



GENTING

MALAYSIA



SUSTAINABILITY REPORT 2020

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 of flora and fauna.



We urge our stakeholders to make use of our reporting site at <http://www.genting.com.my/> to assist in the reduction of our carbon footprint.

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About This Sustainability Report

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

Genting Malaysia's fifth sustainability report covers its societal role as a global business and the impact operations have on people, communities and the environment. This annual publication highlights several systems and initiatives that have been developed to improve the sustainability of operations, solutions, processes and supply chain elements to an increasingly diverse group of stakeholders.

This standalone sustainability report forms part of Genting Malaysia's continuous improvement in line with the United Nations Global Compact, Global Reporting Initiative, Bursa Malaysia and United Nations Sustainable Development Goals.

Reporting Period

Complementing the Annual Report, this sustainability report discloses all relevant sustainability information from 1 January to 31 December 2020, unless specified.



Reporting Cycle

Annually



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 in 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 has not been verified by an external party. However, it has been checked by internal audit team, management and Board members for its accuracy and credibility. This Sustainability Report was made in accordance with a resolution of the Board of Directors dated 25 February 2021.

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 Organization for Standardization (ISO) 26000:2010 Guidance on Social Responsibility

Report Content

This content has been created around defined material topics. These topics were identified upon 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 Disclosed Information

The accuracy of the report's contents has been reviewed by the Sustainability Steering Committee and Audit Committee. Genting Malaysia plans to seek verification from external auditors for its future sustainability reports.



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.



This standalone sustainability report is part of Genting Malaysia's commitment to the United Nations Global Compact, Global Reporting Initiative and Bursa Malaysia.



From the President's Desk

GRI 102-14, 102-15, 102-33, 102-34

As I review last year, I cannot help but reflect on the unprecedented impact the COVID-19 pandemic has had on all our lives. The crisis left no one unscathed, claiming many lives and challenging countries and the global economy.

I am immensely proud of Genting Malaysia's resilience in the face of these global health and economic challenges. Support from employees, guests and business partners was unfaltering and all leadership teams have been steadfast and dedicated in their management. These challenges have only strengthened our resolve to continue working towards our vision of being the leading integrated resort operator in the world.

As safety is paramount in the Genting family, RWG requires all its employees, third-party workers and contractors to undergo a strict and regular screening and testing regime for COVID-19. Our rigorous testing protocols include antibody tests and more recently antigen tests. RWG has been continuously conducting deep cleaning and thorough sanitisation throughout the resort as well as adhering to the strict SOPs issued by the government. Physical distancing, wearing face masks and adopting good personal hygiene practices have also been strictly enforced throughout all operations.

We took fast and decisive action in dealing with the pandemic. For example, the Ministry of Health's Strategic Preparedness and Response Plan signalled that its frontliners' PPE supply was critical. We took the initiative to invite Bentong Prison and several local organisations to help us make PPE for frontline healthcare workers. This is what true sustainability is all about – making a collective difference by balancing economic, social and environmental principles to achieve equal harmony.

We have been learning many important lessons over the course of this pandemic and have leveraged technology in new ways to adapt to the new normal. The pandemic propelled Genting Malaysia forward on its digital transformation journey. Several systems introduced throughout the resort not only address pandemic prevention but will enhance customer experience.

Our sustainability strategic direction – focusing on people development, sustainable value chain, environmental management and good corporate governance – remains pivotal during these transformative times. Our operations in the US, UK and Bahamas continue to support organisations, projects and programmes that create opportunities for economic and social progress. Some of these programmes target workforce development, arts and culture, health and wellness and responsible gaming.

During these trying times, our top priorities have been protecting the well-being of our workforce, guests and patrons; mitigating the spread of COVID-19; and running the business safely. We have re-engineered our processes and developed a comprehensive safety plan in line with the government's guidelines, global best practices and World Health Organisation recommendations. This proactive approach keeps all our guests and employees safe and reassures them that their well-being will continue to be prioritised throughout the resort.

Though the pandemic continues to have a hugely adverse impact on lives and livelihoods, it has also offered individuals and corporations a chance to reshape the world in a more sustainable way.

We continue to manage our resources through innovations that harmonise complex interactions between architecture, construction and building service engineering. Our Malaysian operations have implemented various energy optimisation programmes that reduce energy consumption while minimising environmental damage. Various environmental stewardship programmes have also been introduced at our overseas operations including introducing building management systems, building temperature control and auto-shutoff devices. We will continue to develop a proactive and progressive approach to energy efficiency to ensure operations are responsible and cost-effective.

After months of hiatus due to COVID-19, I am humbled to witness that Genting Malaysia remains the top choice for holidaymakers. I would like to personally thank you for your continuous trust and support. I can assure you that strict SOPs are in place as we commit to delivering an exciting and safe experience at our resorts.

We continue to perform with a purpose and broader sustainability perspective in the long term. I am confident that we will make a positive contribution to the recovery of the tourism industry and economy as a whole, thanks to our deep risk knowledge, close stakeholder relationships and capital strength. I invite you to read about our sustainability journey to discover our story and ambitions.

Before I end my message, I would like to acknowledge our frontline employees in particular. Business continuity is only possible thanks to their collective efforts, unwavering commitment and discipline. I would also like to extend my gratitude to all stakeholders for their continuous trust and support. We hope you enjoy reading about our sustainability progress and as always, we welcome any comments and suggestions.

Dato' Sri Lee Choong Yan

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



About Genting Malaysia Berhad

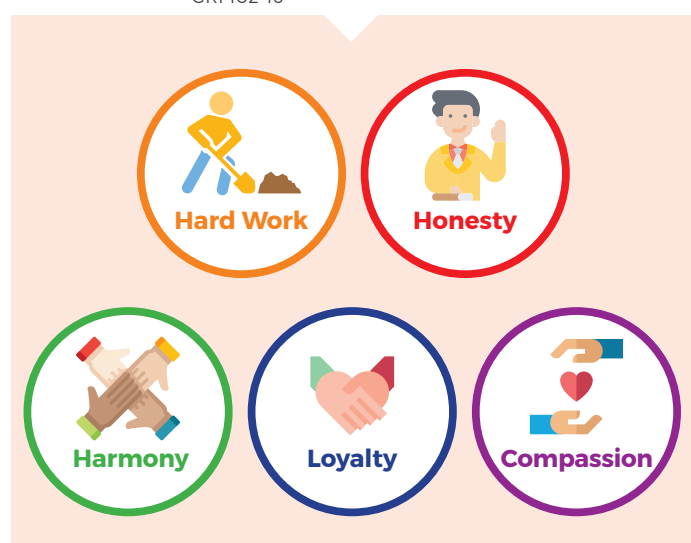
Resorts World Sdn Bhd, a private company limited by shares, was incorporated on 7 May 1980 under the Companies Act 1965. Upon conversion to a public company in 1989, its name was changed to Resorts World Bhd from 1989 to 2009 and subsequently Genting Malaysia Berhad ("Genting Malaysia") (Co. number 198001004236).

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.

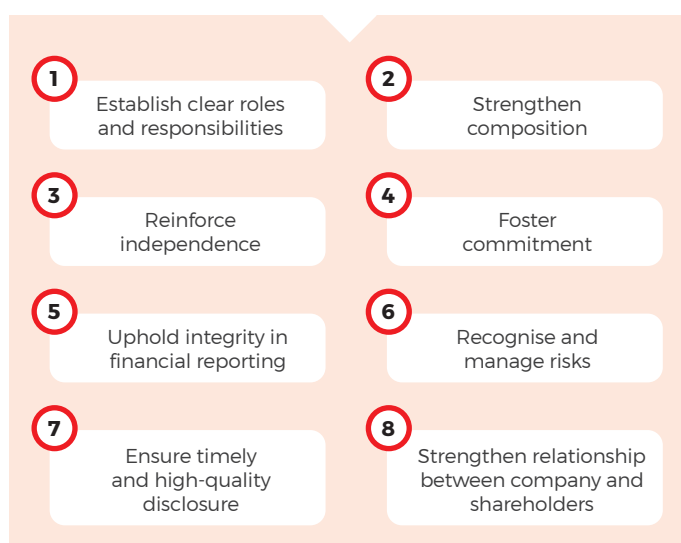
Genting Malaysia owns and manages major resort properties and casinos in Malaysia, the United Kingdom, Egypt, the United States of America and the Bahamas with a market capitalisation of RM15.2 billion as of 31 December 2020. With its headquarters in Kuala Lumpur, Malaysia, the Group envisions being the leading integrated resort operator in the world. Genting Malaysia attracted 17 million visitors with net sales of RM4.6 billion in 2020.

OUR CORE VALUES

GRI 102-16



OUR PRINCIPLES

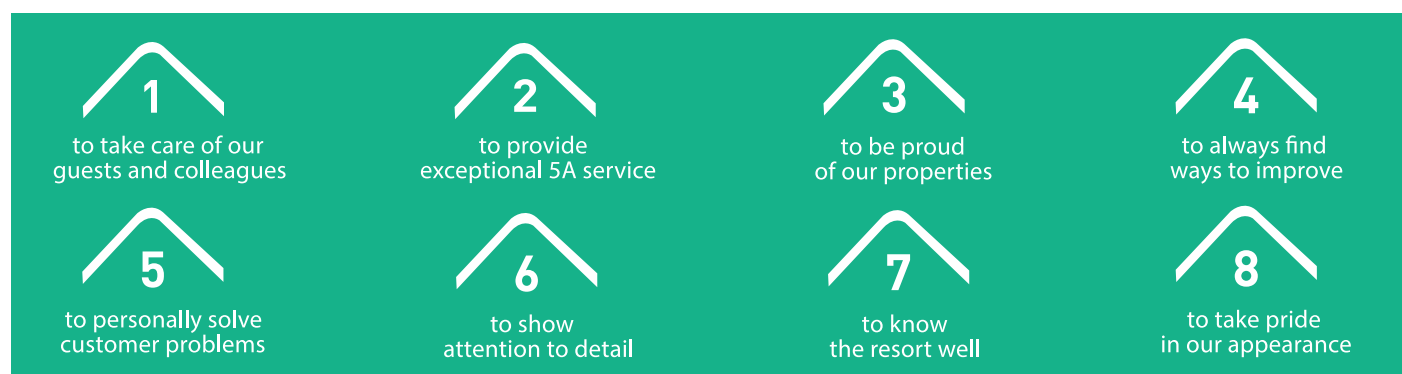


We adhere to:

- Delivering Above and Beyond Service
- Committing to succeed and care for one another's well-being
- Investing in learning and development
- Complying with the relevant legislation as well as Genting Malaysia's policies and procedures

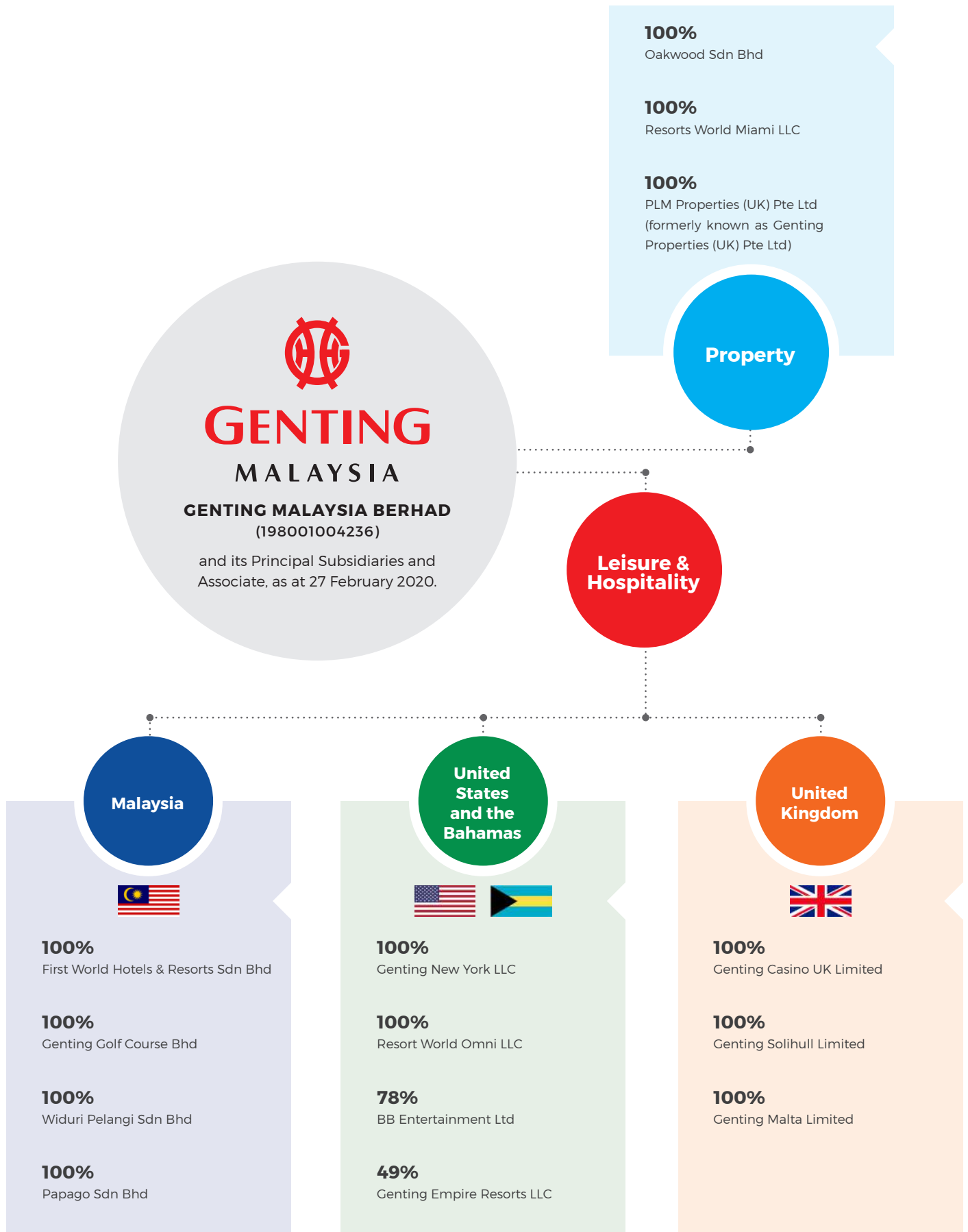
OUR 8 PROMISES

These 8 Promises to customers allow Genting Malaysia to work together to create and deliver an extraordinary experience for all guests. This approach unlocks a world of opportunities not just for the Group but for all stakeholders.



Corporate Structure

GRI 102-2, 102-4, 102-5, 102-6, 102-7, 102-45



Performance at a Glance



Malaysia

Number of Visitors: 12.7 million

Workforce Strength: 9,235

Net Sales: RM3.2 billion

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

Commencing in 2013, RWG is undergoing a 10-year master plan under the Genting Integrated Tourism Plan (GITP).



United Kingdom & Egypt

Number of Visitors: 1.3 million

Workforce Strength: 2,522

Net Sales: RM0.7 billion

As one of the largest casino operators in the UK, Genting UK owns and operates over 30 casinos and an interactive business which includes the online casino and sports book operations to give customers a seamless multi-channel gaming experience. Besides running five casinos in London and 27 outside of London, Genting UK also operates Resorts World Birmingham (RW Birmingham) – the first integrated leisure complex of its kind in the UK. Equipped with gaming and entertainment facilities, RW Birmingham also has a 4-Star hotel with 182 rooms as well as retail and dining outlets. Genting UK also operates Crockfords Cairo, an exclusive casino situated inside The Nile Ritz-Carlton Hotel in Cairo, Egypt.



US

Number of Visitors: 2.9 million

Workforce Strength: 2,184

Net Sales: RM0.7 billion

Genting Malaysia operates Resorts World Casino New York City (RWNYC) - the first and only gaming machine facility in New York City. Adjacent to New York's iconic Aqueduct Racetrack in Queens, its strategic location is less than five minutes away from the John F. Kennedy Airport. The property has gaming on three levels of NYC-themed floors: Times Square Casino, Fifth Avenue Casino and Central Park Casino, with more than 6,500 slots and electronic table games. There are three extraordinary high-limit rooms for Platinum and Black Card members, which are Fifth Avenue Club, Baccarat Club and Crystal Cruises High Limits Lounge.



Bahamas

Number of Visitors: 16.5k

Workforce Strength: 354

Net Sales: RM12.2 million

Located on the island of North Bimini, Resorts World Bimini (RW Bimini) is a 750-acre luxury beachfront resort and casino surrounded by stunning turquoise waters and miles of white sand beaches. Highlights of the resort include 12 restaurants and bars; the largest deep-water marina complex in the Bahamas and three pools: An exquisite rooftop pool boasts breath-taking views of Bimini Bay lagoon, a river pool stretching the entire length of the Hilton Hotel and a pool in the marina area for guests. The luxurious 4-Star Hilton hotel has 305 rooms and suites, three restaurants, a lobby piano bar, a rooftop pool, a sophisticated lounge, a state-of-the-art spa and fitness centre, and meeting space for up to 400 guests. There is also accommodation available for rent at the Bimini Bay Resorts Villas, adjacent to RW Bimini.

Our Sustainability Approach






As a global leader in the Leisure and Hospitality industry, Genting Malaysia aims to provide world-class services and entertainment in a safe, responsible and sustainable environment.

Genting Malaysia's mission as a responsible corporate citizen is to ensure high standards of governance across its entire operations to promote responsible business practices, manage environmental impacts and meet the social needs of the community and nation.

Sustainability Focus Areas and Strategies

GRI 102-31

Genting Malaysia contributes to global sustainable development through a robust framework that targets the three main pillars of sustainability: Economic, Environmental and Social. The strategies for each of the five focus areas are presented in the chart below.

Economic	Environment	Social		
				
CORPORATE GOVERNANCE <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. 	ENVIRONMENTAL STEWARDSHIP <ul style="list-style-type: none"> To undertake responsible sustainability practices to mitigate the direct and indirect environmental impacts of our developments and operations. To be committed to using our resources wisely, thereby ensuring the protection and conservation of the natural environment. 	WORKPLACE OF CHOICE <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. 	CUSTOMER ORIENTATION <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. 	COMMUNITY CARE <ul style="list-style-type: none"> To improve the quality of life and enrich the communities that we do our business in through monetary contributions and humanitarian efforts. To support the underprivileged communities including charities, welfare homes and disabled groups. To support the development and promotion of sports as they encourage a healthy lifestyle and foster ties.

Our Sustainability Approach

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 of representatives from our respective business functions.

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

- Advise the Board to ensure that our business strategy takes sustainability into consideration.
- Develop and recommend to the Board on sustainability strategies, related policies and statements 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 Communications and Public Relations Department has been tasked as the secretariat to manage and consolidate the various functions of the Sustainability Committees.

Sustainability Governance Structure

GRI 102-20, 102-32

Board of Directors

Sustainability Steering Committee
Chairman: Dato' Sri Lee Choong Yan

Head Business
Operations &
Strategies

EVP Gaming
Operations

EVP Leisure &
Hospitality

EVP Sales &
Marketing

CFO

SVP Finance
& Corporate
Affairs

SVP Human
Resources

SVP
Information
Technology

SVP Development
& Engineering

SVP Theme
Park

SVP Legal &
Compliance

VP Corporate
Communications
& Public Relations
(Secretariat)

Sustainability Working Committee
Chairman: Mr Lee Thiam Kit

Economic Committee
(Headed by SVP Finance &
Corporate Affairs)

Environment Committee
(Headed by EVP Leisure &
Hospitality)

Social Committee
(Headed by SVP Human
Resources)

VP Corporate
Communications & Public
Relations (Secretariat)

Note:

1) EVP - Executive Vice President 2) CFO - Chief Financial Officer 3) SVP - Senior Vice President 4) VP - Vice President

Our Sustainability Approach

Awards and Recognition

2020 Forbes Travel Guide Star Ratings by Forbes Travel Guide

Crockfords Hotel – **Five-Star Award**
Genting Grand – **Four-Star Award**

Reader's Digest Trusted Brands 2020

Resorts World Genting
Gold Award for Family Theme Park

Global Regulatory Awards by Gambling Compliance Global Regulatory Awards

Genting Casinos UK

Mr John Duffy

Chief Compliance Officer of the Year

Outstanding Individual Contribution to Responsible Gambling

Genting UK – **Head of Anti Money Laundering (AML) / AML Team of the Year**

The 2020 Responsible 100 by City & State New York Magazine

Resorts World New York City
Michelle Stoddart, VP of Community
Development

2020 Times Herald-Record's Readers' Choice Awards

Resorts World Catskills
Best Day Trip in the Hudson Valley
Best Nightlife

Stakeholder Engagement

GRI 102-21, 102-33, 102-40, 102-42, 102-43, 102-44

Developing, maintaining and strengthening stakeholder relationships are instrumental to operating responsibly. Constructive relationships with stakeholders help run the business. Genting Malaysia engages with a broad range of stakeholders in a transparent and open manner throughout operations.

As geographies and markets become increasingly complex, healthy stakeholder engagement is even more important. Genting Malaysia engages with all stakeholder groups to build meaningful relationships and understand their expectations and aspirations.

Operations in each country are required to complete a stakeholder assessment that covers all:

- Stakeholder matters, needs and concerns; and
- Potential impacts, risks and opportunities for that country.

This assessment helps each country tailor its engagement strategy to its circumstances, lifecycle changes, local concerns and the region's broader socio-economic situation. All operations review their stakeholder strategies regularly to stay abreast with stakeholders' priorities and needs. Stakeholders receive various channels of information that are customised to the local context.

Employees

Engagement Methods

- Yearly cross-functional visits
- 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

Stakeholders' Expectations

- Providing better workplace and care for employee welfare
- Delivering merit-based training and career progression opportunities for employees

Genting Malaysia's Response

- Establishing a robust Learning and Development strategy
- Enhancing the recognition and retention plan
- Delivering regular training for all levels of employees
- Conducting health and wellbeing drives

Government and Regulators

Engagement Methods

- Meetings with senior government officials and ambassadors
- Government-Private Partnerships for community investments
- Materiality assessment
- Safety collaborations with Department of Safety and Health (DOSH) and Ministry of Health (MOH)

Stakeholders' Expectations

- Complying with applicable regulations and laws wherever operations are based

Genting Malaysia's Response

- Active participation in economics, organisations and industry bodies

Customers

Engagement Methods

- Daily customer engagement
- Daily customer satisfaction surveys
- Loyalty programmes (Genting Rewards)
- Materiality assessment

Stakeholders' Expectations

- Creating delightful and memorable experiences for customers

Genting Malaysia's Response

- Ensuring high customer satisfaction through stringent quality control
- Going above and beyond in providing service deliverables

Stakeholder Engagement

Suppliers and Contractors

Engagement Methods

- Supplier pre-qualification selection criteria
- Tender evaluation process
- Materiality assessment

Stakeholders' Expectations

- Driving responsible sustainable practices throughout the supply chain

Genting Malaysia's Response

- Engaging continually with suppliers and contractors to understand their needs for long-term business relations

Investors

Engagement Methods

- Dedicated Investor Relations Team
- Quarterly financial results announcements
- Quarterly analysts' 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

Stakeholders' Expectations

- Providing timely and regular updates on financial performance, business strategy and other shareholder issues

Genting Malaysia's Response

- Interacting through Annual General Meetings, conference calls, face-to-face meetings, site visits to RWG and investor conferences
- Communicating through financial reports
- Responding to research conducted by various Environmental, Social, Governance ("ESG") rating agencies

Trade Unions

Engagement Methods

- Management Union Joint Meetings (Malaysia only)
- Industry membership
- Industry forums
- Joint Consultative Committee
- Materiality assessment

Stakeholders' Expectations

- Fostering collaborative partnerships
- Improving safety standards
- Achieving better remuneration and benefits
- Improving working conditions

Genting Malaysia's Response

- 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

Engagement Methods

- Press releases
- Social media
- Advertisements
- Materiality assessment

Stakeholders' Expectations

- Disseminating timely and accurate information on Genting Malaysia

Genting Malaysia's Response

- Making Genting Malaysia news available across all communication channels including online and offline media

Local Communities

Engagement Methods

- Donations and philanthropic activities
- Community investment
- Materiality assessment

Stakeholders' Expectations

- Supporting local communities in social, environmental and capacity development
- Fostering collaborative partnerships

Genting Malaysia's Response

- Interacting with members of society on impactful community programmes

Materiality Matrix

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

Materiality is defined by the Bursa Malaysia Sustainability Reporting Guide as the principle of assessing a wide range of sustainability matters and identifying those that are most important to the organisation and its stakeholders.

Genting Malaysia conducts detailed materiality analysis biennially. The materiality study prioritised areas that have significant:

- Impact on the economy, society and environment; and/or
- Influence on the decision-making of stakeholders.

Forces That Shape the Universe

Every business is affected by macro forces; trends and events that shape the business universe and the Group's role within it. Genting Malaysia monitors these trends to ensure its strategy and plans are futureproof and assess their impact on identified material issues.

Conducting thorough materiality analysis helps identify the salient issues to be covered in Genting Malaysia's annual sustainability reporting. It also helps senior management allocate internal resources fairly and objectively.

Following a review in 2020, the materiality matrix was deemed to be current and relevant to both the businesses and its external environment.

The 2019 Materiality Assessment

In 2019, the materiality process integrated both non-financial and financial risk and connected these aspects closely with business operations. The Genting Malaysia Berhad Stakeholders' Materiality Survey 2019 was performed by an external consultant to ensure impartiality and the anonymity of the respondents.



All internal and external stakeholders were asked to rate the importance they placed on 20 economic, environmental and social issues. A total of 1,780 complete responses were obtained from stakeholders. The Sustainability Steering Committee considers the sample size to be sufficiently large to accurately represent stakeholder opinion.

Issue	GRI Topic	Definition	Mapping to the UNSDGs
Economic: Corporate Governance			
Corporate governance	• Non-GRI Topic	• Manage business strategy, risk assessments and sustainability processes in order to build financial integrity, investor confidence and superior performance	
Economic performance	• Economic performance	• Generate sustainable financial and economic returns and create stakeholder value to ensure sustainability of Genting Malaysia's business	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div>13 CLIMATE ACTION</div>

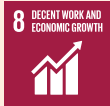





Materiality Matrix

Issue	GRI Topic	Definition	Mapping to the UNSDGs
Economic: Corporate Governance			
Procurement practices	<ul style="list-style-type: none"> Procurement Practices Supplier Environmental Assessment Supplier Social Assessment 	<ul style="list-style-type: none"> Encourage local and sustainable procurement Manage suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, safety and health 	  
Regulatory compliance	<ul style="list-style-type: none"> Environmental Compliance Socioeconomic Compliance Anti-Corruption Anti-Competitive Behaviour 	<ul style="list-style-type: none"> Comply with anti-corruption and anti-competition legislation and other core operational regulations including environment, labour, safety and health Influence and support regulators Provide channels for employees to voice out through whistleblowing channels 	
Nation building	<ul style="list-style-type: none"> 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 the Group's operational sites 	  
Energy efficiency and carbon footprint	<ul style="list-style-type: none"> Energy Emissions 	<ul style="list-style-type: none"> Use energy efficiently to minimise carbon emissions 	  
Water management	<ul style="list-style-type: none"> Water 	<ul style="list-style-type: none"> Use water efficiently 	 

Materiality Matrix

Issue	GRI Topic	Definition	Mapping to the UNSDGs
Environment: Environmental Stewardship			
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 Manage waste properly with reduce, reuse and recycle practices 	    
Social: Workplace of Choice			
Employee wellness, engagement and satisfaction	<ul style="list-style-type: none"> Employment Freedom of Association and Collective Bargaining 	<ul style="list-style-type: none"> Attract and retain employees by creating a great place to work by providing welfare and 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 by following systematic approaches that prevent injuries 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 employees with training and education that expand their knowledge base for career development and improve customer service 	   
Non-discrimination and diversity	<ul style="list-style-type: none"> Non-Discrimination 	<ul style="list-style-type: none"> Treat all employees fairly and without discrimination 	 
Employee benefits	<ul style="list-style-type: none"> Employment 	<ul style="list-style-type: none"> Provide fair and comprehensive employee benefits that are above the statutory minimum living wage 	   

Materiality Matrix

Issue	GRI Topic	Definition	Mapping to the UNSDGs
Social: Workplace of Choice			
Management/ employee communication	<ul style="list-style-type: none"> Labour/ Management Relations 	<ul style="list-style-type: none"> Establish counselling services and other listening channels for employees 	
Social: Customer Orientation			
Customer satisfaction	<ul style="list-style-type: none"> Non-GRI Topic 	<ul style="list-style-type: none"> Improve satisfaction by continually assessing and responding to customers' needs 	
Customer safety, security and quality	<ul style="list-style-type: none"> Customer Safety and Health Marketing and Labelling 	<ul style="list-style-type: none"> 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 safety and health risks for customers on entertainment rides, roads and others through stringent quality management processes 	 
Cyber security and data privacy	<ul style="list-style-type: none"> Customer Privacy 	<ul style="list-style-type: none"> Protect the Group's information including confidential business data, employee information and customers' data privacy 	
Responsible gaming	<ul style="list-style-type: none"> Non-GRI Topic 	<ul style="list-style-type: none"> Advocate responsible gaming to prevent problem gaming among customers 	
Social: Community Care			
Community investment	<ul style="list-style-type: none"> Local Communities 	<ul style="list-style-type: none"> Enrich lives in communities in which the Group operates through various corporate social responsibility (CSR) activities 	 

The results were naturally skewed as the 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.

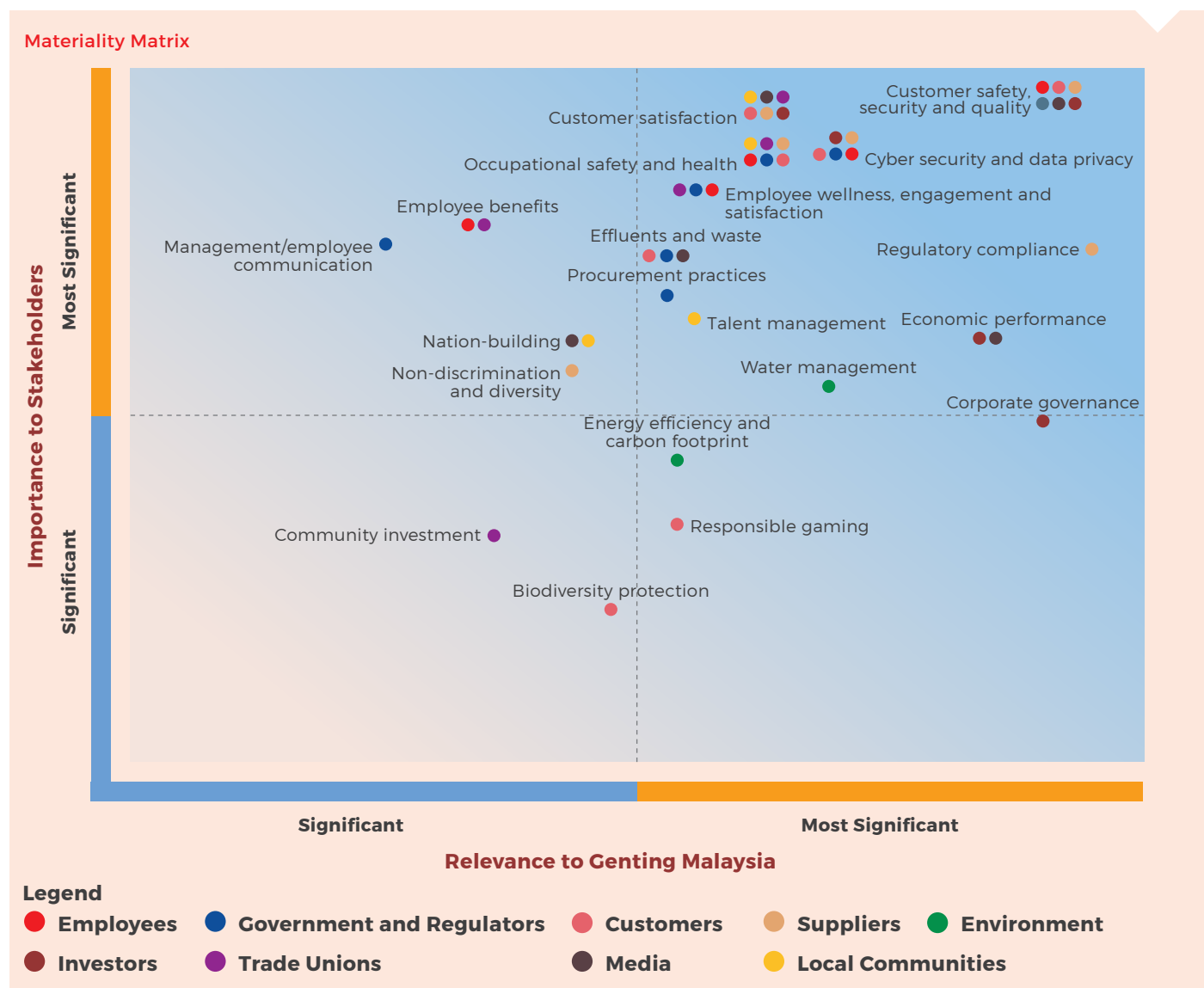
The same survey was completed by nine members of the Board and 10 senior managers, whose responses were used to represent Genting Malaysia.

Materiality Matrix

Results

Material sustainability matters were placed on a matrix which shows their position relative to the degree of stakeholder interest and potential business impact. These results represent the material issues facing the business. They are not viewed in isolation and are increasingly interconnected.

The materiality matrix directs Genting Malaysia's approach to reporting and helps prioritise responsible business efforts. The list of topics is not exhaustive but represents the most material issues to the business.



Validating the results

The results of the survey including the materiality matrix were presented to the senior management for review during the Sustainability Working Committee meeting. After discussing the process and results, the material topics were confirmed. Subsequently, the matrix was endorsed by the Board of Directors.

Use of the findings

These findings guide the business strategy, track issues of concern, prioritise sustainability programmes and establish meaningful business-performance metrics. This primary data has also improved the focus and disclosure of the Group's annual sustainability performance.

Corporate Governance

GRI 102-18

Genting Malaysia practises sound corporate governance with structures established to ensure business is conducted in a sustainable and responsible manner. The Company has implemented measures to manage strategy and risk assessment as part of its 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 ethically. The Board Charter and Code of Conduct and Ethics outline the company's vision.

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 Relationships with Stakeholders.

Board Responsibilities

GRI 102-19, 102-23, 102-26

Every company is headed by a board, which assumes responsibility for its leadership and is collectively responsible for meeting its objectives and goals.

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 available on the Company's website at www.gentingmalaysia.com.

Board Composition

GRI 102-22

The Board has 10 members, comprising three executive and seven independent non-executive directors. This balanced composition fulfils the requirements as the majority of the Board are independent.

Currently, there are one female and nine male directors. The racial composition of the Board is 20% Malay, 70% Chinese and 10% Eurasian. 10% of directors are between the ages of 30 and 55 with the remaining 90% being above the age of 55 years.

Risk Management and Internal Control Framework

GRI 102-30

The Board is responsible for the Group'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 that has been enhanced over the years.

Genting Malaysia's internal control and risk management framework 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 Investing Community

Genting Malaysia places great importance on the timely, accurate and equal dissemination of information to shareholders and the investing 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 several investor forums held locally and overseas each year. Requests for calls, meetings 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

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.

Corporate Governance

Board of Directors



Industry Group Memberships

GRI 102-13



Malaysia

- 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)
- Malaysia Gaming Industry Association
- Malaysian Institute of Accountants (MIA)
- Institute of Chartered Accountants in England and Wales (ICAEW)
- Association of Chartered Certified Accountants (ACCA)



UK

- 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)
- Betting and Gaming Council (BGC)

Corporate Governance



US

- Association for a Better New York
- Hudson Valley Pattern for Progress
- National Council on Problem Gambling
- NYC & Company – Marketing arm for the city of New York
- 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)
- Orange County Partnership
- Queens Center for Excellence
- NY Council on Problem Gambling
- Sullivan County Partnership
- Sullivan County Chamber of Commerce
- Sullivan County Visitors Association

Genting Malaysia continues to seek sustainable development solutions that minimise the impact of operations with government and authorities.

Political engagement remained limited to memberships of industry associations. Genting Malaysia engages in discussions that really affect the business and stakeholders such as leisure and entertainment as well as developing the hospitality industry and tourism landscape. Primarily, industry advancement initiatives involve influencing industry groups through dialogue and support.

Senior 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 societal demands and expectations.

Mutual Respect, Honesty and Integrity

The principles of mutual respect, honesty and integrity are embedded in the Code of Conduct and Business Ethics. Standard practices for meeting Genting Malaysia's ethical and legal responsibilities govern internal working relationships and conduct with suppliers and other external partners.

Appropriate systems and processes ensure accountability and responsibility throughout the organisation and across all stakeholder relations including the governance structure, management and compliance measures set by the Board of Directors. Precautionary measures address compliance as they form a strong foundation for various businesses.

Whistleblower Policy

GRI 102-17

Genting Malaysia meets the highest possible standards of ethical, moral and legal business conduct and practices, openness and accountability in all business operations. In 2011, Genting Malaysia introduced a comprehensive Whistleblower Policy to:

- Provide a consistent, systematic, corporate-wide process for managing any suspected detrimental action and improper conduct;
- Provide a mechanism for stakeholders to report their concerns freely and without fear of reprisal or intimidation if they act in good faith;
- Protect individuals who report detrimental actions or improper conduct on a confidential basis in good faith; and
- Ensure that improper conduct and detrimental actions are identified and dealt with appropriately.

A Whistleblower Senior Committee (WSC) was also established to receive, process, investigate and determine the genuineness of complaints or recommendations from enforcement agencies. The WSC also liaises with enforcement agencies in all matters related to these recommendations.

Only genuine concerns of a serious or sensitive nature should be reported rather than trivial, frivolous or general grievances. Employees and any outside parties can also submit confidential complaints on suspected corruption, bribery and other unethical conduct through this channel.

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 Whistleblowers making a complaint or report in good faith. Complaints or reports may be lodged:

- By completing a report or complaint form;
- Verbally or in writing to any Head of Department, WSC member or secretariat

Corporate Governance

Corruption and Bribery

GRI 205-1, 205-2

Genting Malaysia's commitment to integrity and transparency is clearly stated in the Employee Handbook and Code of Ethics. Together, these documents are the guardians of Genting Malaysia's integrity and outline the standards by which business is conducted. The highest ethical standards are followed when doing business and all forms of corruption are forbidden including:

- Bribery
- Fraud
- Money laundering
- Embezzlement
- Obstruction of justice
- Trading in influence

Bribery and corruption present a significant risk to all business units. It is vital that Genting Malaysia clarifies its position on both to employees, contractors, suppliers and all others connected to the business. Employees found to have been involved in bribery are subject to disciplinary action that may lead to termination.

The Board of Directors oversees the Group's compliance with anti-corruption policies. A keen understanding of corruption risk exposure is the cornerstone of an effective anti-corruption compliance programme. Corruption risks, including bribery, are important elements in Genting Malaysia's risk register. Genting Malaysia is able to design more effective mitigation strategies and strategically deploy resources to combat potential instances of bribery, corruption and fraud. This is especially important for operations deemed to be of 'high risk'.

Genting Malaysia's anti-corruption policy is also communicated to selected suppliers, contractors, subcontractors, agents and third parties. The screening of new and existing business partners for corruption and bribery is part of the Group's due diligence in the context of Genting Malaysia's compliance requirements.

There have been no major disciplinary cases reported for corrupt practices that resulted in the dismissal of employees. The Group has received zero fines and penalties from the authorities during the recent years and reporting period.

GRI 415-1

No political contributions are made to candidates for public office or political parties and corporate funds are never used for independent political expenditures.



Malaysia

Genting Malaysia's Code of Ethics explicitly prohibits engaging in bribery or corruption in any form. The anti-bribery and corruption policy and procedures contain measures and guidance for assessing risks, understanding relevant laws and reporting concerns. Targeted training focuses on employees in roles deemed to be at a higher risk of bribery and corruption.



UK

Genting UK is committed to conducting all business professionally, ethically and with the highest standard of integrity. Practising a zero-tolerance approach to all forms of bribery and corruption, all applicable laws are upheld including the UK Bribery Act 2010. Described as one of the most stringent anti-corruption laws in the world, this Act holds the company liable for persons committing corrupt acts on its behalf. An Anti-Bribery module is part of the Genting Academy eLearning resource, which is recommended to the entire workforce irrespective of rank.

Corporate Governance



US

Genting US has strict policies to prevent and detect corruption and bribery by employees or third parties. A formal Anti-Corruption and Anti-Bribery Policy has been introduced to prevent and detect corruption and bribery. Established standards for behaviour that affect the Company apply to employees, officers and directors. The policy also applies to agents, consultants, representatives, distributors, contractors, suppliers, joint venture partners and all business associates. Resorts World Catskills is required to report suspicious activity or unusual transaction. The KYC (Know your Customer) procedure helps assess and monitor customer risk by verifying the identity of customers, either before or during the time that they start doing business with the company.

RWNYC's Anti-Money Laundering efforts are implemented through its Compliance Programme which encompasses a Suspicious Activity Reporting Committee; a system of internal controls; and independent testing by internal auditors. As RWNYC is currently defined by the state of New York as a lottery facility, the property complies with Title 31 of the Bank Secrecy Act, as it applies to casinos. RWNYC files a Suspicious Activity Report for transactions over \$5,000 when the casino suspects the funds to be derived from, or intended to disguise illegal activity. No corruption cases were reported during the year.



Bahamas

A formal Conflict of Interest Policy balances 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 introduced across RW Bimini and applies to subsidiaries as well as parent, related and associate companies. A formal, confidential and toll-free hotline encourages employees to report illegal, fraudulent and other improper conduct. This 24-hour hotline can also be used to report issues related to the abuse of property or resources, safety and security, workplace harassment, diversity and substance abuse.

Regulatory Compliance

A culture of compliance is fundamental to protecting Genting Malaysia's corporate values and market reputation. Compliance is simply doing business within the legal framework of the countries where operations are based.

Compliance requires commitment and this is demanded from all business associates. The conduct of business partners may in some cases expose the company to reputational damage and other negative consequences. Business partners are carefully selected, especially those offering services on behalf of Genting Malaysia.

Genting Malaysia acts in accordance with its statutory or regulatory requirements as a minimum. Employees are expected to comply with all relevant laws in each respective jurisdiction. All core values are embraced, which extend to a shared commitment to preventing misconduct.

Corporate Governance

Key Applicable Regulations Followed by Genting Malaysia

Country	Economic	Environmental	Social
Malaysia	Malaysian Anti-Corruption Commission Act 2009	<ul style="list-style-type: none"> • Efficient Management of Electrical Energy Regulations 2008 • Electricity Supply Act 1990 • Energy Commission Act 2001 • Environmental Quality Act 1974 • Environmental Quality (Sewage) Regulations 2009 • Land Conservation Act 1960 • Local Government Act 1976 • National Forestry Act 1984 (Act 313) 	<ul style="list-style-type: none"> • 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 • Gambling Act 2005 	<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 • Florida Department of Business and Professional Regulation 	<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 • The Commonwealth of the Bahamas Gaming Board • New York State Gaming Commission • Nevada Gaming Commission • Nevada State Gaming Control Board • Clark County Liquor and Gaming Licensing Board
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 	

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



ECONOMIC



Economic Value Creation

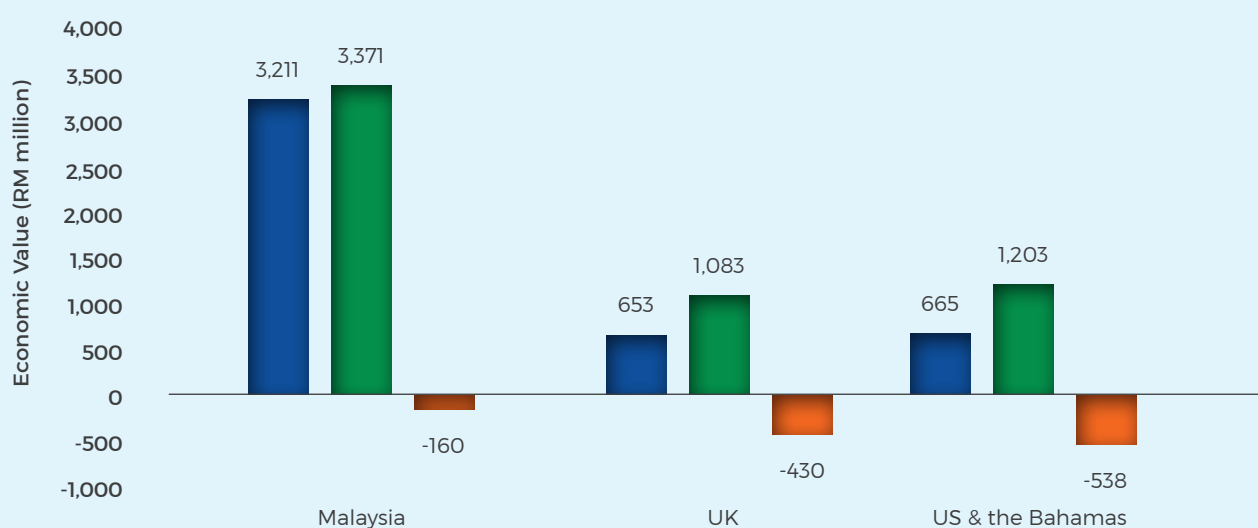
GRI 201-1

Genting Malaysia's primary purpose is to provide customers with the most delightful and memorable experiences. Successfully achieving this aim creates long-term, sustainable economic results and development for all stakeholders.

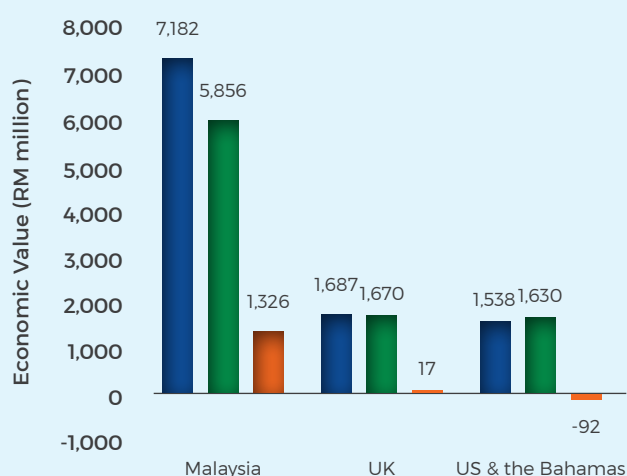
With operations located in Malaysia, the United Kingdom, the United States, Egypt and the Bahamas, the effects of business development are felt by economies around the globe in different ways.

Technology is transferred through apprentice programmes and training local employees to international standards. Sizable tax collections help fund the construction of local infrastructure as Genting Malaysia contributes to sustainable economic development in economies around the globe, simultaneously.

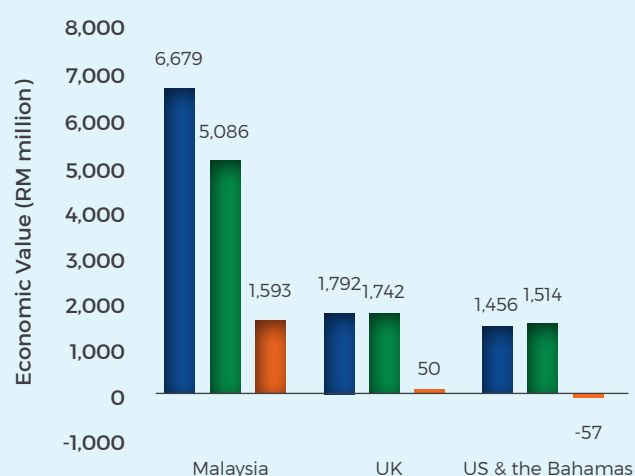
Economic Value Generated and Distributed (2020)



Economic Value Generated and Distributed (2019)



Economic Value Generated and Distributed (2018)



■ Direct Economic Value Generated ■ Economic Value Distributed ■ Economic Value Retained

Staying Strong While Building a Resilient Future

The COVID-19 pandemic has had an adverse impact on Genting Malaysia's global gaming, hotel and resort-related operations. In response, the Group recalibrated its operating structure, rightsized its workforce as well as re-engineered its processes and cost base to address the unprecedented challenges and to ensure the long-term sustainability of the business. The Group is confident that this reorganisation places it in a better position to capitalise on the eventual recovery of the leisure and hospitality sector, in addition to creating a stronger platform for future profitability and long-term shareholder value.

Economic Value Creation



Malaysia

The Group's leisure and hospitality business in Malaysia was impacted by the unprecedented disruptions caused by the COVID-19 pandemic, which resulted in the temporary closure of the Group's resorts from mid-March 2020 in compliance with the national directive. Nevertheless, these properties recommenced operations in mid-June 2020 with re-engineered processes and comprehensive safety plans in place in line with the government's guidelines and global best practices. The reopening of RWG, in particular, had been well received.

Alone, RWG's businesses support more than 60,000 jobs in Malaysia including employees, third party businesses, local suppliers and contractors.

A recalibrated operating structure and re-engineered processes allow the Group to adapt to the new operating environment and to capitalise on the eventual recovery of the leisure and hospitality sector. The Group will also continue leveraging domestic demand to drive visitations and revenue while actively managing its cost base.

The Group remains committed to the timely completion of the highly anticipated outdoor theme park, which is targeted to open by the middle of 2021. The theme park is a key growth initiative for the Group in Malaysia.



UK

The Group's operations in the UK had also been impacted by the unprecedented disruptions caused by the COVID-19 pandemic, which resulted in the suspension of the Group's land-based casinos in the UK from mid-March 2020. While the majority of the Group's land-based gaming operations resumed with reduced capacity since mid-August 2020, the prevalence of the pandemic had caused these venues to periodically close since October 2020. As at 31 December 2020, the Group's land-based casinos remain temporarily closed.

Providing a COVID-19 safe environment to boost customers' confidence has been a top priority for Genting UK. The Group is confident that the comprehensive measures in place, emphasising cost optimisation and business efficiencies will provide the framework for the Group to pivot quickly once the venues reopen.

In February 2020, Genting UK was awarded the Multiple UK Casino Operator of the Year at the 2020 British Casino Awards and was also nominated for the Overall Casino Operator of the Year.



US and Bahamas

In the US, the Group's operations had also been impacted by the unprecedented disruptions caused by the COVID-19 pandemic, which resulted in the temporary closure of the Group's US business from mid-March 2020. RWNYC reopened on 9 September 2020 under a 21-point safety plan that exceeds the requirements mandated by the New York State to positive response. The property had registered approximately the same level of gross gaming revenue as 4Q19 up until the property limited its operating hours from mid-November 2020 in compliance with the government mandate.

The Group is focused on strengthening its market leading position in the state of New York with the introduction of world-class integrated resort amenities at RWNYC. The development of the new upscale 400-room Hyatt Regency JFK at Resorts World New York hotel is progressing well and is set to open in phases from the middle of 2021.

In the Bahamas, RW Bimini was closed for most of the year starting from mid-March 2020. RW Bimini resumed operations on 2 July 2020 for a short period of time before having to suspend its operations again from 25 July 2020 due to renewed concerns from local authorities surrounding the pandemic. Nevertheless, the resort has reopened its doors since 26 December 2020.

The Group will continue to focus on driving visitation and spend at RW Bimini by leveraging the new attractions introduced at the resort as part of its partnership with renowned brands.

Economic Value Creation

Responsible Supply Chain Management

GRI 102-9, 102-10

Suppliers build a stronger competitive edge through support and cooperation so they can establish a sound corporate ecosystem and a sustainable supply chain.

Genting Malaysia provides effective procurement services and continually enhances its Quality Management System by:

- Offering value for money goods and services that facilitate growth in the world's leading leisure, hospitality and entertainment corporation; and
- Ensuring the timely delivery of goods and services to improve customer satisfaction.

Driven by a philosophy of fairness, openness, and win-win cooperation, Genting Malaysia operates an effective supply chain of over 7,000 suppliers from around the world. Assistance is extended to suppliers so that they can:

- Comply with Genting Malaysia's supplier engagement principles (i.e. Supplier Code of Conduct); and
- Operate in accordance with relevant local regulations and international standards.

Assessing suppliers helps manage environmental, human rights and other sustainability risks in the supply chain.

Transparency and accountability are practised across all procurement activities. Genting Malaysia's supplier screening process requires vendors to operate in accordance with Genting Malaysia's Code of Conduct and in full compliance with all applicable laws and regulations.

Genting Malaysia's Supply Chain Management Strategy



Sustainable Supply Chain

Genting Malaysia works with all stakeholders to encourage responsible commodity sourcing to reduce the potential risks related to human rights, conflict of interest and corruption in the supply chain. Genting Malaysia has been equipped with world-class procurement systems that increase integrity and improve overall governance from sourcing to vendor selection.

Nurturing relationships with key suppliers ensures reliable sources of products and materials. The strategic objectives of Genting Malaysia's sustainable supply chain are formalised in the Code of Conduct and Ethics

Economic Value Creation

Conduct Expected From Suppliers



Lawful business practices



Agreed standards of quality and timeliness of delivery



Safe, healthy and fair workplaces



Zero tolerance for human rights violations of employees and host communities



Business practices that minimise environmental impact

These requirements are publicised through communication, training and contractual arrangements. Community and Procurement Team works with suppliers in developing economies to identify their needs and develop support programmes for local businesses. These programmes help them meet the expected quality standards.

Genting Malaysia is committed to creating a positive societal impact and supporting local business opportunities to increase the capacity of its 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.

Environmental and Social Supply Chain

GRI 102-12, 308-1, 308-2, 414-1, 414-2

Environmental, social and financial business practices are also integrated into Genting Malaysia's supply chain life cycle. Suppliers' materials selection, quality, treatment of workers and overall sustainable practices are considered along with more formal certification including:

- ISO 9001:2015 Quality Management Systems including safety requirements
- Safety Management Standards
- ISO 14001:2015 Environmental Management System
- OHSAS 18001:2007 Occupational Health & Safety Management System



Malaysia

GRI 204-1

90% of RWG's procurement expenditure was spent on local suppliers in 2020. This is equivalent to a total spend value of over RM580 million. 94% of the total approved suppliers were local as of 31 December 2020. The Group is committed to improving efficiency and reducing resource use wastage.

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 2020, a total of RM2.7 million was spent on fresh local produce: RM1 million on fruits and RM1.7 million on vegetables.

As of 31 December 2020, 2,129 RWG-approved suppliers comprised 1,987 Private Limited Companies (Sdn Bhd), 61 Public Limited Companies (Berhad) and 81 Sole Proprietaries or Partnerships.

Assessing suppliers helps manage environmental, human rights and other sustainability risks in the supply chain. Social and environmental risk assessments on potential and existing suppliers, especially those that are considered 'high risk', are conducted as part of the Group's due diligence. Malaysian operations continue to work with supply chain partners to manage their social and environmental footprints through impact reduction strategies and reporting.

Economic Value Creation



UK

Commercially viable, local suppliers are used regularly to support the local economy across the diverse geography of UK casinos. Guests and visitors can enjoy a variety of affordable local products and services.



US

RWNYC actively seeks local vendors of goods and services and uses local vendors for producing promotional marketing materials and wardrobe services. Almost all building supplies are provided by local vendors including tools and maintenance, flowers, cleaning supplies, laundry services and repair works. Genting US's Equal Employment Opportunity Policy protects potential vendors and recipient organisations from discrimination during the procurement process.

Resorts World Catskills also seeks local vendors for any goods or services at all times. Almost all building supplies, tools, maintenance, flowers and vehicles including repair are procured locally. Local vendors are also prioritised for cleaning chemicals, laundry services and office supplies.

Resorts World Catskills has an eligibility clause for potential vendors and recipient organisations: "The organisation must not discriminate, either in employment or its delivery of services, on any basis prohibited by law or Resorts Worlds' Equal Employment Opportunity policies.



Bahamas

Genting Malaysia's commitment to green procurement focuses on integrating environmental considerations into decision-making processes to create long-term and sustainable environmental benefits. RW Bimini works diligently with the Bahamian Environmental committees on a Plastic Free Bimini programme.

Previously, paper straws were introduced. RW Bimini's green procurement practices will continue to target other widely-used items such as containers, waste bags and retail bags.

RW Bimini strictly adheres to the distribution policies of the Bahamian islands. Some items can only be purchased from local vendors as they have the distribution rights to the Bahamian islands.

Towards a Transformed Genting Malaysia

In 2013, Genting Malaysia announced the RM5 billion Genting Integrated Tourism Plan (GITP). GITP is a major 10-year master plan for the development, expansion, enhancement and refurbishment of RWC's hotels, theme park and infrastructure. The project will offer an extensive and wide array of new and exciting entertainment options, unique to visitors from across the region.



ENVIRONMENT



Environmental Stewardship

Current environmental challenges include climate change, increasing energy demand, scarcity of raw materials and waste disposal practices. These issues challenge global businesses to rethink their processes and shift towards sustainable development.

As a resort operator, Genting Malaysia consumes natural resources and emits greenhouse gases. All business operations are committed to environmental management practices that conserve resources and develop innovative, energy-efficient products.

Environmental conservation is an important part of the business strategy. Genting Malaysia's environmental impact can be minimised by actively reducing emissions, raising renewables in the energy mix and using water and other natural resources, efficiently.

Biodiversity Protection

GRI 304-1, 304-3, 304-4

Genting Malaysia has established systems for effective landscape management and biodiversity conservation in all areas affected by operations. The ultimate aim is to avoid net losses or the degradation of natural habitats, biodiversity and landscapes through managing watersheds and controlling soil erosion. Stormwater retention ponds treat and store stormwater runoff using sedimentation and nutrient uptake at Resorts World Catskills.

Committed to respecting legally-designated protected areas, Genting Malaysia's assets work to avoid the loss of any International Union for Conservation of Nature (IUCN) Red List threatened species. Genting Malaysia incorporates biodiversity considerations into its environmental impact assessments along with any risks that biodiversity may have on local communities. Offsetting measures are applied if significant biodiversity impacts cannot be avoided or mitigated.

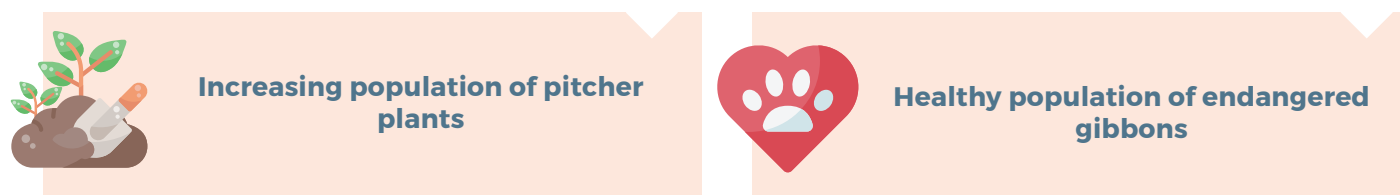
In 2020, RWG continued to protect and restore the 10,000-acre forest that is home to 45 families and 254 species of birds surrounding Genting Highlands. Biodiversity efforts also include protecting an endangered Siamang (gibbon) and three vulnerable species of Nepenthes (pitcher plant). These efforts 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



What Did We Spot in 2020?



Environmental Stewardship

Sustainable Landscaping in Genting US

RWNYC is updating the landscape surrounding the exterior of its 400-room Hyatt Regency. Green berm will be grown using New York grasses that do not require irrigation.

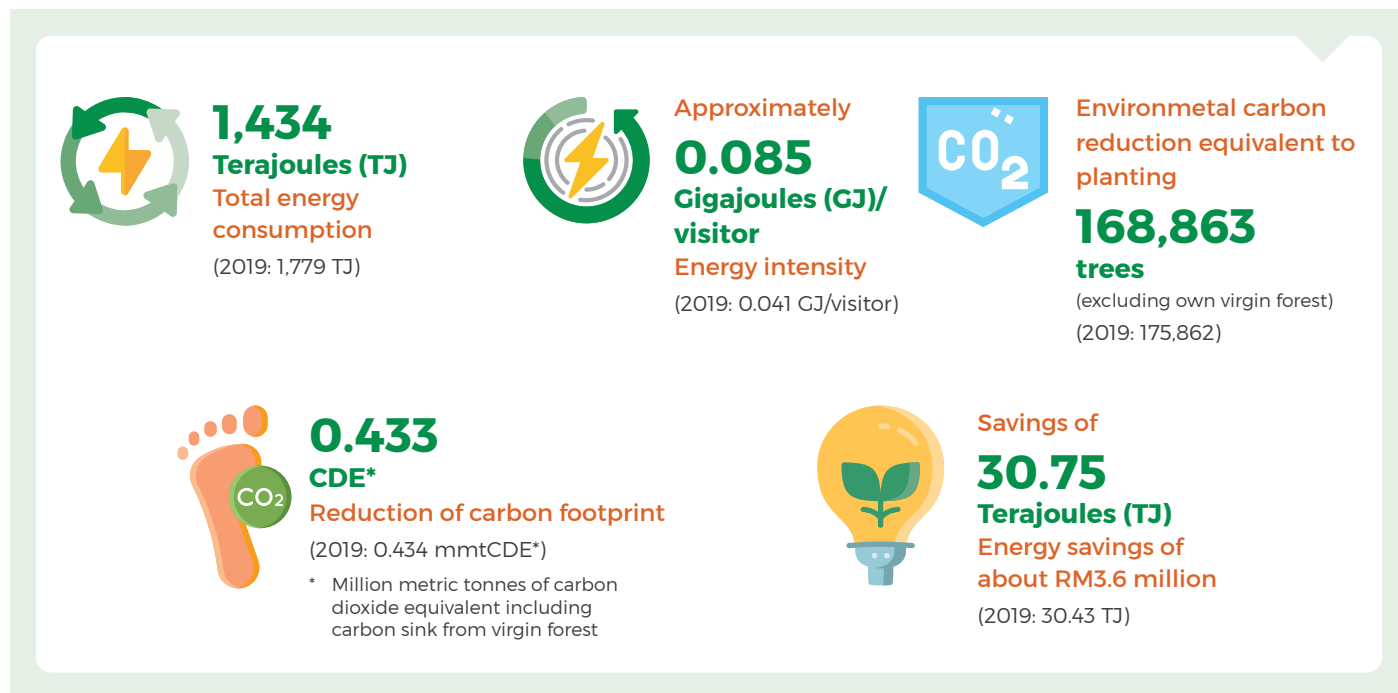
Resorts World Catskills plants trees which absorb pollutant gases such as nitrogen oxides, ozone, ammonia and sulphur dioxide, regularly. Flowers are also planted seasonally that keep soil in its proper place, reducing erosion and flooding. Any dead or damaged trees are promptly replaced.

Energy Management

GRI 302-1, 302-2

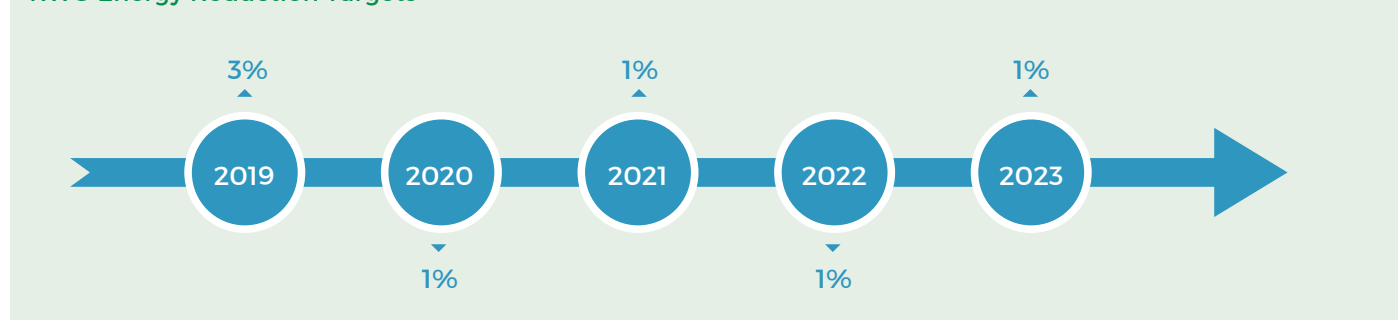
Energy consumption and resulting GHG emissions are of high relevance for Genting Malaysia based on the specifics of the business. Extreme care is taken to address and avoid potential negative environmental impacts. As a significant energy consumer, Genting Malaysia continuously works on improving the overall energy efficiency of business operations and reducing the impact of energy use. The carbon and energy performance of all operations are disclosed openly and transparently.

Energy efficiency consists of eliminating energy waste, which is simply using less energy to perform the same task. Energy efficiency brings a variety of benefits such as reducing greenhouse gas emissions, decreasing demand for energy imports and lowering costs on a company and economy-wide level.



Energy and carbon forecasts are included in the annual business planning process, which is presented to the Board. This approach helps management gain a deeper understanding of the overall carbon footprint. Genting Malaysia's management of climate-related risks and opportunities facing the business are discussed in every board and management meeting.

RWG Energy Reduction Targets

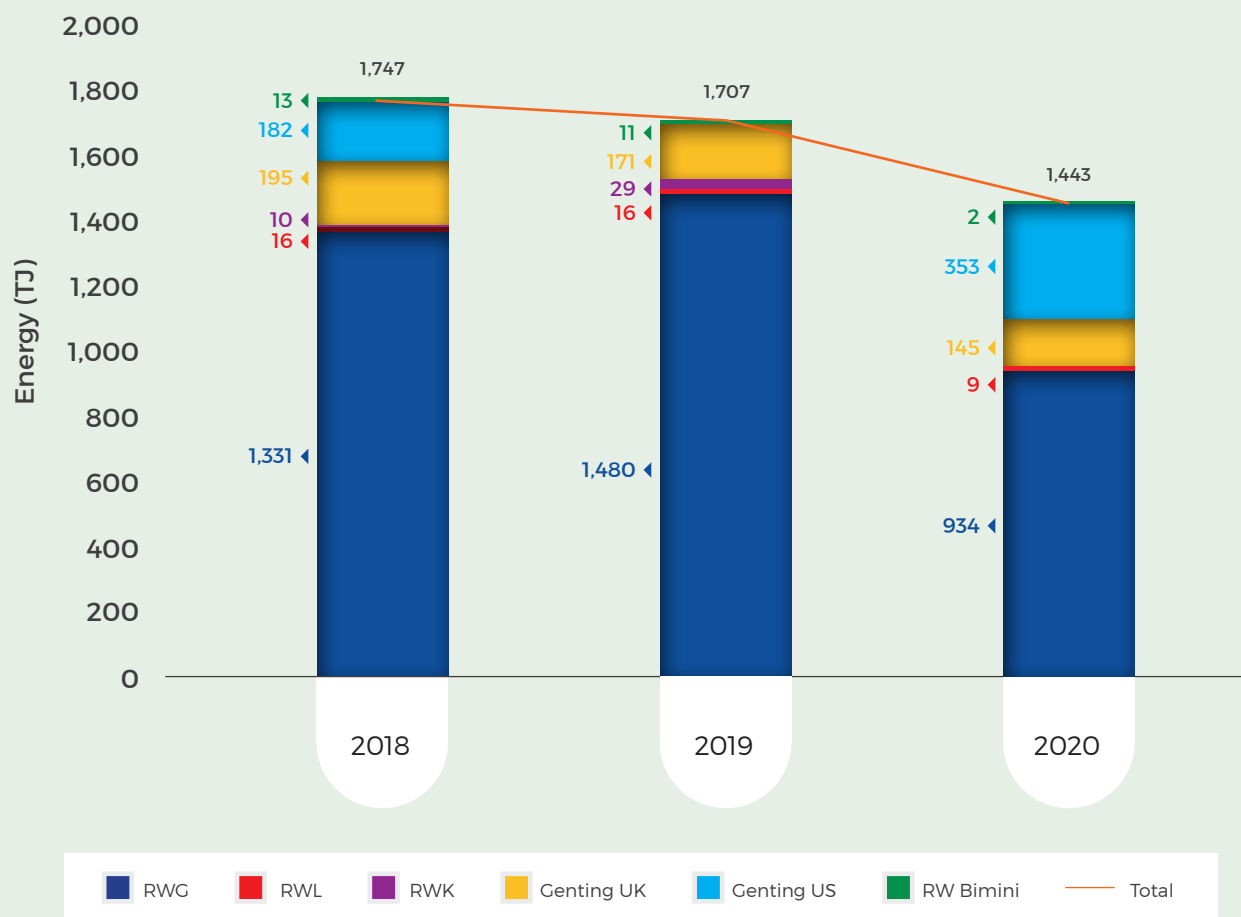


Environmental Stewardship

In 2020, energy consumption was significantly lower than previous years. The bulk of these reductions was due to the mandatory Movement Control Order, which resulted in many systems being switched off.

Total Energy Consumption

GRI 302-4



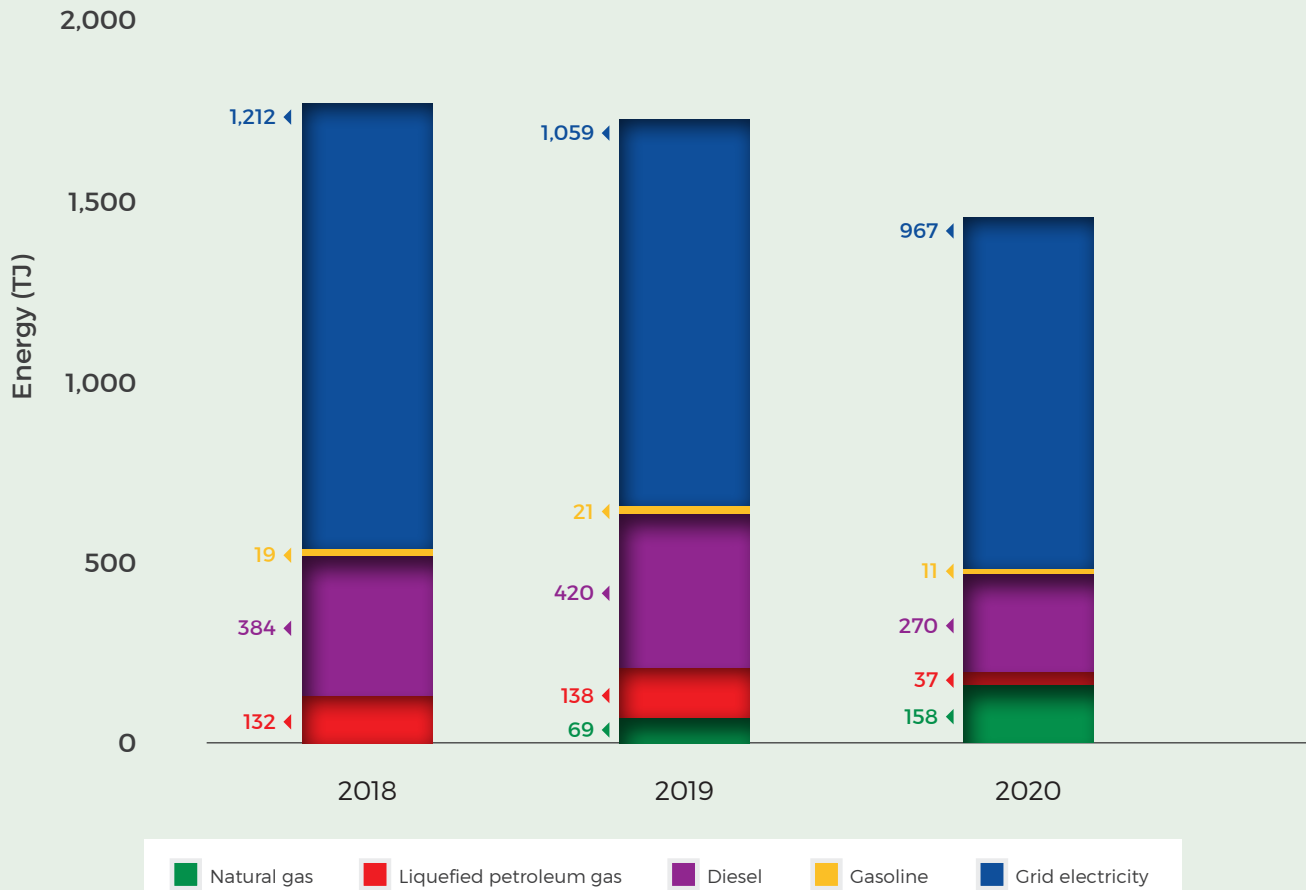
Energy Intensity [GJ/GFA(m²)]

GRI 302-3

	2018	2019	2020
RWG	0.56	0.53	0.38
RWL	1.40	1.37	1.10
RWK	0.34	0.97	-
Genting UK	3.16	2.78	0.21
Genting US	3.93	-	-
RW Bimini	0.60	0.47	0.08

Environmental Stewardship

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

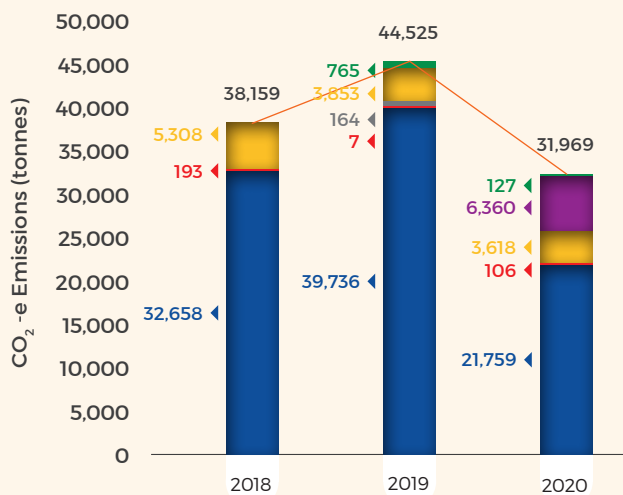


Environmental Stewardship

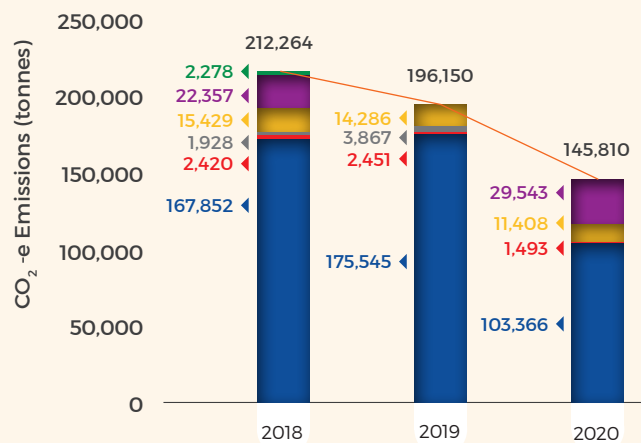
Total GHG Emissions (mtCDE)

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

Scope 1

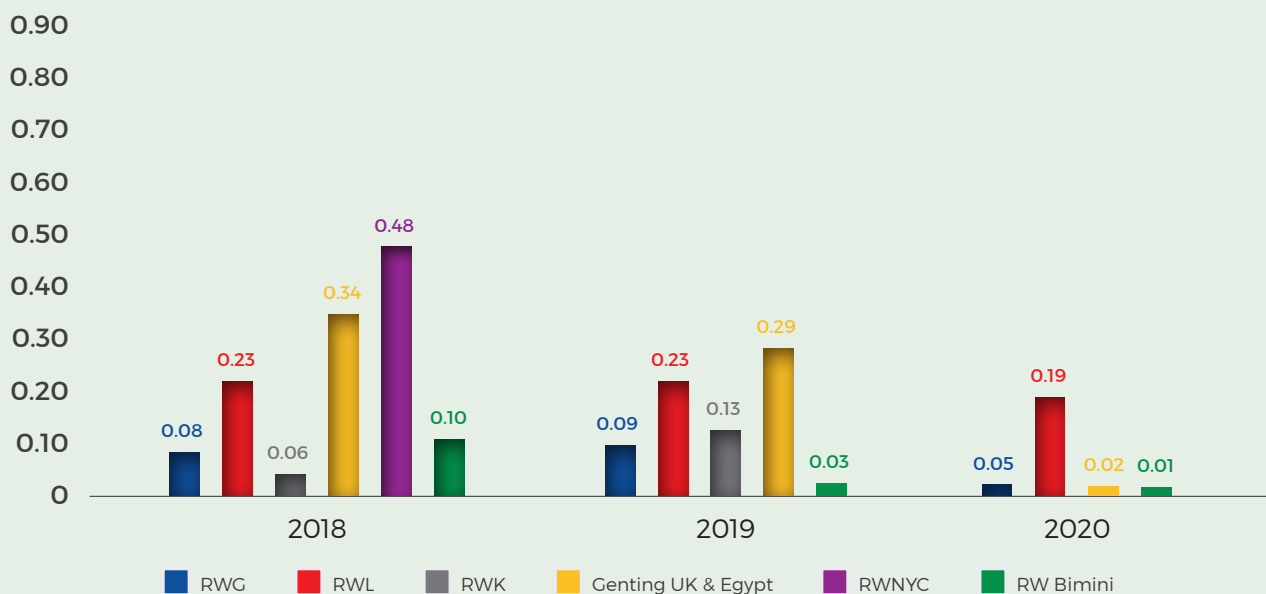


Scope 2



■ RWG
 ■ RWL
 ■ RWK
 ■ Genting UK & Egypt
 ■ RWNKY
 ■ RW Bimini
 — Total

GHG Emission Intensity (mtCDE/GFA(m²))



Notes:

- The conversion coefficients and equivalence to Joules 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.

Environmental Stewardship


Energy-Saving Initiatives

Genting Malaysia's Local Operations

Energy efficiency is achieved at RWG by eliminating waste from machinery and researching ways to use less energy to perform the same task. An Energy Efficiency ("EE") Committee and a dedicated working team are being established to oversee all EE projects. In 2020, RWG saved an estimated 30.75 TJ, reducing the overall energy expense by over RM3.6 million. Various initiatives have been adopted as part of Genting Malaysia's energy conservation efforts.

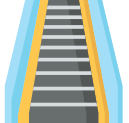
Genting Malaysia has designed energy efficient and comfortable innovations that harmonise complex interactions between architecture, construction and building service engineering. The system optimisation process aims to remove inefficiencies from its mechanical systems. Optimising these systems helps reduce energy consumption while minimising environmental damage by cutting emissions such as CO₂, NO₂ and SO₂.

Components of the Energy Optimisation Programme




Pump Systems Optimisation
Centrifugal pumps are key components of raw, treated and wastewater treatment facilities and use significant amounts of electrical energy

- Annual savings of approximately 1.44 TJ, amounting to RM203,804



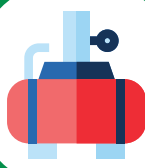
Escalator Operations Optimisation
Improving the energy efficiency of the escalators throughout the resort

- Annual savings of approximately 0.20 TJ, amounting to RM28,335




Lighting Systems Operations
Minimising energy consumption for lighting by relamping with LED lights

- Annual savings of approximately 18.2 TJ, amounting to RM2.57 million



Compressed Air Systems Optimisation
Eliminating air leakage and optimising receiver tanks that act as temporary storage

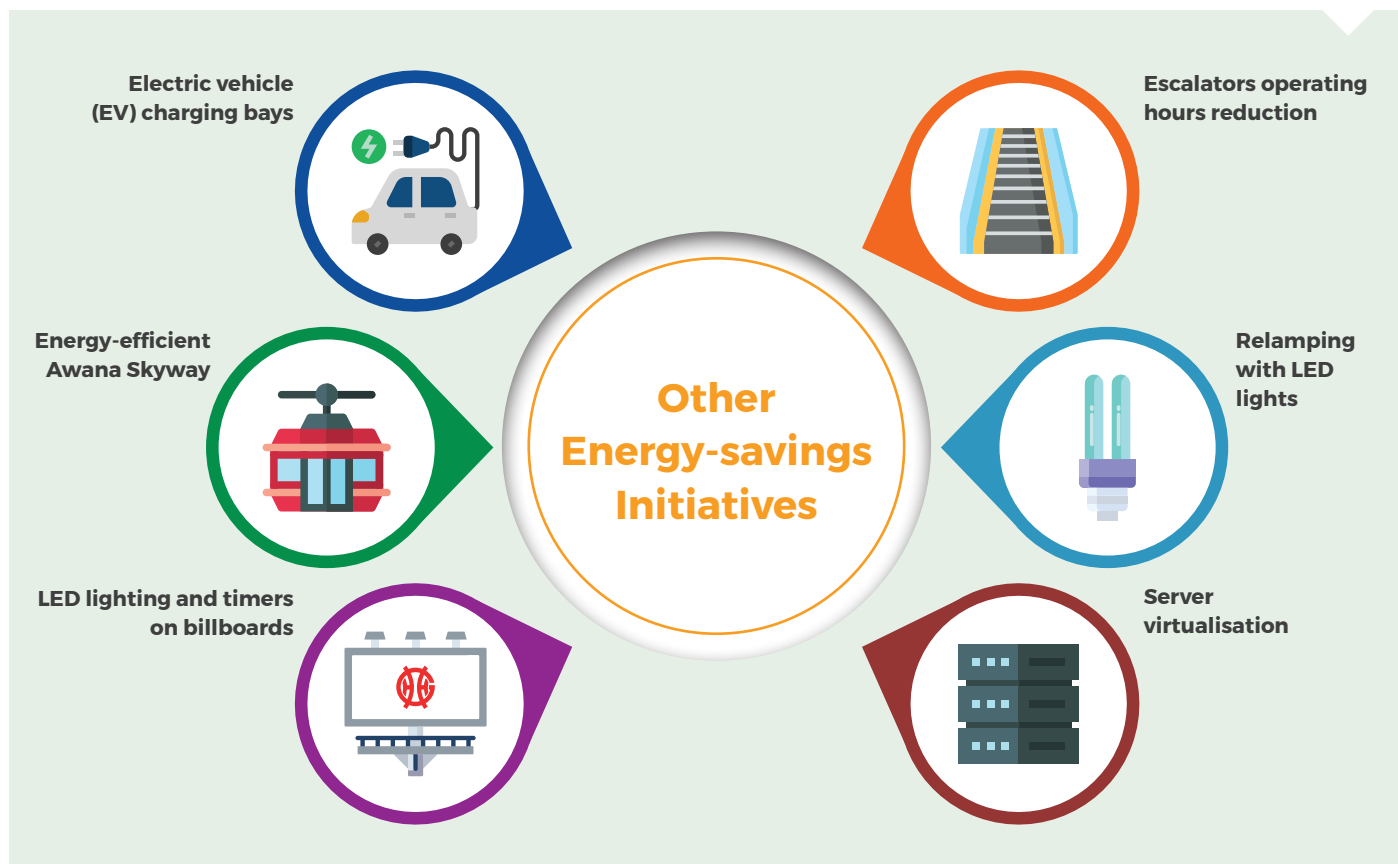
- Annual savings of approximately 0.95 TJ, amounting to RM133,644



Hot Water Systems Optimisation
Optimising the water heaters and heat pump operations of the hot water system

- Annual savings of approximately 9.96 TJ, amounting to RM681,888

Environmental Stewardship



DID YOU KNOW?

Each Awana SkyWay gondola is equipped with a super cab fast-charging battery that charges automatically as the gondola enters Stations 1 and 4. LED lights are also fitted inside the gondola to illuminate it during night-time.

Air conditioning is a significant consumer of energy in tropical climates. Optimising the air conditioning components in Resorts World Langkawi saved 1,167,824 kWh in 2020. Other initiatives, which collectively saved 2,987,372 kWh in 2019 and 1,819,548 kWh in 2020, included:

- Switching off the chiller in the new wing
- Resetting the walkway timer to switch lighting on for six hours from 12 hours previously
- Reducing the temperature of the water heater for the rooms
- Controlling the use of heavy-load machinery such as lifts and air conditioning
- Increasing the efficiency of machinery and equipment through periodic service, inspection and usage control
- Upgrading lighting in rooms and public areas from conventional energy-saving bulbs to LED alternatives

Environmental Stewardship



UK

Building management systems (BMS) are computer-based systems that control and monitor a building's mechanical and electrical equipment such as ventilation, lighting, power, fire and security systems. Genting UK has installed BMSs within its heating and ventilation systems in most of its casinos to maximise efficiency.

All UK casinos are required to record their monthly energy usage and savings. Genting UK is also subject to an energy survey every four years as part of the UK Environmental Agency's Energy Savings Opportunities Scheme.

Target: 5% reduction in HVAC equipment use for three to five years



US

Genting US has developed a proactive and progressive approach to energy efficiency to ensure operations are responsible and cost-effective. In 2020, several measures have been implemented including:

- Following thermostat set-point changes suggested by the American Society of Heating, Refrigeration and Air Conditioning Engineers;
- Scheduling the building for night temperature setbacks during unoccupied hours and during holidays in order to reduce building energy consumption during low-demand periods;
- Using light sensor switches and occupancy sensors in office spaces to turn off lighting in unoccupied spaces;
- Replacing existing lighting with LED lamps across the resort;
- Installing light sensor switches and a Crestron lighting system; and
- Utilising a Building Maintenance System (BMS).

Energy-conscious technology is utilised in the newest office spaces such as motion-sensor lighting. RWNYC's construction partners are also using the latest industry standards in energy, water and waste management during construction.



Bahamas

RW Bimini has installed auto-shutoff devices in its storerooms and thermostats in guest rooms to reduce wastage, especially when rooms are unoccupied. This technology is also fitted in all public areas.

Climate Change Management

Climate change and pollution is a significant issue that is material to all business operations. Genting Malaysia's climate change and pollution strategy and stakeholder engagement help reduce greenhouse gases, improve efficiency and avoid the impact. Significant efficiency gains and cost reductions are realised through these initiatives and adaptation strategies.

Environmental Stewardship

Examples of Measures Introduced to Mitigate Climate Change



Research into renewable energy



A climate change risk assessment



Adopting new technology



Switching to cleaner fuel



Implementing fuel efficiency measures

Currently, Genting Malaysia groups its action plan to improve efficiency and reduce climate change impact into four broad areas:

- Assessing risk and materiality
- Managing its energy and carbon footprint
- Engaging with stakeholders
- Supporting low emission technologies

Water Management

GRI 303-2, 306-5

Freshwater availability is a growing challenge in some parts of the world. As municipal water suppliers do not serve RWG, water is drawn from Sungai Chero, Sungai Berdah, Sungai Bertam Lumut and Sungai Penceras for use at the resort. Currently, eight pumping stations extract raw water from the Sungai Chero dam to RWG's 10 water treatment plants for treatment.

Genting Malaysia conducted detailed impact assessments of its environmental and social impact to understand the water risks for its operations more clearly. The long-term sustainability of water resources was evaluated to understand options that minimise environmental disturbances. Water quality and accessibility risks are assessed and alternatives such as recycled water are sought whenever feasible. Genting Malaysia is committed to addressing the issue of resource use and improving efficiency.

Protecting RWG's Water Supply



Raw water storage supply

Increased from 91 to 795 million gallons per day



Water supplies

Increased from 14 to 80 days



Daily maintenance and inspection

Minimising wastage from pipes and illegal tapping



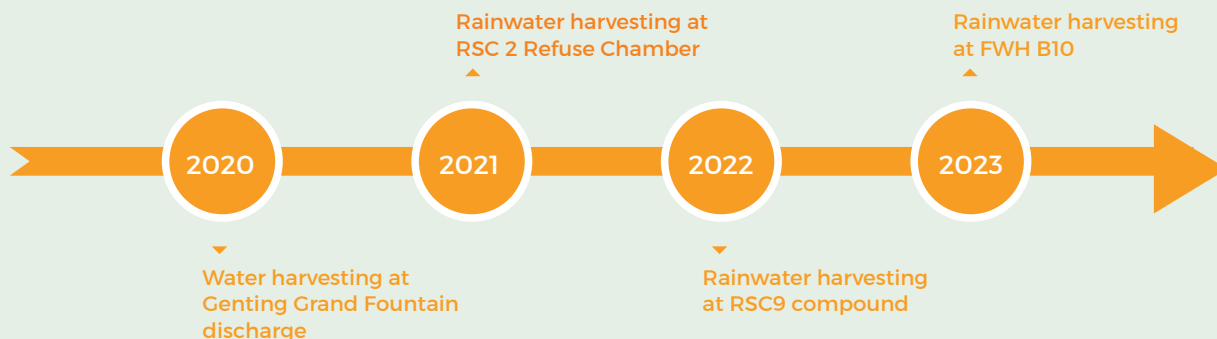
Submeters at RSC properties

Measure water consumption more accurately

Environmental Stewardship

Water-Saving Initiatives

RWG Five-Year Water Conservation Plan



What is Happening at Other Genting Malaysia Resorts in Malaysia?



Resorts World Kijal

Implementing water sorting and recycling facilities

Target completion: 2021



Resorts World Langkawi

Conserving water by using linen cards



Resorts World Awana

Replacing mineral water bottles with a dispenser at Premier Deluxe Rooms' guest floors and common area

Replacing towels only upon guests' request

Water Performance

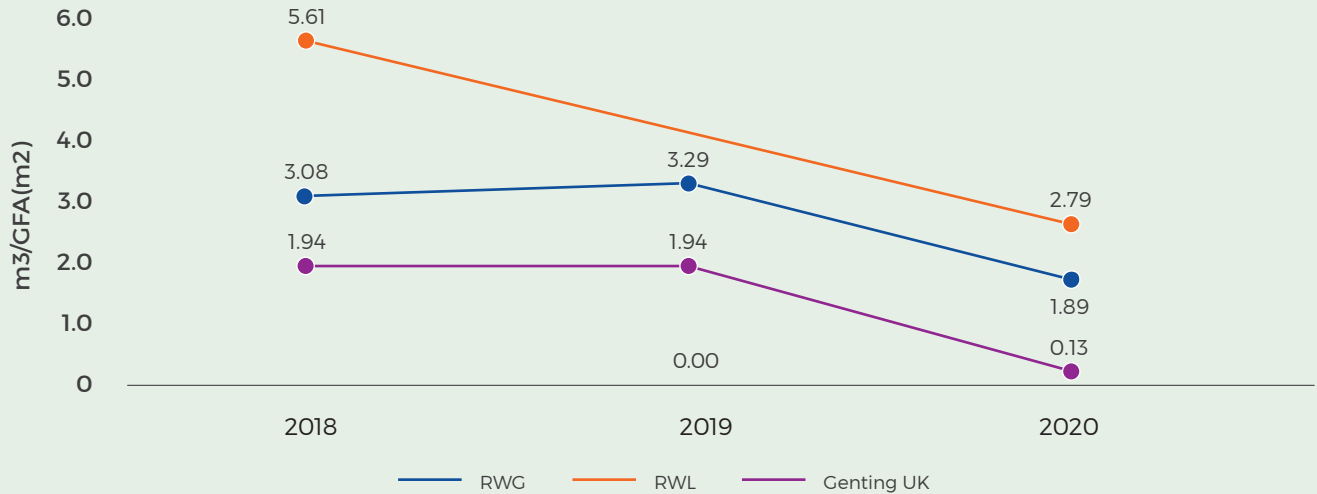
Total Water Consumption (m³)

GRI 303-5

	2018	2019	2020
RWG	7,500,000	8,000,000	4,600,000
RWL	63,389	-	23,961
RWK	219,392	-	-
Genting UK & Egypt	348,207	120,000	90,000
Genting US	-	-	117,059
RW Bimini	130,634	-	-
Total	8,261,622	8,120,000	4,831,020

Environmental Stewardship

Water Intensity [$\text{m}^3/\text{GFA}(\text{m}^2)$]



Group Total Water Withdrawal by Source (m^3)

GRI 303-1

	2018	2019	2020
Surface water	7,500,000	8,000,000	4,600,000
Municipal water supplies or other water utilities	527,208	120,000	231,020

Water Consumption and Water Intensity in RWG

	2018	2019	2020
m^3 million	7.5	8.0	4.6
$\text{m}^3/\text{visitor}$	0.29	0.25	0.36

Water Recycling

Saving water can be as easy as collecting it. Rainwater harvesting provides an independent and free water supply that can be used for several different purposes.

Rainwater harvesting is essentially the collection of rainwater in large tanks that is transferred to containers until it is needed for use. As the harvested rainwater is used mainly for cleaning on the premises, it is used directly from these containers without being purified or filtered.

Environmental Stewardship

Benefits of Rainwater Harvesting



Reduces landslides



Reduces withdrawal from Sungai CheroK



Reduces energy for pumping



Can be used for all non-drinking purposes



Can improve plant growth

In 2020, some rainwater harvesting initiatives were delayed due to the COVID-19 pandemic. A rainwater harvesting system was installed in the Highlands Hotel Carpark. The rainwater is being used for cleaning the carpark and also channelled to the Japanese garden fountain.

The Genting Grand fountain discharge harvesting project was implemented in December 2020. The water discharged from this fountain is being used to clean Carpark 4 and Genting Grand.

The refuge chamber has been chosen as a suitable location for implementing rainwater harvesting in RSC2 and this programme was completed in 2020.



UK

Genting UK introduced Water Management Systems at 21 UK casinos. 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. All toilets in public areas have sensor flush mechanisms installed at Resorts World Birmingham.

Genting UK has begun installing smart meters at its casinos. Real-time water usage is recorded and a built-in alarm system triggers alerts when the usage exceeds a set threshold. This is useful for detecting and repairing leaks quickly.

Environmental Stewardship

Waste Management

GRI 306-2

Local and international operations periodically review their waste management procedures and identify opportunities for improvement to minimise the impact of waste generated. The guiding principle at all locations is to avoid or recycle waste generated from operations. Professional disposal is arranged only if neither is possible. Genting Malaysia's overarching objective is to use the resources in its value chain efficiently in order to minimise the volume of waste produced at all locations.



Malaysia

Genting Malaysia Continues on Its Waste Elimination Journey



Replacing

- Plastic use with compostable materials
- Plastic packaging of bathroom amenities with biodegradable alternatives such as wheat straw
- Plastic bedroom slippers' wrapping with paper alternatives
- Single-use toiletries such as body wash and shampoo with dispensers



Digital and eWaste

- Digitalising information such as using QR codes for menus, in house activities and announcements
- Offering customers a battery disposal programme
- New mobile check-in replaces RFID key cards with digital keys at First World Hotel
- Partnering with a third party to manage e-Waste such as printer cartridges



Biofuel

- Selling used cooking oil to biofuel manufacturers to be converted for other commercial uses



The digital key is an alternative to the RFID key cards.



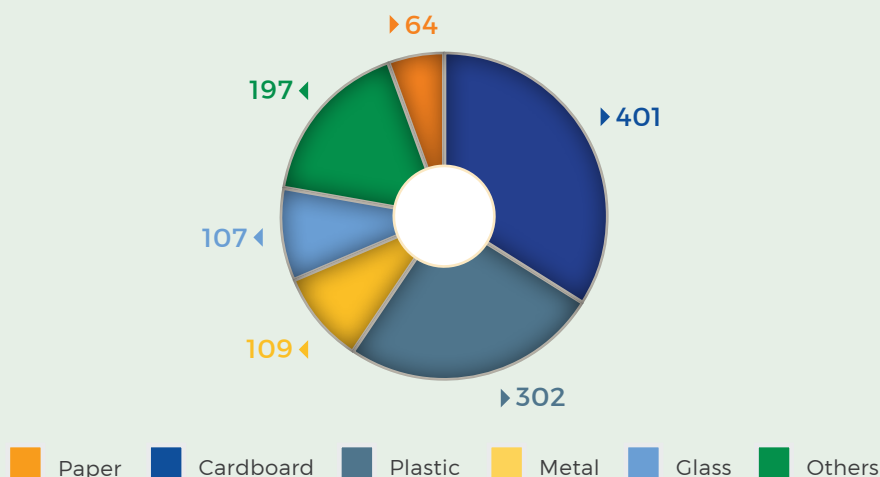
Crocford's biodegradable bathroom amenities.

Environmental Stewardship

Recycling

Recycling helps reduce the amount of waste being sent to landfills. RWG promotes recycling throughout its operations. Three recycling bins have been strategically placed at eight locations to separate paper, aluminium and plastic.

Recycle Waste Collection (tonnes) at RSC, Genting UK and Genting US



RWG's kitchens use a significant amount of cooking oil for frying. All used oil is recycled by a licensed company. In 2020, 18,584 kg of cooking oil was recycled by RWG and Genting US.

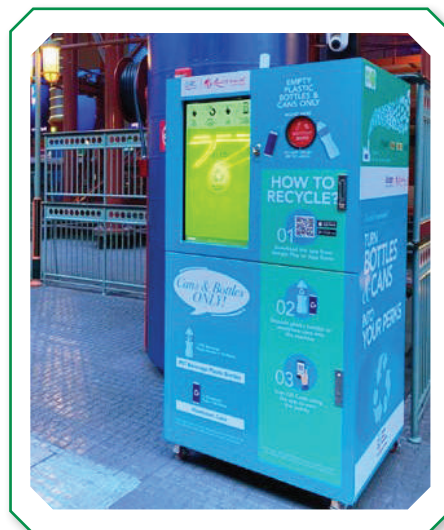
Introducing Genting Malaysia's First-Ever Reverse Vending Machines

Genting Malaysia introduced a smart reverse vending machine (RVM) concept in 2020. RVMs aim to encourage guests to partake in RWG's recycling efforts and raise awareness of the importance of recycling to save the earth.

Five RVMs were placed around RWG. Customers are rewarded with points on the KLEAN mobile app each time they deposit a recyclable item or waste. 50 KLEAN points can be exchanged for one ride at the Skytropolis; 100 KLEAN points can fund a free Skytropolis preview pass reward through the KLEAN mobile app.



An employee inserting a plastic bottle into the Reverse Vending Machine.



A Reverse Vending Machine located at the Skytropolis Indoor Theme Park.

Soap Recycling

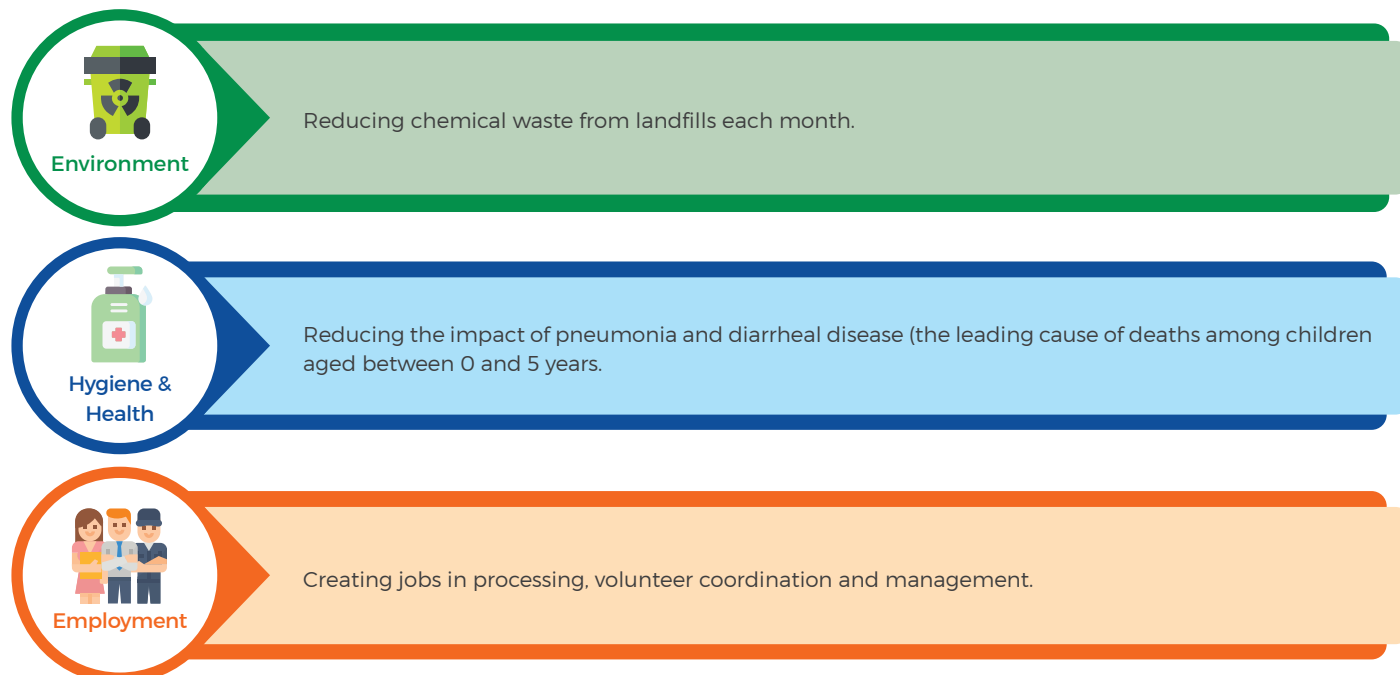
Most hotels discard the half-used bars of soap that have been left by guests. Yet, thousands of children die each day from diseases that can be largely prevented simply by washing with soap.

RWG partnered with Soap Cycling (SC), a non-profit organisation that works with the hospitality industry to collect, process and distribute lightly-used soap bars and bottled amenities.

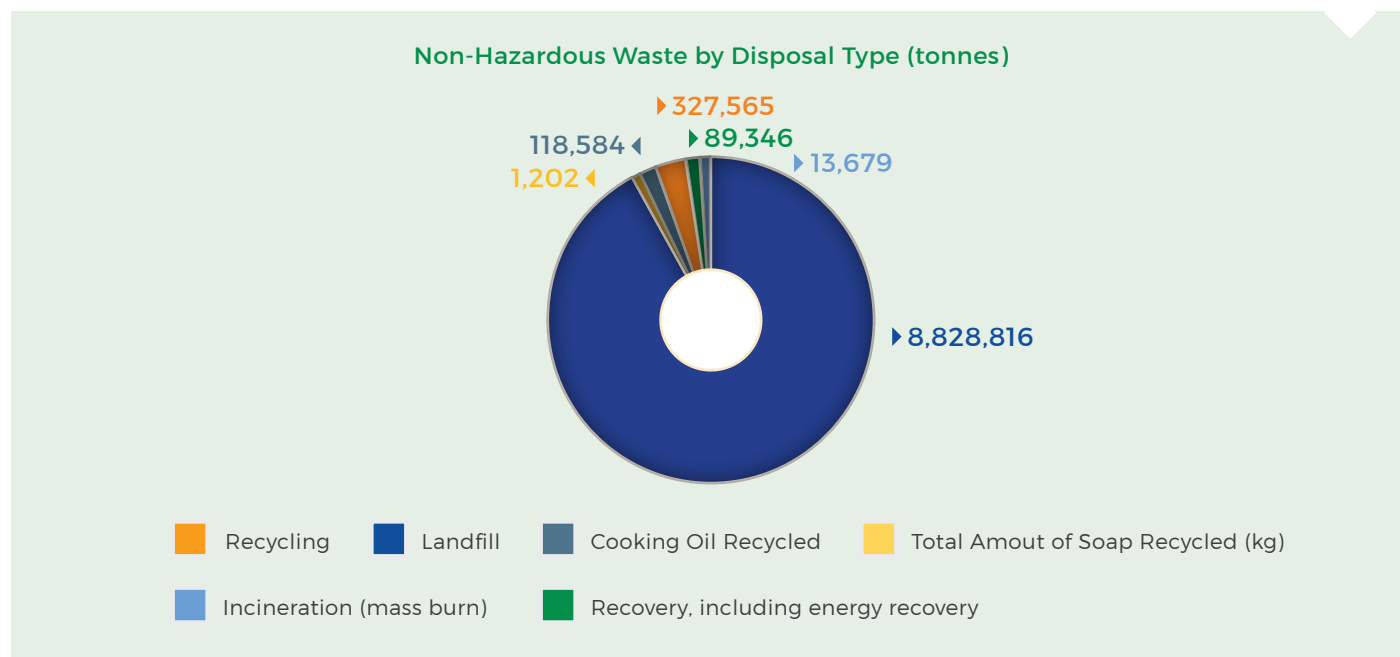
Soap, which is collected once guests check out, is sent to SC's warehouse in Singapore. The soap is sorted, recycled and distributed throughout local communities, particularly in Asia.

Environmental Stewardship

Sustainable Impact of Soap Recycling



In 2020, a total of 2,269 kg of soap was recycled and donated to the global underprivileged community, particularly Asia.



Scheduled Waste

GRI 306-4

Genting Malaysia's scheduled waste management is according to 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.

Environmental Stewardship

Scheduled Waste Disposed (RWG) (kg)

Code	Type of Waste	2018	2019	2020
SW102	Waste Lead Acid Batteries	4,320	-	0
SW109	Fluorescent Tubes	1,830	1,890	1,610
SW110	E-Waste	27,450	1,710	7,179
SW305	Spent Engine Oil	310	1,450	1,620
SW306	Spent Hydraulic Oil	530	2,770	2,690
SW322	Heating Fuel	2,750	-	1,120
SW409	Paint Container and Empty Chemical Drum	6,070	6,800	1,650
SW410	Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes	90	-	0
SW417	Waste Paint	640	200	1,200
Total		43,990	14,820	17,069

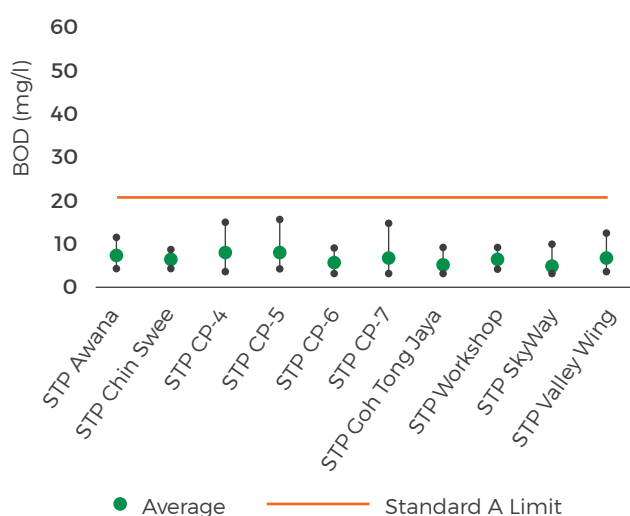
Effluents Management at RWG

GRI 306-1

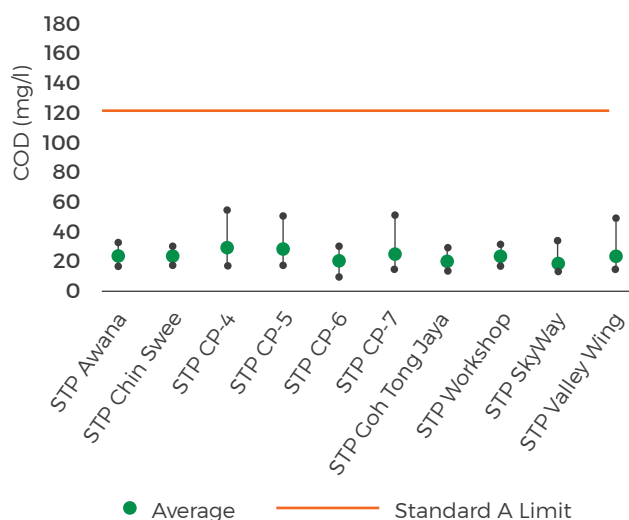
Ten Sewerage Treatment Plants (STPs) at RWG treat sewage before it is released back into the natural waterways. The effluent from all STPs in the Resorts meets the Standard A "Effluent Discharge Standards To Malaysian Inland Waters" in accordance with the Environmental Quality Act 1974.

A monthly operating parameters analysis report on biochemical oxygen demand ("BOD"), chemical oxygen demand ("COD"), total suspended solids ("TSS"), oil and grease, ammoniacal nitrogen and mixed liquor suspended solids are submitted to the National Water Services Commission and Department of Environment quarterly. In 2020, readings were only taken for the first, third and fourth quarters due to the Movement Control Order. However, the effluent meets Standard A requirements as all readings were significantly lower than stipulated by the Environmental Quality Act.

BOD

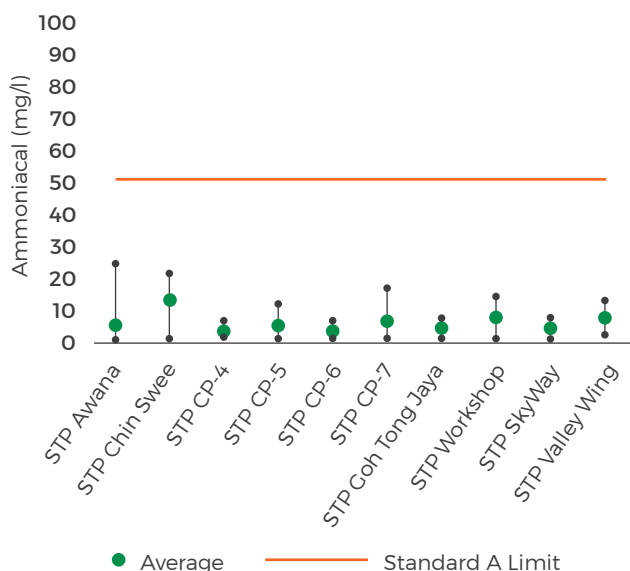


COD

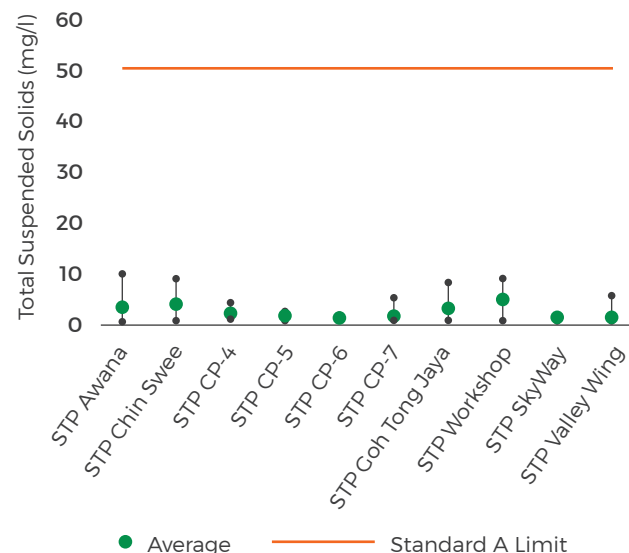


Environmental Stewardship

Ammoniacal Nitrogen



Total Suspended Solids



Waste Management Initiatives at Overseas Operations



UK

All Genting UK wastes are managed by the UK's premium recycling firm which is known for having the highest recycling rate in the country. A 97% recycling rate was achieved throughout UK operations during 2020.



US

Genting US is constantly examining ways to reduce waste and eliminate plastic. Documents are shredded and recycled using Confidential On-Site Shredding at Resorts World Catskills by-weekly. Recently, a plethora of papers were removed from the finance department and digitised using Docusign and Dropbox. Bio-degradable food containers are used to reduce single-use plastic waste.

Resorts World Catskills separates glass, aluminium and plastic waste from general waste for appropriate recycling through a local sanitation company. Paper and cardboard waste is also separated and baled for recycling.

Glass, metal and plastic waste is sorted and recycled through a local sanitation company bi-weekly. Cardboard is baled and recycled. Cooking oil is collected and recycled.

Resorts World Catskills also communicates and enforces recycling initiatives to its employees. The usage and disposal of plastic wrappers has increased due to the COVID-19 pandemic, raising the importance of properly managing waste and recycling.

Resorts World Catskills also intends to partner with Clean the World in 2021. This waste reduction programme repurposes discarded soap bars and plastic bottles.

Environmental Stewardship



Bahamas

Although there is no formal recycling policy on the island, RW Bimini works with the authorities to transport wastes produced on the island to Nassau for processing and recycling.

G3 Volunteer Programme

RWG formed Genting Green Generation (G3) as a platform to go Above and Beyond in its sustainability efforts to create a generation that contributes to sustainable development. Even though no activities or events were organised in 2020 due to the pandemic, the G3 team continued to share and disseminate educational materials online via its social media platform. The shared materials covered the environment and also health, safety and COVID-19 related matters. G3 volunteers are recognised by the management for their efforts and dedication in facilitating employee engagement through good causes.

Environmental Compliance

GRI 307-1

Genting Malaysia is pleased to report that there have been no instances of non-compliance with regards to the Group's environmental actions and performance during this reporting period. Showing attention to detail is one of Genting Malaysia's promises and one way to demonstrate this is through its commitment to 100% compliance with local, regional and national environmental laws and regulations.



G3 'Conserve Water' reminder sticker placed in hotel rooms.



SOCIAL



Social: Workplace of Choice

Continued sustainable business development and success lies in the long-term relationships nurtured with employees, customers and suppliers. A high standard of business ethics must be maintained in all undertakings to uphold Genting Malaysia's good reputation and quality of services.

Fair employment standards and practices are embraced and stringent labour standards are stipulated in the Code of Ethics. Risk assessment regarding labour issues are conducted as part of the Group's due diligence when screening existing and new operations. Genting Malaysia's position is communicated to all employees in English and Bahasa Malaysia as the two most commonly used for business in Malaysia. Representatives from Genting Malaysia take part in workshops or industry-specific initiatives as part of the Group's commitment to supporting the international labour framework.

Employees Are the Most Important Resource

GRI 102-8, 405-1

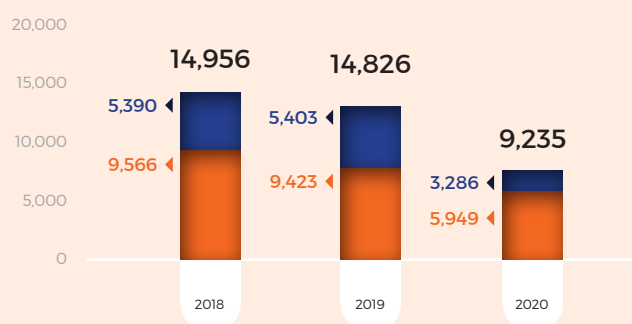
Employees are instrumental in business success. A healthy corporate culture prepares the ground for employee well-being, low rates of sick leave and minimal employee turnover. Genting Malaysia remains a company where working life and private life can co-exist — this is described as freedom with responsibility.

Workforce Strength

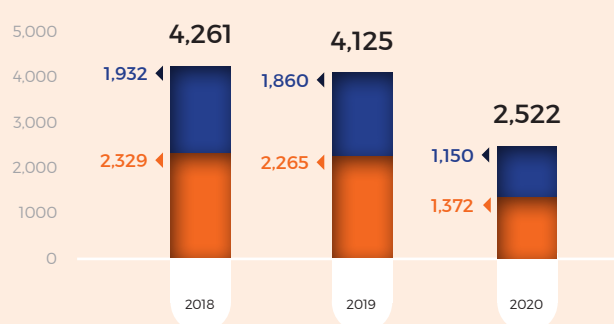
Number of Employees by Gender



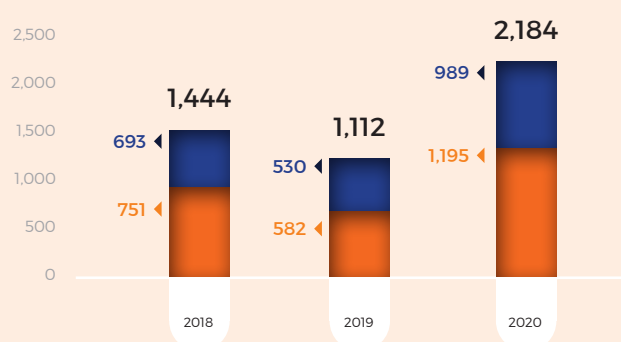
Malaysia



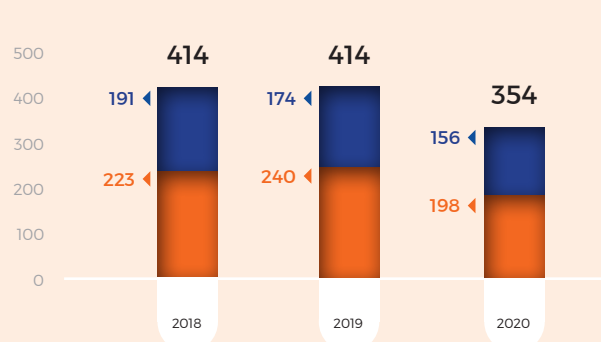
United Kingdom



United States



The Bahamas



Male Female

Social: Workplace of Choice

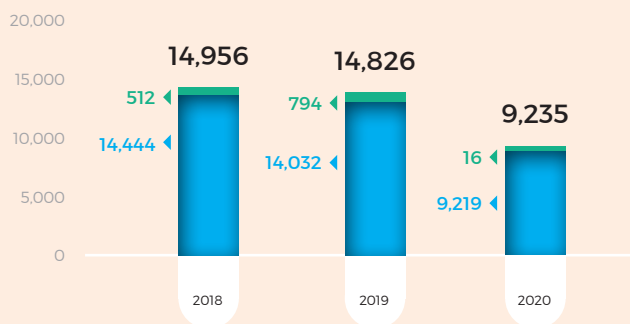
Workforce Strength

GRI 401-1

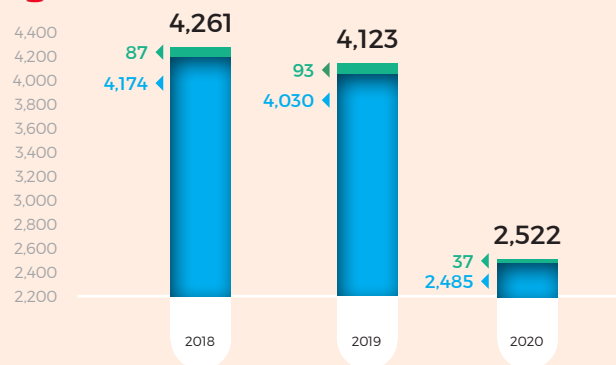
Number of Employees by Employment Type



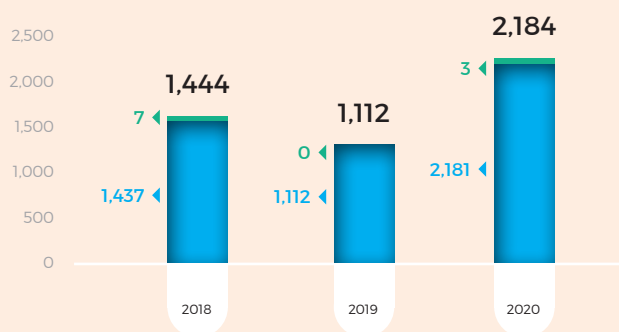
Malaysia



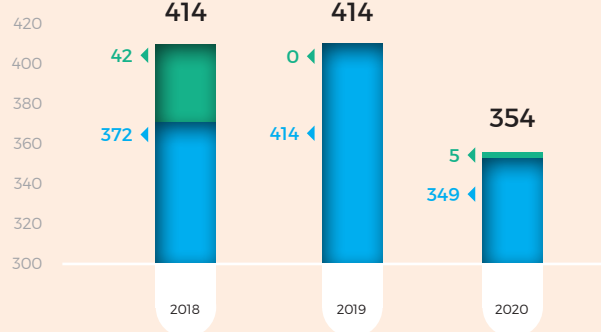
United Kingdom



United States

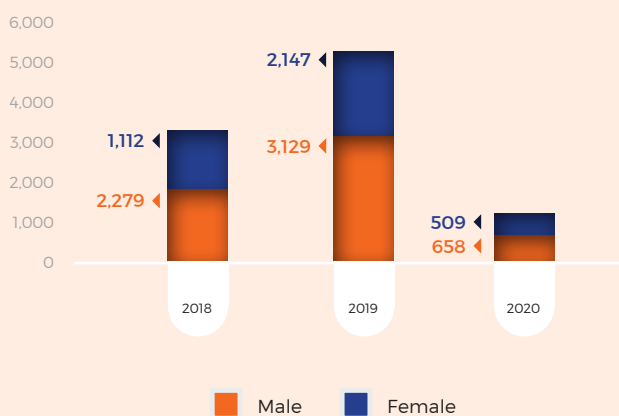


The Bahamas



Permanent Temporary

New Employee Hires (Malaysia) by Gender



Male Female

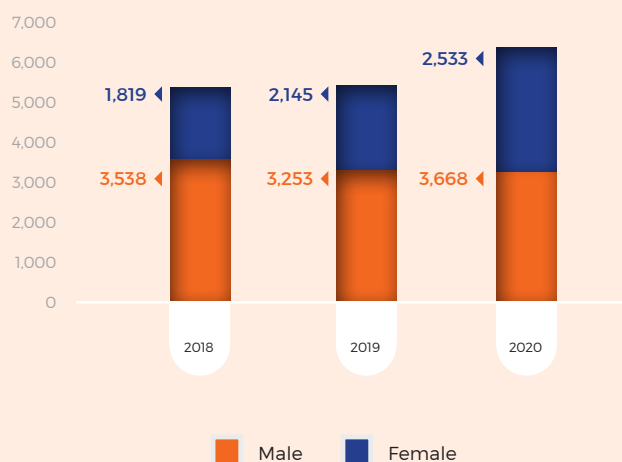
New Employee Hires (Malaysia) by Age



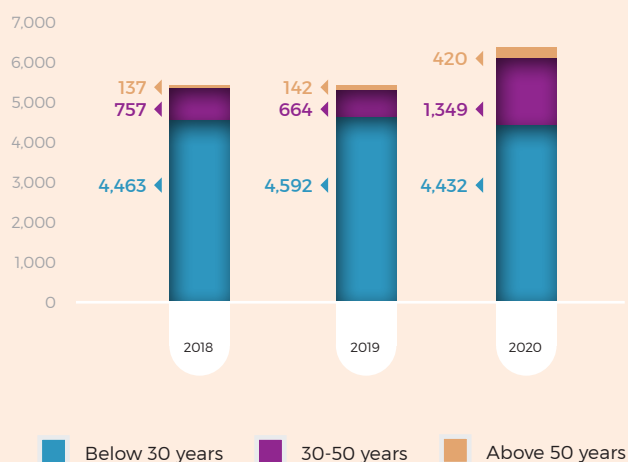
Below 30 years 30-50 years Above 50 years

Social: Workplace of Choice

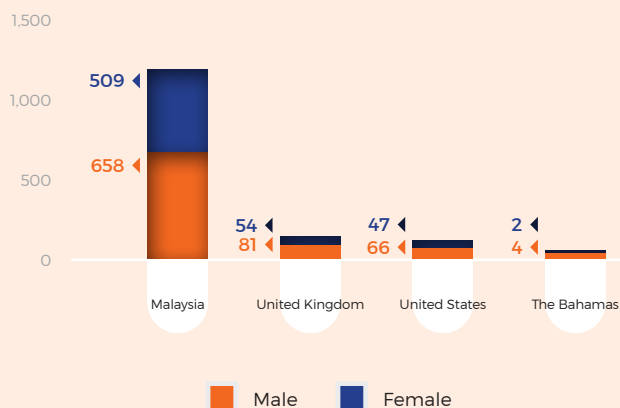
Employee Turnover (Malaysia) by Gender



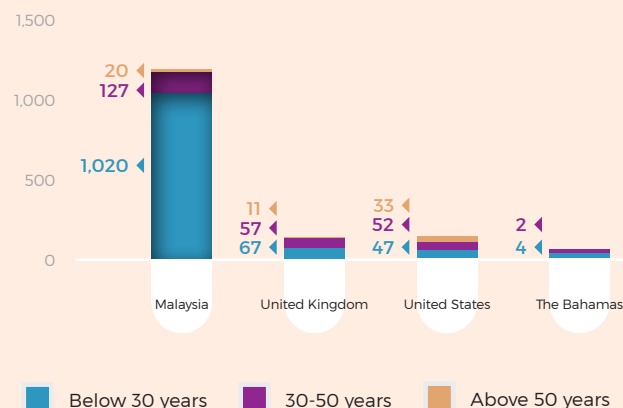
Employee Turnover (Malaysia) by Age



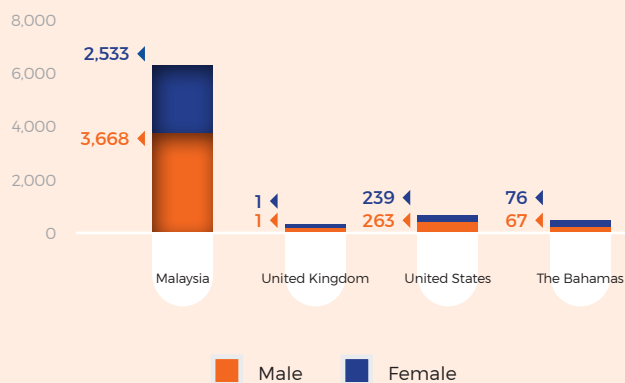
New Employee Hires (Group) by Gender



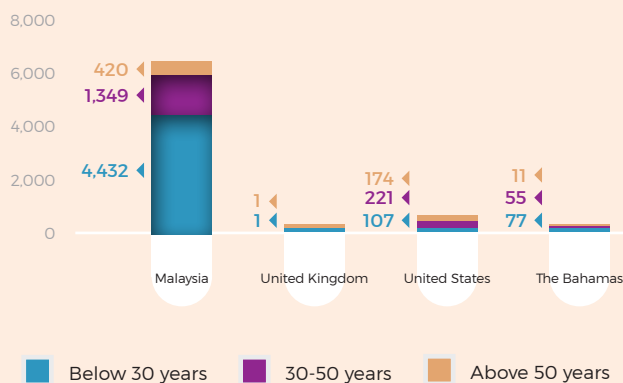
New Employee Hires (Group) by Age



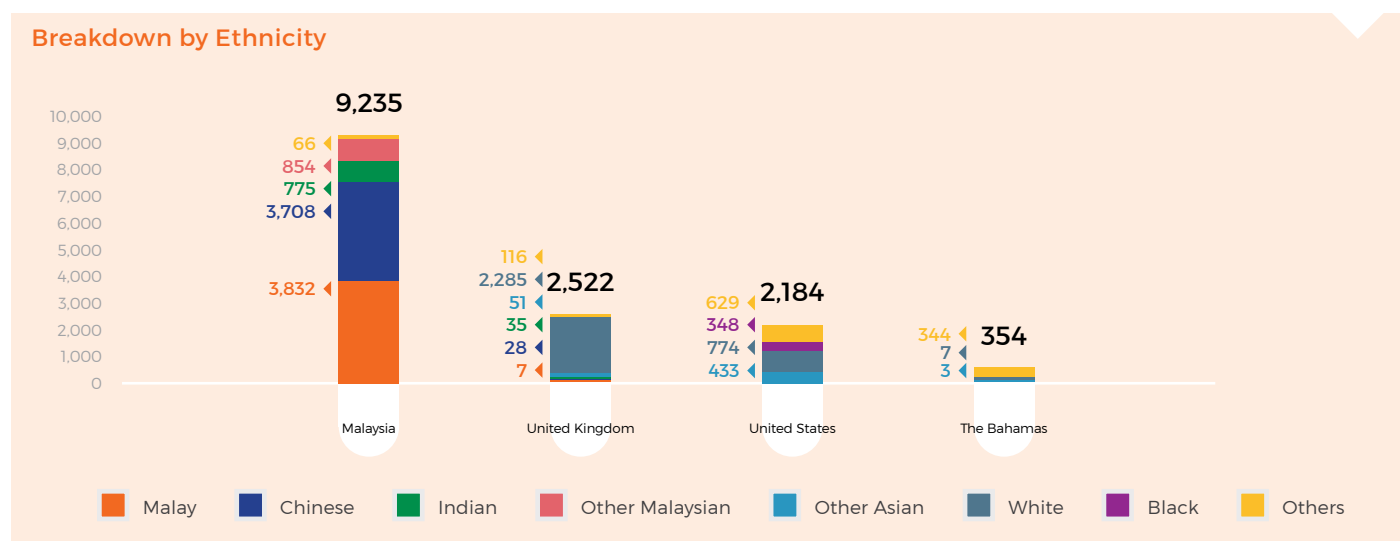
Employee Turnover (Group) by Gender



Employee Turnover (Group) by Age



Social: Workplace of Choice



Caring for Employees' Well-Being

Genting Malaysia promotes a positive physical and mental health environment in the workplace to help its people thrive. Employees must be fit and healthy both at home and at work. Genting Malaysia has a clear duty to protect its employees' health while understanding that promoting overall well-being is essential to business success.

Genting Malaysia promotes a work-life balance cycle in the Malaysian workplace.

Making RWG a Great Place to Work

Creating a sense of belonging and commitment for employees

Enhancing employees' quality of life and work

Creating a conducive social environment

Effective communication between the company and employees

The Group provides various wellness activities and events such as sports tournaments, Employee of the Month Awards, the Employee Appreciation Nite, an Employee Carnival and Health Campaign. This department also offers counselling services and maintains the sports and recreation facilities.

Social: Workplace of Choice

Supporting Employees Throughout the Coronavirus Pandemic

The COVID-19 pandemic brought the world to a standstill, disrupting the livelihoods of many and threatening the health of the global community. Genting Malaysia's priority has always been the safety, health and well-being of all its guests, employees and business partners.

Genting Malaysia safeguards the health of all employees by working closely with the authorities and business partners. The group has re-engineered its processes and developed a comprehensive safety plan in line with the government's guidelines, global best practices and World Health Organisation recommendations.

Returning procedures	<ul style="list-style-type: none"> When the resort reopened in mid-June, all returning employees were required to undergo a thorough health screening procedure. They must submit a self-declaration form and report to the Staff Command Centre to undergo a sanitising process, body temperature reading and health screening before they are allowed to enter the resort. Entry will be denied for those who are unwell. Employees are also informed and briefed on the resort's safety measures.
Training and education	<ul style="list-style-type: none"> All employees are trained on Genting Malaysia's internally-developed GENM StaySafe Protocols and COVID-19 prevention measures to ensure they are familiar with the infection risks and precautions they must take. RWG teams attend daily health briefings on this contagious disease and implemented controls with emphasis on hygiene and safety standards. Posters, reminders and signages that promote good hygiene practices are displayed in the workplace, business premises and employee residences. Employees are reminded to wash their hands regularly with soap and running water for at least 20 seconds or to use hand sanitiser. The GENM StaySafe Protocols is issued to all departments. This document outlines the resort-wide and department-specific measures that have been implemented such as physical distancing, enhanced cleaning and disinfection practices as well as deployment of service ambassadors. Genting Malaysia developed the i-Learn Portal Academy to deliver online training to all employees. The "All You Need to Know about COVID-19" training programme raised awareness of the virus including its symptoms, transmission, prevention and impact on the community.
Employee hotline	<ul style="list-style-type: none"> A call centre and employee hotline have been established to assist employees and provide them with the latest updates related to the COVID-19 situation.
Health status declaration	<ul style="list-style-type: none"> All employees are registered for the MySejahtera application. All employees, visitors or contractors entering the premises must declare any flu-like symptoms such as fever, cough, shortness of breath, sore throat, flu (cold) or loss of sense of taste or smell at the entry point. Individuals with any of these symptoms will be denied entry and advised to seek medical attention.
Infection prevention and control measures	<ul style="list-style-type: none"> Mandatory body temperature and health screenings are conducted for all employees on a daily basis. Genting Malaysia's in-house Sanitising Team disinfects the resort regularly: <ul style="list-style-type: none"> Public and common areas are cleaned at least thrice daily or more in high traffic spaces. Electrostatic spray guns are utilised to increase the efficiency of the overall cleaning process and extend its coverage. UV LED handrail sterilisers are used to kill germs, bacteria and viruses on the surface of escalator handrails. Workstations, keyboards, chairs, desks, telephones and other office equipment are cleaned and disinfected before each shift, at least twice daily. The casino sanitises all tables, equipment and chips with UV light daily. Hotel rooms are sanitised each time a guest checks out. All casino dealers are screened and tested for COVID-19 regularly in accordance with rigorous risk management regime.

Social: Workplace of Choice

Infection prevention and control measures

- Office-based employees are encouraged to work from home whenever possible.
- Employees physically returning to work are required to adhere strictly to the safety protocols and measures defined including:
 - Practising physical distancing.
 - Compulsory usage of face masks whenever interacting with others.
 - Frequent hand washing.
 - Regularly sanitising workplaces and common areas before and after use.
 - Ensuring restroom hygiene.
- Employees with flu-like symptoms are immediately separated from the population until they recover.

Provision of personal protective equipment

- Alcohol-based hand sanitisers containing a minimum of 60% alcohol are placed at key strategic areas such as locker rooms, timeclock and check-in areas, restrooms, back of house lift areas and all employee cafeterias.
- Hand sanitisers are available at all public areas with over 500 free-touch and wall-mounted dispensers being installed throughout the resort, especially at high-traffic areas and restroom entrances.
- Appropriate Personal Protective Equipment is provided to employees including face masks/shields and gloves.



Registration counter at the Staff Command Centre for returning employees.



An employee undergoing health screening.



Employees are briefed on the resort's safety measures.

Social: Workplace of Choice



Malaysia

Genting Malaysia supports its employees through a strategy that addresses their physical, mental and emotional well-being as well as their 'sense of purpose'. Employees are also provided with tools to promote, maintain and enhance their health in order to maximise their physical and mental fitness.

Genting Malaysia has a dedicated wellbeing framework which is supported by its occupational health strategy. A range of global and local programmes are offered to employees to tackle identified health risks.

1

Mental health

2

Lifestyle factors such as exercise, nutrition, smoking and obesity

3

Ergonomic factors causing physical health issues such as repetitive strain injury

The Residential Staff Complexes (RSC) in RWG can accommodate more than 20,000 employees. The RSCs provide facilities such as gymnasiums, a movie and karaoke room, lounge, indoor heated swimming pool, resource centre, gaming room and BBQ pit.

In 2020, the use of these facilities was subject to the government's standard operating procedures during the COVID-19 pandemic.

Counselling services also help employees deal with any personal, family, or job-related concern in or outside the workplace. Employees can receive assistance with personal and work stress, family issues, depression or anxiety, grief, marital problems, substance abuse, self-development, anger management, crisis intervention and mental health issues.



UK

Genting UK outlines its employees' working patterns, overtime policy and employment benefits within the employee handbook and also in individual contracts of employment. Employees may apply for flexible working arrangements during the course of their employment.

As a result of COVID-19, many support teams have been working from home. Greater flexibility is anticipated with working from home options becoming an ongoing policy. Whilst many employee engagement activities have not been able to take place this year due to the pandemic, these typically include:

- **Genting Academy:**

Online learning portal helps employees discover a variety of skills, knowledge and behaviours through a series of interactive tools including e-learning modules, videos and fact-sheets.

- **Employee Survey:**

Annual survey gauges employees' views and feedback on the job, work environment and management style.

- **Croupier of the Year:**

Hosted by the HR team annually to nominate and vote for the Croupier of the Year crown.

- **Sporting events:**

Various sporting events including golf and football are organised throughout the year.

- **Festive celebrations:**

The Christmas party, Genting Summer Showdown and many other festivals are celebrated with employees and their families.

- **Roadshows and talks:**

Genting UK promotes an open and inclusive culture through two-way communication that invites employees to offer suggestions for continuous improvement.

Social: Workplace of Choice



US

Genting US has invested in building a sense of purpose as a responsible business understands the importance of employee wellbeing. The Company has taken proactive steps to create a workplace culture and environment that encourages all employees to deliver their best.

RWNYC held its annual Associate Appreciation Day this year. Resorts World Catskills holds an annual Housekeeping Week. This social week appreciates employees by hosting activities such as gift giving and ice cream social sessions. Unfortunately, all events were cancelled this year due to the pandemic.



Bahamas

The health and wellbeing of employees are positioned as RW Bimini's top priorities. Physical and mental health is the driving force behind employees' good performance. Health seminars, a weight screening, fitness activities and various other programmes were held to achieve this goal.

A Culture of Openness

Genting Malaysia is committed to the highest possible standards of ethical, moral and legal business conduct. Openness, accountability and an open feedback culture are practised in all aspects of business. Employees who observe or suspect a possible violation of these standards in operations or anywhere in the value chain are encouraged to report their concerns.

No action is taken against whistle-blowers making a complaint or report in good faith, pursuant to the Whistleblower Protection Act 2010. A complaint or report may be made to any Head of Department or member of the Whistleblower Senior Committee (WSC). Complaints concerning the casino and security operations should be directed to the Executive Vice President – Gaming Operations or any designated personnel of Gaming Operations.

A preliminary review of the submitted information is conducted, followed by an enquiry and further investigation if necessary. All findings of the investigation team are documented and presented to the WSC for their review and evaluation.

Examples of Action Taken if WSC Upholds Complaint



Reprimand, disciplinary action, penalty or punishment



Transfer or relocation of employment



Termination or suspension



Reporting to the relevant authority



Any other action deemed appropriate

Social: Workplace of Choice



UK

Genting UK's grievance mechanisms administer remediation for any issues raised by employees. Genting UK invites employees to raise any matters of concern with their line managers who will investigate and escalate the matter as high as necessary.



US

Feedback and stakeholder input are valuable as they drive best practices, evaluate compliance and increase transparency. Genting US's grievance procedure applies to all of its upstream operations, supply chain infrastructure and third-party suppliers.



Bahamas

Employees who believe they have been subjected to harassment, discrimination or other issues in the workplace should immediately report it to their supervisor or Human Resources, preferably in writing. Those witnessing other employees being harassed should also report the matter to Human Resources.

RW Bimini's reporting procedure provides an immediate, thorough and objective investigation of any claim of harassment or discrimination. All employees must cooperate fully with any investigations and RW Bimini does its utmost to protect the privacy and confidentiality of all parties involved. The results of the investigation are communicated to the person who filed the report as soon as possible.

Retaliation against those using this reporting procedure is strictly prohibited during the filing, testifying, assisting or participating in any investigation or proceedings. Appropriate remedial action is taken if the offence has occurred and the discipline is commensurate with its severity to deter any future occurrences. Those engaging in unlawful harassment or discrimination are subject to disciplinary action, which may include being discharged from employment. Offenders may also be held personally liable for monetary damages.

Giving people a voice and why it matters

Employee surveys are conducted regularly to monitor long-term, strategic work on personal development. This approach identifies the strengths and weaknesses as an employer along with any areas for improvement.

Genting Malaysia has consistently achieved good results and employees are generally highly satisfied.

The latest employee survey was conducted in 2019 and the results are being analysed and action plans formulated. The findings from the employee survey are also used for long-term, strategic personal development work.

Inclusion Became More Important Than Ever During Challenging Times

These are extraordinary times as the world deals with one of the greatest challenges of a generation. It is a pivotal moment for Genting Malaysia to offer support and be actively inclusive.

Inclusion is creating a work environment where each person feels safe, accepted, respected and valued. Inclusion can create opportunities for strength and kindness during challenging times when people feel anxious.

Colleagues are encouraged to practise inclusive behaviour. Creating a sense of belonging helps employees support stakeholders, local communities and one another.

Social: Workplace of Choice



Communication channel for all employees

Employees are updated on the current situation at the resort including the latest standard operating procedures, precautions and managerial initiatives to provide a safe workplace.

A call centre and employee hotline have also been established to update and assist employees on the latest information related to the COVID-19 situation.



Employee support

More than 350 employees from various departments volunteered to help colleagues by:

- Manning the employee helpline;
- Packing 17,000 hygiene kits containing a face mask, hand sanitizer and a pair of gloves; and
- Distributing meals to returning employees who are self-isolating in a dedicated area.



Gotong-Royong at Residential Staff Complexes (RSCs)

On 1 June 2020, 56 volunteers from various departments helped clean the RSCs and surrounding areas.



Establishing and managing the Staff Command Centre

The Genting International Convention Centre was converted into a Staff Command Centre to help employees return to work. Health and safety procedures conducted before employees could resume work included the sanitation of belongings by the Fire Unit Department, body temperature screening, pulse oximetry and a report of their travel history.

Genting Malaysia's Restructuring Exercise in Response to COVID-19

The tourism, leisure and hospitality and gaming industries have been hit hardest by the COVID-19 pandemic. On 18 March 2020, RWG closed for the first time in its 55-year history because of the Government's Movement Control Order (MCO). Regaining previous business levels is challenging as COVID-19 has severely damaged both domestic and global economies.

Genting Malaysia continued to incur significant costs throughout this prolonged closure such as maintaining infrastructure, facilities, employee welfare and other operating costs.

External Forces Affecting Genting Malaysia



Social: Workplace of Choice

RWG reopened on a staggered basis in response to the 'new normal' of coexisting with the pandemic as all operations adopt strict Standard Operating Procedures (SOPs) to protect customers and employees.

Genting Malaysia has also introduced austerity measures to ensure the long-term sustainability of its business.



The management team voluntarily reduced their salaries by up to 20% at the onset of this pandemic.

Genting Malaysia recalibrated its cost structure including staffing needs based on its current and anticipated future operating capacity. Genting Malaysia had to make a very difficult decision of restructuring its Malaysian operations and rightsizing its workforce. RWG will now be better positioned to play a pivotal role in the recovery of the tourism sector in the new normal.

Benefits and Incentives

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

Genting Malaysia provides a competitive benefits package designed to foster a healthy work-life balance and help employees plan and prepare for the future. Competitive compensation is key but excellent health coverage is also provided to employees.

Human Resources liaises closely with all departments on all aspects of compensation and benefits to ensure consistency and competitiveness. Government requirements are strictly adhered to and 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-up • 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"> • United States operations provide sabbatical leave as stipulated in the Family and Medical Leave Act

Social: Workplace of Choice

Type of Benefits	Details of Benefits
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)



UK

Genting UK also provides various flexible benefits such as its flexible life and health insurance plan, in addition to the common benefits provided by Genting Malaysia. Genting UK also extends its Employee Assistance Programme (EAP) to all employees and their households. EAP was introduced to help employees deal with personal problems that might adversely impact their work performance, health and wellbeing. Genting UK's EAP includes an assessment, short-term counselling and support.



US

RWNYC offers various health insurance packages including vision and dental treatment. Life insurance is provided to all employees and their families. High-performing employees receive an annual increment, upon approval by the company compensation committee.



Bahamas

Management-level employees are offered a comprehensive benefits plan in addition to the benefits provided by the National Insurance Board. This comprehensive benefits plan is extended to employees' families and dependents.

Benefits Plan Coverage



Medical, dental and prescription drug coverage



Life insurance



Long-term disability insurance



Accidental death and dismemberment insurance



Employee Assistance Programme



Critical illness coverage

All employees are offered a highly-subsidised meal programme and subsidised on-site housing programme. Resorts Worlds' mental health/substance abuse programme is administered by RW Bimini's insurance carriers.

Social: Workplace of Choice

Skills Development

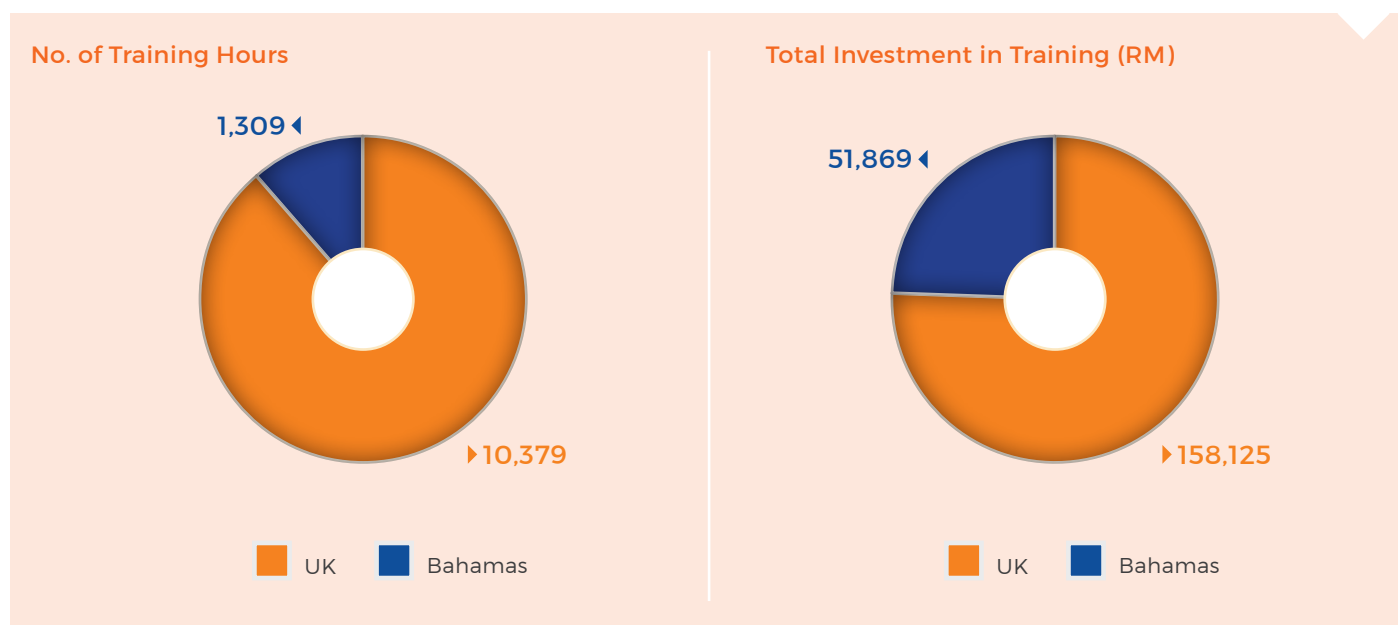
GRI 404-1, 404-2

Genting Malaysia strives to be an attractive employer that presents employees with viable personal development opportunities. The development and competitiveness of the business are strongly linked to the personal development of employees and their wellbeing.

Training programmes offer broad modules that cover corporate culture and business ethics, business acumen, leadership and various soft-skills training. Genting Malaysia continues to offer young people a myriad of opportunities through apprenticeships, internships, traineeships, graduate placements and job opportunities. The Group welcomes every potential individual to be part of its next generation of entrepreneurs and game changers including those from underprivileged groups regardless of their backgrounds and social status. Genting Malaysia hopes to help address issue contributing to youth unemployment through this commitment.

Depending on the nature of work, employees are offered a variety of enrichment opportunities and job-related training throughout the year including in-house, external and virtual seminars and workshops. Genting Malaysia is committed to providing training that develops both personal and professional skills as well as sponsoring employee participation in industry and professional organisations.

Genting Malaysia developed the i-Learn Portal Academy to enable online learning for all its employees. The Group also organised a "All You Need to Know about COVID-19" training to raise awareness of the virus including its symptoms, transmission, prevention and impact on the community.



GRI 404-3

100% of employees received regular performance and career development reviews

Social: Workplace of Choice



Malaysia

The Above and Beyond Academy trains managers to inspire their team members to deliver Above and Beyond service. Executive-level employees and above improve their core leadership skills so they can drive their teams towards excellence. Delivering 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.

Key Initiatives Introduced by Genting Malaysia

Succession Planning

- Every division and department help develop current and future leaders

Talent Feeding Programme

- Intern and fresh-graduate training
- Conferences for managers and senior managers

Total Quality Management

- Developing a total quality culture through continual improvement

Problem-Solving Process

- Finding alternative solutions for identified problems

Quality Control Tools and Techniques Training

- Quality management training on the Quality Management System and ISO certifications



UK

eLearning modules consist of both mandatory and optional courses. The mandatory modules are a part of ongoing efforts to remain compliant with legislation.

Courses hosted by Genting Academy eLearning in 2020 included Fire Safety, Cellar Management, Money Laundering Awareness, Armed Robbery and Social Responsibility.

The library also contains a whole suite of optional personal development courses on bar excellence, coffee skills, safe computing, time management and other soft skills training.

Genting UK also held basic and advanced cheating awareness courses to educate employees on typical cheat moves that some players might try to use to trick gaming staff. These courses are compulsory for all live gaming staff and managers.



US

In-house training and development programmes focused heavily on safety measures in response to the pandemic in 2020. Various awareness programmes on COVID-19 safety protocols were also held. Emergency service first responder training reminded employees of procedures to follow in emergency situations.

In 2020, Resorts World Catskills' training programmes focused heavily on customer service and specialised Forbes Training.

Social: Workplace of Choice



Bahamas

RW Bimini is dedicated to training and developing its employees and Human Resources offers a variety of skill-enhancing programmes. Employees are encouraged to participate in professional training courses designed to improve their skills and expand their knowledge in their respective fields. These training programmes are delivered by company officers and outsourced training providers.

Training Programmes Held at RW Bimini and Hilton Downtown Miami

**Safety
Training**

**Internet
Cybersecurity**

**Customer
Service**

**Leadership
Development**

**Coaching and
Counselling**

Ethics

**Emotional
Intelligence**

Accountability

**Service Alcohol
Responsibly**

**Casino Dealer
Skill Training**

Recognising Employees Loyalty and Celebrating Key Milestones

Employee Appreciation Nite

Typically, the Employees' Appreciation Nite is held annually where various categories of awards are presented in recognition of the employees' contribution and years of dedicated service. However, in 2020, the Employees' Appreciation Nite was not permitted due to the government's restrictions on mass gatherings.

Employee of the Month

This award recognises and rewards employees who have demonstrated exemplary work practices and habits for a particular month. The award is given to employees from the Casino, Hotel, Support Services and Theme Park.

Each month, one main award and two merit awards are given to outstanding employees from each category. Nominees are selected on their punctuality, absenteeism, three-month medical leave record and general performance.

Showing Recognition at Overseas Operations



UK

Genting UK offers a Long Service Award scheme that recognises and rewards all long-serving employees. Awards are given to employees who reach 5, 10, 15, 20, 25, 30, 35 and 40-year milestones in their employment.

The Company writes to all employees who meet the service criteria, biannually. These employees are congratulated and invited to choose a gift from an extensive range in a brochure issued by the service provider.



US

Genting US's 401K Savings and Retirement Programme encourages employees to make contributions through payroll deductions. The company matches 50% of the employee's contributions, up to 6% of the employee's weekly income.

Resorts World Catskills also holds a 'Housekeeping Week' where the Company celebrates achievements. The management shows gratitude to the team by presenting gifts and organising an ice cream social session. Resorts World Catskills also introduced various appreciation and reward programmes during the year including the 'Employee of the Month' award, 'Perfect Attendance' award and 'Employee Rewards Store'.

Social: Workplace of Choice



RW Bimini introduced a programme to recognize employees who serve as a role model to others and provide exceptional service to customers and co-workers. Each month, employees may nominate a co-worker who stands out as delivering legendary service. A committee meets each month to select the winner and considers the following criteria:

Dedicated to the success of operations as reflected in customer service and team-spirited attitude

Demonstrated outstanding service skills to co-workers and/or customers

Must have been in the current job for 3 months

Good standing with no misconduct or performance documentation in their file for the past 12 months

Exhibits good attendance and being late less than 3 times and absent less than 5 times in the past 12 months

The Employee of the Month winners receive special recognition including monetary awards and are considered for Employee of the Year.

Safety and Health

A material, relevant and important part of the business concerns protecting the safety, health and welfare of the most vital resource: people, guests, subcontractors, suppliers and all those affected by the Group's operations. All occupational injuries and fatalities are preventable and risk management is at the heart of the Group's approach. Internal and external stakeholders including employees and contractors are expected to take responsibility for the safety of themselves, colleagues and host communities. Health and safety performance data and targets include contractors and employees.

Targets have been set and programmes developed to achieve continual improvement in safety performance in accordance with Genting Malaysia's Health and Safety Policy. These targets and programmes make hazard identification and risk assessment completely robust, from the highest level of management to the team leaders making everyday safety decisions.

RWG adopted OHSAS 18001 and ISO 14001 across the resort. Currently, Genting Malaysia is working towards the new ISO 45001 certification that replaced OHSAS 18001.

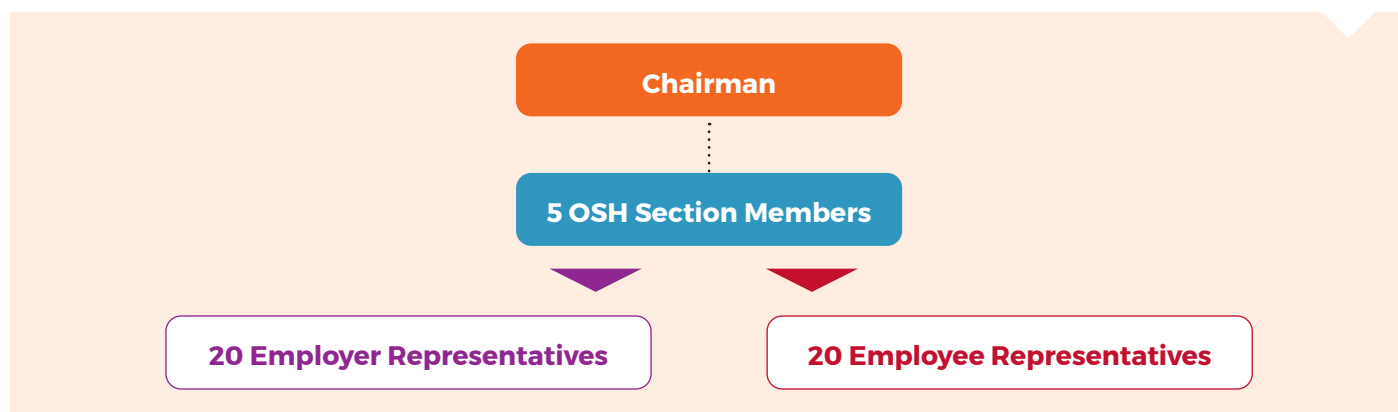
Senior management in each country provides visible leadership and is responsible for aligning the systems and processes within their country with Genting Malaysia's strategy and direction.

RWG's 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.

Social: Workplace of Choice



Employer and employee representatives from 20 properties and departments sit on this committee. 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 in the workplace with a view to resolving them.

OSH Training

GRI 403-5

RWG collaborated with the Ministry of Health (MOH) and the Department of Safety and Health (DOSH) to identify training needs for its workers and contractors. RWG also engages with DOSH on Basic Occupational Health (BOH), DOSH Compliance Audits and during any accident investigations.



Social: Workplace of Choice

Contractor Safety Requirements

Contractors are expected to comply with the same safety requirements as direct employees and meet Genting Malaysia's safety training standards. A contractor management system ensures that contractors comply with all requirements.

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.

Genting Malaysia engages a third-party safety auditing firm to assess and audit HSE compliance and effectiveness each month.

HSE Audit and Appraisal Scoring Criteria

Record keeping system

Frequency of induction programme, awareness and training programmes

Accident/incident reporting and investigation

Emergency procedures

First aid facilities

Public safety measures

Personal Protective Equipment

Use of proper signage

Machinery competency certificate and maintenance report

Representatives from contractors and sub-contractors are required to attend monthly HSE committee meetings held by the Construction Department. Only employees, contractors and sub-contractors with a valid CIDB card can begin work as required by the Malaysian Construction Industry Development Board Act 1994 (Act 520).

Contractors and sub-contractors failing to follow the correct procedures on project sites are issued with a Notice of Violation. Issues must be rectified within the specified time and any repeat offenders are fined according to the Construction Department Punitive System.

Contractors and subcontractors must also prepare a preliminary and full report for accidents and incidents requiring first aid, near-misses, property damage and personal injury.

Promoting a Risk-Based Safety Culture

Effective safety culture is based on sound risk management. Genting Malaysia's safety initiatives challenge safety attitudes and drive long-term sustainable change to eliminate fatalities and serious injuries. Genting Malaysia's risk-based safety framework identifies hazards that cause fatalities within operations and develops life-saving behaviours and protocols to target them.

Safety and Health Initiatives at Overseas Operations



UK

Genting UK collaborates with National Safety and Quality UK Limited as its Health and Safety consultant for policy, risk assessment, fire risk assessment and day-to-day matters.

Safety training conducted in 2020 included the NEBOSH National General Certificate in Occupational Health and Safety, Health and Safety for Management, Food Safety for Management, Emergency First Aid and Fire Marshal Training. Fire alarm testing is also conducted at all sites, biannually.

Genting UK also expects its supply chain partners including its maintenance provider to carry out regular health and safety audits on their engineers.

Social: Workplace of Choice


US

All employees at Genting US undergo annual refresher training, in-house safety training and external training by emergency service first responder agencies. Most employees have completed Narcan training, first-aid training, COVID-19 safety protocol training and active shooter awareness training.

The Security Department maintains a very close working relationship with security agencies such as the County Sherriff Department, State Police, Mobile Medic Ambulance Service and Fire Department. Regular meetings are held with these agencies to plan response protocols for incidents that could occur in the vicinity of the Company's operations.

The Security, Facilities and Surveillance departments conduct daily inspections of the entire property and scheduled inspections of fire and emergency equipment. Annual Emergency Response training is delivered to all members of the Security Department. However, this training was postponed in 2020 due to the pandemic outbreak.

RWNYC's Risk Department works with Liberty Mutual's Loss Control team on workplace safety issues and oversees its safety committee. The Security Department and Risk Department conducts weekly inspections of all back-of-house and front-of-house areas. The Vice President of Construction is responsible for ensuring safety compliance by all parties. All Security Officers at Resorts World Catskills are licensed by the New York State.


Bahamas

RW Bimini ensures all employees in its small workforce stay healthy and free from safety hazards. Employees' health and safety is paramount for optimum performance to provide world-class service to customers every day.

Safety committees have been established to ensure smooth daily operations and Risk Management provides periodic training on safety protocols. Employees are required to complete first-aid training, active shooter awareness training and COVID-19 safety protocol training.

Occupational Safety and Health Performance

GRI 403-2

Incidents Type	Malaysia	US	UK	The Bahamas
No. of incidents (injuries, accidents and fatalities)	38	-	53	1
No. of occupational disease cases	-	-	-	2
No. of lost days	0.917	N/A	-	-
No. of missed/absentee days	0.037	N/A	-	-
No. of fatalities	-	-	-	-

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 412-1, 412-2

Genting Malaysia respects people's fundamental dignity and human rights when doing business. These commitments are anchored in its values, supplier code, code of business conduct and ethics and the underlying policies. Genting Malaysia's human rights practices are aligned with the following international standards:

- The Universal Declaration of Human Rights
- The Declaration on Fundamental Principles and Rights at Work of the International Labour Organisation (ILO)
- The United Nations (UN) Guiding Principles on Business and Human Rights

Genting Malaysia adheres to all applicable employment and human rights regulations where operations are based. Its human rights practices are summarised in the Code of Ethics and suppliers are expected to adhere to its high standards. As part of Genting Malaysia's risk assessment procedure, labour standards of existing and potential businesses as well as supply chain partners are regularly reviewed. All parties familiarise themselves with its Code of Ethics from time to time.

Genting Malaysia's Human Rights Standards

1 Health, safety and wellbeing

Genting Malaysia always put health and safety first and delivers specific workplace and road safety programmes to all employees. The Company provides protective equipment and training along with set rules and procedures to prevent accidents.

Genting Malaysia has also established employee healthcare programmes to provide healthcare and wellbeing assistance to employees and their family members.

2 Non-discrimination

GRI 406-1

Genting Malaysia respects cultural and individual diversity and promotes inclusiveness. People are treated fairly, based on the principle of non-discrimination, without distinction according to race, colour, gender, sexual orientation, religion, national or social origin, age, disability and other defining factors. Employment, reward and promotion are based on the principle of equal opportunity.

3 No harassment and violence

A key aspect of safeguarding the personal dignity and equality of each employee is to ensure that harassment and violence, in whatever form, do not occur or are addressed adequately. Physical, verbal, sexual or psychological harassment, bullying, abuse or threats are not tolerated.

4 Child protection

GRI 408-1

Genting Malaysia respects the rights of children as stated in the United Nations (UN) Convention on the Rights of the Child including their right to education, rest, play and have their basic needs met. Genting Malaysia will neither engage in nor allow child labour within its facilities or in those of its suppliers. It is also committed to supporting the elimination of child labour throughout its value chain.

5 Freedom of association and the right to collective bargaining

GRI 102-41, 407-1

Genting Malaysia respects employees' freedom of choice to be legally represented by a labour union without fear of retaliation. Genting Malaysia establishes constructive dialogue with legally-recognised labour unions representing employees, according to the Genting Malaysia Berhad Workers Union Collective Agreement.

6 Rights of indigenous people

GRI 411-1

All Genting Malaysia local and international operations must not violate the human rights of indigenous people.

7 No forced labour

GRI 409-1

Genting Malaysia does not tolerate situations in which persons are forced to work through the use of violence or intimidation or by more subtle means such as retaining identity papers. All employees should work freely and be aware of the terms and conditions of their work and be paid regularly and timely as agreed.

8 Rest and leisure

Genting Malaysia recognises the right to rest and leisure and will therefore always comply with local laws, regulations and local customs with regard to working hours, overtime and rest. A balance between employees' working and private lives is important.

Social: Human Rights



Genting UK embraces diversity and inclusion in the workforce and is committed to reinforcing, practising and embedding these values throughout the organisation.

The company nurtures an environment that is based on positive working relationships. Employees and managers aim to eliminate all forms of harassment, unfair/unlawful discrimination and victimisation.

All Forms of Discrimination Outlawed at Genting UK

Race	Colour	Nationality	Ethnic origin	Disability	Sex	Sexual orientation
Marital status	Contractual status	Age	Unrelated criminal convictions	Religion or religious beliefs	Political views	

Discrimination or harassment in any form is not tolerated or condoned by any member of staff. These beliefs have been formalised in the Equal Opportunities Policy, Anti-Harassment and Bullying Policy as well as the Respect at Work Charter.



Genting US provides equal employment opportunities and conforms to all applicable laws and regulations. Genting US administers its personnel policies, programmes and practices in a non-discriminatory manner in all aspects of the employment relationship including compensation, benefits, recruitment, placement, promotion, training, transfer, retention, hiring, work assignment, termination, age and salary administration.



RW Bimini is a place where people can grow and succeed. This is achieved by maintaining a workplace environment that embraces diversity and fosters creativity and innovation.

As an equal opportunity employer, RW Bimini conforms with all applicable laws and regulations to individuals who are qualified to perform their job requirements. Opportunities are provided regardless of race, colour, creed, age, gender (including gender identity and sexual harassment), disability, marital status, HIV/AIDS status or any other protected status. RW Bimini bases all employment-related decisions including recruiting, hiring, training and compensation on the principles of equal employment opportunity.

Individuals who believe they have observed or been subjected to prohibited discrimination should immediately report the incident to their supervisors, higher management or designated Human Resources representative. RW Bimini strictly prohibits retaliation against any person for using this reporting procedure, or for filing, testifying, assisting or participating in any manner in any investigation or proceeding involving allegations of harassment or discrimination. Any person found to have engaged in unlawful harassment or discrimination is subject to disciplinary action up to and including being discharged from employment.

Social: Human Rights

Supply Chain Human Rights

Genting Malaysia's complex supply chain universe supports thousands of direct suppliers who employ thousands of people. With a supply chain of this scale, Genting Malaysia has an important responsibility to only do business with suppliers that respect the fundamental rights of their employees and partners.

Human rights are universal rights intrinsic to every human being. Genting Malaysia and its suppliers have a responsibility to respect them within their sphere of influence. Business operations can be a force for good in communities and Genting Malaysia empowers suppliers to always consider the impact of decisions and stand by them with confidence.

The success of Genting Malaysia lies in trusted relationships with suppliers. All suppliers, regardless of the cultural, social and economic context are expected to meet expectations of fundamental rights for all people as established by the United Nations Declaration of Human Rights.

Guidance and assistance are extended to suppliers to meet the standards for human rights, workplace environment, business integrity and environmental management contained in the Code of Conduct and Ethics. Suppliers are also expected to implement their own management systems in these areas.

Genting Malaysia expects suppliers to treat their employees with fairness, respect and dignity. They must follow practices that protect the health and safety of people working in their facilities in compliance with national and local laws. Suppliers must also hold their own suppliers to the same standards and create internal mechanisms and programmes for handling workplace grievance reports including anonymous reporting.

Erradicating Sexual Harassment From the Workplace

Sexual harassment is an unwelcome sexual advance, request for sexual favours or other conduct of a sexual nature that makes a person feel offended, humiliated or intimidated.

Genting Malaysia has formalised its opposition to sexual harassment in the Code of Practice on the Prevention and Eradication for Sexual Harassment in the Workplace.

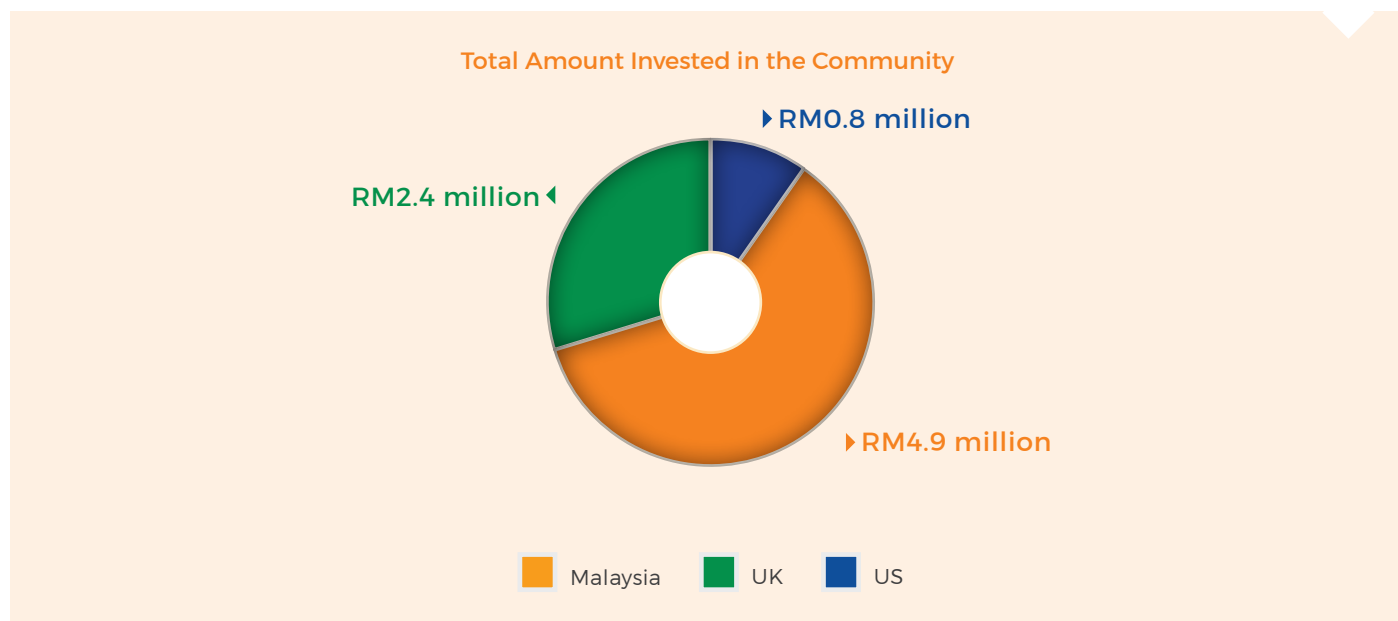
Social: Community Care

GRI 203-1, 203-2, 413-1

Genting Malaysia creates societal value through employment and advancing the development of land, infrastructure and entertainment.

Local and international operations continue to improve the quality of life in communities where they operate through social action. All business operations are committed to improving society and offering new opportunities and quality employment.

Genting Malaysia values long-term relationships with local communities. Social contribution activities related to business activities and employee volunteerism promote interactive communication. Charitable activities consist of human development, environment and community support initiatives in line with the corporate core values of Harmony and Compassion.



Community Engagement

Having good relations with local communities is vital to operations. Genting Malaysia actively participates in constructive community engagement and minimises negative impacts.

Several key processes and practices are established prior to starting any new investments or operations. These processes help identify concerns of the local community and stakeholders so associated risks and impacts can be actively mitigated.

Communications were ongoing with a variety of host country stakeholders, non-governmental organisations and other policy influencers throughout the year. Close engagement is necessary to understand the issues facing operations more clearly and mitigate potential risks threatening Genting Malaysia's license to operate. This engagement is done in accordance with Genting Malaysia's Code of Business Conduct and Ethics.

Building a Sustainable Community

Community programmes go beyond philanthropy. Genting Malaysia has adopted a long-term integrated and systems approach to developing and achieving a sustainable community by addressing economic, environmental and social issues. Fostering a strong community spirit and building partnerships with key stakeholders are essential components of these efforts. This section presents the programmes undertaken to deliver this commitment in 2020.

Social: Community Care

Main Sponsor of the 25th Edition of the Petronas Le Tour De Langkawi

Genting Malaysia continued its main sponsorship of the prestigious Le Tour de Langkawi (LTdL) in 2020. Cyclists from all over the world participate in this renowned international bicycle race each year. RWG has hosted the queen stage 20 times in the tour's history.

In conjunction with the Silver Jubilee of LTdL 2020, Genting Malaysia contributed almost RM5 million cash and in-kind sponsorship. To date, Genting Malaysia has sponsored more than RM18 million in cash and in-kind.



The Stage 4 jersey winners of Le Tour de Langkawi with K.D.Y.T.M. Tengku Hassanal Ibrahim Alam Shah Ibni Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah Shah, The Regent of Pahang, sponsors and VIPs.



The mobile LED screen truck with RWG branding at LTdL 2020 side event.



The King of Mountain jersey winner, Mohd Zariff Muhammad Nur Aiman together with Dato' Sri Kay, VP - Corporate Communications & Public Relations.

A Heartfelt Effort

Every child has the right to feel safe and happy. Genting Malaysia collaborated with the SIMPLYSITI DI HATI initiative to raise the spirits of paediatric heart patients in January 2020. Established in 2011 to spread love and joy to the underprivileged children, SIMPLYSITI has raised up to RM200,000 to finance the surgical cost of underprivileged paediatric heart patients.

Dato' Sri Siti Nurhaliza Tarudin, President and Founder of SIMPLYSITI, and Puan Sri Cecilia Lim, wife of Deputy Chairman of Genting Malaysia, invited four paediatric heart patients and their families from Institut Jantung Negara (IJN) to RWG for a fun day in the sky. Recently recovering from heart complications at IJN, the children were excited as it was the first time some of them had visited the resort.

The children and their families were treated to Skytropolis, SnowWorld and an Imaginatricks show. During dinner, *ang pow* packets were given to the children, their families and 100 guests including media and programme partners.



Puan Sri Cecilia giving out ang pow packets to the children alongside Dato' Sri Siti Nurhaliza.

Social: Community Care

Supporting the Government in the Fight Against the COVID-19 Pandemic

Genting Malaysia witnessed the country's battle against an extraordinary and unprecedented public health crisis. COVID-19 requires a massive level of involvement and collaboration by government, society and business. Since the outbreak, Genting Malaysia has worked closely with the Ministry of Health and offered assistance when required.

The Ministry's Strategic Preparedness and Response Plan found the diminishing supply of PPE for frontline healthcare workers in Malaysia was critical. Genting Malaysia contributed Personal Protective Equipment (PPE) to the medical frontlines in Bentong and Temerloh to help address this acute shortage.

Genting Malaysia purchased non-woven materials and worked with the Bentong Prison to tailor 3,795 PPE sets. Prisoners who helped pre-cut and sew the materials were presented with food hampers as a token of appreciation.

Other local organisations helped make PPE included Girl Guides Bentong, Bentong Community College, Bentong Community Development Department (KEMAS) and Persatuan Suri dan Anggota Wanita Perkhidmatan Awam Malaysia (PUSPANITA) Bentong.

Bentong District Health Office distributed the PPE to Bentong Hospital; Sultan Haji Ahmad Shah Hospital, Temerloh; PUI quarantine centres at the Housing and Local Government Training Institute; Aminuddin Baki Institute, Genting Highlands and all government clinics in Bentong district.

Genting Malaysia also provided daily meals to the police personnel on duty in Bentong during the first and second phases of the Movement Control Order (MCO) as a sign of gratitude for their efforts in keeping everyone safe.

Genting Malaysia Berhad's thoughtful contribution will help protect our medical frontliners who are relentlessly fighting against the COVID-19 pandemic.

YH Dato' Mohd Zulkifli
Hashim, Bentong
District Officer



YH Dato' Mohd Zulkifli Hashim, Bentong District Officer (middle) presented the PPE on behalf of Genting Malaysia to Dr Cassidy Anak Devarajooh, Bentong District Health Officer (right), witnessed by YBhg TKP Dato' Muhammad Zuki Bin Muhammad Zain, Bentong Prison Director (left).



Bentong Prison representative presented hampers containing dry food items on behalf of Genting Malaysia to the Bentong Prison inmates in appreciation of their assistance in sewing the PPE.



Police personnel on duty in Bentong received daily meals from Genting Malaysia during the first and second phases of MCO.

Social: Community Care

Refurbishing and Beautifying SK Sri Layang

Every child has the right to a good education and learn the necessary skills to thrive in the 21st century. Providing a conducive learning environment for children helps to break down barriers to education.

In 2020, Genting Malaysia sponsored the refurbishment and beautification works of Sekolah Kebangsaan Sri Layang, Genting Highlands. Genting Malaysia's Engineering Department performed major renovations including:

- Repainting the school;
- Revamping the canteen;
- Repairing the school fences and swings; and
- Installing drain covers and needle punch carpets.

Genting Malaysia recognises the importance of ensuring its efforts in promoting sustainability is continuously producing meaningful impact. A visitation to SK Sri Layang was carried out in January to follow up on the progress of the vegetable farm that was planted by the G3 volunteers and students in 2019. During the visit, the school informed that the vegetables were harvested three times and cooked in the canteen and served to the students for them to enjoy the crops of their hard work.



SK Sri Layang's newly-repainted wall.



SK Sri Layang's vegetable farm.



Teachers and students of SK Sri Layang with Dato' Sri Kay, VP - Corporate Communications & Public Relations.

Social: Community Care

Inventing Spaces for Learning

Genting Malaysia and MySkills Foundation collaborated on a joint community project to build a new cafeteria with a learning kitchen for MySkills youths. Genting Malaysia sponsored RM300,000 for the construction and establishment of Café De Divine in Kalumpang, Hulu Selangor.

Currently, MySkills Foundation provides training for skills ranging from electrical, air-conditioning, welding, plumbing, organic farming, landscaping and corporate secretarial.

Commencing in October 2019, the project is one of MySkills Foundation's initiatives to deliver holistic skills development training for at-risk youths. The new cafeteria with learning kitchen is an expansion of the skillset training offered by the foundation. The new facility will enable students to undergo training in culinary skills and pastry making. This project was completed in July 2020.

Genting Malaysia's RWG pastry chefs also conducted a baking class for students on the official opening day. Chef Wan Mat Wan Musa and Chef Muhammad Amin shared their skills on the fundamentals of baking.

MySkills Foundation is a not-for-profit foundation that aims to transform at-risk youths into economically-independent and responsible citizens by equipping them with market-relevant skills training.

The foundation increases at-risk youths' exposure to on-job-training to lower the programme's dropout rate. This exposure is given to students as young as 13 to 19 years old to help them build good occupational character for stronger retention. Our partnership with Genting Malaysia adds greater value for sustainable transformation in terms of human capital, skills competency and enterprising value-based education with future on-job-training collaborations.

MySkills Foundation



RWG chefs teaching the students a delicious cookie recipe during the baking class.



Mr Lee Thiam Kit, Head of Business Operations and Strategies and Dato' Sri Kay, VP – Corporate Communications & Public Relations together with Directors of MySkills Foundation during the ribbon cutting ceremony.

Social: Community Care



UK

Adding Spin to Children's Independence

Genting Casino UK's relationship with CHIPS Charity started in 2001 and support began in 2015. CHIPS was founded on behalf of the UK gaming industry to raise funds for purchasing specialised powered wheelchairs for youngsters with varying disabilities. It strives to help children whose mobility would otherwise be limited. Children receive wheelchairs that the National Health Service cannot or will not provide and that the parents cannot afford.

2020 was record-breaking as Genting UK raised the highest amount since 2015. The funds were raised from two charitable events held earlier in the year by The Palm Beach and Malta Marathon. The total amount of £154,513.21 was used to purchase at least 18 wheelchairs.

I struggle to make friends because I am not able to go anywhere on my own. I always have to have someone with me. And every day someone comes up to me and moves me out of their way. This new powered wheelchair will give me some much-needed freedom and I will now be able to take trips into town with my twin brother

Nick Boyard, a recipient of the powered wheelchair from Brighton

Sponsoring Education and Awareness of Problem Gambling

Genting Malaysia donated to various organisations that offer advice or support for problem gambling throughout the year.

Genting UK supported various programmes and causes of these organisations to raise awareness of the potential impact gambling has on health and wellbeing.

The Young Gamers and Gamblers Education Trust (YGAM) is a national charity with a social purpose to inform, educate, safeguard and build digital resilience amongst young and vulnerable people. Their programmes help them make informed decisions and understand the consequences of gambling and gaming.

GamCare is an independent charity and the leading provider of information, advice and support for anyone affected by gambling harms in Great Britain.

£75,000

GambleAware

£175,000

YGAM & GamCare's education programme

Social: Community Care



US

RWNYC supports organisations, projects and programmes that create opportunities for economic and social progress. The programme supports organisations addressing a broad range of issues and needs to maximise RWNYC's impact. These programmes target workforce development (especially early childhood education), arts and culture, health and wellness, and responsible gaming.

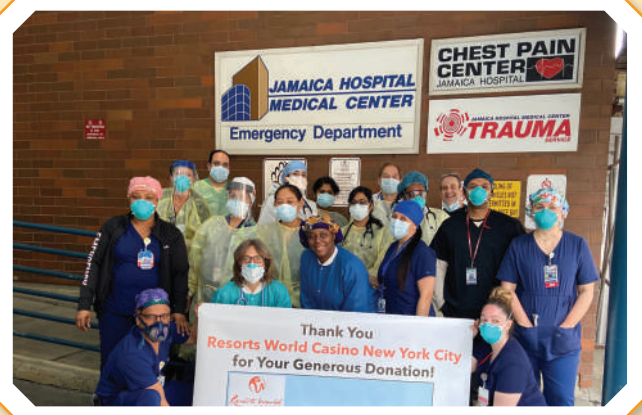
The Casino's business operations contribute 44% of revenue to the New York State education fund, totalling \$2,884,788,700 since opening. RWNYC also supports educational programming through organisations such as the Boys and Girls Club and the YMCA.

In addition to the \$200,000 investment in community initiatives, RWNYC also donated \$500,000 in prize money to the Queens Economic Development Corporation for hosting a Small Business Plan Competition that supported 25 up-and-coming entrepreneurs.

The bulk of community investment in 2020 was channelled to COVID-19 relief efforts. The contribution helped feed more than 2,000 frontline essential workers at hospitals, emergency centres and firehouses during the height of New York's infections.

RWNYC also reached \$3 billion in total contributions to New York State's education fund.

Resorts World Catskills gave more than \$25,000 in donations, sponsorships and community events in 2020. The Company worked with 90 local businesses and impacted more than 1,500 individuals living and working in the country.



The medical frontliners of Jamaica Hospital posing with a donation cheque from Resorts World New York City.



Bahamas

RW Bimini has always been a resorts community with caring for communities being at its heart. The Resort continues to bring hope to those less fortunate by providing opportunities to people with disabilities and other life challenges to come forward and reach their full potential. They were also treated to stay the night at the resort.

RW Bimini hosted its annual Toy Drive on 21 December 2020 to bring holiday cheer to the island. Although Santa could not be present this year, RW Bimini shipped the gifts to continue delivering smiles to the wonderful children of Bimini. A total of 384 toys were distributed to the children of six schools from pre-school to high school. All toys were collected by the school principals from the RW Bimini property.



Some of the gifts for the children in Bimini.



RW Bimini executive team with the gifts.

Social: Customer Orientation

Genting Malaysia is the fulfilment of a promise the late Tan Sri Lim Goh Tong, founder of Genting, made to himself and his peers: the realisation of a fully integrated, self-sustaining entertainment city.

It started with an ambitious idea and humble beginnings with the establishment of just one hotel and a casino. Presently, it stands proud as the region's premier resort and a fun destination for the whole family.

Genting Malaysia's mission is providing the most delightful and memorable experiences to its customers. All operations are committed to providing safe, secure, fun and entertaining moments to all patrons.

Everyone is Both Responsible and Empowered to Deliver on the Mission

RWG has been named as Malaysia's top integrated resort destination for 55 years. This success is largely down to an excellent customer service model and the efforts of employees.

Genting Malaysia prioritises service objectives over cost considerations, giving people a mission that is both meaningful and attainable. Employees' efforts in delivering excellent customer service are recognised and this criterion forms part of the annual appraisal.

The Power of Welcome Hospitality Beyond Property Borders

Customer experience has grown in importance significantly in the leisure and entertainment industry. Closely related to customer satisfaction, Genting Malaysia ensures that customers get an optimal experience that makes them feel unique in the resort.

Across its operating countries, Genting Malaysia continually improves its services so that customers' needs and feedback are addressed, proactively. Ongoing engagement with guests, visitors and customers is key to this process.

Setting the Standard: High-Quality Service Delivery

Genting Malaysia prides itself on consistently retaining customer satisfaction levels each year. A number of feedback processes including Genting Service Score are employed to capture and measure all aspects of customer communication, satisfaction and relationships.

These processes complement other ongoing internal metrics which are collected and reviewed regularly such as annual customer feedback, survey programmes and other internal quantitative processes. Together, they help Genting Malaysia validate its service delivery standards on a regular basis.

**Number of members under the Genting
Rewards Loyalty Programme**

4.95 million

as of December 31 2020

(2019: 4.9 million)

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. In 2020, the department received nearly 14,000 comments.

Social: Customer Orientation

Impact of Other RWG Touchpoints

Touchpoint

iKiosk

RWG App

Genting ATM

Multi-Function Kiosk

Functionality

- Self-service inquiry membership information
- Self-service voucher redemption
- Self-service room booking
- E-cash management

- Genting Reward Card management
- Hotel and theme park bookings
- Trip planner
- eVoucher wallet

- eWallet management

- Express Self Check-In kiosks include pre-booking reservations, walk-in reservations, early check-ins, special room feature requests and multiple payment methods
- RFID-operated room key cards

Impact

- Reduced counter overload
- Manpower rationalisation
- Increased customer satisfaction
- Minimise physical contact between employees and customers as a safety measure during the COVID-19 pandemic
- Reduced customers' waiting time
- Improved operational efficiency
- Information more readily available
- Reduced call abandonment

As interactions stretch beyond the obvious points of arrival and departure, attention to detail is crucial. A customer visiting the resort is one step of a long journey, created by all the moments leading up to and following the visit. Genting Malaysia identified and studied every touchpoint to make its customer journey a much better experience.



UK

Seeing through others' eyes often provides clearer, more transparent and accurate findings. Genting UK invited a third party to visit, observe and offer independent feedback as part of its quality management commitment. This initiative formed part of the Mystery Shopper Programme.

All aspects of the casino were covered including the reception, gaming, restaurants and general amenities such as toilets. All comments were shared with the General Manager for further improvements.

Customers are also welcome to share their experience and feedback with the General Manager of the resort at any time. Genting UK also actively engages with customers to gauge their satisfaction levels.

The new My Genting Rewards scheme allows players to enjoy bespoke hospitality services such as private tables, complimentary dining and experience beyond the casino environment.

Social: Customer Orientation



US

RWNYC introduced its Customer Experience Department to assess and improve customer service levels through training and employee engagement. A series of customer service training programmes that focus on consistent messaging, professionalism and hospitality were launched in March 2020. RWNYC's unique approach to customer service is based on its motto 'GAME: Get connected, Ask and discover, Make it memorable and Encourage return'.

RWNYC uses cutting-edge technology to handle service challenges on the gaming floor and minimise machine downtime, especially during peak hours.

Customer service levels are continually assessed through guest surveys and multi-channel feedback collected in-person and via telephone, email and social media platforms. Primarily, service recovery efforts are managed by the Marketing Department and issues are typically addressed in less than 24 hours by a dedicated specialist.



Bahamas

Guests often make a day trip to RW Bimini via ferry on a Friday. Most of these guests arrive in the morning before the normal check-in time. RW Bimini is in discussions with the Miami office to evaluate guest's arrival patterns so that their needs can be accommodated once they arrive.

RW Bimini employees are trained to always "look from guests' perspectives" to ensure optimum satisfaction during their stay.

Data Privacy and Cybersecurity

GRI 418-1

Cyber risks increase as technology becomes more complex and sophisticated. Genting Malaysia is abreast with cyber security developments to keep its customers and corporate data safe.

The use of personal data is subject to fast-moving developments. Genting Malaysia's host markets are able to keep abreast with these developments through the introduction of data protection rules.

Genting Malaysia' Personal Data Processing Statement (PDPS) is prepared in accordance with the requirements of the Personal Data Protection Act (PDPA) 2010. The PDPA sets out the policies and procedures of Genting Malaysia with regard to handling customers' personal data.

Data Security Certification Journey

Certification

Covers 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

September 2008

ISO 27001:2005

September 2015

ISO 27001:2013

Genting Malaysia maintains an open dialogue with lawmakers to discuss best practices and share experiences. These discussions encourage the creation of more advanced and harmonised data protection regimes that safeguard the privacy and trust of customers.

Social: Customer Orientation



UK

A General Data Protection Regulation (GDPR) module is included in Genting UK's Academy eLearning resource. All employees must complete this course annually. A suite of data protection policies and procedures apply to all Genting UK entities. Recently, these policies and procedures were updated to include additional guidance on remote working and working from home following the COVID-19 pandemic.

Genting UK's IT Operations and Security Team have also introduced a range of organisational technical measures that safeguard personal data. The Information Security Management Systems (ISMS) are aligned with ISO 27001 and PCI-DSS to ensure the Confidentiality, Integrity and Availability of IT systems.



US

Genting US takes a key interest in protecting the confidentiality, authenticity and integrity of personal data. A security risk management programme is ongoing to protect strategic assets. High-risk vendors and other third-parties are identified to ensure that they properly handle and protect personal data. The Company also prioritises incident detection and response processes to contain and report security incidents as they occur.

Resorts World Catskills implemented a touchless and cashless gaming system that provides safe and convenient gaming options for patrons. All employees must attend three hours of cybersecurity training. All data security measures were built in accordance with best industry practice.

Annual cybersecurity training is delivered to all users to reduce spam and malicious data transmissions. Real-time penetration monitoring is in place for all users. All data security measures were built around PCI/SOX compliance and best industry practices.



Bahamas

RW Bimini has implemented Hilton policies and standards as part of its efforts to maintain stringent privacy and data protection.

Data Security Policies Introduced at RW Bimini

Information Security
Policy (HWI-IT-001)

Information
Management
Standard
(ICS-STD-166)

Physical Access
Management
Standard
(ISC-STD-287)

Security Even
Standard
(ISC-STD-009)

HEM & Change
Management
Security Standards
(ISC-STD-006)

Policies and practices that govern credit, registration, payment and the handling of guest information are aligned with these standards. All employees must attend annual training on system security and email best practices.

Social: Customer Orientation

Digital Transformation for an Enhanced Customer Journey

GRI 417-1

Primarily, the digital transformation of the hospitality and tourism industry concerns an increasingly digital guest who expects seamless, connected and digital experiences.

QR Codes

Lockdown regulations have forced resorts to promote exclusivity and minimal contact with one another. Genting Malaysia incorporated QR codes to enhance the customer experience. QR codes are used in RWG and Resorts World Langkawi to access food menus and announcements such as souvenir lists, TV channel guides and the laundry service price list. Genting Malaysia is currently expanding digitalisation initiatives to include ticketing and wristbands at its theme parks



QR code for food menu.



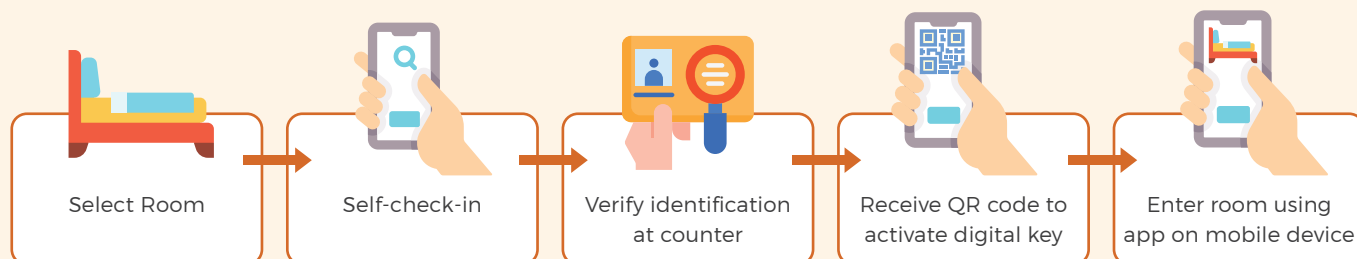
QR code for Souvenir List, TV Channel Guide and Laundry Services Price List.

New Mobile Check-In With Digital Key for Hotel Rooms

RWG introduced a new mobile check-in with a digital key in October 2020. Providing secure access, this easy-to-use system limits face-to-face interaction to reduce the risk of COVID-19. The mobile check-in is offered to all Genting Rewards Card members for First World Hotel, Genting Grand Hotel, Crockfords Hotel and Highlands Hotel.

The digital key is an alternative to RFID key cards. The system uses Bluetooth technology on iPhone and Android devices with the latest mobile app and Internet access.

Contactless Check-in Process



Social: Customer Orientation

Guests may also make requests upon checking-in such as early check-in, room with a view, near a lift or inter-connecting room, subject to availability. The check-out process is handled by the mobile app, after which the digital key will deactivate automatically.



New mobile check-in with digital key.



Unlocking hotel room door with a digital key.

An Inclusive Resort

GRI 416-1

No one is left out at Genting Malaysia's inclusive family resorts, including patrons who require additional assistance.

Wheelchairs are available for rent and all restaurants and retail outlets at RWG are equipped with a wheelchair ramp. Toilets for the disabled are available throughout the resort.

All common areas at Resorts World Catskills comply with the 2010 Americans with Disabilities Act (ADA) Standards for Accessible Design. With a plethora of disabled parking spots available to both patrons and team members, all locations can be accessed using an elevator. Resort World Catskills offers scooters to handicapped guests for ease of travel around the resort.

Resorts World New York City partners with Access-a-Ride, a paratransit service offered by the New York MTA. The Resort offers all Access-a-Ride shuttles with up-close vehicular access to its main entrance when picking up and dropping off handicapped guests.

Genting Skyworlds - A Good Blend Between Fun, Entertainment and Accessibility

If your child has reduced mobility but loves the thrills and adventures of theme parks, an accessible theme park such as Genting SkyWorlds is where one gets to experience the fun. Genting Malaysia provides a great guest experience in an inclusive, safe, comfortable environment. Every part of the park is wheelchair-accessible. Genting Malaysia's inspiration promises to give individuals with physical or cognitive special needs a place where they can have a thrilling experience in the sky without barriers.

Americans with Disabilities Act (ADA)

All common areas at Genting Malaysia's US operations adhere to the 2010 Americans with Disabilities Act (ADA) Standards for Accessible Design. All locations can be assessed by elevators and scooters are provided for handicapped guests.

For Young Families

Being out with babies and toddlers can be challenging. Various facilities are designed to cater to visitors with young children including nursing rooms, mini playgrounds and strollers for rent at Genting SkyWorlds.

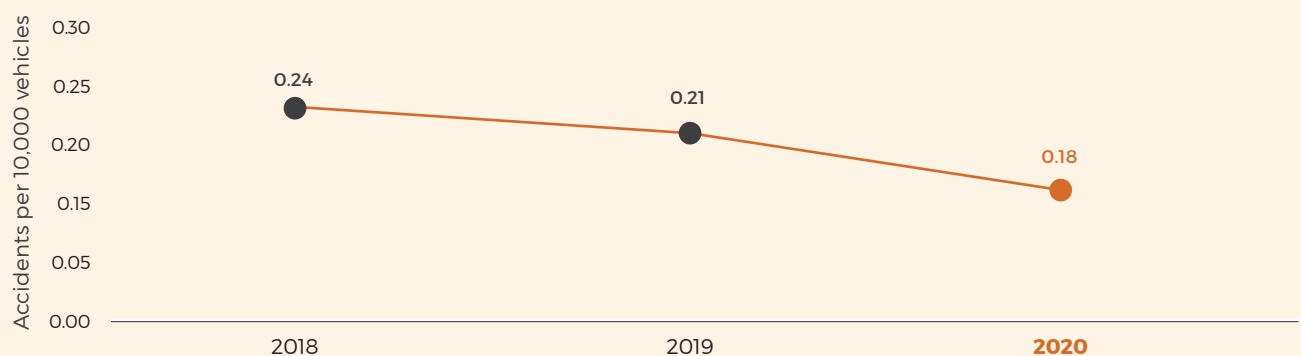
Safety First

The safety and security of patrons is Genting Malaysia's number one priority. Genting Malaysia has a strict safety protocol that can never be compromised. Genting Malaysia meets standard safety guidelines and has implemented additional measures to ensure a worry-free experience while having fun.

Social: Customer Orientation

Safety Areas	Safety Measures	Impact/Results
Road safety	<ul style="list-style-type: none"> All road safety guidelines and improvement work follows the advice of appointed road consultants and are in line with the following: <ul style="list-style-type: none"> Public Works Department 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 	<ul style="list-style-type: none"> Road accident rate expressed as the number of accidents per 10,000 visitors recorded in 2020 was 0.18, which is 15% lower than the previous year
Theme park safety (GRI 416-2)	<ul style="list-style-type: none"> 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) Adhered to EN13814-Fairground and amusement park machinery and structure guidelines by TUV Nord All machinery has a valid Certificate of Fitness in compliance with the Factories and Machinery Act 1997 	<ul style="list-style-type: none"> Daily safety checks throughout the year with 100% compliance Quarterly inspection by DOSH Pahang with 100% compliance
Food safety	<ul style="list-style-type: none"> All food and beverage outlets in Genting Malaysia adhere to the Hazard Analysis and Critical Control Point (HACCP) Food Safety Management System All food outlets and restaurants are subject to monthly inspections as control and preventive measures 	<ul style="list-style-type: none"> Monthly food outlets inspections
Fire safety	<ul style="list-style-type: none"> Genting Malaysia adheres to the Fire Services Act 1988 Genting Malaysia introduced a No Smoking Policy and smoking is strictly prohibited except for designated smoking areas 	<ul style="list-style-type: none"> Adheres to Arahan Pentadbiran BAB 8 506 employees from the F&B and Casino departments attended fire safety training during 2020 RWG has its very own well-equipped and well-trained fire and rescue unit Conducted 11 fire drills in 2020

Road Accident Rate



Social: Customer Orientation

No Smoking Policy

Genting Malaysia recognises, limits and properly manages all identified risks to protect its businesses, properties and preserve human life. The negligent effects of smoking can cause a major fire risk, resulting in high potential loss of human lives, serious damage to properties and severe business interruptions.

Genting Malaysia has introduced a No Smoking Policy to significantly reduce this risk while protecting non-smokers from secondhand smoke. Smoking is strictly prohibited except for designated smoking areas.

Every employee is responsible for observing and enforcing this No Smoking Policy to protect their own safety and the safety of fellow colleagues, customers and the general public.

Stay Safe Promise

The COVID-19 pandemic brought the world to a standstill, disrupting the livelihoods of many and threatening the health of the global community. Genting Malaysia prioritises the safety, health and well-being of all guests and employees. This is becoming more important than ever during these challenging times.

Genting Malaysia re-engineered its processes and developed a comprehensive safety plan in line with the government's guidelines, global best practices and World Health Organisation recommendations. This proactive approach keeps guests and employees safe and assures them that their well-being will continue to be prioritised throughout the resort.

The RWG StaySafe Promise encompasses a list of best practices that have been diligently developed. This will inculcate responsible practices to safeguard 25 million guests who visit the resort each year.

Procedures To Protect Guests and Employees From COVID-19

1 Employees

- Mandatory temperature and health screening daily
- Disinfecting office equipment at least twice a day
- Providing employees with appropriate PPE
- Compulsory use of MySejahtera application
- Screening and testing all casino dealers for COVID-19 regularly

2 Guests' Experience

- Recommending that all guests park their own vehicles
- Sanitising luggage carts before each use
- Deploying thermal scanners at each entry point
- Compulsory use of MySejahtera application
- Deploying hand sanitising stations at key entry points and high-traffic areas throughout the resort

3 Social Distancing

- Replacing handshaking with appropriate non-touch greetings
- Keeping one metre distance between guests
- Separating people with physical demarcations on floors, queue lines, lifts and cashiering counters
- Adopting chequerboard or alternate seating in all restaurants for dine-in guests

4 Cleaning Protocols

- Cleaning public and common areas at least three times a day
- Utilising electrostatic spray guns with over 300 free-touch and wall-mounted dispensers throughout the resort
- Using UV LED handrail sanitisers at escalators which kill germs, bacteria and viruses through an Ultra-Violet Germicidal Irradiation (UVGI) process
- Scheduling general sanitising at 90-minute intervals at all restaurants and dining facilities

5 Service Ambassador Programme

- Stationing Service Ambassadors at guest areas during peak hours to courteously oversee guests' movements and ensure effective social distancing and queue management

Emergency Response Teams are trained in the protocols of handling suspected COVID-19 cases. A team of in-house medical practitioners are also on 24-hour call. The teams and facilities adhere strictly to the Ministry of Health ("MOH") requirements with doctors working closely with state-level MOH panels to ensure that the Resort is equipped to curb the spread of COVID-19.

Social: Customer Orientation



UK

Customer Health and Safety is an ongoing priority for Genting UK as formalised in the Health and Safety Policy Statement. This statement lists the Company's commitment to preventing the risk of injury to employees, customers and any other persons who may be affected by operations on the premises.

The policy demands the full cooperation of all employees who have obligations and responsibilities within the health and safety legal framework. Training, information and instruction are provided to support these requirements in all aspects of their work. Genting UK's Health and Safety Policy forms an integral part of the induction training programme and ongoing training initiatives.



US

During these unprecedented times, RWNYC remained focused on the health and safety of its employees and the public. RWNYC's sanitation and hygiene protocols are aligned with the government mandates and the Center for Disease Control and Prevention (CDC) guidelines.

The Security Department of Resorts World Catskills maintains a very close working relationship with public safety-first responding agencies in Sullivan County. Regular meetings, discussions and strategies as well as best practices are discussed with the Sullivan County Sheriff Department. The Sullivan County 911 Coordinator and Sullivan County Director of Emergency Management are routinely included in planning discussions and response protocols for incidents which may occur in the vicinity of Resorts World Catskills.

As the new norm takes a more cautious and careful approach to life, Genting US conducts business in a manner that is consistent with the mission of its Sanitation and Social Well-Being (SAS) Plan: "To take caution and approach everything we do with the health and safety of everyone in mind." Hundreds of Sanitation stations have been introduced that distributed both hand wipes and hand sanitiser. All entrances including the employee entrance have been modified to include thermal scanners. Manned 24 hours a day by Security personnel, these scanners check the temperature of those entering the premises. Genting US uses top of the line MERV 15 air filters for optimal air quality and ventilation. Gaming floors and equipment are regularly sanitised including cards, chips and dice. Genting US's Clean Team is leading the sanitising and disinfecting procedures to safeguard its customers during this COVID-19 pandemic. These practices are aligned with the government mandates and the Centre for Disease Control and Prevention (CDC) guidelines.

Gaming tables as well as slot machines have been moved and equipped with Plexiglas to encourage social distancing. Genting US has also introduced cashless gaming to allow patrons to deposit funds to their player's club card for convenience and safety. Operation hours and standard operating procedures of all departments have been modified to help minimise any risk to the safety and security of all who enter the resorts.



Bahamas

COVID-19 preventive measures have been introduced by the authorities such as temperature checks, social distancing and mandatory mask-wearing. RW Bimini also took additional steps to safeguard customer safety by issuing COVID-19 protocols. All employees were familiarised and trained on these protocols through various engagement programmes including "Safe in the Sun".

Social: Customer Orientation

Responsible Gaming

Genting Malaysia's Responsible Gaming Programme aims to promote responsible gaming and protect customers from gaming induced problems.

Staff are trained following industry best practices with the knowledge and tools to effectively promote responsible gaming.

Self-Exclusion Programme

Individuals who have a gambling problem and want to voluntarily exclude themselves from gaming activities are offered the means for self-exclusion.

What Happens When You Self-Exclude?

- Not allowed to gamble in the casino. A cooling off period of seven days is allowed as an option. Revocation is allowed after six months.
- Removed from all forms of marketing and solicitations and will not be eligible to participate in any casino membership programmes.
- Be asked to leave the casino and may be subject to trespassing charges if they return during the exclusion period.

A person is able to return to the casino once the self-exclusion period has expired or a request for revocation has been submitted to casino management for consideration



UK

Providing customers with an environment that is enjoyable, safe and responsible is at the heart of Genting UK's business philosophy. Customers should enjoy gaming in an atmosphere of respect, responsibility and professionalism. Working with partners such as GamCare and GambleAware, the Company ensures it can respond effectively and quickly to customer needs and concerns and that all its customers feel safe, protected and respected.

The continuous evolution of Responsible Gaming practices is mainly driven by the regulator who demands that the UK is the safest place to gamble by:

- Studying what customers are able to spend from their incomes; and
- Keeping them at a level that does not cause them financial harm.

Models Trialled Across Remote and Non-Remote Operations

ONS Affordability Model

Based on the UK Office of National Statistics (ONS) data, Genting UK is able to study the average disposable income per household by age group and gender. The result of this study is fed into a model which is then compared against customers' play data to build ratios and set risk categories. This will allow the Company to identify players who may be playing at a level that is beyond their affordability. This model is still under development, investigation and testing with the Betting and Gaming Council (BGC).

Threshold Affordability Model

This model studies the threshold and risk exposure depending on the age of customers. The study shows that customers below 25 years of age are at higher risk of developing problem gambling. Genting UK hopes to understand their affordability to play more clearly by interacting with them.

Genting UK will continue to play a major role in developing research into understanding problem gambling. The Company is involved in several research projects and developing guidelines such as the Safer Gambling Messaging Research Project and the Patterns of Play Research Project.

Social: Customer Orientation



UK

Jon Duffy, Senior Vice President of Corporate Assurance & Regulatory Affairs for Genting Casinos UK was awarded the Outstanding Individual Contribution to Responsible Gambling by a panel of leading industry experts in the Global Regulatory Awards 2020. He was also named as the Chief Compliance Officer of the year.



US

The welfare of guests, visitors and players is a top priority. RWNYC provides guests with appropriate resources to self-exclude and seek treatment for any potential problem. Players should enjoy their time, play responsibly and also have the appropriate tools available to help them if needed. Responsible Gaming Ambassadors are trained to identify the warning signs of excessive play and encourage guests to seek help. RWNYC's responsible gaming resource centre facilitates referrals to problem gambling resources, provides financial counselling and assistance for its self-exclusion programme.

Specialised training is delivered to security, players' club and slot teams to identify signs of problem gambling and direct them to trained ambassadors. This training is provided by licensed clinicians working on behalf of the New York Council on Problem Gambling.

A new Responsible Gaming Resource Centre was opened at Resorts World Catskills in 2020 in conjunction with Responsible Gaming Week. This centre helps patrons and employees who are experiencing hardship, conflict or depression from a gambling problem.



Bahamas

The Bahamas Gaming Act, 2014, Section 73 stipulates "the holder of a gaming licence must provide training to its licensed key employees, consisting at a minimum, of information concerning the nature and symptoms of problem gambling behaviour, assisting patrons in obtaining information about problem gaming, and the information on the self-exclusion programme".

Resorts World Bimini has partnered with Florida Council on Compulsive Gambling (FCCG) with reference to the general Gaming Industry's efforts to:

- Develop and provide access to educational materials in the casino; and
- Deliver employee training and other quarterly events that raise awareness of gambling responsibly.

RW Bimini is close to launching its Responsible Gaming and Self-Exclusion online training programme for employees, provided by the Florida Council on Compulsive Gambling. This training programme provides employees with basic knowledge and the necessary skills to identify signs and symptoms of problem gambling behaviour and characteristics of individuals considered to be vulnerable populations.

RW Bimini also adheres to the Bahamas Gaming Act, 2014 to ensure that the public is notified about compulsive or problem gambling. Notices are displayed prominently at every entrance to the premises that provides access to any designated areas where gaming takes place.

Social: Customer Orientation

Socio-Economic Compliance

GRI 419-1

Genting Malaysia's operations are subject to requirements through sector specific laws, regulations and national licenses. Regulatory developments could affect the Group's results and business prospects. Genting Malaysia has not been subjected to any fines or penalties for failure to comply with socio-economic legal regulations during the period under review.

FTSE4Good Index Series

In June 2020, Genting Malaysia was reconfirmed as a constituent of FTSE4Good Index Series for demonstrating strong Environmental, Social and Governance (ESG) practices. The prestigious recognition is due to exhibiting the responsibilities of a good corporate citizen by upholding corporate governance while caring for the environment and society. This recognition will further motivate Genting Malaysia to improve its sustainability initiatives in the economic, environmental and social pillars.



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