality industry.



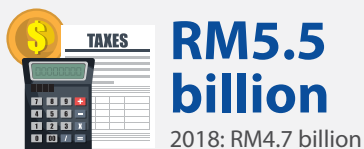
Total revenue



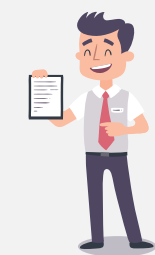
Total operating cost



Total tax contribution



Total payments to capital providers

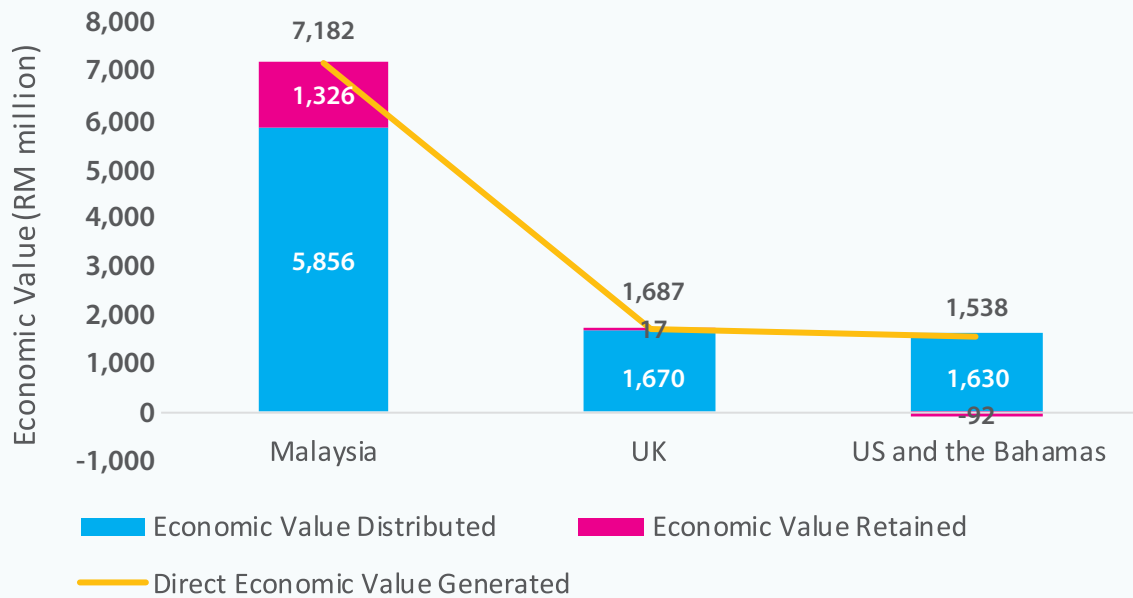


Employee wages & benefits

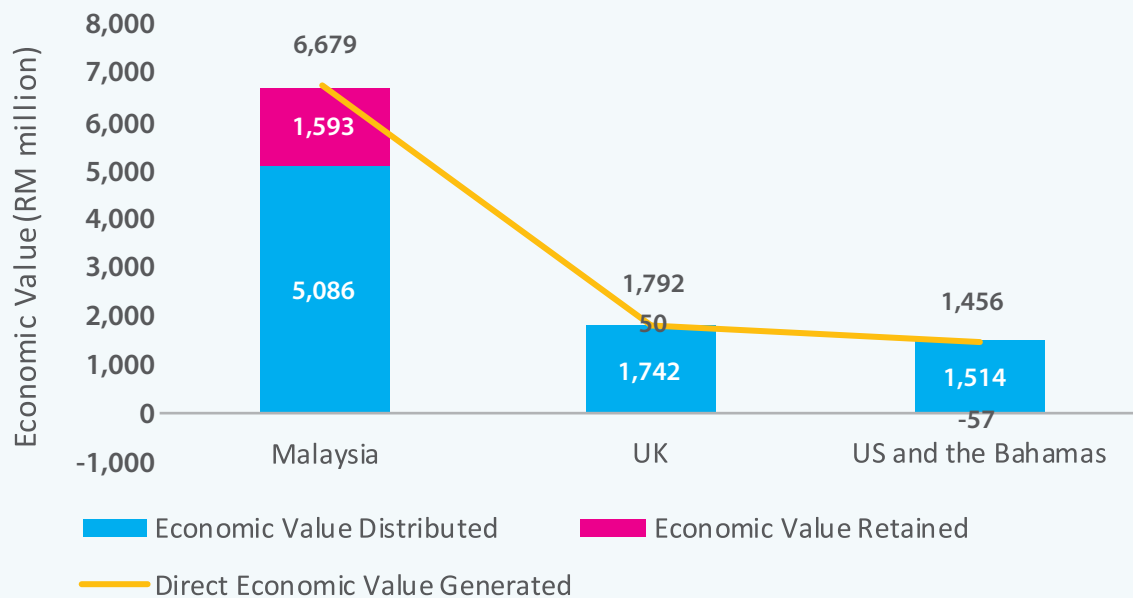


Economic Value Generated and Distributed

2019



2018





Malaysia

Genting Malaysia's operating environment in Malaysia is challenging amid the new fiscal operating landscape and heightened global and domestic concerns surrounding the Coronavirus Disease 2019 ("COVID-19") outbreak. Nevertheless, Genting Malaysia is focusing efforts on various strategies to capitalise on the growth in visitation once the domestic and regional tourism sector recovers. Meanwhile, Genting Malaysia will continue leveraging on its quality assets to grow key business segments while improving overall yield contributions at RWG. Additionally, Genting Malaysia remains focused on driving operational and cost efficiencies as well as optimising yield management at the resort to better manage the challenging operating environment.



UK

Genting Malaysia remains focused on delivering sustainable performance amid the challenging operating environment due to regulatory uncertainties and economic headwinds. While business volatility in the premium players' segment remains, Genting Malaysia has gradually strengthened its position in the mass market segment by growing its market share and improving overall business efficiency. Meanwhile, Genting Malaysia will continue to review its operations on an ongoing basis to identify opportunities to streamline. The operating performance of Resorts World Birmingham has continued to record improvements in 2019.



US

Genting Malaysia's RWNYC has maintained its position as the leading gaming operator by gaming revenue in the northeast United States region despite increased competition. To further strengthen its position, Genting Malaysia has embarked on an expansion project at RWNYC to expand its facilities and attractions, including the development of a new 400-room hotel. In November 2019, Genting Malaysia, together with Kien Huat Realty III Limited ("KH"), had completed the privatisation of Empire Resorts, Inc ("Empire"), which resulted in Genting Malaysia & KH indirectly owning 49% and 51% of the equity interest in Empire respectively. Since then, Genting Malaysia has executed various strategies to turn around the business at Resorts World Catskills ("RWC"). This includes leveraging synergies between RWNYC and RWC to improve the overall margins of Genting Malaysia's operations in the US.



Bahamas

Genting Malaysia continues to focus on improving its infrastructure and connectivity at RW Bimini to drive visitation and grow business volume. This includes leveraging partnership with renowned brands to further enhance attractions at the resort. Additionally, Genting Malaysia remains focused on improving overall operational efficiencies at RW Bimini.

MEMBERSHIPS IN ASSOCIATIONS

GRI 102-13

Genting Malaysia engages in discussions that really matter to the business and stakeholders such as leisure, entertainment as well as developing the hospitality industry and tourism landscape. Primarily, industry advancement initiatives involve influencing industry groups through dialogue and support. Genting Malaysia's top management and employees have held positions in various industry groups that have shaped the industry through their feedback, consultations and opinions. These engagements are re-examined to ensure that they meet society's demands and expectations.

| Market | Industry Group |
|--|---|
|  Malaysia | <ul style="list-style-type: none"> • Malaysian Employers Federation (MEF) • Malaysian Advertisers Association (MAA) • Malaysian Association of Hotel Owners (MAHO) • Share/Guide Association Malaysia (SGAM) • Malaysian Association of Hotels (MAH) • The International Association of Amusement Parks and Attractions (IAAPA) • Malaysian Association of Amusement Theme Park and Family Attractions (MAATFA) • Malaysian Institute of Accountants (MIA) • Institute of Chartered Accountants in England and Wales (ICAEW) • Association of Chartered Certified Accountants (ACCA) |
|  UK | <ul style="list-style-type: none"> • 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 (IMLPO) • Regulatory Issues Committee (RIC) • Institute of Chartered Accountants in England and Wales (ICAEW) |
|  US | <ul style="list-style-type: none"> • National Council on Problem Gambling • NYC & Company – Marketing arm for the city of NY, Queens Tourism Council • Queens Chamber of Commerce • Queens Economic Development Corporation • New York Council on Responsible Gaming Association • Office of Alcoholism & Substance Abuse Services (OASAS) • Queens Center for Excellence • NY Council on Problem Gambling |

PROCUREMENT PRACTICES

GRI 204-1

Sustainability is integrated into all procurement and supplier engagement processes. Responsible procurement practices focus on creating a positive societal impact and supporting local business opportunities to increase the capacity of Genting Malaysia's diverse supply chain. Local goods and services are purchased whenever possible and suppliers have an opportunity to participate in competitive bidding processes. Genting Malaysia also seeks opportunities to develop local suppliers and promote local hiring as appropriate to meet its growing business needs.

88% of RWG's procurement expenditure was spent on local suppliers in 2019. This is equivalent to a total spend value of RM1.2 billion. 94% of the total approved suppliers were local as at 31 December 2019.

Economic



Malaysia

RWG purchases technical and non-technical products and services. As a practice, RWG reaches out to local suppliers for products and services except when they do not meet the requirements. Locally-procured products and services include food and beverages, disposable paper products, cleaning services, electrical equipment, building repair and maintenance, signage, diesel, construction projects and IT services.

RWG also purchases fresh fruits and vegetables from local suppliers. In 2019, a total of RM8,507,786 was spent on fresh local produce: RM2,887,465 on fruits and RM5,620,321 on vegetables.

As of 31 December 2019, there were a total of 1,870 RWG-approved suppliers: 1,746 Private Limited Companies (Sdn Bhd), 52 Public Limited Companies (Berhad) and 72 Sole Proprietaries or Partnerships.



UK

The diverse geography of the UK's casinos ensures that local suppliers will be used whenever commercially viable. Genting UK's procurement practices support the local economy and provide customers with a variety of local products and services.

GREEN PROCUREMENT

The delicate ecosystem of the Bahamas is in danger from the use of plastic and styrofoam that has accumulated on and around the islands for decades. The Ministry of Environment and Housing is working to eradicate this problem.

RW Bimini supports this endeavour and has been working diligently with the Bahamian Environmental Committee on a 'Plastic Free Bimini' programme. Paper straws have been introduced throughout the resort. Green procurement will be implemented in phases and involve everyday use items such as take out containers, rubbish bags and retail bags.

SUPPLIERS' CODE OF CONDUCT

Suppliers and vendors are expected to adhere to Genting Malaysia's Code of Conduct which outlines expected standards of health and safety, human rights, business ethics and the environment.

Transparency and accountability are practiced across all procurement activities. Genting Malaysia's supplier screening processes require vendors to operate in accordance with the Code and in full compliance with all applicable laws and regulations. Suppliers failing to adhere to these standards may be suspended.



Bahamas

RW Bimini adheres to the distribution policies within the Bahamian islands that require certain items to be purchased from local vendors.

INTEGRATING SOCIAL AND ENVIRONMENTAL CRITERIA INTO OUR SUPPLY CHAIN

GRI 102-9, 102-10, 308-1, 414-2

Genting Malaysia's Suppliers' Code of Conduct and supplier agreements cover environmental, social and governance standards such as ethical and legal compliance requirements as well as social and environmental clauses. Environmental sustainability is included in the technical evaluation criteria for suppliers where applicable. A Safety Data Sheet is required for each hazardous chemical, which contains information such as the type, composition and inventory.

BUILDING THE NATION THROUGH THE GENTING INTEGRATED TOURISM PLAN (GITP)



Genting Malaysia announced its RM5-billion Genting Integrated Tourism Plan (GITP) in 2013. GITP is a major 10-year master plan for the development, expansion, enhancement and refurbishment of hotels, the theme park and infrastructure at RWG. In 2016, the initial investment was doubled to a total of RM10.38 billion.

The GITP has been implemented in phases and is on track to meet its targets. It introduced an era of change for both the tourism and integrated resort industry in Malaysia. RWG's position as a major tourism hub and a well-known destination of choice in Malaysia has also been enhanced.

Genting Malaysia's target for GITP is to attract 30 million annual visitors by 2020

The GITP has not only become a major investment in the East Coast Economic Region ("ECER") but also designated as an Entry Point Project ("EPP") under the ambit of the East Coast Economic Region Development Council. It is expected to spur greater economic growth while generating entrepreneurial and employment opportunities consistent with the goals and targets of the ECER and Malaysian tourism as a whole.

VALUE CREATION MODEL

- ✓ Leverage on quality assets introduced under the GITP to grow business segments
- ✓ Enhance cost and operational efficiencies
- ✓ Intensify database marketing
- ✓ Optimise yield management
- ✓ Improve overall service delivery

GITP KEY ACHIEVEMENTS

- ✓ Theme Park hotel refurbishment was completed with a children's fun area at the lobby
- ✓ The completion and opening of Crockfords Hotel
- ✓ Additional rides were opened to the public in Skytropolis Indoor Theme Park
- ✓ Infrastructure works which includes the Awana SkyWay and Bus Terminal, Staff Quarters (RSC9), Centralised Uniform Laundry, Centralised Production Kitchen (CPK) and Warehouse as well as the mid-hill and hilltop Car Parks.

Feedback received from a recent survey by Ipsos described the Genting Positioning Strategy as "Modernised", "More happening with many retail outlets to shop at" and "Newer, spacious and more 'makan' places"

ENVIRONMENT

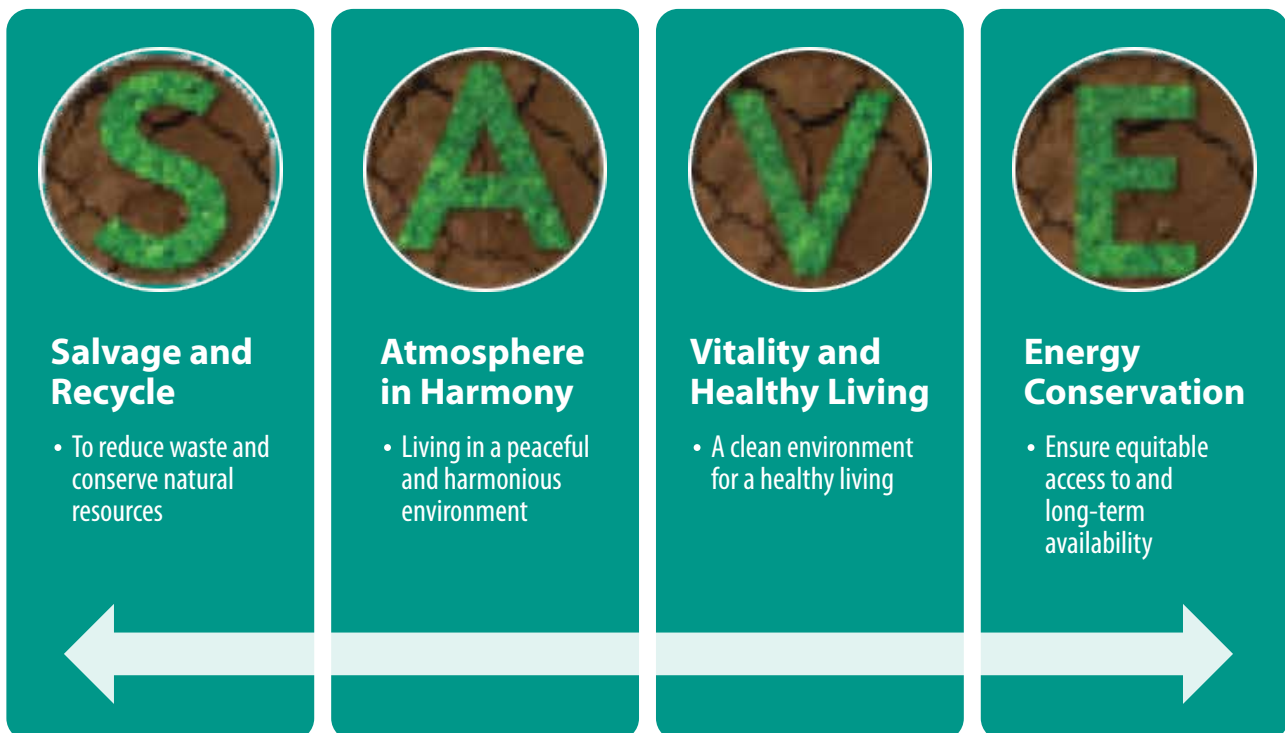


ENVIRONMENT

The world's natural resources are becoming increasingly scarce and the consequences of climate change have intensified in recent years. Being responsible for addressing the environmental footprint of operations also extends to investigating opportunities that positively influence the entire value chain.

Genting Malaysia adopts preventive measures to conserve the environment and reduce pollution. A set of measures have been introduced that minimise the environmental impact of operations and balance sustainability and the economic viability of Genting Malaysia. Water use, energy consumption, waste management and biodiversity conservation are the most pressing environmental concerns today.

Raising Environmental Awareness



BIODIVERSITY PROTECTION



Genting Malaysia is committed to preserving the biodiversity of its sites and the surrounding area wherever possible by:

- Addressing any distinctive ecological features
- Considering nature reserves on or near its land
- Protecting species of flora and fauna

Environment



Siamang spotted with its offspring

Mountain pitcher plant (*Nepenthes sanguinea*)

Rhinoceros Beetle on an African Lily

CONSERVING OUR DIVERSE FLORA AND FAUNA

Genting Malaysia's conservation efforts support the International Union for Conservation of Nature (IUCN) Red List of Threatened Species and the National Conservation List. In 2019, RWG continued to protect and restore the 10,000-acre forest that is home to 45 families and 254 species of birds surrounding Genting Highlands. Biodiversity efforts also include protecting an endangered Siamang (gibbon) and three vulnerable species of *Nepenthes* (pitcher plant). These efforts have gained recognition from the Malaysian Nature Society (MNS), Department of Agriculture Malaysia (Pitcher Plants) and Department of Wildlife (Siamangs).

Resorts World Kijal (RWK) continued its support of the National Conservation list by protecting an endangered species of Green Turtle.

Diverse Flora and Fauna of Genting Highlands Forest



Primates (gibbons)

Five primate species and 30 Siamang families which are endangered



Small and large birds

Including endangered species such as the Rufous-headed robin (IUCN 3.1)



Rare insects

More than 1,200 species



Endangered and vulnerable flora

Including species of Conifer, Dacrydium Comosum, Red Tea and Leptospermum Flavencis

DID YOU KNOW?

- 3 species that have produced the greatest number of hybrids, variants and colours were found in the forest surrounding Genting Highlands.
- An endangered conifer and a species of tea tree were discovered.
- The tallest *Nepenthes* Pitcher in the world, measuring 17.5 inches, was discovered in the forest. This pitcher plant is categorised as vulnerable in the IUCN list (IUCN 2.3).

Genting forest has three altitudes and each of them has unique features

The Unique Characteristics of Each Level of Genting Forest

750 to 1,200 metres

Home to trees such as Meranti Bukit, Damar Minyak, Bintangor, Keruing, Balau Gunong, Balau Gajah and Meranti Sarang Punai.

1,200 to 1,500 metres

Home to trees such as Mempening, Berangan and Medang. Dipterocarp species are rare and only a few can be found here such as Keruing Gunong and Resak.

1,500 metres and above

Trees are typically small, gnarled and stunted with a forest floor dominated by species of flora from the Ericaceae family but varieties of bamboo, fern and mosses can also be found.

GREENING THROUGH SUSTAINABLE LANDSCAPING

Sustainable landscapes are responsive to the environment, re-generative and can actively contribute to the development of healthy communities. Sustainable landscapes sequester carbon, clean air and water, increase energy efficiency, restore habitats and create value through significant economic, social and environmental benefits. RWG's sustainable landscaping strategy also focuses on preventing soil erosion and water conservation.

Sustainable Landscaping and Greening Initiatives in 2019

5,831

trees planted

12,259

shrubs planted

13,420

groundcover plants planted

GENTING GREEN GENERATION (G3)



In 2017, G3 was established as a platform to go Above and Beyond in sustainability to create a generation that contributes to sustainable development through green activities.

The G3 platform promotes environmental protection, cares for employees and customers and contributes to the economic prosperity of the local community.

More than 600 employees have registered with the G3 Volunteer Programme since 2017.

G3 VOLUNTEER ACTIVITIES 2019

G3 VOLUNTEERS PLANT THEIR OWN MICROGREENS

On 9 January 2019, 20 volunteers participated in a two-hour educational workshop on planting microgreens at the Fitness Centre in Wisma Genting. The volunteers learned how to plant their own microgreen vegetables in their homes and offices.

The volunteers were briefed by a horticulturist from DurioPark Agro, MAEPS on the versatile microgreens and their health benefits. Each received a microgreen planting kit that included seedlings that are easy to grow and quick to harvest such as kale, radish and pak choi.



A sample of the progress of microgreens



Volunteers enjoying planting their own microgreens



The horticulturist explaining the proper way of harvesting microgreens

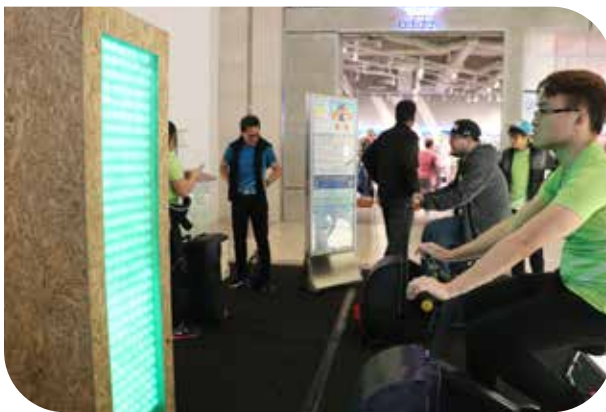


An aerial view of the G3 Volunteers forming the shape of a tree

CONNECT2EARTH IN CONJUNCTION WITH EARTH HOUR 2019

RWG celebrated Earth Hour for the 10th consecutive year from 8.30pm to 9.30pm on 30 March 2019. The G3 Volunteers supported this environmental-awareness movement by arranging themselves in the shape of a tree.

RWG also collaborated with Biji-Biji, a social enterprise that promotes sustainable living. Two bicycle generators were placed at SkyAvenue for a week to educate the public on power generation and promote electricity savings. The bicycle generators produced a total of 1.4 kWh of energy throughout the week, which was enough to illuminate 175 LED bulbs for one hour.



G3 Volunteers trying out the bicycle generators



The volunteers were all smiles at the bicycle generator station



A visitor is seen trying out the bicycle generator

Environment



The volunteers on the pickup truck on the way to the planting site



HRH The Regent of Pahang Tengku Hassanal Ibrahim officiating the tree planting programme

GO GREEN WITH SASET AT BENTONG

On 22 April 2019, 58 employees consisting of senior management and G3 Volunteers from Wisma Genting and RWG participated in a tree-planting initiative organised by the Sultan Ahmad Shah Environmental Trust (SASET). SASET is an NGO working towards preserving and conserving biodiversity in Pahang. The initiative was graced by HRH The Regent of Pahang Tengku Hassanal Ibrahim and was also attended by YAM Tengku Fahd Mua'adzam.

A total of 1,250 saplings comprising forest trees, fruit trees and herbs were planted. Each participant received a certificate that was presented by HRH The Regent of Pahang Tengku Hassanal Ibrahim.



Volunteers were assigned to carry the saplings and plant them at designated areas



The volunteers were all smiles as they took a group photo with HRH Tengku Hassanal Ibrahim after a job well done

Environment



A group photo of excited G3 Volunteers at the turtle conservation programme

TURTLE CONSERVATION WITH G3

On 13 and 14 July 2019, 50 G3 Volunteers learned about turtle conservation during a two-day one-night trip to RWK. The volunteers listened to a WWF talk on the life cycle of turtles before taking part in various team-building activities. The volunteers also collected 37 kg of waste from the beach in 90 minutes.

The highlight of this programme involved planting 50 eggs and releasing 25 hatchlings into the sea. Turtles can lay over 100 eggs per sitting but only one of 1,000 hatchlings released will reach adulthood on average. A turtle can live up to 100 years and reach a weight of 300 to 500 kg. On the second day, the volunteers planted five Pandan coconut trees.



Turtle information shared by WWF during the conservation talk



Volunteers being briefed on the team building activities



Volunteers doing their part by cleaning the beach



Mr Lee Thiam Kit (Head - GENM Business Operations and Strategies) planting turtle eggs as part of the conservation effort



Hatchlings segregated for their release



The official turtle release by Mr Lee Thiam Kit & Dato' Sri Kay (VP - GENM Corporate Relations & Communications)



G3 Volunteers happily posing after their Pandan Coconut Tree planting

Environment



Safety briefing delivered by the trail walk guide



Volunteers entering the forest



Volunteers happily smiling at the resting area



Volunteers leaving the forest

TRAIL WALK WITH G3

On 24 May 2019, 45 G3 Volunteers from RWG and Wisma Genting participated in a 1.8-km trail walk at Awana BioPark. The walk raised awareness of the importance of biodiversity protection while promoting the forest to peers and guests.

The two-hour session commenced with a brief explanation by the Awana Fun and Adventure Team followed by the Trail Walk.



Group photo after the fun and educational trail walk

Environment



G3 Volunteers and students planting vegetables



Students are keen to replant the plants into pots



Volunteers helping the students with the potted plants



A student volunteered to water the potted plants

LET'S GREEN A SCHOOL

A vegetable and flower planting session was organised by G3 Volunteers on 10 December 2019 at Sekolah Kebangsaan Sri Layang. Thirty G3 Volunteers together with 33 students, aged between 5 to 11, attended the planting session. The objective of the session was to educate the students on the importance of greens through planting vegetables for harvesting and flowers to beautify the environment around the school. The students also improved their planting skills through this opportunity.

The G3 Volunteers and students were divided into groups of three. Each volunteer was tasked with guiding the students on the planting steps. The types of vegetables planted during the session included big plants and vegetables such as mustard greens, chillies, long beans, tomatoes, sweet potatoes and papaya.

The activity will continue to sustain as the school decided that the students will replant the vegetables once harvested as part of the school's sustainable planting project.



G3 Volunteers and students at the end of the planting session



A group photo of the volunteers smiling proudly while holding their certificates

G3 APPRECIATION DAY

An Appreciation Lunch was held for all G3 Volunteers at GLCC on 10 December 2019. The event was organised to recognise volunteers' efforts and contributions to various G3 activities throughout the year. A total of 56 ambassadors and volunteers were present at the session.

A flashback video showcasing highlights of G3 activities in 2019 was screened. Some volunteers also shared their inspiring experiences of being G3 Volunteers. At the end of the event, each volunteer was presented with a certificate and G3 pin badge.



Some of the ambassadors receiving their certificates and badges from Mr Lee Thiam Kit



Certificates and badges that were presented to the volunteers



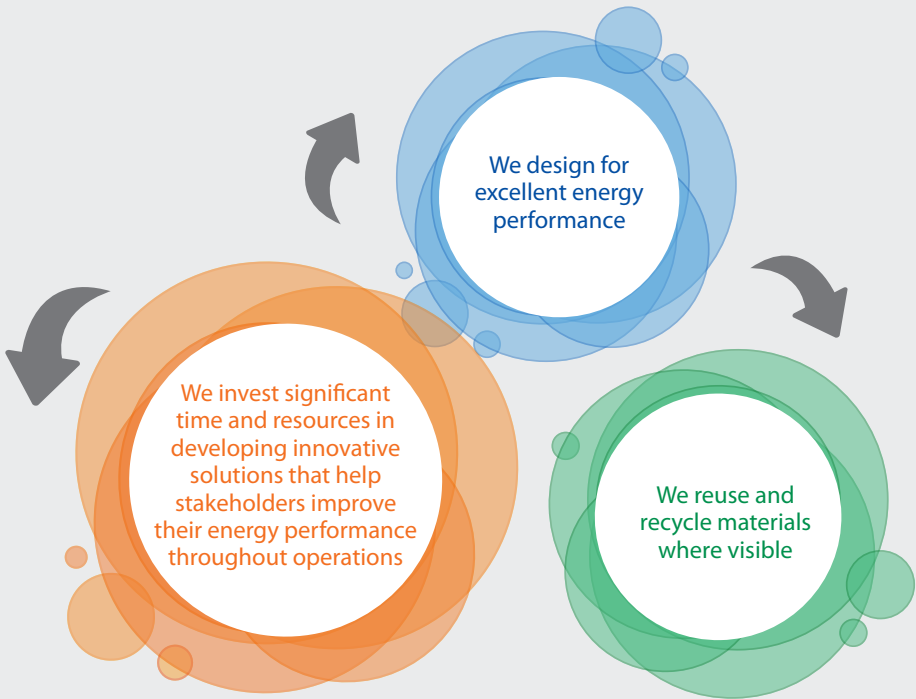
Group photo of the volunteers with the Senior Management

ENERGY EFFICIENCY AND CARBON FOOTPRINT

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

The proactive management of issues relating to energy, the environment and climate action is a core component of the company strategy. Genting Malaysia employs a circular economy throughout business operations while working to minimise environmental impacts and emissions throughout the portfolio and supply chain.

Genting Malaysia’s Circular Economy Approach to Energy Conservation



1,179
Terajoules (TJ)
Total energy consumption
(2018: 1,779 TJ)



0.434
mmtCDE*
Reduction of carbon footprint
(2018: 0.435 mmtCDE*)
*Million metric tonnes of carbon dioxide equivalent including carbon sink from virgin forest



Approximately
0.029
Gigajoules (GJ)/
visitor
Energy intensity
(2018: 0.046 GJ/visitor)



Savings of
30.43
Terajoules (TJ)
Energy savings of about RM3.1 million
(2018: 28.97 TJ)

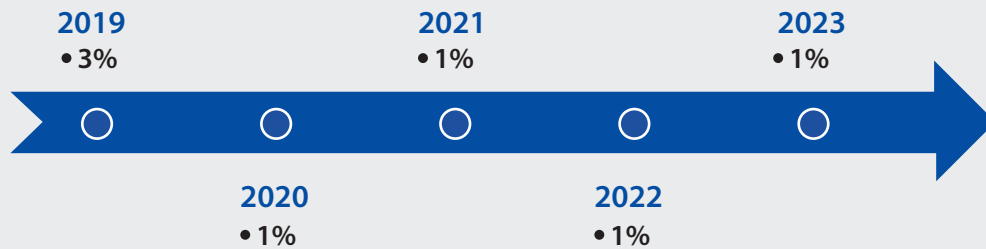


Carbon reduction
equivalent to planting
2.2 million trees

Environment

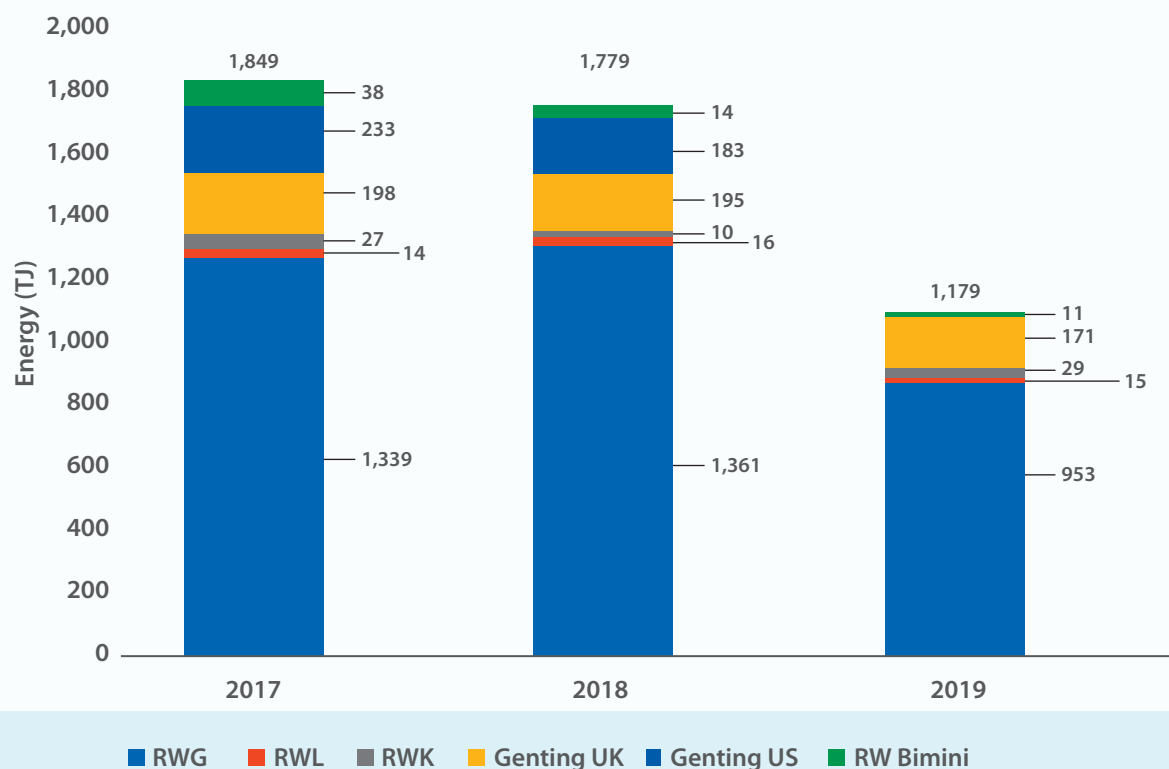
RWG's energy efficiency initiatives revolve around eliminating waste by finding ways to use less energy to perform the same task. The benefits of improving energy efficiency include reducing greenhouse gas emissions, reducing demand for energy imports and lowering energy costs. Improving energy efficiency is also the cheapest way to reduce the use of fossil fuels.

RWG ENERGY REDUCTION TARGETS



ENERGY PERFORMANCE

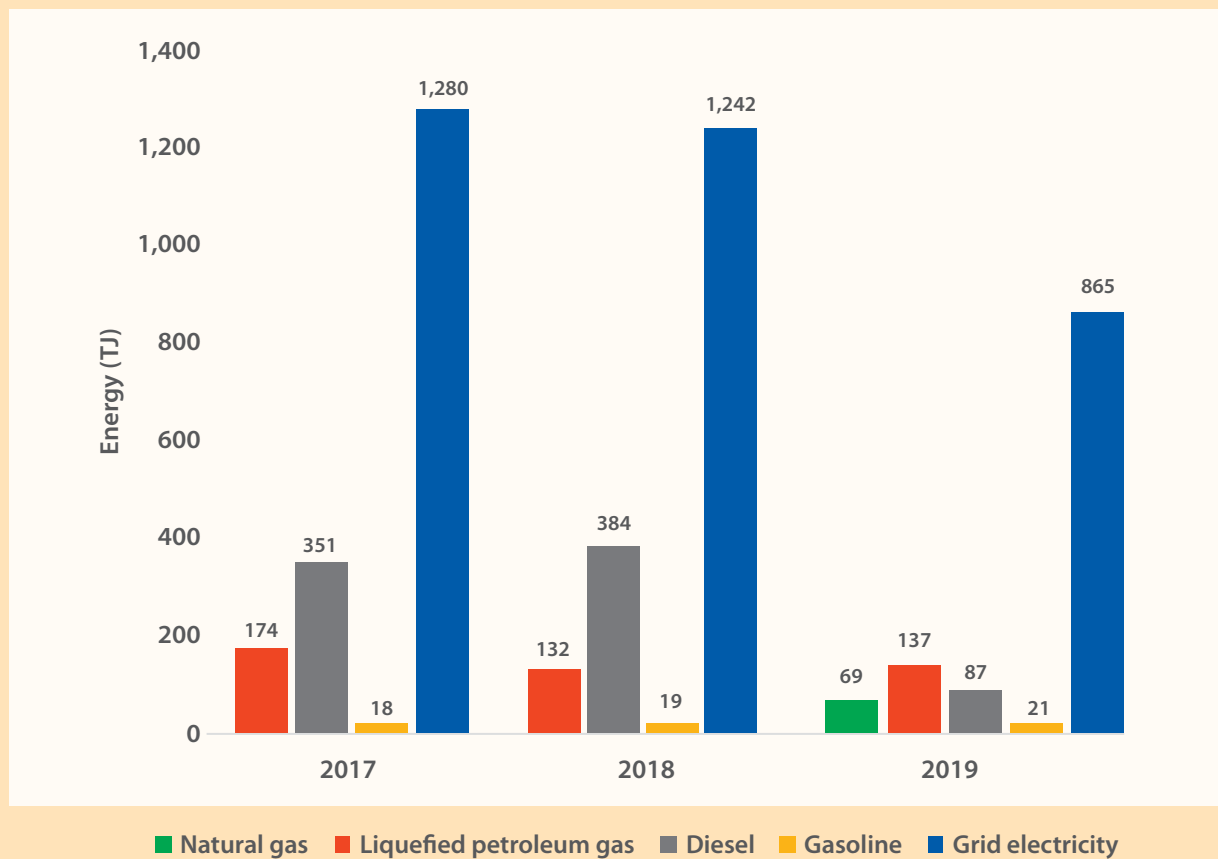
Total Energy Consumption

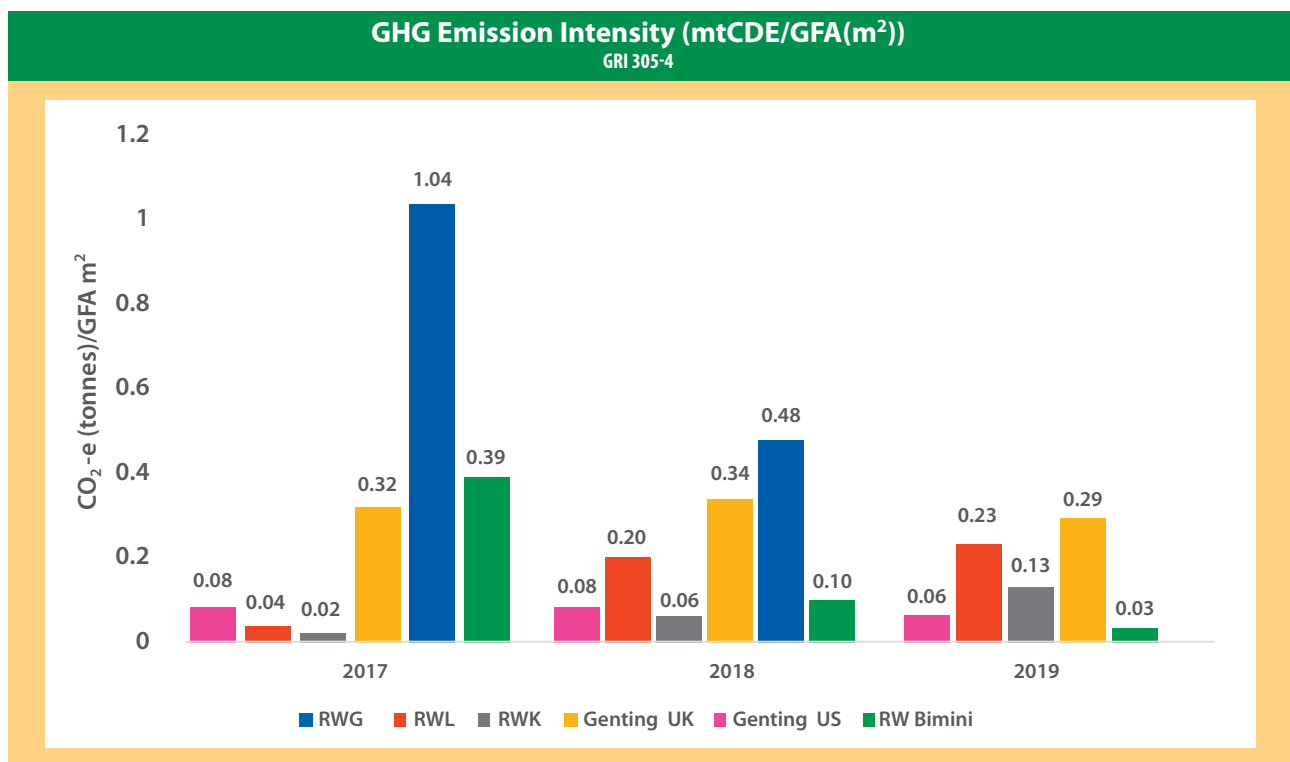
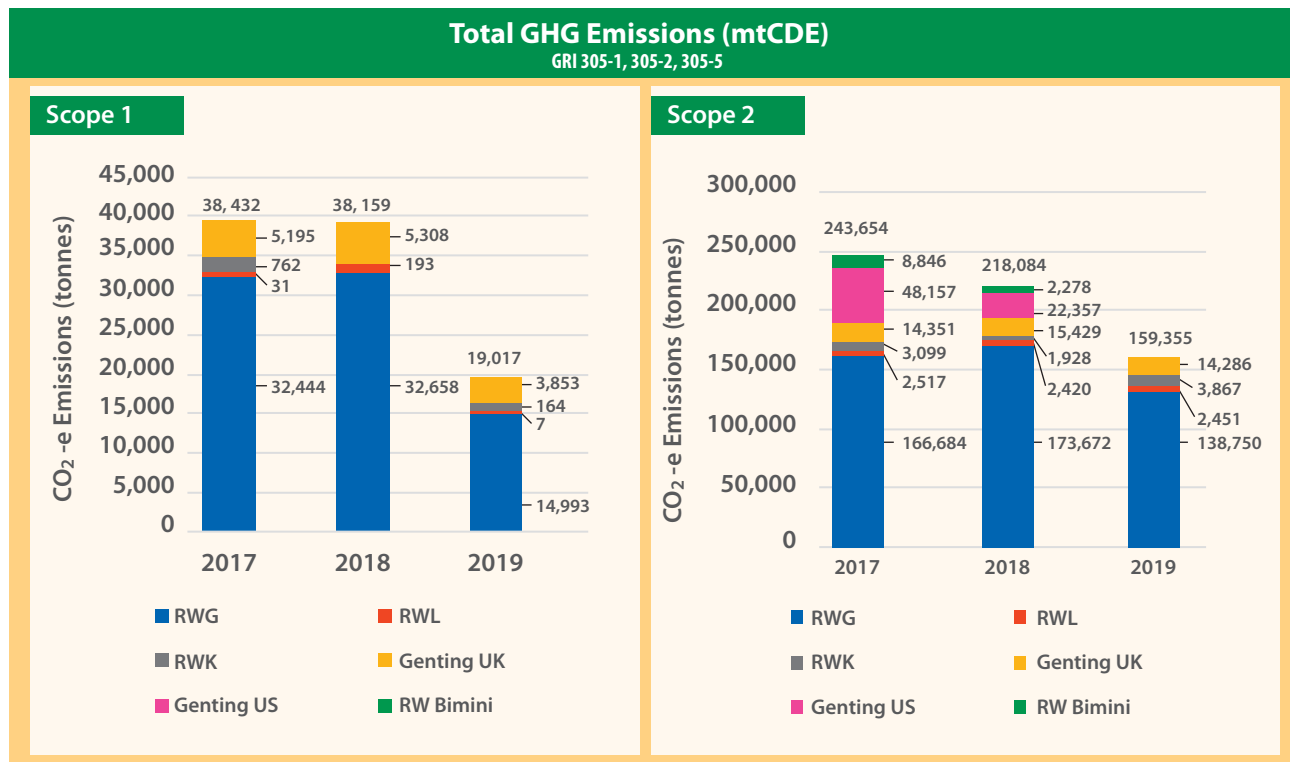


Energy Intensity [GJ/GFA(m²)]

| | 2017 | 2018 | 2019 |
|------------|------|------|------|
| RWG | 0.55 | 0.56 | 0.39 |
| RWL | 0.23 | 1.40 | 1.37 |
| RWK | 0.15 | 0.34 | 0.97 |
| Genting UK | 3.28 | 3.16 | 2.78 |
| Genting US | 5.02 | 3.93 | - |
| RW Bimini | 1.68 | 0.60 | 0.47 |

Group Total Energy Consumption From Non-Renewable Sources, by Fuel Type (TJ)





*Notes:

- The conversion coefficients and equivalence to unit Joule for electricity, diesel, LPG and motor gasoline are based on the Malaysia Energy Commission 2016 Report.
- The emission factors for Scope 1 direct emission from diesel, LPG and motor gasoline consumption are derived from IPCC Guidelines for National Greenhouse Gas Inventories (2006).
- The default emission factors for Scope 2 indirect emission from electricity consumption are derived from the International Energy Agency, 2016, CO₂ emissions from fuel combustion for their respective countries. Scope 2 for Malaysia was derived using the emission factor published by the Malaysian Green Technology Corporation for the Peninsular Grid.
- Gross Floor Area (GFA) is measured in m².
- The energy intensity ratio was calculated using natural gas, liquefied petroleum gas, diesel, petrol and grid electricity.

ENERGY-SAVING AWARENESS INITIATIVES



RWG also delivers energy-saving awareness talks periodically to RSC occupants to highlight the importance of energy conservation to employees.



Pump systems optimisation
- 2.31 TJ savings



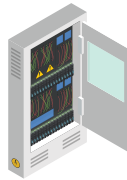
Fan systems optimisation
- 1.05 TJ savings



Steam systems optimisation
- 13.69 TJ savings



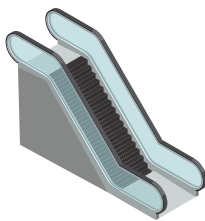
Heat pump hot water system
- 1.12 TJ savings



Smart meter installation for power supply system
- 0.94 TJ savings



Server virtualisation
- 1.60 TJ savings



Escalators operating hours reduction
- 0.50 TJ savings



Relamping with LED lights
- 8.43 TJ savings



Installing LED lighting and timers on billboards
- 0.16 TJ savings



Compressor systems optimisation
- 0.36 TJ savings

Environment

The Engineering Department is responsible for these energy initiatives. However, an Energy Efficiency ("EE") committee and a dedicated working team are planned to oversee EE projects. In 2019, a combination of these initiatives saved RWG an estimated 30.43 TJ, reducing the overall energy expense by RM3,124,522.

MECHANICAL SYSTEMS OPTIMISATION

In 2019, Genting Malaysia dedicated significant resources to removing inefficiencies from its mechanical systems. Optimising these systems helps reduce energy consumption while reducing environmental damage by cutting emissions such as CO₂, NO₂, and SO₂. Our Electrical Engineering Department drives these energy initiatives, which focused on the pump, fan, steam and compressor systems. Collectively, these loss reduction programmes reduced energy requirements by approximately 19.73 TJ in 2019, which saved RWG RM1,611,961.

PUMP SYSTEMS OPTIMISATION

Centrifugal pumps are key components of raw, treated and wastewater treatment facilities as RWG is not served by municipal water suppliers and sewerage services. These pumping systems use significant amounts of electrical energy.

Following a successful pilot project in 2015, an additional 17 areas are targeted for optimisation. The completion of this work reduced the annual energy consumption by approximately 2.31 TJ in 2019, amounting to RM326,087.

FAN SYSTEMS OPTIMISATION

RWG also began a project to improve the energy efficiency of the fan systems at three car parks at its sewerage treatment plants. Exhaust gases are harmful to human health so it is important that the polluted air is extracted quickly and safely. This optimisation work reduced energy consumption by an estimated 1.05 TJ in 2019, which saved RM148,441.

STEAM SYSTEMS OPTIMISATION

Losses in the steam systems must be replaced by burning more fuel which therefore produces more emissions. Thermal loss reductions were achieved through maintenance, insulation and reducing the hot water temperature output by 5 °C. Heat losses represent significant losses for RWG and these initiatives reduced energy requirements by an estimated 13.96 TJ in 2019 and saved RM795,395.

COMPRESSOR SYSTEMS OPTIMISATION

Compressed air affects costs and productivity at the laundry plants. Optimising these plants consists of eliminating air leakage and optimising receiver tanks that act as temporary storage to accommodate the demand peaks. This initiative reduced energy consumption by an estimated 0.36 TJ in 2019 and saved RM50,681.

HEAT PUMP HOT WATER SYSTEM

It takes significant amounts of energy to heat water and RWG reduced the temperature of its heat pump hot water system by 5 °C. This initiative reduced energy consumption by approximately 1.12 TJ in 2019 and saved RM158,467.



Our employees are always monitoring and ensuring our equipment performs efficiently

Environment

SMART METER INSTALLATION FOR POWER SUPPLY SYSTEM

RWG replaced analogue meters with high precision smart meter for consumers. This initiative reduced energy consumption by approximately 0.94 TJ in 2019 and saved RM132,890.

OTHER ENERGY-SAVING INITIATIVES

RELAMPING WITH LED LIGHTS

Conventional lights were replaced with LED alternatives in 2019. This initiative reduced energy consumption by approximately 8.43 TJ in 2019 and saved RM1,191,914.

ESCALATORS OPERATING HOURS REDUCTION

Escalators require significant amounts of energy to operate. In 2019, all escalators were switched off from 12:00 am to 7:00 am. This initiative reduced energy consumption by approximately 0.5 TJ in 2019 and saved RM70,962.

SERVER VIRTUALISATION

Genting Malaysia's server virtualisation project commenced in October 2010 as part of its disaster recovery solution steps. This initiative significantly reduced the hardware footprint through consolidating and streamlining business applications.

Total annual energy requirements of 1.6 TJ are estimated as a result of the virtualisation project, which saves RM226,630. This virtual first strategy has also resulted in improved reliability, scalability, productivity and infrastructure management.

INSTALLING LED LIGHTING AND TIMERS ON BILLBOARDS

Billboards use energy to illuminate them at night. Replacing the existing lighting with LED alternatives and scheduling the timing automatically can reduce electricity use significantly. This initiative reduced energy consumption by approximately 0.16 TJ in 2019 and saved RM23,056.

ACCOMMODATING ELECTRIC VEHICLES (EV)

The world is in the early stages of adopting electric vehicles with a lack of charging infrastructure being one of the main barriers. Genting Malaysia entered into a piloting programme with Schneider Electric to supply nine charging bays for RWG customers. The pilot was a success and installation has been completed. These bays have been fully operational since 6 September 2019. This value-added service is free of charge and this valuable partnership can:

- Reduce emissions that contribute to climate change and smog;
- Improve public health and reduce ecological damage; and
- Produce zero direct emissions, which specifically helps improve the air quality in Genting Highlands.

ENERGY-EFFICIENT AWANA SKYWAY

Awana SkyWay is an energy-efficient mode of transport that has several green features. Each gondola is equipped with a super cab fast-charging battery that charges automatically as the gondola enters Stations 1 and 4. LED lights have been fitted inside the gondola to illuminate it during night-time.

ENERGY SAVINGS AT OUR OVERSEAS OPERATIONS



BUILDING MANAGEMENT SYSTEMS AND OTHER ENERGY-SAVING FITTINGS

Genting UK has installed a Building Management Systems (BMS) within the heating and ventilation systems of many of its casinos. The BMS maximises the efficiency of the HVAC systems. Energy usage is being tracked on a monthly basis by the Property and Development Team. Additionally, casinos are surveyed every four years, in conjunction with the UK Environmental Agency's Energy Savings Opportunity Scheme, to identify further ways to improve efficiency. The IT systems are designed to switch off monitors when usage is not detected. Meanwhile, hotel key cards act as a power switch to minimise wastage.



ENERGY-SAVING LIGHTING

Advanced lighting system upgrades are among the most cost-effective means to lower energy use, cut operating costs and reduce carbon emissions. Genting US upgraded its lighting system by replacing traditional bulbs with LED lights and installing innovative components such as sensors. These retrofits improved lighting functionality, comfort, aesthetics and costs.



UPGRADING, INSTALLATIONS AND REPLACEMENT FOR ENERGY SAVING

All incandescent light bulbs throughout RW Bimini hotels have been replaced with energy saving LED alternatives. Motion sensors have been installed on electrical switches in all mechanical and electrical rooms and solar power illuminates the parking lots and dormitory pool areas. RW Bimini is working towards installing solar panels on the hotel roof and feed the power into the Bahamas power grid. A significant reduction in energy demand is expected next year.

WATER MANAGEMENT

GRI 303-2

Few natural resources are as essential as fresh water and its importance will only rise as the world's population increases and developing economies continue to grow. The availability of fresh water is a growing challenge in some parts of the world as it is not always available where people need it or in a form that is easy to use.

Genting Malaysia carefully manages its water use and discharges. The facilities are designed and operated in a manner that helps reduce fresh water use.

CHALLENGES OF OPERATING ON A HILL

GRI 306-5



Water is a finite resource at RWG as municipal water suppliers do not serve the area. Water is pumped from Sungai Cherok for use at the resort. Raw water drawn from streams in Selangor and Pahang is optimised by performing daily maintenance. Pipes and meters are also checked as repairs reduce leakages that result in non-revenue water.

In 2018, work commenced to raise the height of the Sungai Cherok dam and this project has now been completed. Raw water storage supply increased from 91 million gallons to 795 million gallons per day following the upgrade. Water reserves also increased considerably from approximately 14 days to 80 days.

Eight pumping stations extract the raw water from the Sungai Cherok dam to eight water treatment plants for treatment.

Daily maintenance and inspections are performed on the pipes and meters to minimise wastage and ensure there is no illegal tapping. Submeters have also been installed at individual RSC properties so that water consumption can be measured more accurately.

WATER SAVING INITIATIVES

In 2019, RWG began upgrading its analogue bulk water meters to digital. Digital metering allows water charges to be recorded accurately and also helps identify and reduce non-revenue water. The upgrading work has been completed for all hotels and RSCs except Awana Hotel and RSC8. Awana Hotel and RSC8 staff quarters are scheduled for completion in 2020.

RWG has modified the toilets in the guest rooms of the First World Hotel. The cistern float has been adjusted by installing recycled bottles in the cistern tank to reduce water consumption. Currently, this initiative is 65% complete.

Other Water-Saving Initiatives

Implementing eco-friendly water-saving devices

Replacing ageing bulk meters with a digital alternative

Installing flow restrictors on public area basins to reduce water flow and avoid water wastage

Trialling a Waterless Hydrophilic Urinal System on one toilet and disabling the flushing system on three

Installing a meter and preset ball valve on a long bench urinal to manually regulate the flow

Environment

Rainwater harvesting is the collection of rainwater for reuse on-site, rather than allowing it to run off and be wasted. Water can be used for any non-potable use such as landscape irrigation, watering plants, flushing toilets, washing carpark floors and buildings as well as makeup water for cooling towers. Rainwater harvesting saves water and its supply cost. It also helps control storm-water runoff, which reduces the risk of erosion. Rainwater harvesting is ongoing at MAXIMS B10 and recycled water is also used for cleaning.

RWG Five-Year Water Conservation Plan

2020

- Water harvesting at the Genting Grand fountain discharge

2022

- Rainwater harvesting at the RSC9 compound

2021

- Rainwater harvesting at the RSC 2 refuse chamber

2023

- Rainwater harvesting at the First World Hotel B10

RWG also delivers periodic water-saving awareness talks to RSC occupants to highlight the importance of water conservation.

Water-Saving Awareness Topics Delivered to RSC Occupants



Avoid running water unnecessarily



Reducing the time spent in a shower or bath



Turning off shower taps between soaping and rinsing



Reducing water pressure when switching on taps



Turning off taps when shaving and brushing teeth



Using a bowl to wash vegetables



Checking for leaks from dripping taps, pipes or water cisterns in rooms



Waiting for a full load before washing clothes



Utilising dual-flush toilets effectively

Environment



UK

Genting UK has introduced Water Management Systems at 21 casinos in the UK. These systems reduce the water flow in the urinals to approximately six flushes per day from an average of 96. This initiative saves approximately 10 million litres of water per year. A smart meter is being trialled at the Sheffield Casino which records real-time water usage. An alarm is being installed that triggers alerts when usage exceeds a set threshold so that a leak can be detected and repaired quickly.



US

As water utilities across the nation and around the world grapple with the consequences of climate change, Genting US continues to identify opportunities to ensure the resiliency and reliability of its water supply system. Reducing water demand helps to reduce its energy footprint and greenhouse gas emissions.



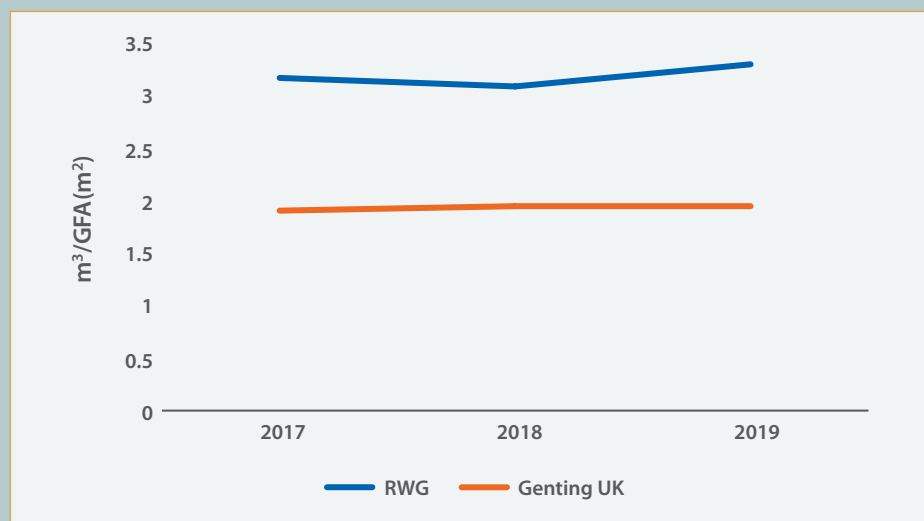
Bahamas

In 2019, locks have been installed on all exterior taps surrounding RW Bimini properties to prevent water wastage. Recently, a major upgrade at the main water plant has improved the water quality. RW Bimini routinely inspects its toilet flappers and fill valves to identify leaks. Water meters are checked each month to ensure that there are no leakages.

WATER PERFORMANCE

Total Water Consumption (m³)

| | 2017 | 2018 | 2019 |
|-------------------|-----------|-----------|-----------|
| RWG | 7,680,000 | 7,500,000 | 8,000,000 |
| Genting UK | 114,297 | 348,207 | 120,000 |
| Total | 7,794,297 | 7,848,207 | 8,120,000 |

Water Intensity [m³/GFA(m²)]Group Total Water Withdrawal by Source (m³)

GRI 303-1

| | 2017 | 2018 | 2019 |
|--|-----------|-----------|-----------|
| Surface water | 7,680,000 | 7,500,000 | 8,000,000 |
| Municipal water supplies or other water utilities | 1,075,826 | 527,208 | 120,000 |

Water Consumption and Water Intensity

| | 2017 | 2018 | 2019 |
|------------------------------|------|------|------|
| m³ million | 7.7 | 7.5 | 8.1 |
| m³/visitor | 0.33 | 0.29 | 0.25 |

EFFLUENTS AND WASTE

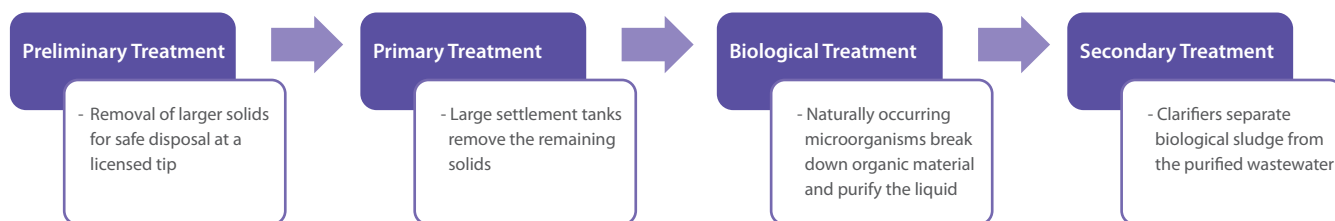
GRI 306-1

Genting Malaysia recognises that discharging effluents with a high chemical or nutrient load can adversely affect aquatic habitats, its own water supply and its relationship with local communities.



RWG operates 10 Sewerage Treatment Plants ("STPs") to treat sewage before it is released to the natural stream. Untreated sewage would contaminate the downstream water source if not treated to meet the authority requirements.

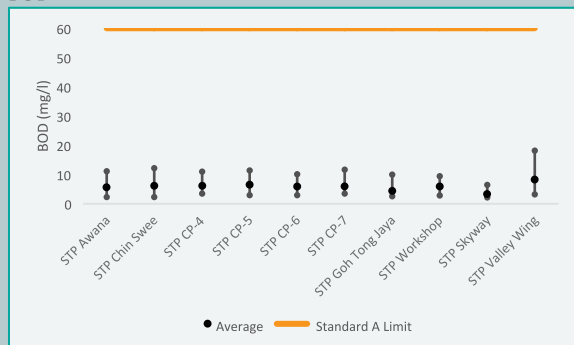
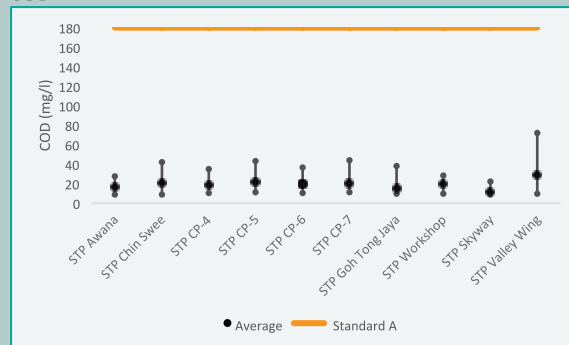
The effluent from all STPs in the Resorts meets the Standard A "Effluent Discharge Standards To Malaysian Inland Waters" in accordance with the Environmental Quality Act 1974.



Biochemical oxygen demand ("BOD"), chemical oxygen demand ("COD"), total suspended solids ("TSS"), oil and grease, ammoniacal nitrogen and mixed liquor suspended solids readings are taken monthly and submitted to the National Water Services Commission and Department of Environment quarterly. In 2019, the effluent meets Standard A requirements as all readings were significantly lower than stipulated by the Environmental Quality Act.

The minimum, maximum and average readings of BOD, COD, TSS and ammoniacal nitrogen for all STPs are presented in the charts below.

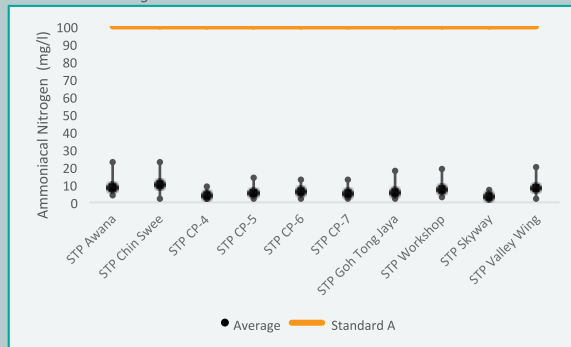
All STP Readings were a fraction of the Standard A limits stipulated by the Department of Environment

STP Performance in 2019**BOD****COD**

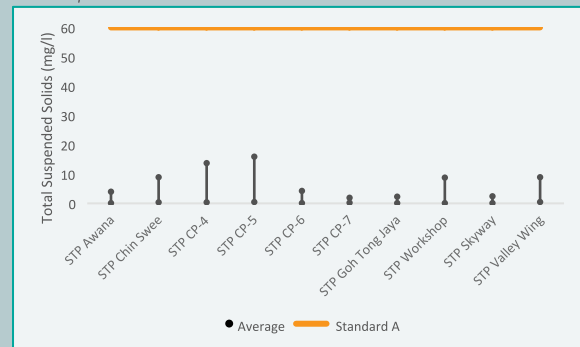
Environment

STP Performance in 2019

Ammoniacal Nitrogen



Total Suspended Solids



SOLID AND MUNICIPAL WASTE MANAGEMENT

Genting Malaysia's local operations has a well-documented waste management procedure to ensure waste is handled in the most efficient manner in line with the Environmental Management System and authority requirements. Genting Malaysia protects the environment through effective waste management and is committed to waste minimisation throughout operations.

Waste Management Process

Garbage collectors take all waste from hotel properties and public areas to the waste management plant



Waste is sorted into categories such as recyclable items, food waste, non-recyclable plastics and scheduled waste



Recyclables are sent to the recycling centre, food waste and non-recyclable plastics to landfill and scheduled waste to an approved dumpsite



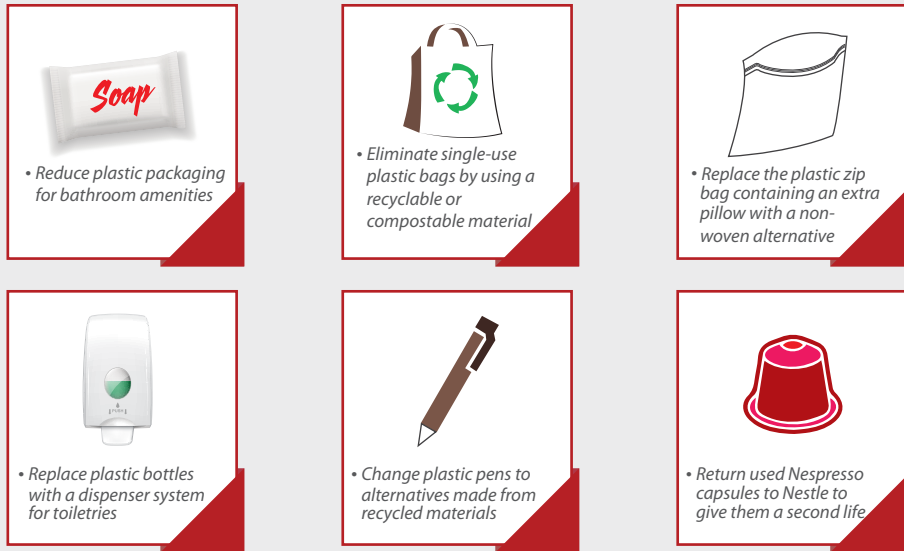
ELIMINATING SINGLE-USE PLASTICS

Plastic is cheap to produce, versatile and convenient but it has an adverse impact on the environment. The throwaway nature of single-use plastic places it as one of the top sources of pollution in the oceans.

RWG continues to support the Government's Roadmap Towards Zero Single-Use Plastics 2018-2030. Initiatives to replace plastic straws with paper straws are still ongoing. The use of reusable and biodegradable bags and plates are also promoted. Polystyrene boxes are also replaced with biodegradable and compostable food containers. This initiative has been extended to all vendors and tenants.

Much of RWG's plastic waste is generated by its hotels. In 2019, the Hotel Operations division introduced ambitious plans to reduce this harmful waste.

Hotel Operations Division Plastic Waste Initiatives



These initiatives are scheduled to be fully operational in 2020. In 2020, RWG hotels will begin reducing plastic water bottle usage by:

- Replacing water bottles with refillable glass types in hotel rooms; and
- Installing filtered water dispensers in the hotel corridors.

A more ambitious recycling project was planned in 2019, which involves installing reverse vending machines. A reverse vending machine accepts used plastic or metal containers and returns a credit to the user which upon accumulation can be exchanged for theme park rides at the Resort. This programme is scheduled to commence in the first quarter of 2020 and should be completed by the end of 2022.

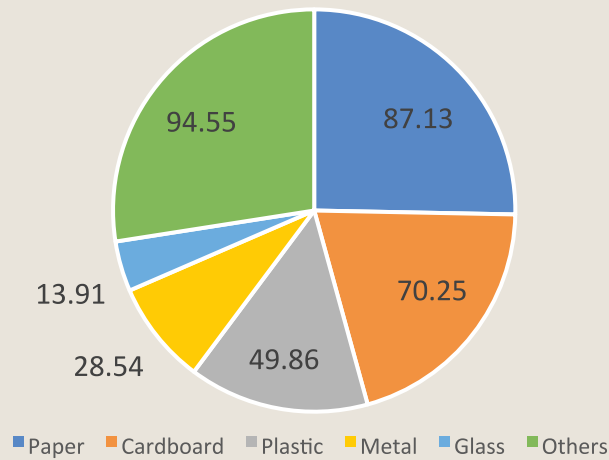
Recycling habits are also promoted among tenants. A timeline has been devised to replace plastic bags with alternatives made with recycled, biodegradable or compostable materials and replace other plastic items with compostable materials.

RWG aims to reduce the number of dustbins in public areas by placing them in strategic locations only. Introduced throughout the casinos, hotels, mall, skyways, indoor theme park and carparks, this initiative will emulate Asian countries following international best practice such as Korea and Japan. A 25% reduction in the total number of bins is targeted from the current 2,993 to 2,049.

RWG promotes recycling throughout its operations. Three recycling bins have been strategically located at eight locations to separate paper, aluminium and plastic at source.

Recyclable Waste Collection at RSC

Recycle Waste Collection (tonnes) at RWG



An additional 6.95 tonnes of recyclables were collected by our staff at the RSCs from May to December

CHEMICAL STEWARDING PROGRAMME

The kitchens at RWG use various types of detergent for manual, dishwasher and glass cleaning. Previously, this detergent was shipped in liquid form in 25-litre plastic drums. Each drum weighed 1.5 kg.

In 2019, RWG changed its chemical supplier and equivalent concentrated liquid chemicals arrive in 30g and 60g drums. This packaging results in 96% less plastic waste. Annual plastic waste should reduce by an estimated 10,538 kg if usage remains the same.

Additional Safety Benefits of the Chemical Stewarding Programme

No mixing
which reduces
the risk of burns
and slips

**100% safe
system**

90% less
physical strain

**Ergonomic
handling**

Reduced risk of
slips and burns

**100%
closed system**



4.5 kg
lightweight
capsule

**Easy
transport**

Waste Target

RWG targets to keep waste generated per capita between 0.61 and 0.77 kg compared with the national Malaysian average of 1 kg. The waste generated kg per person was below the national average from April 2018 to March 2019.



Environment

| | |
|---|---|
|  UK | <p>Genting UK's solid waste is managed by the UK's premium recycling firm which is acknowledged as having the highest recycling rate in the country.</p> |
|  Bahamas | <p>RW Bimini wastes are covered and secured at the garbage collection site which is monitored by a pest controller. All solid waste is taken to the South Island landfill for incineration.</p> |

COOKING OIL RECYCLING

GRI 306-2

Huge quantities of cooking oil are used globally every day. Recycling cooking oil is important as part of Genting Malaysia's waste reduction initiative that helps protect the environment and support local recycling companies.

| | |
|---|--|
|  Malaysia | <p>Huge volumes of cooking oil are used by RWG kitchens for frying. All used oil is recycled by a licensed company. In 2019, 6,841 drums of cooking oil were recycled which equates to approximately 116,297 kg.</p> |
|  Bahamas | <p>All used cooking oil at RW Bimini is properly secured inside 10-gallon containers at the garbage collection site. They are barged to the South Island landfill for proper disposal.</p> |

SOAP RECYCLING

GRI 306-2

RWG partnered with Soap Cycling (SC), Asia's first and largest soap recycling charity, on a Soap Recycling programme. SC is committed to greening the environment by diverting waste from landfill through reuse, recycling and donations. Based in Hong Kong, this non-profitable organisation has centres in Singapore and China.

Soap, which is collected once guests check out, is sent to SC's warehouse in Singapore. The soap is sorted, recycled and distributed in local communities.

Objectives of the Soap Recycling Project

- 1 
 - Save lives by giving free soap to communities that have no or limited access to it
- 2 
 - Provide a livelihood to the local community through soap recycling
- 3 
 - Reduce the amount of waste disposed of in landfill
- 4 
 - Protect the environment by recycling soap

A total of 910 kg of soap was recycled and donated to the global underprivileged community, particularly Asia.



**Total Weight Of
Scheduled Waste
Disposed (Malaysia)**

15 metric tonnes



**Total Volume Of
Water Discharges
Into River (Malaysia)**

5.5mil m³



**Total Weight Of Solid
Waste (non-hazardous)
(Malaysia)**

20,001 metric tonnes



**Total Amount Of Soap
Recycled (RWG)**

910 kg



**86% Of Keycards
Recycled (RWG)**

Environment

SCHEDULED WASTE

GRI 306-2, 306-3, 306-4



Genting Malaysia's strict scheduled waste management processes are stipulated in its Integrated Management System. Scheduled wastes are defined as those listed in the First Schedule of the Environmental Quality (Scheduled Wastes) Regulations 2005. The Department of Environment is informed when scheduled waste is generated through the Electronic Scheduled Waste Information System (eSWIS) within 30 days.

Employees receive sufficient training on handling scheduled waste to prevent spillage including during transportation. Scheduled wastes are segregated from general wastes and labelled accordingly. All scheduled wastes are disposed of by a contractor that is licensed by the Department of Environment.

Scheduled Waste Disposed (RWG) (kg)

| Code | Type of Waste | 2017 | 2018 | 2019 |
|--------------|--|---------------|---------------|---------------|
| SW102 | Waste Lead Acid Batteries | 32,230 | 4,320 | - |
| SW109 | Fluorescent Tubes | 2,350 | 1,830 | 1,890 |
| SW110 | E-Waste | 4,380 | 27,450 | 1,710 |
| SW305 | Spent Engine Oil | 4,290 | 310 | 1,450 |
| SW306 | Spent Hydraulic Oil | 190 | 530 | 2,770 |
| SW322 | Heating Fuel | 2,780 | 2,750 | - |
| SW409 | Paint Container and Empty Chemical Drum | 9,710 | 6,070 | 6,800 |
| SW410 | Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes | 570 | 90 | - |
| SW417 | Waste Paint | 450 | 640 | 200 |
| SW422 | Used Tubes Reagent | 50 | - | - |
| SW429 | Chemicals That Are Discarded or Off Specification | 10 | - | - |
| Total | | 57,010 | 43,990 | 14,820 |

SOCIAL



SOCIAL: WORKPLACE OF CHOICE

People are instrumental in the long-term growth and success of all business operations. Genting Malaysia aims to be an employer that people are proud to work for. The fair, performance-based work culture is diverse, inclusive and collaborative.

Employees are empowered and equipped with relevant skills and knowledge to help them thrive in this competitive industry. Ensuring the safety and well-being of staff is of the utmost importance. The Genting Malaysia Human Resources Department is guided by the 3Rs:

Right People

with the right skills for the right job

Right Motivation

having employees who are passionate about their work

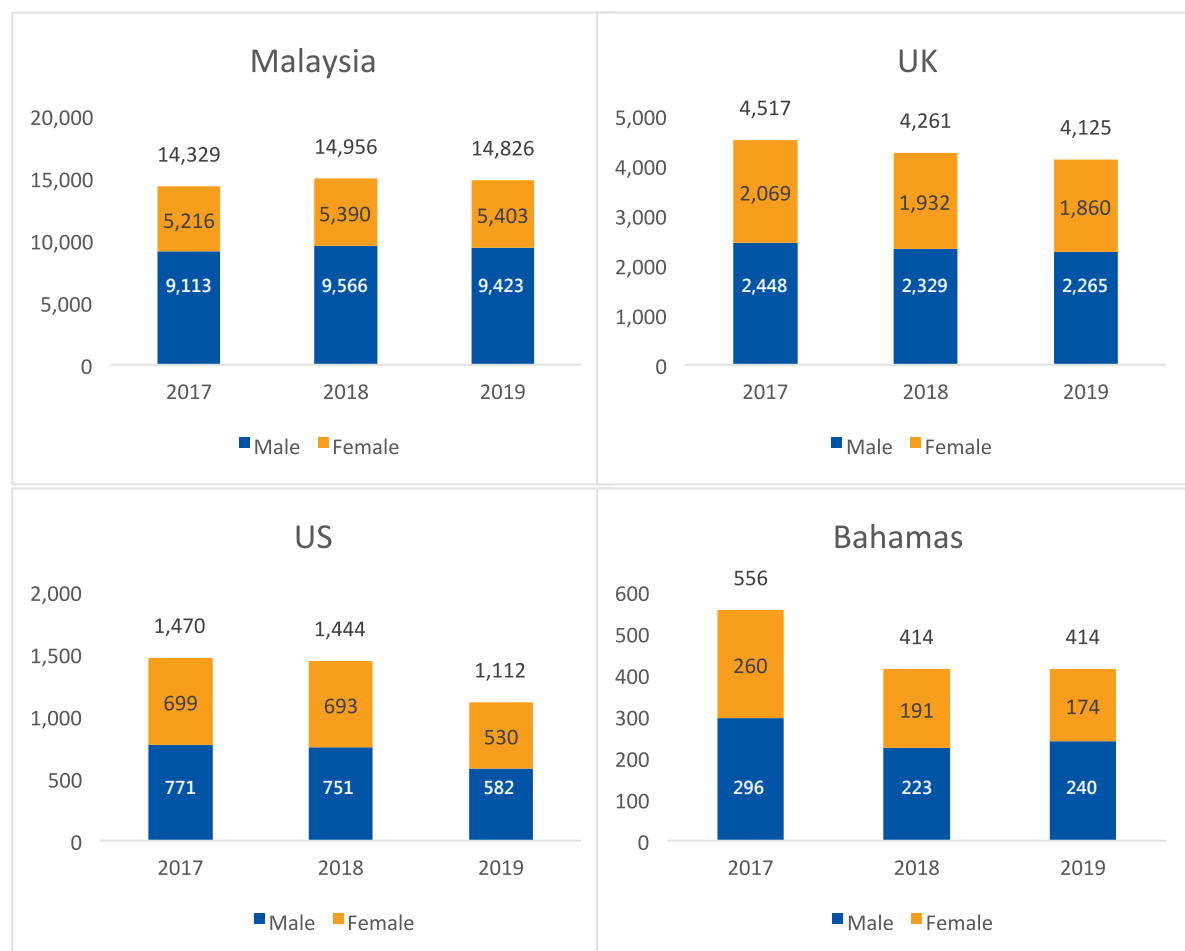
Right Environment

that makes us proud to belong and promotes a Caring Culture

Our Workforce Strength

GRI 102-8, 405-1

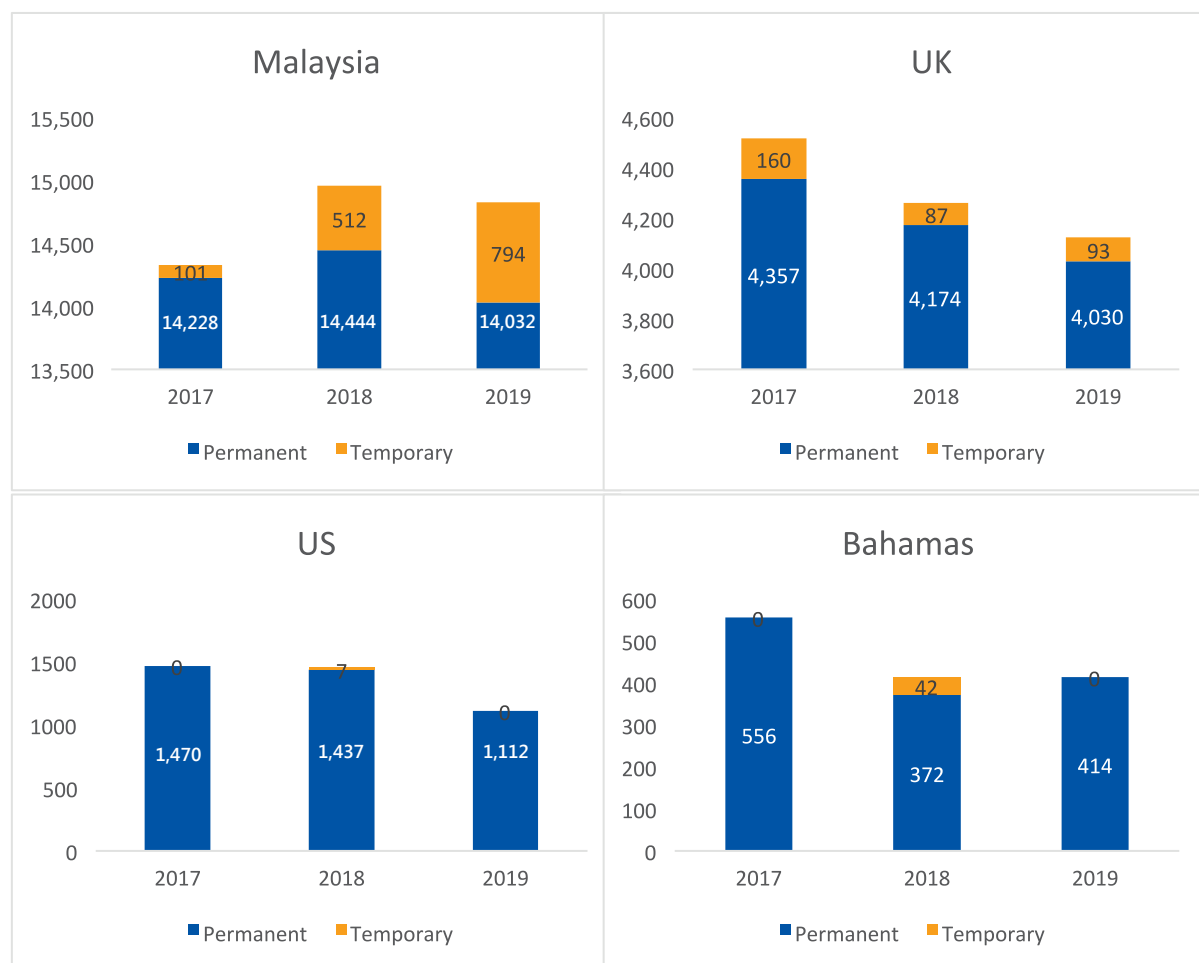
Number of Employees by Gender



Our Workforce Strength

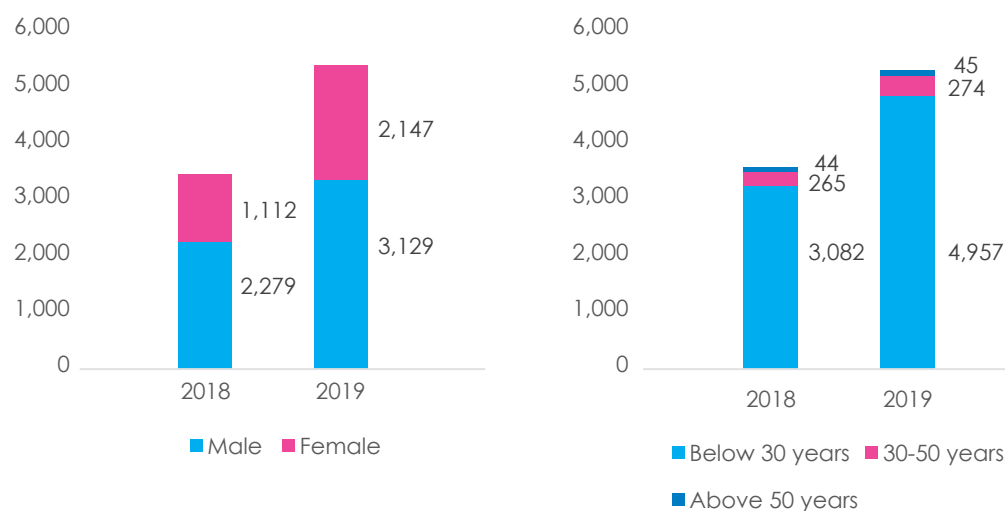
GRI 102-8, 405-1

Number of Employees by Employment Type

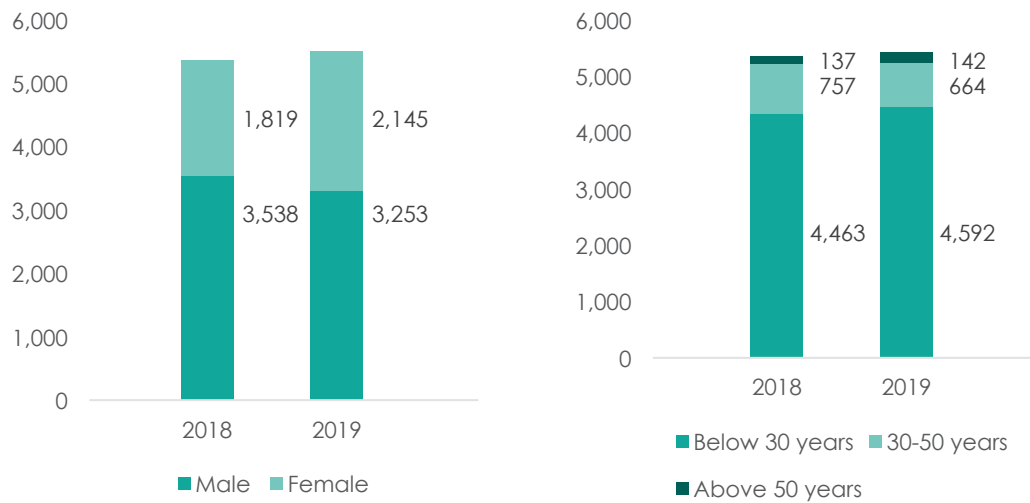


New Employee Hires (Malaysia) by Gender and Age

GRI 401-1



Employee Turnover (Malaysia) by Gender and Age



EMPLOYEE WELLNESS, ENGAGEMENT AND SATISFACTION

Employees' health and wellbeing are important to Genting Malaysia as flourishing employees help organisations to thrive. Health promotions ensure that employees operate optimally and enjoy being at work. A working environment that engages employees is promoted throughout operations.



Genting Malaysia's Human Resources Team is dedicated to making RWG a 'Great Place to Work' by promoting employees' welfare. These goals are met by:

- Creating a sense of belonging and commitment among employees
- Enhancing employees' quality of life and work
- Developing a conducive social environment
- Promoting effective communication between the management and its employees

Our job is to continuously create a sense of belonging and commitment while enhancing the quality of life for our people. We deliver a conducive social environment and ensure effective communication among employees.

- Genting Malaysia Human Resources Team

RESIDENTIAL STAFF COMPLEXES

Currently, Genting Malaysia operates 11 Residential Staff Complexes (RSCs) for its employees in RWG. Collectively, the RSCs' 9,844 rooms can comfortably accommodate 22,488 employees.

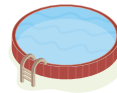
Facilities Provided at RSCs



2 gymnasiums



Dartboards



Indoor heated swimming pool



Indoor sports stadium for badminton, basketball court, sepak-takraw and volleyball



Lounge



Reading area



Self-service laundrette



Snooker and pool table



WiFi coverage



Astro movie viewing



Staff cafeteria



Resource centre (library)

Executive Club Facilities



Pool tables



Snooker table



BBQ pit



Karaoke rooms



Gaming room



Reading room



Internet surfing room



Mini theatre

Play, Learn and Grow Together: Summary of Events in 2019

Sports Tournaments

- Dart
- Volleyball
- Sepak-takraw
- Badminton
- Table tennis

Wellness

- Blood donation drives
- Health campaign

Outings

- Bus trips to Cheras night market
- Shopping trip to Bukit Bintang, Pavillion and Berjaya Times Square

Recognition Programme

- Employee of the Month Awards and Presentations
- Employee Appreciation Nite 2019

Others

- Night markets and sales bazaars
- Labour Day presentation
- Gawai Dayak Festival
- Genting Employee Carnival
- Mooncake Festival

HEALTHY LIVING CAMPAIGN

Genting Malaysia continued its Healthy Living Campaign throughout 2019. Various activities were organised that promote sustainable healthy eating and lifestyles among employees including:

- Weekly Zumba, Yoga and Kickboxing sessions;
- An Employees Weight Management Programme which guides staff on healthy eating, health management and safe weight control;
- Free consultations from a dietician on a personalised diet strategy and plans to educate employees with weight management issues and encourage sustainable healthy eating and lifestyle habits; and
- An in-depth consultation with a qualified nutritionist on BMI and body fat analysis as well as designing an individualised nutrition strategy plan.

The menus in the employees' cafeterias in RWG are now labelled with calories to help employees make informed decisions. Health tips are also displayed at all lift doors to remind employees to include healthy living in their busy work schedules.

EMPLOYEE ASSISTANCE PROGRAMME (EAP) COUNSELLING SERVICES

Counselling services help employees deal with personal, family or job-related concerns that could interfere with work performance or conduct.

Counselling services can help with many kinds of emotional or personal concerns in or outside the workplace.

Support Areas Covered by Counselling Services



Personal and work stress



Family issues



Depression or anxiety



Grieving a loss



Self-development



Anger management



Marital problems



Substance use or abuse



Crisis intervention



Mental health issues

TY2 (TYPHIM VI) TAG INJECTION AND RENEWAL DRIVE

Typhoid fever is a serious disease caused by *Salmonella typhi* that can be fatal. It is most often transmitted through infected food or water but can also be contracted through close contact with infected persons.

The TY2 (Typhim Vi) Tag Injection and Renewal Drive targeted all food handlers at RWG including new employees and temporary workers.

LABOUR DAY CELEBRATIONS

On 1 May 2019, HR organised the annual Labour Day celebration for all employees based at RWG. The Labour Day celebration honours employees and the importance of their contributions to Genting Malaysia's continuous growth. The function was held at the Genting International Convention Centre's Ballroom from noon to 3.00 pm. More than 1,200 employees attending were treated to a sumptuous buffet lunch and several performances.

2019 GAWAI DAYAK & HARVEST FESTIVAL CELEBRATION

Gawai Dayak is celebrated by the Dayak Community comprising the Iban, Bidayuh and Kenyah tribes. It symbolises the end of the harvest season on 1 and 2 June annually in Sarawak. The Harvest Festival is celebrated on 30 May by the Kadazan-Dusun community and other races in Sabah.

The Gawai and Harvest Festival is organised by Human Resources Department to express gratitude and the contributions of all Sabahans, Sarawakians and other ethnic groups working at Genting Malaysia. In 2019, the event was celebrated on 27 June. Participants had a buffet dinner while watching a traditional dance and singing performance by Sabahan and Sarawakian employees.

HARI RAYA AIDILFITRI OPEN HOUSE

Every department across the Group celebrated *Hari Raya Aidilfitri* in their own unique way. The departments shared traditional dishes, wore traditional costume and distributed goodies to each other.



Labour Day celebrations



Gawai celebration

**UK**

CROUPIER OF THE YEAR

Croupier of the Year is an annual event organised by the Genting UK HR Team. All clubs are invited to nominate their most skilled Croupiers to take part in this fun competition. The winner goes on to compete in the UK Dealer of the Year Championships, with a chance of qualifying for the European Championships.

SPORTING EVENTS AND FUN QUIZ

Genting UK hosts both a five-a-side football and golf tournament each year. An annual fun quiz is also held for non-sports lovers.

SEASONAL PARTIES

Various festivities are celebrated with the Christmas party being the highlight of the year. Each employee receives a bottle of wine during the Christmas season.

ENGAGEMENT WITH THE MANAGEMENT

Various engagement sessions including roadshows and team talks are being held. These sessions update employees on the company's activities and invite employees to offer suggestions for continuous improvement. The Employee Engagement Score continues to show an upward trend with the latest result being 74%.

SENIOR STAFF CONFERENCE

Genting UK holds a conference for its senior managers to ensure they are fully aware and focused in driving the business objectives and strategy for the year ahead. The conference, which was held towards the end of the year, was attended by approximately 100 senior managers. Participants were briefed on the company's performance during 2019 and goals for the coming years.

**Bahamas**

ANNUAL HEALTH AND WELLNESS FAIR

The annual Health and Wellness Fair promotes a healthy lifestyle among RW Bimini employees. Programmes held during the day included the Biggest Loser Contest, blood pressure checks, weight screening, cholesterol screening, health seminars and sessions on healthy eating and food tasting.

APPRECIATING OUR EMPLOYEES



Malaysia

EMPLOYEES APPRECIATION NITE

The annual Employees Appreciation Nite is held to present various categories of awards in recognition of the employees' contribution and/or years of dedicated service. Recognition consists of the Long Service Awards, Employee of The Year Awards, Honesty Awards, Retirement Awards and Power Up! Recognition Award.

LONG SERVICE AWARDS

The Long Service Awards reward all loyal and long-serving employees. The award categories consisted of 5, 10, 15, 20, 25, 30, 35, 40 and 45 years of service.

EMPLOYEE OF THE MONTH

The Employee of the Month Award recognises employees who have demonstrated exemplary work practices and habits. The four categories comprise Casino, Hotel, Support Services and Theme Park divisions. There are three sub-awards for each category: one main award and two merit awards. Nominees' general performance is evaluated in addition to their attendance.

RETIREMENT AWARDS

The retirement awards are the last opportunity to show employees how much their hard work, loyalty and dedication over the years have been appreciated.

Employees who are due to retire in a particular year:

Retirees are invited to attend the Appreciation Nite dinner to receive their award, which comprises an appreciation plaque and a one-night complimentary stay in Genting Highlands Resort.

Retired employees who have served the company for 25 years and above upon their retirement:

Retirees are invited to attend the Appreciation Nite Dinner each year with a one-night complimentary stay at Genting Highlands Resort. They also receive an annual two-night stay in Genting Highlands Resort, Resorts World Langkawi or Resorts World Kijal.

POWER UP! RECOGNITION AWARDS

The Power Up! Recognition Awards celebrate and recognise all heroes who have created defining moments and gone the extra mile in delivering good service. Creating a positive environment for guests helps boost Genting Malaysia's business reputation.



Long Service Awards



Long Service Awards



Employees Appreciation Nite



Employee of the Month

**UK**

LOVE TO SHOP VOUCHERS

Genting UK rewards great customer service performance with the issuance of Love to Shop Vouchers. Employees can redeem their vouchers in a range of popular high street shops.

**US**

ATTRACTIVE RETIREMENT BENEFITS

GRI 201-3

Genting US introduced the 401K Savings and Retirement Programme where employees may make contributions through payroll deduction and the Company matches employees' contribution at a rate of 50 cents on the dollar, up to 6% of their salaries.

**Bahamas**

A CULTURE OF APPRECIATION IN THE WORKPLACE

Appreciating employees is paramount. Some of the awards and recognitions offered include 'Employee of the Month', 'Supervisor of the Month' as well as length of service awards. In addition, Christmas is also a special occasion being celebrated in the Bahamas. An annual Christmas gala is held and Christmas gifts are distributed to all employees.

IMPROVING OUR APPEARANCE THROUGH THE U-PICK-IT (UPI) AUTOMATED UNIFORM DELIVERY SYSTEM

**Malaysia**

Managing the day-to-day storage and retrieval of employee uniforms can be challenging. Employees require quick and easy access to their assigned uniform. All employees are expected to be presentable at all times.

The UPI was introduced to provide fresh, neat and clean uniforms each day. This automated delivery system also utilises better uniform management such as tracking and stock control. U-Pick-It Systems eliminate the need for multishift uniform room attendants. It also eliminates employees' waiting time for uniform pickup and gives accurate tracking of garment inventories.

UPI Highlights

21 conveyors used
by four divisions

Accommodates uniform
for 8,400 employees

At the end of a work shift, employees can simply return their soiled uniform and collect a clean one on the following working day.

GRIEVANCE MANAGEMENT AND EMPLOYEE COMMUNICATION

GRI 102-41, 407-1

Companies benefit when employees speak up. Genting Malaysia invites and encourages its people to voice their opinions, suggestions or concerns, so threats can be handled and opportunities realised.

Genting Malaysia recognises the importance of two-way discussions in clearing up misunderstandings and promoting harmonious employer-employee relations. It is vital that grievances are settled as quickly and equitably as possible.

A step-by-step procedure has been devised to be applied when dealing with complaints and grievances. Employees are familiarised with the mechanisms at their disposal to air grievances, which are outlined in the Executive Handbook and Genting Malaysia Berhad Workers Union Collective Agreement. The mechanism aims to swiftly resolve any employee disputes and preserve harmony in the workplace.



The Industrial Relations team at RWG acts as a neutral party that:

- Promotes harmonious employee relations and cooperation between the company, its employees and the union
- Ensures the consistent application and compliance with the policies and procedures

This division resolves employee disputes and protects fundamental employer-employee rights in accordance with the employment and industrial laws. The interests of employees and the management are safeguarded by securing the highest level of mutual understanding and goodwill. Employee relations are fully compliant with Malaysia employment and industrial laws and cover safety, discrimination and sexual harassment in the workplace.



Genting UK has a formal grievance process which allows employees to raise any concerns. The process involves an informal discussion, formal meetings and a written outcome. Genting UK's independent whistleblowing service is operated by an external firm. Employees can report sensitive workplace issues anonymously such as theft, malpractice or harassment.



Genting US has a formal grievance process where employees can report concerns confidentially to senior managers. An additional formal grievance process under the Human Resources Department also helps employees resolve workplace issues and grievances.



RW Bimini has a formal grievance process, overseen by the Human Resource Department, for its employees to voice out and report concerns to senior managers. All reports are treated as highly confidential.

EMPLOYEE BENEFITS

GRI 201-3, 202-1, 401-2, 405-2

Genting Malaysia's Compensation and Benefits Section maintains competitive and equitable remuneration within and outside the organisation to attract, retain and motivate qualified personnel. Comprehensive benefits packages are provided to ensure internally equitable and externally competitive compensation.

Human Resources liaises closely with all departments on compensation and benefits matters to ensure consistency and competitiveness. Government requirements are also observed and actioned.

Genting Malaysia's local operations conduct market trend surveys and analysis to ensure that its packages are on par with the industry market rate. The ratio of basic salary and remuneration of women and men is equal at 1:1.

| Type of Benefits | Details of Benefits |
|---|---|
| Medical benefits | <ul style="list-style-type: none"> Clinical consultations Dental benefits Executive medical check-ups Health screening |
| Insurance benefits | <ul style="list-style-type: none"> Group Personal Accident Insurance Death in service due to natural causes Financial relief |
| Travel-related benefits | <ul style="list-style-type: none"> Mileage claims Meal claims Accommodation Air travel Daily allowances Limousine services |
| Life insurance | <ul style="list-style-type: none"> Group Term Life Insurance Executive level: 48 months x last drawn basic salary Staff level: 36 months x last drawn basic salary |
| Health care | <ul style="list-style-type: none"> Company coverage Co-payment with employees on Group Hospitalisation and Surgical Scheme |
| Disability and invalidity coverage | <ul style="list-style-type: none"> Group Personal Accident Insurance Executive level: 48 months x last drawn basic salary Staff level: 36 months x last drawn basic salary |
| Sabbatical leave | <ul style="list-style-type: none"> Our United States operations provide sabbatical leave as stipulated in the Family and Medical Leave Act |
| Retirement provision | <ul style="list-style-type: none"> Retirement provision is based on the management declaration, which is subject to the company's annual financial and business performance Full-time employees are eligible to participate in an employee-funded savings and retirement plan in which the company contributes half that of employee contributions, up to 6% All employees of Genting UK are automatically enrolled in its pension scheme on a sliding contribution scale depending on the grade |
| Stock ownership | <ul style="list-style-type: none"> Employees Share Owner Scheme (ESOS) Long Term Incentive Scheme (LTIP) |



Malaysia

GENTING MALAYSIA EDUCATIONAL FUND

The Genting Malaysia educational fund was established to provide financial aid to employees' children. There is also an allocated budget under this Fund for external students. Students with good results are sponsored in pursuing higher education and graduate studies at accredited local or overseas universities.

GENTING MALAYSIA EMPLOYEE SCHOLARSHIP

Genting Malaysia encourages employees to pursue self-development and lifelong learning. Employees can apply for the Genting Malaysia Employee Scholarship to finance their pursuit of a certificate, diploma or degree course. The Genting Malaysia Employee Scholarship provides financial assistance to deserving employees who have demonstrated passion and dedication in their work and are motivated by self-development to further contribute to the company.

GENTING MALAYSIA EMPLOYEE AND EMPLOYEES' CHILDREN STUDY LOAN

The interest-free Genting Malaysia Employee Study Loan is available for employees who have demonstrated good work performance, commitment and dedication. Employees who are not eligible for the Genting Malaysia Employee Scholarship, or their children, can apply for this loan.

EMPLOYEE-GET-EMPLOYEE (EGE) SCHEME

Genting Malaysia has implemented an EGE scheme. This employee referral scheme rewards employees who recommend successful job applicants. This scheme is only applicable to permanent hires.



UK

PAYING ABOVE THE MARKET RATE

Genting UK recently conducted a study that compared its overall median hourly pay gap by gender against the national median average. The median hourly pay gap is 8%, half that of the national median of 17.9%.

TALENT MANAGEMENT

GRI 404-1, 404-2

Employees must be familiar with the latest industry developments and be future-ready. A rich and diverse range of training and educational programmes are delivered that are centred around strategic priorities and business needs such as personal effectiveness as well as leadership, technical and functional areas.

ABOVE AND BEYOND ACADEMY

The Above and Beyond Academy trains managers to inspire their team members to deliver an Above and Beyond service. Executive-level employees and above discover ways to improve their core leadership skills so they can drive their teams towards excellence. Delivering an excellent service remains a priority as a leader in the leisure and hospitality industry. Managers upgrade their soft skills and instil these disciplines in their team members.

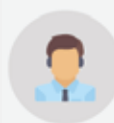
2% of the total salary budget is earmarked for training and development with each employee receiving an average of 16 hours of training per annum.



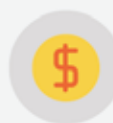
No. of Hours Trained:
418,579



No. of Programmes Conducted:
2,169



No. of Participants Trained:
30,480



Total Investment in Training:
RM13,236,921



100%
of employees received regular
performance and career development reviews

CAREER MAPPING & PATHING**Objectives**

- To build interest and awareness in career and professional development;
- To communicate career options and paths at Genting Malaysia;
- To share the responsibility for career development with employees.

A series of career maps are currently being developed that outline possible and actual career paths. Covering a range of divisions and departments, these maps stipulate the required qualifications, competencies and experience for each level of progression.

These career maps provide managers and employees with an overview of career paths and advancement options along with the necessary information to align talents with the needs of the company.

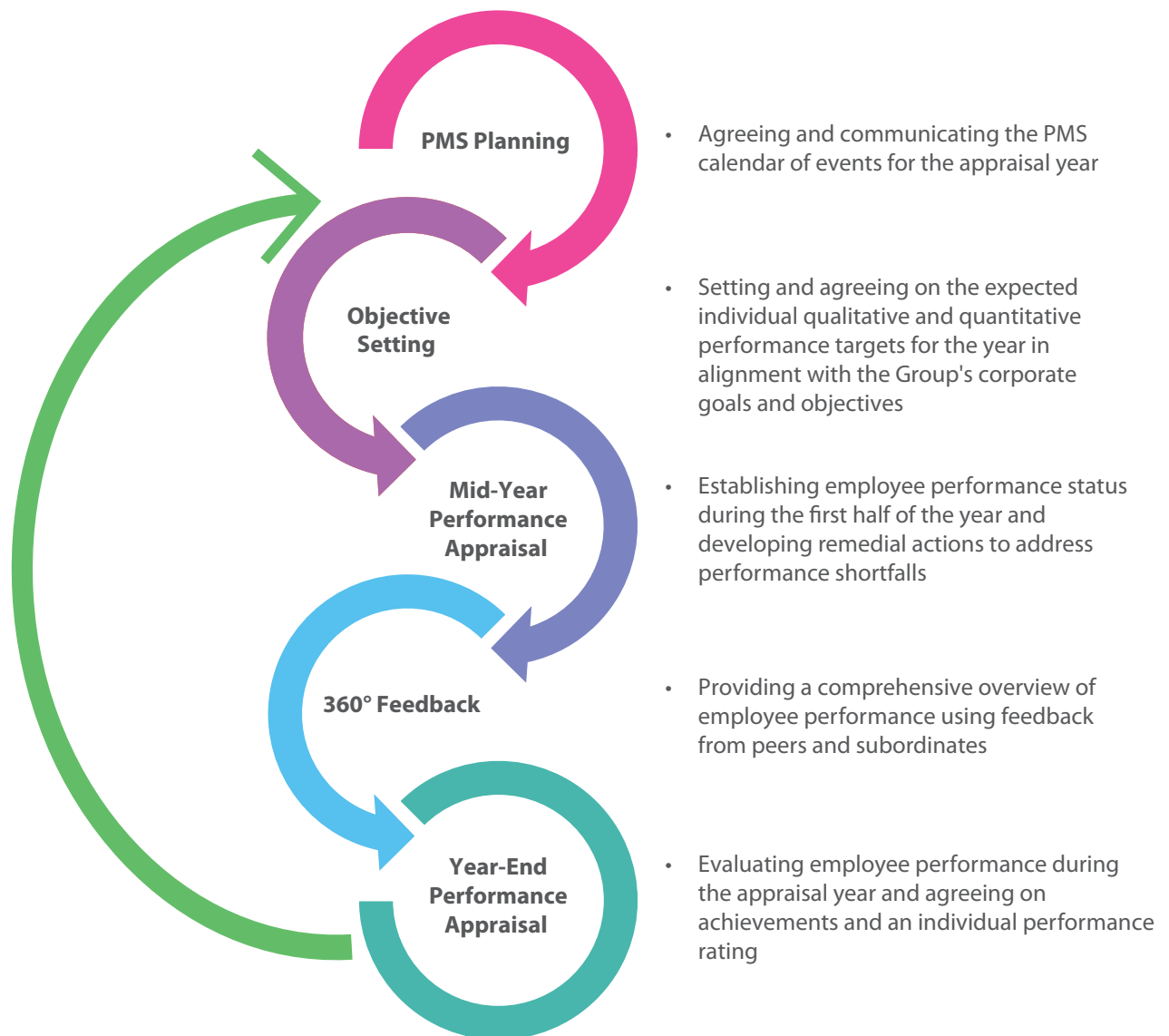
Heads of Department work with the Human Resources Department in charting employees' career paths. Employees may also map their own careers and achieve the necessary requirements for career progression within Genting Malaysia.

PERFORMANCE MANAGEMENT

GRI 404-3

Genting Malaysia's Performance Management System ("PMS") consists of five key components that allow a comprehensive evaluation of employee performance. The PMS sets objectives and ensures that each executive's professional development and career growth are in line with expectations. The evaluation process is monitored by the Performance Management Review Committee to ensure consistency, fairness and transparency. This system applies to all confirmed employees (100%).

Five Key Components of PMS



Key Initiatives Introduced by Genting Malaysia

Succession Planning

- Partnering with every division and department to identify and implement actions to develop current and future leaders who drive the Group to the next level

Talent Feeding Programme

- Training for interns and fresh graduates
- Conferences for managers and senior managers

Total Quality Management

- Continual improvement and develop a total quality culture

Problem-Solving Process

- Effective problem-solving skills, identifying and analysing problems as well as assessing alternative solutions

Quality Control (QC) Tools and Technique Training

- Skills and knowledge related to quality management such as understanding the Quality Management System (QMS) and ISO certifications



UK

SUCCESSION PLANNING STORY OF GENTING UK

Following the delivery of its development centre in October 2018, Genting UK worked with 18 individuals who have been identified as potential 'General Managers of the Future' throughout 2019. Each received a tailored development plan to work on with the support of their Line Manager, HR Business Partner and the Learning and Development team. Since delivering the first Development Centre, five of the 18 individuals have secured promotions and are flourishing in their new roles. Genting UK continues to facilitate some secondments in the coming months to maximise learning in different casino environments to support their development.

A second development centre was held in September 2019 and a new cohort of individuals have been identified and enrolled on a fast-track career progression scheme.



UK

Genting UK moved away from a performance-related pay scheme in 2019. From 1 January 2019, all employees receive the same percentage pay award as agreed with the Genting Malaysia Berhad trade union. Following the year-end review, managers recommend candidates for the Outstanding Contribution award to relevant operations directors. The chosen employees receive their awards from the Group Managing Director at a special recognition dinner.



US

Genting US practises merit-based rewards. Merit is granted on an employee's service anniversary and/or another date that has been approved by the Compensation Committee. Employees failing to meet the minimum acceptable performance level are not eligible for an annual increment.



Bahamas

RW Omni and the Miami office implemented a performance management system that awards merit salary increments annually. Developmental career planning is also practised through various management development programmes.

OCCUPATIONAL SAFETY AND HEALTH

The management of safety and health in the workplace is very important in Genting Malaysia. Along with protecting employees, it also increases productivity when employees are healthy and happy. Genting Malaysia's Environmental, Safety and Health Policy is available in English, Bahasa Malaysia and Chinese.

Genting Malaysia manages its operations in a manner that would avoid causing unnecessary and unacceptable risk to the safety and health of its employees, customers and the public.

OHSAS 18001: 2007 (OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM) & ISO 14001:2004 (ENVIRONMENTAL MANAGEMENT SYSTEM)

RWG adopted OHSAS 18001 and ISO 14001 across the resort. These standards were developed in response to widespread demand for a recognised standard for Environment, Health and Safety ("EHS") management systems. They help control occupational health and safety risks as well as the environmental impacts associated with business activities and services.

Currently, Genting Malaysia is working towards the new ISO 45001 certification that replaced OHSAS 18001.

Benefits of ISO 45001

High-Level Structure (HLS)
simplifies integration with other
management systems

Identifies and controls
risks rather than hazards

Considers how suppliers
and contractors are
managing their risks

Enhances the role of
senior management

Embeds responsibility and
engagement as widely
as possible

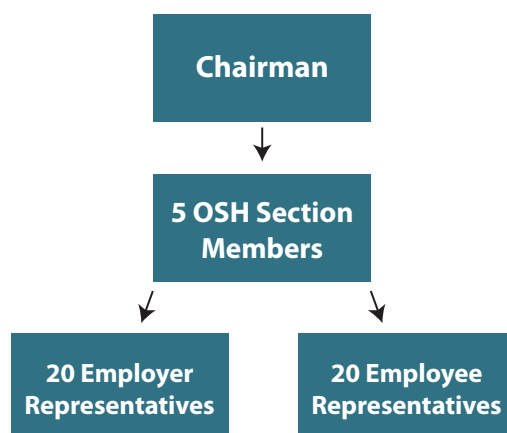
More explicitly formalises
organisational goals

Integrated management
system to protect both
body and mind

OSH COMMITTEE

GRI 403-1

RWG's OSH Committee is fully compliant with Regulation 12 of the Occupational Safety and Health (Safety and Health Committee) Regulations 1996.



Both employer and employee representatives sit on this committee from 20 properties and departments. The key responsibilities of the committee include:

- Coordinating and monitoring adherence to the requirements of the Occupational Safety and Health (OSH) Act and its regulations with a view to creating a safe environment for both the public and executives.
- Raising safety awareness, setting common safety standards, advising on OSH policy matters and reviewing the measures taken to ensure the safety and health of executives and the public in the workplace.
- Coordinating and monitoring the implementation of safety measures by the sub-committee of various departments and their adherence to common safety standards.
- Problem-solving OSH issues.
- Investigating any safety and health cases brought to its attention or to the attention of the Management at the place of work with a view to resolving them.

WORKPLACE INSPECTIONS

Workplace inspections help prevent incidents, injuries and illnesses. A critical examination of all workplaces helps identify and record hazards for corrective action. The OSH committee helps plan, conduct, report and monitor inspections.

Regular workplace inspections are an important part of the overall occupational health and safety programme and management system. All workplaces are inspected at least quarterly to ensure nothing can compromise the safety and health of employees.

Workplace Inspections Performed in 2019

| | |
|---------------------|---|
| Casinos | <ul style="list-style-type: none"> 6 inspections of all areas. 6 inspections of firefighting equipment and detection systems. |
| HR | <ul style="list-style-type: none"> 4 inspections of HR main office, Personnel Services, OSH Office, TQM, GCE, RSCs as well as employees facilities and cafeterias. |
| Smoking enforcement | <ul style="list-style-type: none"> 122 inspections conducted across all hotels, mall, casinos, theme park, RSCs and common areas. |

Genting Malaysia ensures all machinery has a valid Certificate of Fitness for the safety of people and properties in compliance with the Factories and Machinery Act, 1997. Inspections are conducted quarterly with DOSH Pahang. In 2019, 1,035 of machines had a valid Certificate of Fitness.

OSH TRAINING

OSH training is important and effective. Significant resources are devoted to educating employees on proper workplace procedures, practices and behaviour to prevent injuries and illness.

RWG delivered OSH training on all aspects of safety. In 2019, 19 topics were delivered including general ESH, SoHELP, first aid, fire safety, chemical safety, hearing conservation, PPE, HIRARC, workplace, ergonomics, inspection and compliance. A total of 3,821 employees attended. In 2019, 2,958 participants attended 61 Emergency Response Training sessions.

RWG collaborated with the Ministry of Health (MOH) and Department of Safety and Health (DOSH) to raise awareness of issues such as stress management, bronchitis, competent workplace first aid, ergonomics and migraines. Collectively, 887 employees attended a course with DOSH Peringkat Negeri Pahang on Managing OSH Among Vendors and Entrepreneurs (MOVE).

RWG also engages with DOSH on Basic Occupational Health (BOH), DOSH Compliance Audits and during any accident investigations.

Number of Occupational Accidents

"Only 86 occupational incidents at RWG and zero fatalities"

HAZE MONITORING

Almost every year, a smoky haze blankets Malaysia. Although this is outside of management's control, RWG is committed to minimising the impact the haze has on employees.

An air quality monitoring station that reports an Air Pollution Index (API) has been installed at RWG. The API reports harmful pollution in realtime so that work can be scheduled to limit exposure.

FIRE AND EVACUATION DRILLS



Malaysia

RWG holds fire and evacuation drills in preparation for emergency response. Taking precautions, education and protection can help keep facilities and occupants safe. In 2019, 19 fire and evacuation drills were held, involving 1,390 people.



UK

All employees must complete Health and Safety training as part of their induction. All casinos and premises are independently assessed by a specialist Health and Safety provider twice a year. Comprehensive training specific to their roles such as managers, chefs and maintenance personnel is conducted regularly and reviewed by the HR Department.



US

Building evacuation training is conducted annually by the Miami Police Department. Fire safety equipment and active shooters are being reviewed on a regular basis.



Bahamas

All security personnel at RW Bimini completed the Security Awareness Training for Port Facility Personnel in April 2019. In accordance with the International Ship and Port Facility (ISPS) Code, the rapid and comprehensive training allows RW Bimini to meet the requirements of the ISPS Code with security onboard.

SAFETY ENFORCEMENT ON CONTRACTORS AND SUB-CONTRACTORS

Contractors and subcontractors must register the site with the Department of Occupational Safety and Health through the online MyKKP system before work commences if their contract period is six weeks or more. A copy of the site registration certificate must be submitted to the Construction Department.

Genting Malaysia engages a third-party safety auditing firm to assess and audit HSE compliance and effectiveness each month. The audit begins during project implementation and assesses requirements such as the Safety and Health Manual, Operating Procedures Manual, the Project Safety & Health Plan, HIRARC and legal requirements.

A monthly HSE committee meeting is organised by the Construction Department and safety representatives from contractors and sub-contractors must attend.

All employees, contractors and sub-contractors are required to have a CIDB card as a basic requirement before work commences as required by the Malaysian Construction Industry Development Board Act 1994 (Act 520).

WORKING AT HEIGHT

When working at a height of more than three meters, contractors and subcontractors must:

- Provide suitable fall protection equipment such as safety harnesses
- Ensure workers use the safety equipment
- Conduct safety training on Working at Height
- Apply for a Permit to Work from our Construction Department

WORKING IN CONFINED SPACES

Contractors and subcontractors are required to obtain a Permit to Work from the Construction Department before working in confined spaces.

Precautionary and Mitigation Measures for Working in Confined Spaces



Conduct gas/oxygen tests



Follow PPE requirements



Use Respiratory Protection Equipment



Isolate connections to confined space



Provide ventilation equipment



Prepare confined space for safe entry



Have a person on standby



Have rescue equipment and an emergency response team available

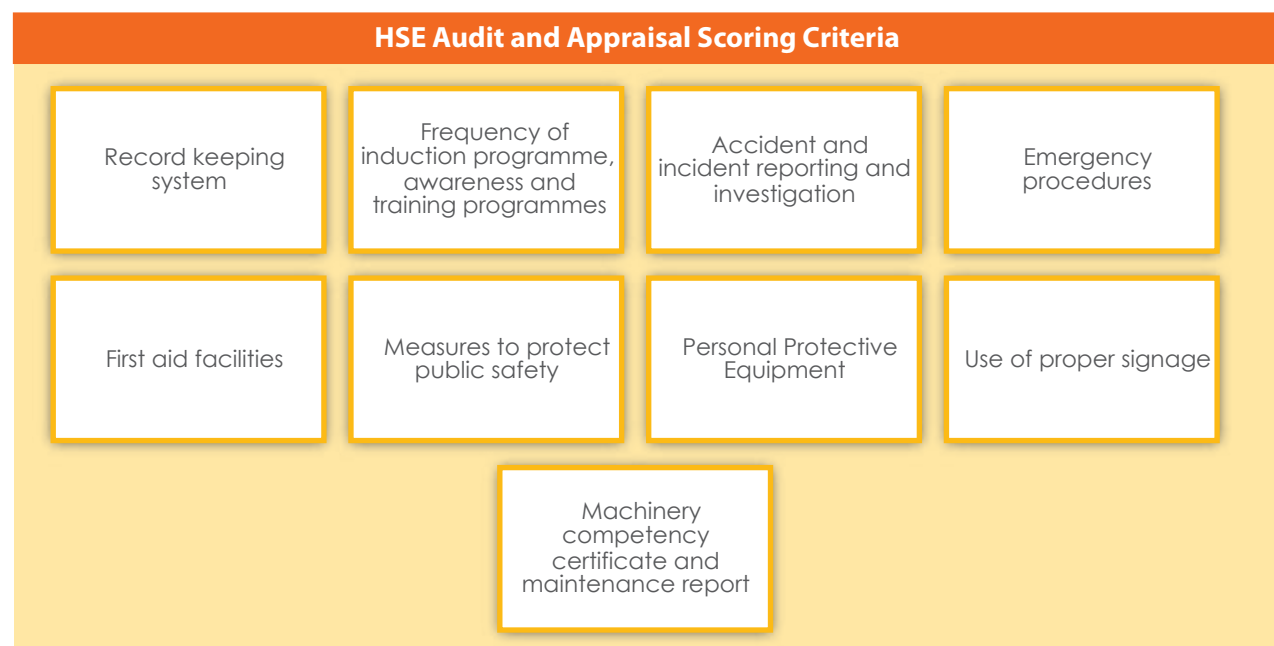
NOTICE OF VIOLATION (NOV)

Contractors and sub contractors are issued with a NOV in the event that non-compliance is discovered on project sites. Issues must be rectified within the specified time and any repeat violations will be fined according to the Construction Department Punitive System.

A preliminary and full report must be prepared by the contractor and subcontractors for accidents and incidents such as those requiring first aid, near-misses, damage to property and personal injury.

SAFETY AUDIT FOR CONTRACTORS AND SUB-CONTRACTORS

All contractors and sub-contractors are audited each month by the Construction Department.



Occupational Safety And Health Performance Of Genting Malaysia's Local Operations

GRI 403-2

| Incident Type | 2019 |
|---|------|
| No. of incidents (injuries, accidents and fatalities) | 86 |
| No. of occupational disease cases | 0 |
| No. of lost days | 398 |
| No. of missed/absentee days | 398 |
| Fatalities | 0 |

NOTICE PERIOD FOR OPERATIONAL CHANGE

GRI 402-1

Any operational change is communicated to the relevant personnel for action. Genting Malaysia's policy is to provide a notice period of at least two weeks for any operational changes that could affect employees.

SOCIAL: HUMAN RIGHTS

GRI 407-1, 408-1, 409-1, 410-1, 411-1, 412-1, 412-2

Genting Malaysia conducts business in a manner that respects the rights and dignity of all people. The Code of Conduct contains provisions for human rights and all employees are required to report violations in Genting Malaysia's operations or those of its business partners. All suppliers and contractors are expected to abide by this Code.

Human rights issues such as security, labour rights, workforce welfare, and health and safety are considered in day-to-day operations.



No incidents of discrimination or risk to freedom of association and collective bargaining



No incidents or risks of child, forced or compulsory labour



No violations of human rights involving the rights of indigenous people

NON-DISCRIMINATION AND DIVERSITY

GRI 406-1



Genting Malaysia is committed to recruiting, promoting and remunerating employees solely on their ability and qualifications. Discrimination against individuals with a current or past disability including those who have been diagnosed with cancer or HIV is not tolerated. Employees are expected to be caring, sincere and understanding when working within Genting Malaysia and with external parties. All employees, agents and customers are treated with dignity, fairness and respect and provide a productive environment that is free from discrimination. Breaches to this policy are taken seriously and investigated rigorously.



Genting UK's Equal Opportunity Policy aims to eliminate all forms of harassment, unfair or unlawful discrimination and victimisation on the grounds of race, colour, nationality, ethnic origin, disability, sex, sexual orientation, marital status, contractual status, age, unrelated criminal convictions, religion or religious beliefs and political views. Any complaints or matters arising are dealt with in the strictest confidence and where appropriate in accordance with the Company's Disciplinary or Grievance procedure that may result in disciplinary action and lead to dismissal.



US

RWNYC, RW Omni and the Miami Office provide equal employment opportunities and conform with all applicable employment laws and regulations. Equal opportunities are given regardless of race, colour, creed, age, national origin, alienage or citizenship status, gender, gender identity, sexual orientation, disability, arrest or conviction record, marital status, partnership status or status as a veteran, victim of domestic violence or any other protected status. All aspects of the employment relationship are non-discriminatory including compensation, benefits, recruitment, placement, promotion, training, transfer, retention, hiring, work assignment, termination, wage and salary administration and selection for training.

Miami continues to enforce its anti-harassment policy to promote a working environment where respect and courtesy among co-workers are expected at all times. The Equal Employment Opportunity Commission oversees all ethical conduct as per all applicable laws.



Bahamas

RW Bimini's equal employment opportunity practices conform with all of Bimini's applicable employment laws and regulations. Equal opportunities are being practiced regardless of race, colour, creed, age, national origin, alienage or citizenship status, gender, gender identity, sexual orientation, disability, arrest or conviction record, marital status, partnership status or status as a veteran, victim of domestic violence or any other protected status. All aspects of the employment relationship are non-discriminatory including compensation, benefits, recruitment, placement, promotion, training, transfer, retention, hiring, work assignment, termination, wage and salary administration and selection for training.

TACKLING SEXUAL HARASSMENT

Sexual harassment is unwelcome behaviour or conduct of a sexual nature that makes another person feel offended, humiliated or intimidated. Genting Malaysia defines sexual harassment as any unwanted conduct of a sexual nature having the effect of verbal, non-verbal, visual, psychological or physical harassment. All employees are encouraged to take affirmative action to stop sexual harassment in the workplace.



Malaysia

Genting Malaysia has a strict Code of Practice on the Prevention and Eradication of Sexual Harassment in the workplace. This code clearly defines forms of sexual harassment along with clear disciplinary procedures for dealing with it and penalties. The recent global #MeToo movement has raised awareness about sexual harassment. The code of practice ensures a safe and healthy working environment and guides employees in respecting and protecting the dignity of men and women at work.



UK

Genting UK issued an updated Anti-Harassment and Bullying policy in May 2019. All staff with line management responsibilities undertook mandatory training on this policy, which requires that all its workers are treated with dignity and respect and are free from harassment, intimidation or other forms of bullying at work. This includes any unwanted conduct relating to sex, sexual orientation or gender reassignment.



US

Miami continues to enforce its anti-harassment policy to promote a working environment where respect and courtesy among co-workers are expected at all times. The Equal Employment Opportunity Commission oversees all ethical conduct.



Bahamas

Sexual harassment is a criminal offence in the Bahamas, governed by the Sexual Offences and Domestic Violence Act. The law expressly protects against sexual harassment in employment.

DIVERSITY AND INCLUSION AS STRATEGY

Genting Malaysia's rapid expansion has led to the diversification of both external stakeholders and employees. Changing work and lifestyle choices are driven by demographic changes and expectations.

Diversity and inclusion provide a competitive advantage. Employees from a range of backgrounds work together to create greater value and creative solutions. Diversity and inclusion are an integral part of the corporate strategy and promoted throughout all workplaces to meet the diverse needs of all stakeholders.

We embrace diversity and inclusion among our current 20,477 employees

SOCIAL: COMMUNITY CARE

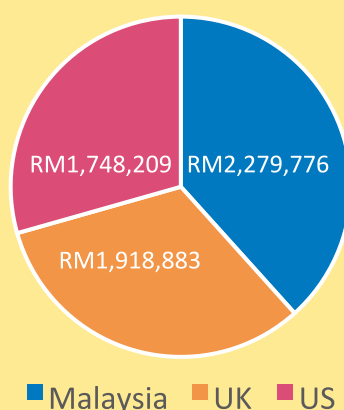
GRI 413-1, 414-1

Genting Malaysia believes in enriching the lives of the communities in which it operates. Shared values and commitment to local communities form the basis of a strong reputation and help Genting Malaysia deliver long-term sustainable value to all stakeholders.

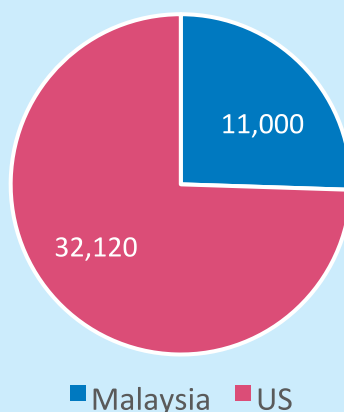
Charitable organisations and contributions through volunteerism and donations are supported in line with the corporate core values of Harmony and Compassion.

Local community groups benefiting from donations and sponsorships include the underprivileged, surrounding community members, NGOs and sports associations.

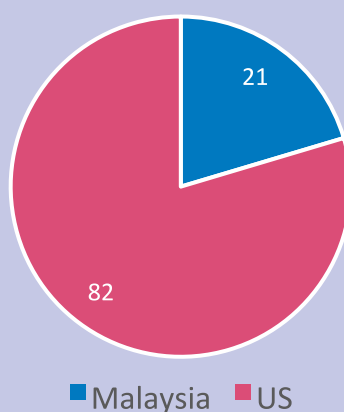
Total Amount Invested in the Community



Number of Lives Impacted By Our Community Investments



Number of Beneficiary Organisations



CHARITABLE DONATIONS AND COMMUNITY PROGRAMMES



Genting Malaysia ensures all requests are appropriately handled and managed. Typical good causes include sports, welfare, community programmes, education, NGOs and other charitable purposes.

SUPPORTING THE IJN FOUNDATION CHARITY GOLF CHALLENGE 2019

Genting Malaysia contributed RM15,000 to support the charity golf tournament organised by the IJN Foundation.

The tournament aimed to raise funds for heart patients who are unable to pay for their treatment.

The tournament, which was held on 24 August 2019, was graced by the Royal Patron of the Foundation, Tuanku Sultan of Perak D.Y.M.M Sultan Nazrin Muizzuddin Shah.



D.Y.M.M Sultan Nazrin Muizzuddin Shah presenting a trophy to the Golf Challenge champion



Group picture of D.Y.M.M Sultan Nazrin Muizzuddin Shah with the IJN Committee and tournament participants

ENSURING RIGHTS TO LEARNING FOR THE MONFORT BOYS

Since 1999, Genting Malaysia has been supporting Montfort Boys Town - a holistic learning institution dedicated to providing underprivileged youths with practical vocational training and living skills.

In 2019, an additional RM20,000 was given to the institution, bringing the total to RM191,000 to date. These contributions have benefited more than 7,000 young people.



Some of the Monfort Boys Town students at the fundraising charity dinner

SUPPORTING THE TUNKU AZIZAH FERTILITY FOUNDATION (TAFF)

Genting Malaysia contributed RM50,000 to TAFF which provides financial and psychological support to married couples with fertility problems. The Foundation is founded by the Queen, Her Majesty Permaisuri Agong Tunku Azizah Aminah Maimunah Iskandariah. Since its inception in 2004, TAFF has funded IVF treatments that resulted in 94 couples giving birth to 116 babies.

G3 VOLUNTEERS RAISE FUNDS FOR RUMAH TITIAN KASIH

G3 Volunteers organised a three-week collection drive to raise funds for Rumah Titian Kasih (RTK) from 6 March 2019. RTK is an NGO based in Titiwangsa that supports 210 poor and underprivileged orphans and other individuals. The G3 Volunteers delivered the collected items including cabinets, bed sheets, towels, clothes, books and toys on 27 March 2019.

The G3 Volunteer Programme also organised a charity sale at Wisma Genting Lobby on 3 May 2019. A variety of homemade traditional cookies made by single mothers from RTK were sold. All proceeds were used for daily expenses and to fund *Hari Raya* celebrations at the Home.



Group photo with Dato' Sri Kay, G3 Volunteers and the children at the Home together with their guardians



Representatives from the Home at the charity sale

CELEBRATING CHINESE NEW YEAR WITH THOSE LESS FORTUNATE

RWG welcomed more than 300 guests from various orphanages, special needs homes and senior citizen homes to the annual Chinese New Year party on 26 January 2019. The attendees welcomed the Year of the Boar with a lion dance, magic show, song-and-dance performance, SkySymphony show and trips to Chin Swee Temple, Skytropolis Indoor Theme Park and SnowWorld.

The celebration included a traditional *Yee Sang* during lunch at the Coffee Terrace. There were also magic shows and dance performances by children from Persatuan Kanak-Kanak Istimewa Ampang Home.

Each guest received *ang pow* and goodie bags which contained a mandarin orange, t-shirt, stationery set and colour pencils.



Group photo with Puan Sri Cecilia Lim (wife of Genting Group Chairman, Tan Sri Lim Kok Thay) and the guests during the CNY celebration

Social

CLOTHING DONATIONS TO THE SALVATION ARMY, MALAYSIA

G3 Volunteers jointly organised a clothes donation drive with the Human Resources Department in June 2019. Employees were invited to donate unused clothes that were still in good condition to those less fortunate.

Donation boxes were strategically located at the Residential Staff Complex (RSC). The event received an overwhelming response.

On 17 July 2019, 2,700 female and 709 male garments were presented to the Salvation Army in Malaysia an NGO that serves the underprivileged community.



Ms Tan Kim Lian (VP - GENM Human Resources) handing over the donation to a representative from the Salvation Army



Employees helping to load the clothes into the truck



G3 Volunteers helping to segregate the clothes accordingly

SPREADING VALENTINE'S LOVE TO HOSPITALISED CHILDREN

Genting Malaysia distributed tokens of love to inpatient children on the Oncology and Cancer Wards of the Women and Children Health Complex, University Malaya Medical Centre (UMMC) on 14 February 2019.

The 150 patients, from month-old babies to adolescents, were afflicted with diseases such as cancer, diabetes and dengue fever. They were greeted by the official colourful mascots of the Skytropolis Indoor Theme Park such as Allie the Elephant and Tabby the Tiger.

The children received colouring books, colouring pencil sets, KFC set meals and red packets in conjunction with the ongoing Chinese New Year festival. Mandarin oranges and pineapple tarts made by RWG chefs were given to the nurses.



Puan Sri Cecilia and Ms Katherine Chew (VP - GENM Resorts Communications & Public Relations) visiting the inpatient children at UMMC

IT-ESI ORPHANAGE CHARITY EVENT

On 29 June 2019, 15 members of the ShareLove Committee from the Enterprise System & Infrastructure (ESI) Section of the IT Department and volunteers organised a charity event at the Malaysia Lotus Charity Care Centre Association (LCCCA). The objective was to raise funds for this Semenyih orphanage and engage colleagues in charitable activities.

The committee raised RM2,000 in cash and collected mattresses, pillows, blankets, fans, stationery and general food. The volunteers cleaned the orphanage with the children, rearranged the food cabinets and repaired the wall fans. They spent time playing and singing with the children before presenting the collected items.

MAJLIS BERBUKA PUASA

A *Majlis Berbuka Puasa* was hosted on 27 May 2019 for underprivileged orphans and senior citizens. These visitors were treated to the latest and greatest experiences available at RWG. One hundred and fifty-eight orphans from Dar Asnaf Al-Fateh Gombak, Rumah Kasih Nurul Hasanah and Rumah Anak Yatim Dan Asnaf As-Solihin were welcomed to the event along with 12 senior citizens from Pusat Jagaan Warga Emas Husna Arrashid.

The group enjoyed various SkyAvenue attractions and a meal of more than 100 dishes at Rajawali Coffee House in Resorts World Awana.

RWG also donated a gift hamper containing rice, cooking oil, Milo, Maggi instant noodles, dried noodles and biscuits to each home. Every child received a goodie bag and *Duit Raya*; the senior citizens a gift bag containing toiletries.



Group photo after enjoying the meal and receiving their Hari Raya gifts

HELPING UNDERPRIVILEGED CHILDREN EXPERIENCE THE ARTS

A sponsorship of RM13,000 to the Rotary Club Ampang helped underprivileged children enjoy Madagascar The Musical, a Charity Fundraising Event held on 5 December 2019 at the KLCC Plenary Hall.

A portion of the fund was also used for repairs, health, education and urgent necessities for charity homes and centres such as the Angel Children's Home, Lotus Charity Care Centre, Rainbow Orphanage and Living Hope.



Children from charity homes with the Madagascar characters after the musical show



UK

TACKLING PROBLEM GAMING

Genting UK contributes to several charities working in the research, education and treatment of problem gambling. Genting UK meets the suggested contribution level of at least 0.1% of Gross Gambling Yield. A total of £252,312 was donated to various beneficiaries and supporting causes such as GamCare, the Young Gamers and Gamblers Education Trust (YGAM), Research Player Tracking, IGRG for Responsible Gambling Week and the hosting of Young Gamers and Gamblers Education Trust, and Gordon Moody Association.

SPECIALISED WHEELCHAIRS FOR DISABLED CHILDREN

Genting UK has helped fundraise various 10-km races and half marathons over the years. A total of £104,000 was raised and used to purchase 12 powered wheelchairs for disabled youngsters. Four of these wheelchairs were donated to the children's oncology unit at the University College Hospital, London while the remaining eight were donated to the Cancer Unit of Bristol Royal Children Hospital.

These new wheelchairs help parents get their children home and offer much more independence. The wheelchair can be reissued once it is no longer needed by the family.



A wheelchair recipient at University College Hospital, London



US

GENTING US GIVES

Genting US supports organisations, projects and programmes that create opportunities for economic and social progress. Contributions seek to support established, innovative and efficient non-profit organisations with clearly articulated goals that have proven successful in improving the neighbourhoods of Queens and the larger New York City community.

To ensure that Genting US has the maximum positive impact, the programme lends its support to organisations addressing a broad range of issues and needs. Genting US's casino business operations contribute 44% of revenue to the New York State education fund, totalling \$1.7 billion since opening. Genting US also supports educational programming through organisations such as the Boys and Girls Club and YMCA.

Genting US also offers several on-property opportunities for local artists and arts organisations to gain exposure to its customers. The Casino is also supportive of community beautification projects and art and cultural organisations citywide.



Bahamas

HELPING COMMUNITIES AFFECTED BY HURRICANE DORIAN

In September 2019, Hurricane Dorian, the second-strongest Atlantic storm on record, battered the northern Bahamas. Massive waves, torrential rain and sustained winds destroyed homes, overturned vehicles and toppled electric infrastructure.

Many community members including employees were badly affected by this natural disaster. A fundraising effort was launched through the sale of t-shirts. 100% of the proceeds went directly to employees to help them rebuild their lives.

RW Bimini also donated \$50,000 to the RAV Bahamas Hurricane Relief Fund, which was used to expedite the purchase, transfer and distribution of necessary supplies throughout the Bahamas.



An event to raise fund for the hurricane victims

THANKSGIVING TURKEY

RW Bimini donated \$2,500 during the annual Thanksgiving turkey giveaway to express thanks with actions and share the joy of giving with over 2,000 families of Miami-Dade County District 3.



Bags of turkey to be distributed to the underprivileged

FACILITIES UPGRADE FOR NEEDY CHILDREN

RW Bimini donated computers for children at the Center for Family and Child Enrichment (CFCE). CFCE is a private, non-profit, community-based organisation that serves children who have been abused, neglected or abandoned, with severe emotional disturbances and children in the custody of parents or relatives who are chronic runaways. RW Bimini hopes to enhance the learning experience for these children and give them equal learning opportunities.

CREATING A MEMORABLE HOLIDAY EXPERIENCE FOR CHILDREN WHO ARE LESS FORTUNATE

RW Bimini invited its guests and the public to purchase gift cards for 102 children in foster care with the Center for Family and Child Enrichment. The gift cards treated them to things they would otherwise have no chance of owning. The children were aged 13 years old and above, many of whom were unable to live at home and come from troubled families. Some had suffered abuse, been neglected and abandoned.

BACK TO SCHOOL

RW Bimini supported the Back to School event which was hosted by the member of parliament for West Grand Bahama and Bimini together with the Urban Renewal Committee. RW Bimini sponsored school supplies such as books, bags and writing materials for the needy children to welcome the upcoming school year.



Supporting the Back to School event for the needy children

RW BIMINI SPONSORS THE MAYORS BALL

RW Bimini sponsored the Mayor Ball by extending financial contributions to improve education, financial stability and the health of every community member. This initiative helped build a stronger Miami and was a great opportunity to support the growth of its immediate community.

BRINGING COMMUNITIES TOGETHER THROUGH SPORTS

QUEEN STAGE OF LE TOUR DE LANGKAWI 2019

Genting Malaysia sponsored Le Tour de Langkawi (LTdL) 2019 and hosted the Queen stage on 9 April 2019. LTdL is sanctioned by Union Cycliste Internationale (UCI) as a two HC (Honours Category) race. This multiple-stage bicycle race is recognised as the biggest event in the UCI Asia Tour calendar.

With the race being hosted at Resorts World Genting, the long steep hill climb contributed to the circuit evaluation in the Honours category.

Genting Malaysia has partnered with Le Tour de Langkawi since its debut in 1996. Past sponsorship ranged from RM200,000 to RM1.5 million. To date, Genting Malaysia has contributed more than 14 million in cash and in-kind sponsorship.



Dato' Sri Kay presenting the mock cheque to the organiser of LTdL 2019 in the presence of YB Tuan Steven Sim (Deputy Minister - Youth and Sports)



The official cavalcade car with RWG branding



The jersey winners of the Stage 4 of LTdL 2019 with tour officials and sponsors

RENEWING TIES WITH SPORTEXCEL

Genting Malaysia was the title sponsor for the inaugural Genting Challenge Junior Golf Matchplay 2019 between the Peninsular and Borneo teams. Genting Malaysia contributed RM50,000 towards the tournament which was held at Awana Genting Highlands Golf Course from 1 to 3 April 2019. The tournament's objectives are to develop junior golf and build rapport between the juniors from East and West Malaysia.

SportsExcel has developed junior golf since 1992. Annually, they organise 14 junior competitions including an international tournament which is participated in by at least 10 countries. Genting Malaysia has been a charter member of SportExcel since 2000, with the exception of 2009 to 2016. The contributions and support help develop the nation's junior athletes as SportExcel proactively "hunts", develops and nurtures young talents. Their programme has successfully nurtured many national and international athletes.



Dato' Sri Kay at the mock cheque presentation with the SportExcel committee



One of the outstanding players receiving her recognition



Junior golfers from Team Peninsular with their trophy

PROMOTING SQUASH AMONG THE YOUTH

Genting Malaysia contributed RM3,500 to help SK Sri Layang's Squash Club compete in a squash tournament organised by Pahang Sports Council from 25 to 27 October 2019 in Kuantan, Pahang. Located behind Institute Aminuddin Baki Genting Highlands, SK Sri Layang is a small school with only 192 students. The school's squash club is the only club representing the Bentong District in squash tournaments.

In 2019, 35 students were selected to represent Bentong to compete against other Pahang state players. Twelve of 35 students were in the top 10 placements in the tournament.



Squash team from SK Sri Layang



Dato' Sri Kay with the Top 7 Achievers of the Squash Tournament

CONTRIBUTIONS TO THE SELANGOR TENNIS ASSOCIATION

Genting Malaysia has supported the Selangor Tennis Association's (STA) Junior Development Programme for 14 consecutive years and gave RM40,000 to the programme in 2019. STA organises three annual tournaments: the Genting Selangor International Junior Championships, Genting STA Junior Elite Coaching Camps and Genting STA Junior Age-Group Competitions.

Thirty-one Selangor players from their development programme were among the Top 10 in the National Junior Ranking in their respective age groups.

STA has demonstrated an outstanding commitment to progressively developing young talents and improving their skills through the Genting-STA Junior Coaching Camp. Many STA players represent Malaysia in international tournaments and Genting Malaysia is proud to be a part of these achievements.



Dato' Sri Kay presenting the mock cheque to Dato' Mohd Sayuthi bin Bakar (Mayor - Petaling Jaya)

BURSA BULL CHARGE 2019

The Bursa Bull Charge was organised by Bursa Malaysia to raise funds to promote financial literacy and entrepreneurship, conserve the environment and improve the lives of underprivileged communities.

In 2019, the charity run was held on 12 September 2019 at Bursa Malaysia, Kuala Lumpur. Genting Group of Companies took up the Ongole sponsorship package. Twelve runners from Genting Group participated in the run.



Genting Group runners after completing the race



GENM team finished in 14th place out of 146 teams

THE EDGE RAT RACE 2019

The Edge Kuala Lumpur Rat Race is regarded as a highlight of the annual corporate calendar in Malaysia. More than 200 registered charities and NGOs have received Rat Race funds to help run operations and programmes that benefit the poor, the disadvantaged and the disabled, regardless of colour, creed or gender.

Genting Malaysia has supported this race since 2005. Six Genting Malaysia runners took part in the 5-km and 1.5-km CEO categories. Mr Casey Lim from the Food & Beverage Department was once again the first runner-up in the 5-km open category.

All proceeds were distributed among selected beneficiaries via The Edge Education Foundation to support English and financial literacy programmes.



GENM runners from various departments ran for a good cause

WARRIORS' FUND CAMPAIGN

The Warriors' Fund Campaign was established to pay tribute to the struggles and sacrifices of Malaysian Military Armed Forces (MAF) veterans and their dependents in need.

Genting Malaysia donated RM100,000 to the fund for the welfare of disabled military veterans and both the widows of servicemen and their disabled children.



Tun Dr Siti Hasmah (Patron - Warriors' Fund Campaign) receiving a mock cheque from Mr Lee Thiam Kit



Warriors' Fund Campaign Organising Committee and sponsors

PROVIDING RIGHTS TO EDUCATION

GENM SCHOLARSHIP (EXTERNAL)

The Genting Malaysia Scholarship Award (GENM Scholarship) provides qualified young Malaysians with a golden opportunity to further their studies at accredited public and private local and foreign universities.

Genting Malaysia provides financial assistance for undergraduate studies to those who have excelled academically and have been active leaders in their extra-curricular activities. The scholarship fund helps qualified recipients establish a strong foundation for the future.

GENM ICAEW CHARTERED ACCOUNTANT PROGRAMME SCHOLARSHIP

Scholarships are offered for candidates pursuing post-graduate qualifications as members of the prestigious Institute of Chartered Accountants in England and Wales (ICAEW) at Sunway University. ICAEW is the largest professional accountancy body in Europe and the most valuable financially-based business qualification.

This three-year programme provides scholars with relevant exposure in accounting, internal audit and corporate planning functions. The course combines practical experience and studies to prepare for ICAEW examinations. The scholarships cover tuition, student and examination fees and also the cost of learning materials and other relevant charges.

SOCIAL: CUSTOMER ORIENTATION

GRI 417-1

CUSTOMER SATISFACTION

Genting Malaysia delivers a superior experience and value to maximise customer satisfaction and trust. Customer satisfaction is the responsibility of all individuals from all business areas. Innovative solutions are offered to continuously increase satisfaction levels and win their long-term loyalty.

Genting Malaysia's A score achieved in the Service Score Rating has shown an upward trend for the past few years and RWG will continue to focus on providing an excellent experience to all visitors.

Genting Service Score (A-Score Rating)



Genting Malaysia's worldwide operations welcomed more than 41 million visitors in 2019

RWG allocated significant resources to products and properties that can deliver excellent experiential activities. These activities will produce repeat customers and strengthen the customer engagement programme.

A Customer Feedback Centre (CFC) was established to encourage two-way communication. Customers are able to share their comments through an email, a written letter or telephone call. This feedback is channelled to the relevant department for their assistance.

The CFC proactively informs the respective departments of matters that require urgent attention so that they can be resolved immediately. The CFC also considers legal implications and potentially negative media coverage. The department receives nearly 26,000 comments annually on average.



Malaysia

Number of members under the
Genting Rewards Loyalty Programme

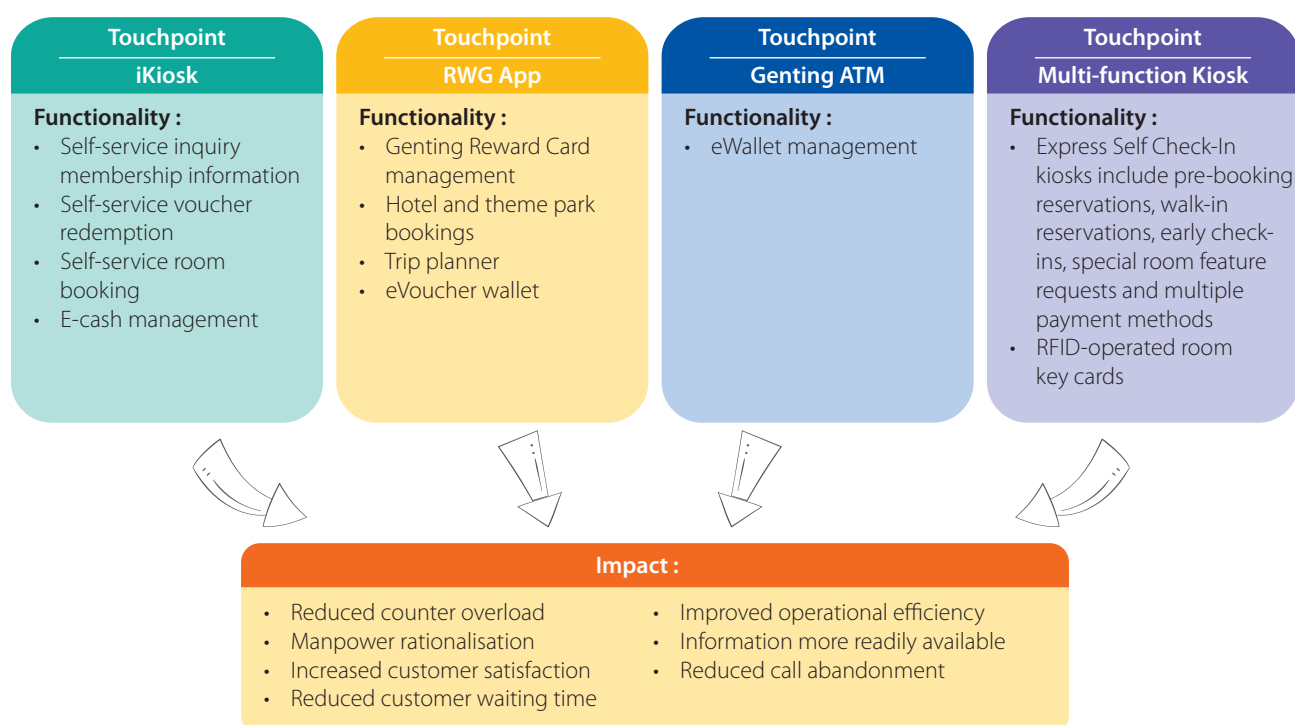
4.9 million

as of Dec 31 2019
(2018: 4.54 million)

| Number of reviews (TripAdvisor) | | Customer satisfaction ratings | |
|---------------------------------------|-----------------------|----------------------------------|-----------------------|
| Genting Grand | 253 (2018:227) | Genting Grand | 4/5 (2018:4/5) |
| Maxims | 172 (2018:147) | Maxims | 3.7/5 (2018:3.5/5) |
| Theme Park Hotel | 261 (2018:135) | Theme Park Hotel | 3.6/5 (2018:4/5) |
| First World Hotel | 3,405 (2018:3,192) | First World Hotel | 3/5 (2018:3.5/5) |
| Total = 4,091 (2018: 3,701) | | | |

Customers' experiences are their impression of the brand across each customer stage. Perfecting customer experience is extremely important and multiple touchpoints are available. It is important that each touchpoint is examined on a cross-functional basis.

RWG has gone above and beyond in bringing value to customers by enhancing its touchpoints as summarised below.



Did you know?

- Currently, Genting Malaysia has 37 Multi-function Kiosks at the First World Hotel, Resorts Hotel and Theme Park Hotel
- More than 70% of check-ins are performed through our kiosks
- The Multi-function Kiosk has reduced guest waiting time at the lobby from three to five hours to less than 30 minutes
- 10 counters are now redundant with a possible 25 following in the future



Genting US assesses and monitors customer satisfaction through several channels and conducts face-to-face surveys on the casino floor, periodically. The Visitor Survey is offered through the Player's Club and the Fifth Avenue Club Survey in the VIP gaming room. A consulting team secret shops the property and Genting US collects feedback through various social media platforms and its corporate email (guestfeedback@rwnewyork.com).

Genting US created a dedicated marketing subdivision to handle these efforts in 2019. This department is developing a unified customer service training programme that will be rolled out with the opening of the new hotel in 2020. It also developed a series of training videos that reinforce Genting US's unique customer service acronym: GAME (Get Connected. Ask & Discover. Make It Memorable. Encourage Return). These videos are shown in the back of house and to new hires during their orientation.



RW Bimini received a Silver award for "Hospitality – Overall Casino Resort/Hotel" in the 2019 Magellan Awards. These awards, presented by the prestigious Travel Weekly Magazine, are judged by elite top travel industry leaders and celebrate brand excellence and innovation.

CYBER SECURITY AND DATA PRIVACY

GRI 418-1

Increasingly complex demands are placed on protecting personal and business-critical information in the current IT landscape. Cybersecurity resilience is a fundamental part of the business and vital for maintaining stakeholders' trust. These practices are regularly updated to achieve superior security performance.

This valuable asset is protected by practising stringent information management to address data loss, leakage or destruction while carrying out continual improvements.

RWG was certified with ISO 27001:2005 in September 2008, which was later upgraded to ISO 27001:2013. The certification applies to the provision of operational services for data centres, administration and support services offered by the IT department, Genting Worldcard Services Sdn Bhd and Worldcard Services Sdn Bhd.

As a user-centric company, innovative technologies that will optimise customers' experience are explored. Working within the limitations of legislation, data protection is balanced with the benefits that customers gain through innovation.

The confidentiality, authenticity and integrity of personal data are checked through an ongoing security risk management programme while prioritising the protection of strategic assets.

RWG's Personal Data Processing Statement (PDPS) outlines Genting Malaysia's personal data policies and procedures as well as customers' agreements to the usage and processing of personal data. This statement is aligned with the Personal Data Protection Act 2010.

SMILE FOR THE CAMERA

Souvenirs are a big part of travel as they last forever. With their permission, RWG take photos of visitors as they enter SkyWay. Guests have a no-obligation option to buy these memorable prints if they wish.

However, RWG is extremely cautious not to invade guests' privacy. These photos are neither used for marketing purposes nor uploaded onto social media. All photos are deleted permanently after 24 hours.



UK

Genting UK's comprehensive suite of data protection policies and procedures apply to all Genting UK entities. The IT Operations and Security team have a range of organisational technical measures to safeguard personal data. The ISMS is aligned with ISO 27001 and PCI-DSS to ensure the confidentiality, integrity and availability of IT systems. Technical measures employed to achieve this include:

- Access control and least privilege permissions
- Change control processes
- Data encryption if applicable for data at rest
- Data encryption for all data in motion
- Effective security at the gateway and other ingress/egress points
- Effective internal segmentation of networks
- Effective policy to determine and manage the correct location for data
- Audit and visibility



US

RWNYC's privacy policy applies to information collected or received by Genting New York LLC, as well as its subsidiaries and affiliates from any of the Company's websites, mobile applications, or associated social media websites as well as its various membership programmes.

Grievance mechanisms are in place to address potential breaches to a physical address.



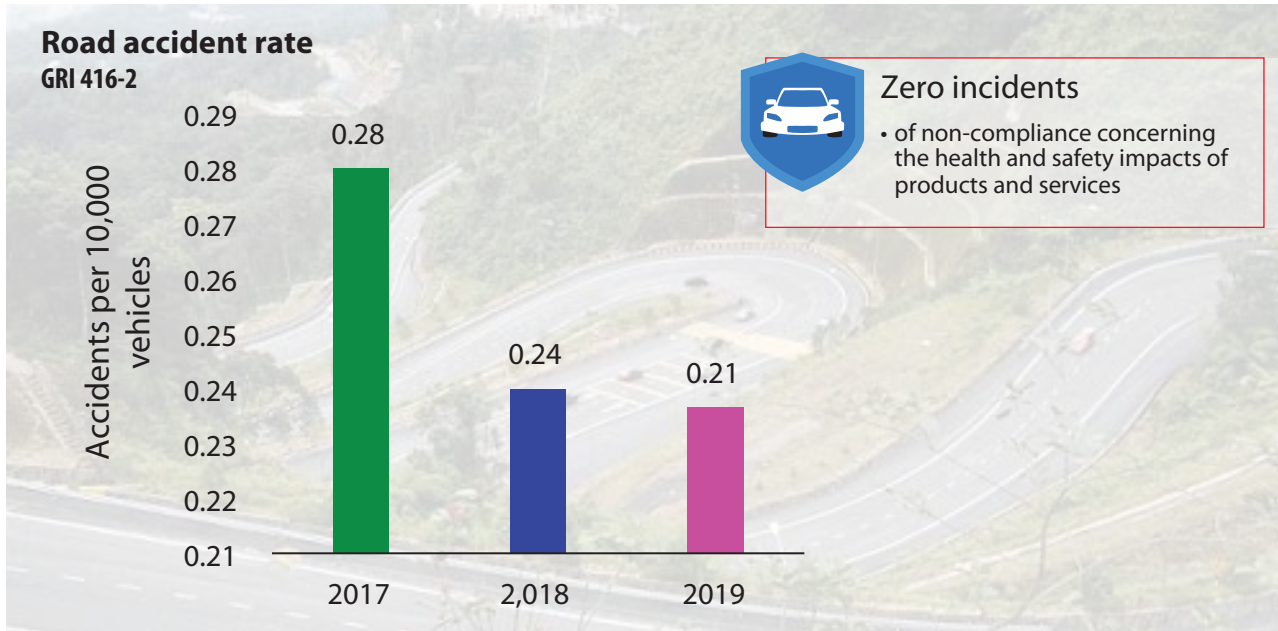
Bahamas

RW Bimini constantly seeks ways to maintain privacy and data protection while guarding customers from possible breaches through the provision of an efficient internet technology service. RW Bimini has implemented the Hilton policies and standards including the Information Security Policy (HWI-IT-001), Information Management Standard (ICS-STD-166), Physical Access Management Standard (ISC-STD-287), Security Even Standard (ISC-STD-009), and HEM & Change Management Security Standards (ISC-STD-006). Additionally, all users are given annual training on system security and email best practices. The IT Team at RW Bimini remains vigilant and communicates to end-users on a regular basis as credible threats are identified.

CUSTOMER SAFETY, SECURITY AND QUALITY

GRI 416-1

Genting Malaysia's commitment to environmental, health, safety and security excellence is the foundation affirmed to all internal and external stakeholders. Genting Malaysia will work collaboratively with its stakeholders to identify and deliver sustainable innovations that help drive improvements in environmental, health, safety and security performance.

**FIRST RESPONDERS**

Genting Malaysia's auxiliary police and security personnel act as first responders during accidents and emergencies. Operations in every country own fire engines and ambulances, which are operated by experienced personnel.

The Auxiliary Police Department is responsible for the security and safety of the entire Genting Highlands Resort. The core responsibilities include maintaining law and order, preserving peace and security, preventing and detecting crime, apprehending and prosecuting offenders, gathering intelligence and both preventing and extinguishing fire within and around the Genting Highlands Resort.

THEME PARK SAFETY

The RWG theme park is a source of joy for many children and those who are young at heart. However, every single piece of equipment must comply with the applicable safety requirements to ensure it poses no health and safety risks.

Spanning over 400,000 sq. ft., Skytropolis Indoor Theme Park promises endless fun for everyone in the family. It consists of 20 rides and was opened to the public in phases from 8 December 2018. All rides are scheduled for completion and launched to the public in January 2020.

All RWG theme park rides comply with the Guidelines on the Safety Management of Amusement Park Devices issued by Department of Safety and Health Malaysia (DOSH) as required by Malaysian law.

RWG surpasses local standards to ensure every possible action is taken to avoid accidents at all costs. In 2018, RWG employed the services of TUV Nord to certify the safety of RWG's theme park. TUV Nord adheres to EN13814 – Fairground and amusement park machinery and structures.

EN 13814-1

- Principles for designing an attraction or ride that is efficient, safe and reliable

EN 13814-2

- Maintenance and safe operation of amusement facilities

EN 13814-3

- Review of design documents, control of the manufacturing process, periodic tests, and the electrical equipment as well as recommendations for risky situations to help manage the risks deriving from personal behaviour

Objectives of TUV Nord

To ensure the mechanical integrity of amusement rides based on the physical condition and track records of rides' history

To ensure proper non-destructive tests were carried out

To identify risks involved during the operation and maintenance of amusement rides

FOOD SAFETY

All food and beverage outlets in Genting Malaysia adhere to the Hazard Analysis and Critical Control Point (HACCP) Food Safety Management System. HACCP is an internationally recognised system for reducing the risk of safety hazards in food.

Seven Principles Adopted Under the HACCP**Principle 1:**

Conduct a hazard analysis

Principle 2:

Determine the critical control points

Principle 3:

Establish critical limits

Principle 4:

Establish monitoring procedures

Principle 5:

Establish corrective actions

Principle 6:

Establish verification procedures

Principle 7:

Establish record-keeping and documentation procedures

All food outlets and restaurants are subject to monthly inspections as control and preventive measures. Checklists for food hygiene and food handling quality standards are conducted daily by the internal food safety team and periodically by an external auditor.

ROAD SAFETY

The highway from Genting Sempah to Genting Highlands is privately owned by Genting Malaysia. Travellers climb up the mountain slope gradually on broad but winding roads, passing through Gohtong Jaya town before a steep ascent past Chin Swee Temple to the peak. The safety of guests is of paramount importance. Although RWG has no control over the topography, the road itself has been designed with safety in mind.

Some parts of the road have three lanes for easier ascent and descent. Separate one-way roads from Chin Swee Temple are designed for a climbing route to the summit while the other one-way road from the summit is designed for a downhill route to Chin Swee Temple.

Emergency escape ramps are also provided, particularly downhill, for vehicles with braking problems. A long, sand or gravel-filled lane adjacent to a road with a steep grade can accommodate large heavy vehicles. The deep gravel dissipates momentum in a controlled and relatively harmless way.

All road safety guidelines and improvement work performed by the Road Survey Department follows the advice of the Independent Road Safety Audit and Road Consultants based on:

- Jabatan Kerja Raya manual on Road Safety Audit (Guideline for the Safety of Roads in Malaysia 1977)
- The Malaysian Institute of Road Safety Research (MIROS Guidebook for Traffic & Road Safety Audit MeTRA)
- Transfund New Zealand's Standard and Guideline Manual

In 2019, RWG welcomed 27,343,435 passengers traveling in 149,074 buses and 6,674,859 other vehicles. A total of 144 accidents were recorded, none of which were fatal. RWG's road accident rate expressed as the number of accidents per 10,000 visitors is reducing each year.



Road and slope safety is of utmost importance to ensure visitors experience a safe journey

LANDSLIDE AND SLOPE MANAGEMENT AND MONITORING

Malaysia is one of the top 10 countries with the highest number of landslides over the past decade. Regular assessments, inspections and maintenance work are conducted by employees. External consultants also help address the risk of landslides and safeguard those travelling along the road to Genting Highlands.

Landslide and Slope Management Programmes

Realtime Monitoring System

- Take rainfall readings so that warnings and critical alerts can be sent to the relevant persons for timely action

Genting Slope Management System

- Perform risk-based slope assessments that prioritise resources and allow effective, preventive and remedial works to be undertaken
- Establish a slope inventory and related database management

Ongoing Regular Maintenance Work

- Perform grass seeding, hydromulching, drain desilting, grass cutting, clearing dead trees, drainage repair and other improvement works such as pavement and road repair

A slope management system (SMS) was also implemented to help road and survey personnel deploy resources effectively to prioritise high-risk areas that are prone to cracks, blocked drains and poor vegetation. The 364 slopes in Genting Highlands are assessed biennially and around RWG buildings quarterly. Any changes are recorded and subsequently updated in the SMS.

SKYWAY SAFETY

Awana SkyWay, located at the new Awana Transportation Hub, offers thrills and convenience to RWG guests and visitors. Ninety-nine cable cars can carry 3,000 passengers an hour on the 620-metre ascent from Awana Station to SkyAvenue Station.

The Awana SkyWay, manufactured by Leitner AG from Italy, runs on a monocable detachable gondola cable car system. The 2.8-km skyway has 22 towers and runs at a speed of 0.01 to 6.00 m/second.

Genting Malaysia has a strict skyway evacuation plan, which details various methods of evacuating passengers including the use of a crane and helicopter. Five skyway rescue training sessions were held in 2019 involving 104 fire, rescue and crisis management personnel.



Awana SkyWay is strictly maintained to avoid adversely impacting the passengers

COMFORT, SAFETY AND GREENER TRAVEL WITH RWG BUSES

All 53 RWG buses are manufactured by Scania — a world-leading provider of transport solutions. Scania buses are safe, comfortable and efficient with a reduced environmental impact. Each bus receives scheduled maintenance every 30,000 km. Safety and quality are never compromised as:

- Each component is engineered to heighten performance to set world-class standards for handling, reliability and uptime
- The buses are renowned for their outstanding operating economy, running on sustainable fuel to make public transport an all-round better option
- Interiors deliver maximum passenger comfort and capacity
- A stringent safety and support system includes driver support, driver attention support, Lane Departure Warning ("LDW"), Electronic Brake System ("EBS"), Advanced Emergency Brake ("AEB"), Electronic Stability Programme ("ESP"), Tyre Pressure Monitoring ("TPM"), Camera System, Alcolock, Area view HD 360° camera system and Adaptive Cruise Control ("ACC")

Safety Risk Assessment of Premises



Every casino operated in the UK has a local risk assessment, which identifies the nature of the location and its characteristics, together with any particular risks to customers and the business. This considers features such as the profile of the population served by the casino, the physical layout of the building and the neighbourhood in what it is located. It also considers crime statistics provided by the local Police force. Mitigations are then put in place for each identified risk, to minimise the impact on both customers and staff.

For example, a casino located in an area with a high density of other late-night entertainment venues may require a higher level of door security staff to prevent undesirable people from entering and to maintain order. A casino in adapted premises with poor sight lines on the gaming floor may require additional camera cover.

Furthermore, UK legislation requires that all premises can be accessed by people with disabilities. This includes physical access to the buildings, with ramps or lifts as required, and accessible toilet facilities. Employees are trained to make adjustments for customers to ensure their comfort in using the facilities such as removing chairs to allow wheelchair users to access their chosen slot machine.

BUILDING SAFETY

Safety in hotel rooms has been enhanced by the migration to the Miwa RFID system. Now, only authorised personnel have access to master keys.



A key card accessibility feature has been installed on the exterior emergency door on the first floor of the hotel in the Bahamas. The emergency door is an added convenience to customers wishing to access the resort from that level. It also provides added security as the system is connected to the fire alarm. Each exit can now be monitored from the surveillance system and direct personnel as required.

The fire safety system and procedures such as emergency exits, fire alarms and equipment such as extinguishers and pull stations are located at every level for quick activation and exit.

DISABLED-FRIENDLY RESORT

All RWG visitors are welcome and discrimination is not tolerated in any form. RWG goes above and beyond to help guests who require additional assistance. Several features have been added to the hotels to help disabled guests such as strobe lights for smoke alarms, electric-controlled beds, large button Braille phones and hand basins for those in wheelchairs.



Pavements with wheelchair ramps are also available in the Bahamas to protect pedestrians. Access ramps are available throughout RW Bimini properties which allow easy movement for physically-impaired patrons. Wheelchairs are readily available in all properties.

Road signage is strategically situated including speed limits, speed bumps as well as stop and keep left signs, especially at all main thoroughfares for vehicular traffic.

NO SMOKING POLICY

Genting Malaysia recognises, limits and properly manages all identified risks to protect its businesses, properties and human life. Fire is a major risk that could cause a high potential loss of human life and serious damage to properties.

Generally, smoking is strictly forbidden outside of designated areas. Employees are responsible for observing and enforcing for the safety of themselves, their fellow colleagues, customers and the general public.

TOTAL QUALITY MANAGEMENT

Genting Malaysia emulates the best global practices to manage its resources more effectively. The ISO 9001 standard helps Genting Malaysia benchmark its own processes against industry best practice. As part of its commitment to continually improve and provide better services to stakeholders, many RWG properties have attained this Quality Management System.

| Departments Accredited with ISO 9001 by Accredited Certification Bodies | | | | |
|---|---------|-------------------------------|------------------|-------------------|
| GRI 102-12 | | | | |
| Genting Grand | Maxims | Resort Hotel | Theme Park Hotel | First World Hotel |
| Engineering | Finance | Group Centralised Procurement | Warehouse | Transport |

FRONT-LINE MANAGEMENT

During the reopening of the indoor theme park, senior management served on the front lines at Skytropolis Indoor Theme Park. They gained a broader knowledge of operational service and employees were honoured to work alongside them.

Management and employees discussed ways of improving guests' experience at the Skytropolis Indoor Theme Park and RWG. Management also offered feedback and encouragement to their staff.

RESPONSIBLE GAMING

Gaming is a form of entertainment. However, problems arise when an individual becomes a compulsive gambler. Persons below the age of 21 and Malaysian Muslims are prohibited from entering the casino premises.



RWG has taken the responsibility of being proactive in promoting responsible gaming and providing assistance to those who require it.

Call our 24-hour Responsible Gaming hotline at +(603) 6105 9557

Genting Malaysia introduced a Self-Exclusion Programme to help compulsive gamblers exclude themselves from all gaming activities in order to:

- create a conducive, safe and responsible gaming environment; and
- minimise potential harm to an individual through Responsible Gaming initiatives.

The programme is entirely voluntary for an individual to exclude him or herself from the casino. Permanent self-exclusion is the only option available although in certain circumstances it can be revoked after six months with management approval.

Spotting a Compulsive Gambler

Inability or unwillingness to accept reality

Inability to demonstrate logical reasoning

Showing emotional insecurity

Demonstrating immature behaviour

RWG continues to actively promote the Request for Assistance (RAP) programme to help individuals with a gambling problem. Programme registration can be self-initiated, third-party initiated or house-initiated. A total of 118 individuals signed up for RAP in 2019.

A Responsible Gaming seminar and training programmes are delivered to all employees to raise awareness of excessive gambling and related problems. These programmes also provide a basic understanding of Socially Responsible Gaming Practice and the basic psychology of gambling. The course covers gambling problem identification, underage and pathological gamblers along with preventive and treatment measures to combat these problems. Three Responsible Gambling seminars and three Responsible Gambling training programmes were held in 2019 with 435 and 99 employees attending the programmes respectively.

Short and simple messages are broadcasted in the casino premises to remind people to play within their means and be responsible players.



Genting UK engages regularly with the Gambling Commission ("GC") on any proposed regulatory changes. Regular engagement and consultation sessions allow views as an operator to be expressed.

The Safer Gambling Strategy is a clear three-year commitment to making Genting the safest place to gamble. Cutting edge technology helps create early warning systems that identify customers at risk of harm, bringing Genting UK to the forefront in learning, training and the development of its people and products.

Genting UK interacts with those showing signs of problematic play and recommends that more serious cases join SENSE. This UK land-based self-exclusion programme excludes customers from all UK casinos for a minimum of six months. Genting UK is also one of the few online operators who can access the GameStop database and block those with gambling problems.

Genting UK supports local communities with record investments in local problem gambling organisations. Research, education and treatment products with local charities are funded and these contributions exceed the minimum guidelines to ensure player protection is targeted when required.

Currently, Genting UK is working with Canadian research company, Focal Research and other UK gaming operators to identify those exhibiting problem gambling behaviours. Best practice in identifying those with gambling problems is shared at analytical workshops conducted by industry experts and regulators.

Genting UK was the first operator to receive GamCare's new Safer Gambling Standard, which demonstrates a clear strategic focus on continuous improvement in minimising gambling harms. Different ways of identifying and interacting with customers who may be exhibiting behaviours or risk developing a gambling problem were trialled. Genting UK successfully attained Level 3 – the highest accolade available on the first attempt. This accreditation underlines a company culture that every colleague in Genting not only buys into but delivers on a daily basis. This is extremely important for helping raise industry standards across the industry and establish operational best practice.

Genting UK is one of the few large UK gambling operators that has not been subject to UK Gambling Commission sanctions.



RWNY collaborated with the New York State Division of Lottery on a Self-Exclusion Programme. Guests who believe they may have a gaming problem can voluntarily submit a form. These guests will be banned from all activities in RWNY's gaming facility and prohibited from collecting any winnings or recovering any losses. Exclusion times can be one year, three years or five years. The Self-Exclusion List is shared with the New York State Division of the Lottery and the exclusion will be extended to all state gaming facilities.

Excluded guests who are found on the premises of licensed gaming facilities in New York State will be asked to leave immediately and have their winnings or losses forfeited. Those refusing to leave will be subject to arrest for trespass by law enforcement authorities. Guests may request to have their names removed from the Self-Exclusion List once the original term has expired.

Other problem gaming resources offered by RWNY include the Responsible Gaming Support Center ("RGSC") and the Queens Center for Excellence ("QCFE"). These centres are dedicated to addressing the issue of problem gaming by increasing public awareness, providing information on problem gambling and finance counselling support.



The Bahamas works with the Florida Council to help guests with a compulsive gambling problem. RW Bimini submits a quarterly report to the Bahamas Gaming Board as required by regulations. The report highlights events that promote responsible gaming and programmes that raise awareness of compulsive gambling symptoms. RW Bimini also participated in the annual Problem Gambling Awareness month throughout March and a Responsible Gaming Education Programme in September 2019.

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