



SUSTAINABILITY REPORT 2021

GENTING MALAYSIA BERHAD (198001004236)

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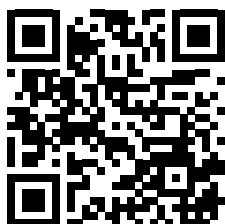
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We urge our stakeholders to make use of our reporting site at www.gentingmalaysia.com to assist in the reduction of our carbon footprint.

About This Report



This report focuses on the major sustainability risks and opportunities that we faced in 2021 and the ways in which we are responding to them. It details our commitments across the economic, environmental and social (“EES”) aspects of sustainability, and ensures we have transparently disclosed our management performance on these issues.



Reporting Period

Complementing the Annual Report, this Sustainability Report (“Report”) discloses all relevant sustainability information from 1 January to 31 December 2021, unless otherwise specified.



Boundary and Scope

This Report summarises the sustainability performance of all strategic businesses. The Report covers entities that are listed in Genting Malaysia’s consolidated financial statements: Malaysia, the United Kingdom (“UK”), Egypt, the United States of America (“US”) and the Bahamas. This Sustainability Report has been reviewed by our management and members of the Board for accuracy and credibility. This Sustainability Report was made in accordance with a resolution of the Board of Directors dated 24 February 2022.



Approach

The preparation of this report has been guided by the Global Reporting Initiative (“GRI”) Standards: Core option. It details our commitments to the material EES topics within our industry and has been prepared in accordance with Bursa Malaysia Securities Berhad Main Market Listing Requirements related to the Sustainability Statement in Annual Reports. In an effort to meet global sustainability agendas, we align our disclosures in this Report with the United Nations Sustainable Development Goals (“UN SDGs”). We have also taken the first step in reporting based on the Recommendations of the Task Force on Climate-related Financial Disclosure (“TCFD”).



Feedback

Feedback from our stakeholders is highly valuable and vital for our continuous improvement at Genting Malaysia. We welcome your feedback on our Sustainability Report and performance, which may be directed to: sustainability.genm@rwgenting.com

President's Message



“Dear Valued Stakeholders,

2021 was yet another challenging year for us due to the ongoing COVID-19 pandemic which had a far-reaching impact on our operations globally. Amidst the economic and social pressures on our business, we recognised that staying true to our core values and sustainability commitment is more critical now than ever. Our ambition to embed sustainability into everything we do is instilled in our heritage, and will continue to serve as our compass to navigate these challenges in a manner that sustains our business, uplifts communities, and maintains environmental stewardship.

”

We have been able to demonstrate resilience and adaptability in the face of these unprecedented challenges. Our global footprint in some of the world's most dynamic markets, along with the skills and diversity of our people, puts us in a unique position to build social resilience for our stakeholders and ensure business continuity with minimal disruption.

Economic

Sustainability – which fuels the wellbeing of future generations while protecting current resources – is deeply embedded into our corporate DNA and business strategies. Our sustainability focus has been integral in ensuring that we remain agile in undertaking transformative change. Some of our key efforts include enhancing business growth while staying attuned to the demands and expectations of the changing world. We are currently making enhancements to our sustainability framework, including the introduction of elements of performance management. Being able to quantify and track our progress in a structured manner will allow us to accurately assess new opportunities and risks that emerge in the post-pandemic world.

President's Message

Environment

The climate crisis has emerged as one of the most pressing concerns of our time. To further our goal of contributing towards a greener future, Genting Malaysia seeks to capture and embark on new opportunities that allow us to grow our business in a sustainable manner. Our strong global presence was established by placing responsible resource consumption at the heart of our business. Over the years, we have set reduction targets and adopted industry best practices to systematically reduce our environmental footprint. In 2021, we have taken definitive steps towards enhancing our environmental disclosures by introducing baseline climate-linked disclosure, aligned with the recommendations set forth by the Taskforce on Climate Related Financial Disclosure.

Social

Our people play a key role in our long-lasting success, and are fundamental to the services that we offer to our guests. At Genting Malaysia, we treat all our colleagues as part of an extended family by caring deeply for each and every individual. We pledge to maintain a diverse, collaborative and harmonious workplace that will bring out the best in each employee and encourage a high-performance culture, which is essential in building a sustainable business and conducive working environment.

Supporting employee wellbeing, mitigating workplace health risks, and promoting community health, form crucial tenets of Genting Malaysia's unwavering commitments in ensuring the safety and wellbeing of all our stakeholders. The last two years have seen us intensifying our efforts to safeguard our employees and guests throughout the global health crisis. As part of Resorts World Genting's StaySafe Promise, we implemented resort-wide and department-specific best practices to manage workplace health and safety risks. We also leveraged digital innovation in new and unique ways, such as transitioning to contactless measures and cashless systems to minimise physical contact and enhance our customer experience, thus allowing for seamless business continuity during the pandemic. As we continue to weather the impacts of the pandemic and reopen our resorts, we will remain vigilant and enforce stringent standard operating procedures ("SOPs") to keep all guests and employees safe at our resorts.

Looking Towards the Future

In spite of the challenges caused by the COVID-19 pandemic, 2021 saw us making significant progress in advancing our sustainability performance. Moving into 2022, we will continue to embrace the core values that have underpinned our success and deliver positive impact to our employees, guests and stakeholders. Above all, we must promote the growth and wellbeing of the communities in which we operate, while working to reduce our environmental footprint. We are cautiously optimistic about our ability to emerge stronger and better in the upcoming year and realise our sustainability ambitions while balancing our economic aspirations as a leading global integrated resort operator.

Dato' Sri Lee Choong Yan

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

24 February 2022

About Genting Malaysia Berhad

Resorts World Sdn. Bhd., a private company limited by shares, was incorporated on 7 May 1980. The company's name was changed to Resorts World Bhd (1989 – 2009), and subsequently Genting Malaysia Berhad ("Genting Malaysia" or "the Company"), Registration No. 198001004236 (58019-U) in 2009. In 1989, Genting Malaysia and Genting Berhad underwent a restructuring exercise, in which the former acquired Genting Berhad's entire gaming, hotel and resort-related operations, inclusive of goodwill and other relevant assets.

Listed on the Main Market of Bursa Malaysia since 22 December 1989, Genting Malaysia owns and operates major resort properties including Resorts World Genting in Malaysia, Resorts World New York City and Resorts World Catskills (which is 49%-owned via an associate company) in the US, Resorts World Bimini in the Bahamas, Resorts World Birmingham and over 30 casinos in the UK and Crockfords Cairo in Egypt.

Our Core Values



Hard Work



Honesty



Harmony



Loyalty



Compassion

Our Principles

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

We adhere to:

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

Our 8 Promises

The 8 Promises signifies our commitment in delivering an extraordinary experience to our customers and guides us in our progressive journey of delivering the best value to all our stakeholders.



to take care of our guests and colleagues



to provide exceptional 5A service



to be proud of our properties



to always find ways to improve



to personally solve customer problems



to show attention to detail



to know the resort well



to take pride in our appearance

About Genting Malaysia Berhad

Our Awards and Sustainability Recognitions

Malaysia's Only
Forbes 5-Star
Award Winner



For Three Years in a Row
(2019-2021)



The Asset Triple A Sustainable Capital Markets Country & Regional Awards 2021

Genting Malaysia Berhad
– *Best New Bond Award*

2021 Forbes Travel Guide Star Ratings by Forbes Travel Guide

Resorts World Genting
Crockfords Hotel – *Five-Star Award*
Genting Grand – *Four-Star Award*
Highlands Hotel – *Recommended*

2021 Forbes Travel Guide Sharecare by Forbes Travel Guide

Resorts World Genting
Crockfords Hotel – *Sharecare VERIFIED™*
Genting Grand – *Sharecare VERIFIED™*
Highlands Hotel – *Sharecare VERIFIED™*

Hotels, resorts and cruise lines earn the Sharecare VERIFIED™ with Forbes Travel Guide badge by completing – and maintaining – verification on more than 360 global health security standards.

Safer Gambling Standard Great Britain

Genting UK
– *GamCare's Safer Gambling Standard
(Advanced Level 3)*

Queens Power 100 by City & State New York Magazine

Resorts World New York City
– *Robert DeSalvo, President of Genting Americas
(Included in the list of the 100 most influential public
officials, civic leaders and everyday New Yorkers who
have contributed to the revival of Queens, New York
in 2021)*

Queens Chamber of Commerce's Building Recognition Awards

Resorts World New York City
– *Award for Interior Design, Hotels & Motels*
– *Award for New Construction, Hotels & Motels*



GENM has been a FTSE4Good Constituent since 2018



Our Business Overview



GENTING

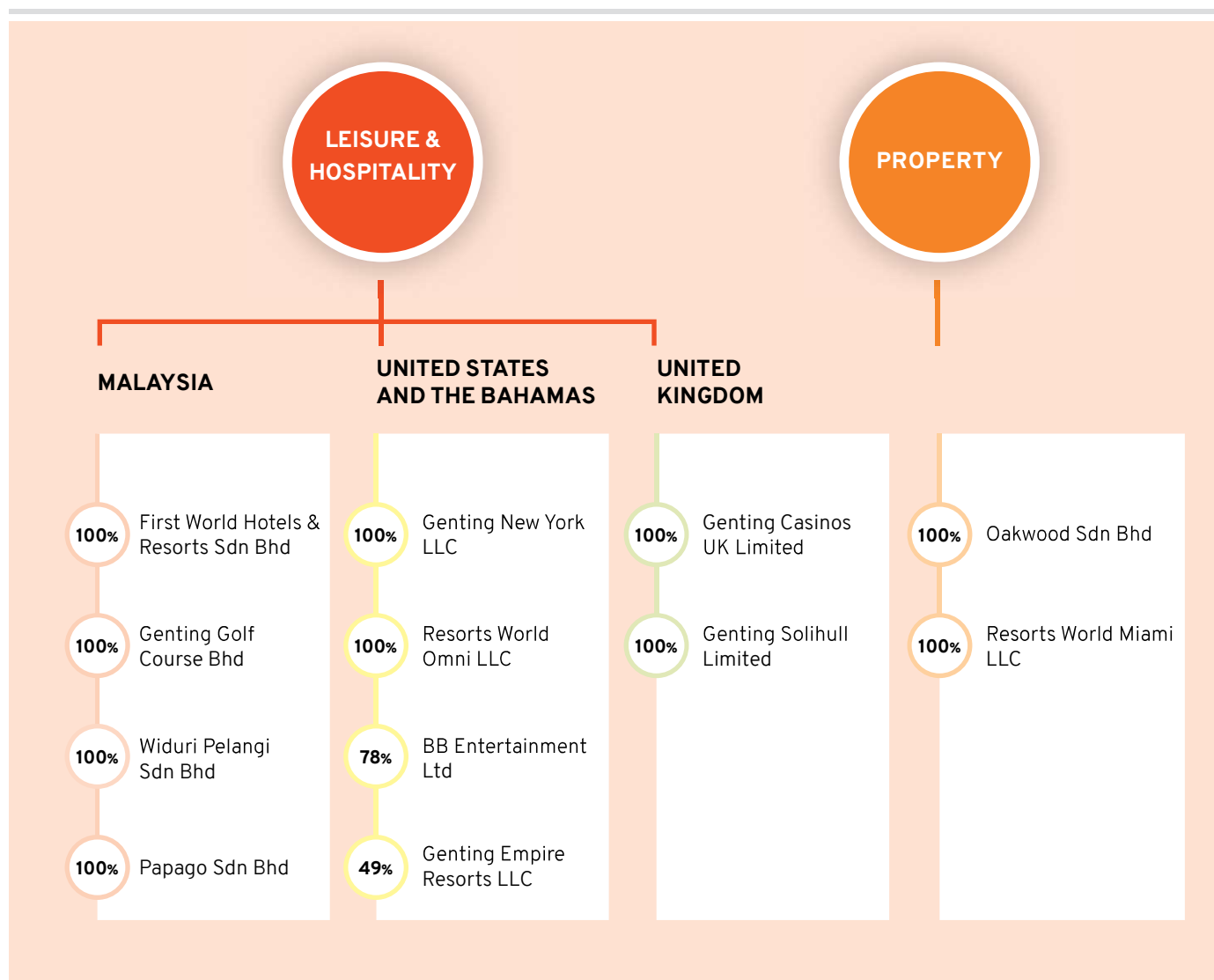
MALAYSIA

GENTING MALAYSIA BERHAD

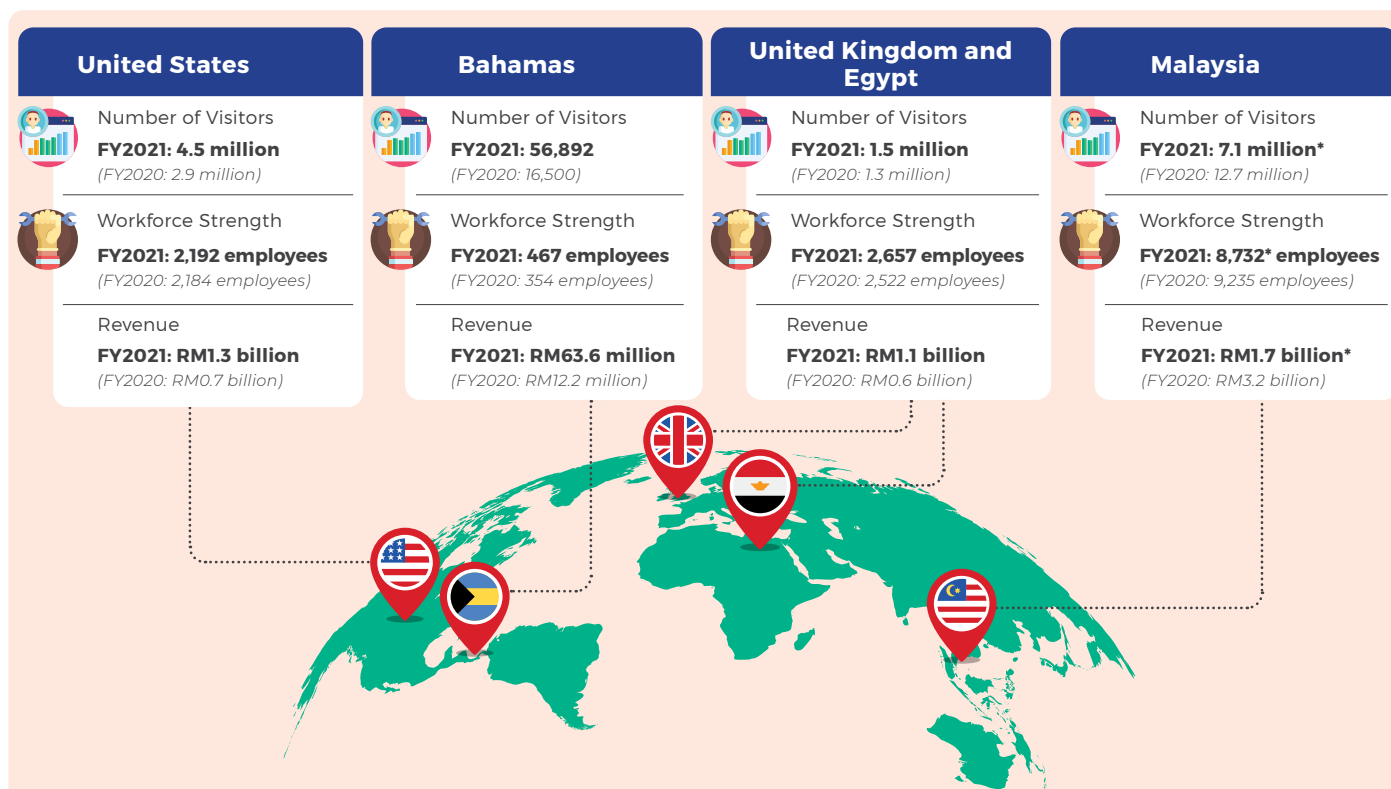
Registration No. 198001004236 (58019-U)

and its Principal Subsidiaries and Associate,

as at 15 March 2022.



Our Business Overview








* Reduction due to the COVID-19 movement restrictions in Malaysia

United States	Bahamas	UK and Egypt	Malaysia
RESORTS WORLD NEW YORK CITY ("RWNYC") <p>The first and only casino-hotel in the Big Apple. With over 6,500 slots and electronic table games, the facility occupies two game floors adopting the theme of popular NYC locations: Times Square Casino and Fifth Avenue Casino. There are also three high-limit rooms namely Fifth Avenue Club, Baccarat Club and High Limit Room.</p> <p>The completion of the RWNYC expansion project saw the introduction of new supplementary amenities at the property, including the new upscale 400-room Hyatt Regency JFK Airport at Resorts World New York hotel, expanded retail and dining options, state-of-the-art conference and meeting spaces, as well as additional gaming areas.</p>	RESORTS WORLD BIMINI ("RW BIMINI") <p>A high-end beachfront resort on the island of North Bimini surrounded by turquoise waters and white sand beaches.</p> <p>Facilities within the 750-acre premier luxury beachfront resort features a casino, a 305-room Hilton at RW Bimini, diverse restaurant and bar options, various resort amenities, the new RW Bimini Cruise Port as well as the largest yacht and marina complex on the island.</p>	GENTING UK <p>One of the largest casino operators in the UK with more than 30 casinos. In London, Genting UK is the capital's leading casino operator with five locations catering to all segments of the gaming market.</p> RESORTS WORLD BIRMINGHAM ("RWB") <p>The first such integrated leisure complex in the UK with gaming and entertainment facilities that come complete with a 182-room 4-Star hotel as well as dining and retail outlets.</p> CROCKFORDS, CAIRO <p>An exclusive casino housed within The Nile Ritz-Carlton Hotel in Cairo, Egypt.</p>	RESORTS WORLD GENTING ("RWG") <p>With about 10,500 rooms across seven distinct hotels, RWG is Malaysia's premier integrated resort destination. The resort also features wide-ranging leisure and entertainment facilities, including gaming, theme park and amusement attractions, dining and retail outlets, as well as international shows and business convention facilities. Genting Highlands Premium Outlets (a joint venture between Genting Plantations Berhad and Simon Property Group) at the mid-hill further complements the various attractions at RWG. Additionally, the recent soft opening of Genting SkyWorlds Theme Park will add to RWG's extensive entertainment offerings.</p> RESORTS WORLD KIJAL ("RWK") <p>A beachside resort with golf by the sea, turtle watching, and seaside activities along a 7.6km long pristine beach.</p> RESORTS WORLD LANGKAWI ("RWL") <p>A vacation resort for those who delight in a carefree island escapade.</p> <p><i>Our Malaysian operations refer to RWG, RWK and RWL, unless specified otherwise.</i></p>

Our Sustainability Approach

As a leading global integrated resort operator, we are responsible for adopting sustainable practices and we want to inspire others to do the same along our value chain.

Sustainability reflects the fundamental values of Genting Malaysia since its inception. We aim to build a long-lasting business that continues to deliver value to all our stakeholders. 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.

OUR SUSTAINABILITY FRAMEWORK				
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 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.

Additionally, acknowledging that our practices contribute to several UN SDGs, we have begun strategically reporting our contributions to specific UN SDG targets that are aligned with our sustainability framework.

Some of the key steps that we will be working towards in the coming year include enhancing our sustainability framework and aligning our internal sustainability governance structure to this enhanced framework.

This enhanced sustainability framework will guide and empower us to build on our expertise as we progressively challenge ourselves to achieve more ambitious sustainability targets.

Our Key Sustainability Drivers

We are cognisant of how potential risks and opportunities shape the direction of sustainability within our industry. To enable long-term business growth, we tailor our approach to sustainability by managing and mitigating the impacts these potential risks may have on our operations globally. As we advance sustainability in our organisation, we strive to capitalise on the opportunities arising from external factors that will have significant impacts on our industry. This year, we have included disclosures on our key sustainability drivers to illustrate the potential risks and opportunities aligned with our Malaysian operations.

Responsible Gaming



Risks

As our footprint spans across multiple continents, we are proactive in adapting to regulatory changes impacting the global gaming industry. We need to ensure that our teams are not just able to meet regulatory changes but also have in place the sound industry best practices towards promoting responsible gaming practices across our premises.



External Impacts

COVID-19 restrictions impacting the operations of casinos as well as the rapid rise in unregulated online gambling have caused challenges in effectively promoting responsible gaming measures for vulnerable stakeholders. Since our inception, we have always viewed responsible gaming as a key driver that impacts our ability to create value for our guests by ensuring their wellbeing is accounted for. As we responsibly open our doors to our guests, we remain committed to upholding the robust responsible gaming protocols we have embedded in our operations globally.



Opportunities

- Explore ways to improve and enhance our responsible gaming registration processes using digital innovation.



Our Response

- Through our self-exclusion programme at RWG, established since 2006, we continuously extend support and assistance to our guests who deal with a compulsion for gaming.
- Collectively, 150 employees have received training in responsible gaming in 2021.

Cybersecurity



Risks

As a company that highly leverages digital technology to optimise productivity and customer experience, we hold considerable amounts of sensitive data including customer details and commercially sensitive financial information. Ineffective cybersecurity measures could result in financial loss, disruption and/or damage to Genting Malaysia's reputation.



External Impacts

Cybersecurity risks have increased during the COVID-19 pandemic, which is attributable to both an increase in the number of attempted attacks and the increase in remote working, which may be carried out using on less secure home-based networks. Loss of customer data to a third party would have a commercial impact, such as potential loss of revenue.



Opportunities

- Ensure robust systems to safeguard employee and customer data privacy.
- Educate employees on best practices for data protection.



Our Response

- RWG has obtained ISO 27001:2013, which applies to the provision of operational services for data centres, administration and support services offered by the IT department.
- Personal Data Protection Policy sets out procedures regarding the secure handling of customers' personal data.
- Mandatory cybersecurity training for employees.

Our Key Sustainability Drivers

Health and Safety



Risks

Organisations operating in the leisure and hospitality industry are exposed to health and safety risks that may impact the wellbeing of customers. These risks range from food safety to security risks. Improper management of these health and safety standards can impact an organisation's ability to provide unparalleled services for their guests. Additionally, the workforce in the leisure and hospitality industry is exposed to risks of injuries in their day-to-day tasks. Proper internal protocols are essential to ensure the safety of employees and to minimise interruptions to operations, particularly during the COVID-19 pandemic.



External Impacts

As a result of the ongoing pandemic, there is a risk that employees and/or guests could contract COVID-19. The different variants of COVID-19 over the course of the year could potentially seriously impact human health. With the progressive reopening of the tourism industry globally, stringent measures in mitigating the spread of COVID-19 on premises are essential in reassuring customers and preserving brand reputation.



Opportunities

- Digitalisation of processes to promote more contactless measures.
- Assuring customers and preserving brand reputation by implementing robust safety measures in premises.
- Safeguarding employee wellbeing and creating a culture of safety by implementing frequent and timely occupational health and safety programmes.



Our Response

- At RWG, the StaySafe Promise outlines the resort's new enhanced safety plan and encompasses a list of best practices that have been diligently developed to operate the resort in a responsible and safe manner.
- Through the i-Learn Portal Academy, our well-established online training platform, 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 identification and risk assessment.

Talent Pipeline



Risks

In the leisure and hospitality industry, employees are the key drivers in creating an unparalleled customer experience. Being able to attract, nurture and retain a diverse pipeline of talent is key towards mitigating risks of negative customer experiences which impacts revenue.



External Impacts

Organisations within the leisure and hospitality industry create both direct and indirect impacts on local economies by creating employment opportunities. Stringent lockdown measures from the onset of the COVID-19 pandemic have impacted business resilience and consequently, the ability of these organisations to generate value from job creation. However, the outlook for 2022 remains cautiously optimistic as regulatory shifts progressively take place to aid the recovery of the tourism industry.



Opportunities

- Potential to generate positive socio-economic development by creating employment opportunities.
- Having a diverse workforce leads to increased productivity and growth of our organisation.



Our Response

- Launched our employee mobile app - RWG Community - as a means to enhance our internal communication and engagement.
- The i-Learn Portal Academy encourages anytime and anywhere learning opportunities for our employees.
- As we seek to instill a customer-centric culture, our Above and Beyond Academy empowers managers to be trained and to inspire.

Stakeholder Engagement

We see ourselves as a local business that performs on a global scale. Our stakeholders are key in influencing our operations, which in turn, are influenced by our business. We maintain ongoing dialogue with our stakeholders to solicit their perspectives, feedback and priorities which are meaningful in refining our focus on key material issues. These engagements also aid in defining our business and propelling it forward, steering the strategic direction of our Company. Sustainability is incorporated into all of our communications, ensuring we capture the views of stakeholders in our sustainability efforts, as well as other aspects which are linked to our most important sustainability topics.

Our Stakeholder Engagement Channels

 EMPLOYEES	ENGAGEMENT METHODS AND FREQUENCY <ul style="list-style-type: none"> • Yearly cross-functional visits • Mid-year and annual performance appraisal • Quarterly newsletter: Resort Living (Malaysia only) • Biannual senior management town hall events • Biannual partnership with departments • Sports tournaments, outdoor activities and weekly wellness programmes 	STAKEHOLDERS' EXPECTATIONS <ul style="list-style-type: none"> • Providing better workplace and care for employee welfare • Delivering merit-based training and career progression opportunities for employees 	GENTING MALAYSIA'S RESPONSE <ul style="list-style-type: none"> • 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 programmes
 GOVERNMENT AND REGULATORS	ENGAGEMENT METHODS AND FREQUENCY <ul style="list-style-type: none"> • Ad-hoc meetings with senior government officials and ambassadors • Government-Private Partnerships for community investments • Ad-hoc safety collaborations with Department of Safety and Health and Ministry of Health 	STAKEHOLDERS' EXPECTATIONS <ul style="list-style-type: none"> • Complying with applicable regulations and laws wherever operations are based 	GENTING MALAYSIA'S RESPONSE <ul style="list-style-type: none"> • Ensuring strict compliance with all applicable national and international regulations that our operations are subjected to.
 CUSTOMERS	ENGAGEMENT METHODS AND FREQUENCY <ul style="list-style-type: none"> • Daily customer engagement • Daily customer satisfaction surveys • Loyalty programmes (Genting Rewards) 	STAKEHOLDERS' EXPECTATIONS <ul style="list-style-type: none"> • Creating enjoyable and memorable experiences for customers • Ensuring strict health and safety SOPs against potential public hazards 	GENTING MALAYSIA'S RESPONSE <ul style="list-style-type: none"> • Ensuring high customer satisfaction through stringent quality control • Going above and beyond in providing service deliverables

Stakeholder Engagement



SUPPLIERS

ENGAGEMENT METHODS AND FREQUENCY

- Supplier pre-qualification selection criteria
- Regular tender evaluation process

STAKEHOLDERS' EXPECTATIONS

- Driving responsible and sustainable practices throughout the supply chain

GENTING MALAYSIA'S RESPONSE

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



INVESTORS

ENGAGEMENT METHODS AND FREQUENCY

- Dedicated Investor Relations team
- Quarterly financial results announcements
- Quarterly analyst briefings
- Press releases
- Annual General Meeting
- One-on-one and small group meetings
- Property visits
- Local and overseas investor conferences
- Corporate website

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, property visits and investor conferences
- Communicating through financial reports
- Interaction with research analysts



TRADE UNIONS

ENGAGEMENT METHODS AND FREQUENCY

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

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 AND FREQUENCY

- Press releases
- Social media
- Advertisements

STAKEHOLDERS' EXPECTATIONS

- Disseminating timely and accurate information on Genting Malaysia

GENTING MALAYSIA'S RESPONSE

- Ensuring news/info regarding Genting Malaysia is accurate and disseminated in a timely manner across all communication channels including online and offline media



LOCAL COMMUNITIES

ENGAGEMENT METHODS AND FREQUENCY

- Donations and philanthropic activities
- Community investment

STAKEHOLDERS' EXPECTATIONS

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

GENTING MALAYSIA'S RESPONSE

- Interacting with organisations and communities to gain insight of their needs
- Developing holistic and impactful community programmes

Materiality

We maintain continuous engagements with our stakeholders to better understand the significance of specific EES material topics to them. These insights are used to inform us in setting the direction of our sustainability journey and communication meaningfully as we move forward. In 2019, we undertook a comprehensive materiality assessment via our three-step process below. Our current materiality matrix was developed as a result of this extensive process.



In 2021, the COVID-19 movement restrictions and national lockdowns that were in place affected our ability to comprehensively engage with our stakeholders. We opted to conduct a materiality confirmation where we validated our existing material topics against findings from industry trend analysis and the agenda of our sustainability committees, while also ensuring their alignment with the Company's objectives. Based on our review, we were able to confirm that the current material topics remain relevant and reflect our business and external environment accurately this year. In 2021, we were also mindful that some of the prioritisation of our material topics may have shifted due to the industry changes in response to adapting to the new normal. We have reflected some of our key emerging industry risks and opportunities that we are addressing in Our Key Sustainability Drivers section.

To learn more about our how we manage key emerging risks and opportunities, please refer to pages 9-10.

Material Topic	Description	Our Response
ECONOMIC		
Corporate governance	Manage business strategy, risk assessments and sustainability processes in order to build financial integrity, investor confidence and superior performance	Good Governance, pages 17-18
Regulatory compliance	Comply with anti-corruption and anti-competition legislation and other core operational regulations including environment, labour, safety and health	Corporate Governance Report, visit: https://www.gentingmalaysia.com/corporate_profile/corporate-governance-report/
	Influence and support regulators	
	Provide channels for employees to voice out through whistleblowing channels	
Economic performance	Generate sustainable financial and economic returns and create stakeholder value to ensure sustainability of Genting Malaysia's business	Creating Economic Value for Our Stakeholders, page 25
Procurement practices	Encourage local and sustainable procurement	Responsible Supply Chain, pages 26-27
	Manage suppliers and service providers for responsible business conduct in areas of labour, anti-corruption, environment, safety and health	
Nation Building	Contribute to nation building by boosting economic growth and developing the tourism and hospitality industry	Community Care, pages 60-64

Materiality

Material Topic	Description	Our Response
ENVIRONMENT		
Biodiversity protection	Conserve biodiversity in the Company's operational sites	Biodiversity, page 36
Energy efficiency and carbon footprint	Use energy efficiently to minimise carbon emissions	Raising Environmental Awareness, page 38
Water management	Use water efficiently	Energy Management, pages 29-30
Effluents and waste	Ensure effluents discharged from sewage treatment plants meet the standard limit of regulations	Strengthening Climate Resilience, page 37
	Manage waste properly with reduce, reuse and recycle practice	Water and Effluents, pages 31-32 Waste Management, page 33
SOCIAL: WORKPLACE OF CHOICE		
Employee wellness, engagement and satisfaction	Attract and retain employees by creating a great place to work by providing welfare and a healthy lifestyle, and regular engagement with employees	Occupational Health and Safety, pages 40-43 Empowering and Uplifting our People, pages 43-46
Occupational safety and health	Maintain an injury-free working environment for all employees by following systematic approaches that prevent injuries and eliminate workplace health and safety risks	Prioritising Employee Wellbeing, pages 47-48
Talent management	Provide employees with training and education that expand their knowledge base for career development and improve customer service	
Non-discrimination and diversity	Treat all employees fairly and without discrimination	
Employee benefits	Provide fair and comprehensive employee benefits that are above the statutory minimum living wage	
Management/employee communication	Establish counselling services and other listening channels for employees	
SOCIAL: CUSTOMER ORIENTATION		
Customer satisfaction	Improve satisfaction by continually assessing and responding to customers' needs	Enhancing Customer Experience Through Innovation, pages 50-52
Customer safety, security and quality	Slope management: Manage slope stability to mitigate the risk of rainfall triggered landslides	Creating a Safe and Inclusive Integrated Resort, pages 54-58
	Customer security: Manage physical security of premises to protect customers	Cybersecurity and Data Privacy, page 59
	Customer safety and health: Minimise safety and health risks for customers on entertainment rides, roads and others through stringent quality management process	
Responsible gaming	Advocate responsible gaming to prevent problem gaming among customers	
Cybersecurity and data privacy	Protect the Company's information including confidential business data, employee information and customers' data privacy	

Materiality

Material Topic	Description	Our Response
SOCIAL: COMMUNITY CARE		
Community investment	Enrich lives in communities in which the Company operates through various corporate social responsibility ("CSR") activities	Community Care, pages 60-64

Materiality Matrix



Contributions to the UN SDGs

At Genting Malaysia, we support the UN SDGs for shared, sustainable growth and as a responsible global citizen, we aim to create positive social value to the best of our ability. We have now begun strategically reporting our contributions to the UN SDGs, while aligning our performance reporting to specific UN SDG targets for a more meaningful disclosure.



Good Governance

At Genting Malaysia, we endeavour to uphold ourselves to the highest standards of ethical conduct and integrity, underpinned by an unwavering commitment to transparency and accountability that is deeply rooted in the company culture.

Our robust governance structure is put in place to ensure the long-term success of the Company, while maintaining our credibility and trust from our key stakeholders. With the longevity of the Company and the best interests of the community in mind, we are committed to integrating sustainability into our business operations. This forms the foundation of how we manage the impact of our business on our guests, employees, local communities and environment.

We are a strong advocate of Honesty, which is one of the 5 Genting Core Values that guide our approach to ethical business practices and overall company policies. This is paramount to the sustainability of our business position as one of the leading integrated resort operators in the world. Our Board Charter sets out our strategic intent to conduct the Company affairs according to the highest standards of corporate governance, while the Code of Conduct and Ethics spells out our principles that act as a compass to guide the standards of behaviour and business conduct for our directors and employees. Our vigorous system in place ensures that we are in compliance with all relevant local and international laws, regulations and guidelines, and that we engage all stakeholders in a fair and responsible manner. We hold the conduct of our Board members, employees and partners to the strictest policies to ensure our own compliance to relevant laws. We have a zero-tolerance policy to all forms of corruption and bribery.



Our Board of Directors

Our Board provides leadership and oversight to ensure the Company conducts its business with the highest standards of ethics. Its members, comprising highly-qualified professionals, bring a wealth of industry experience and expertise combined with financial and related skills to steer the Company towards achieving its long-term goals, including matters pertaining to the sustainability of our organisation.

In line with the Malaysian Code on Corporate Governance, we practice non-discrimination in any form by ensuring consideration is given to identifying suitably qualified candidates whenever there is a need to appoint a new director or a management position becomes vacant. Our Board currently comprises 9% female directors.

Mr Ho Heng Chuan was appointed on 18 February 2022.

Our Robust Corporate Governance

AUDIT COMMITTEE

Acts as a focal point in assuring the independence of the Company's external auditors, the integrity of the Management and the adequacy of disclosures to stakeholders.

RISK MANAGEMENT COMMITTEE

Assists the Board in carrying out the responsibility of overseeing the Company's risk management framework and policies.

NOMINATION COMMITTEE

Annually reviews and recommends the performance of the Audit Committee and Risk Management Committee members to the Board.

REMUNERATION COMMITTEE

Recommends remuneration packages of Executive Directors and members of the Committees of the Board, and administers the Company's Long Term Incentive Plan.

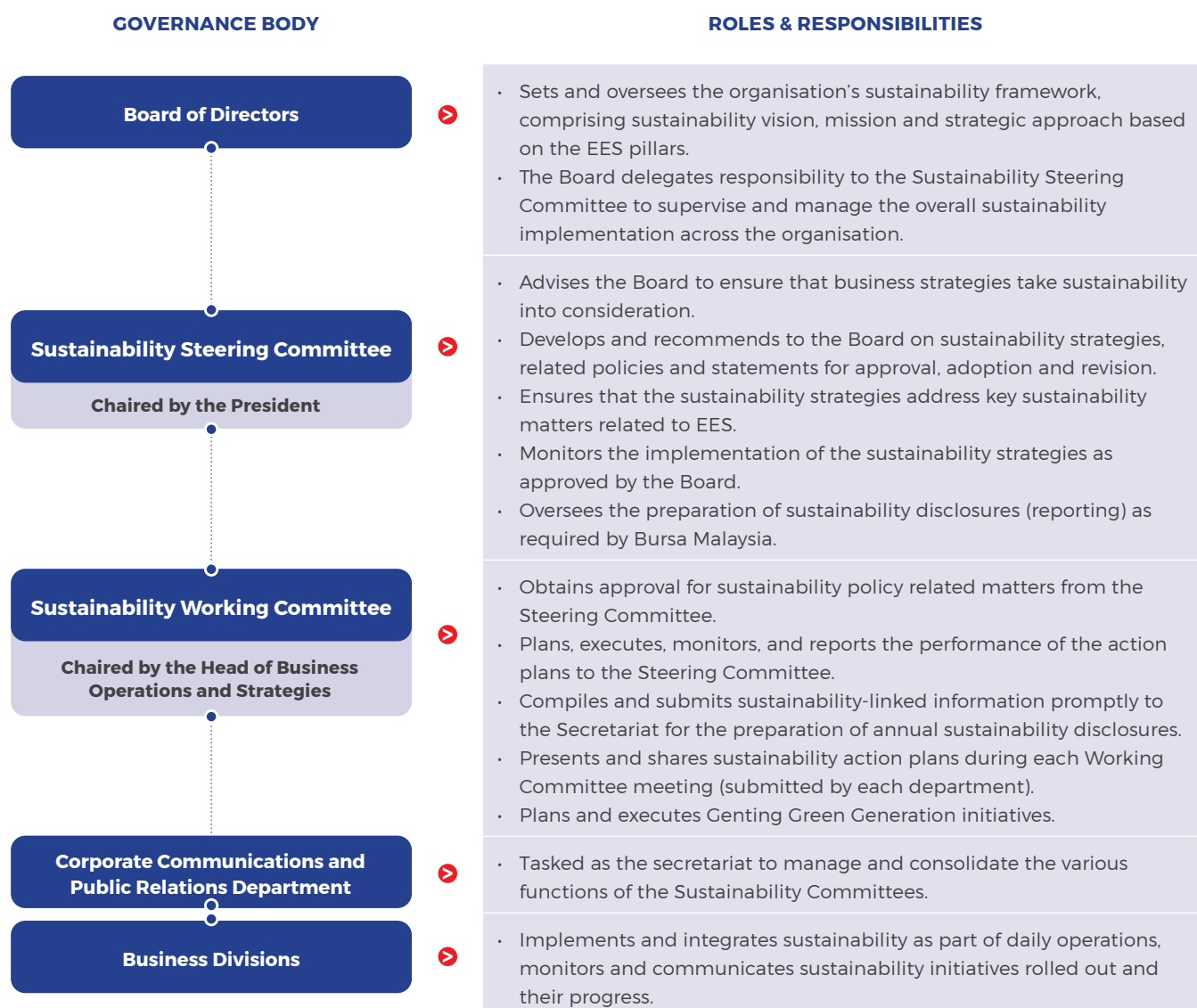
Good Governance

Sustainability Governance

Genting Malaysia is committed to delivering long-term value to our stakeholders through sustainable practices that protect the best interests of all parties involved - from our shareholders, employees, business associates and local communities, to the environment we live in. This effort is supported by a robust sustainability governance structure which provides oversight to ensure that our business operations are upholding this responsibility for all stakeholders. We achieve this by managing our business in a responsible and reasonable manner, safeguarding the environment to preserve a greener earth for our future generations, and championing the social needs of the community and building the nation.

Our sustainability governance structure is led by the Board, which ensures that the Company's practices meet our corporate objectives and sustainability goals. The Board oversees and conducts its business through two committees, the Sustainability Steering Committee and the Sustainability Working Committee, which comprise representatives from operational departments across the Company. The Board meets on a quarterly basis, with additional meetings when required to address urgent matters.

We ensure that our Board constantly keeps abreast with the latest developments in sustainability practices to further strengthen their leadership performance. In 2021, we conducted two workshops for our Board to deepen their knowledge in this area. Key topics covered during the workshop include understanding Genting Malaysia's current position in sustainability practices and ways in which the Company can advance its sustainability agenda, as well as criteria of various sustainability-linked ratings that we should take into consideration to build the Company's competitive advantage.



Risk Management

Genting Malaysia constantly monitors emerging risks in a systematic manner so that we can put in place appropriate mitigating measures to resolve issues.

The primary objectives of our risk management and control framework are to manage risks to the best of our ability and provide reasonable assurance in safeguarding the Company against any material loss. Our formal Board committees oversee risk management policies, procedures and activities across the Company. The Board is accountable for the Company's risk management framework, internal control systems and for reviewing its adequacy and integrity. Through the Risk Management Committee and Audit Committee, the Board oversees effective risk management and internal controls.

The Risk Management Committee and Audit Committee meet at least once every quarter, with additional meetings where necessary. We have identified bribery and corruption as one of the top risks, and ensure that these are deliberated on a quarterly basis. Committed to conducting our business in an ethical and upstanding manner, Genting Malaysia and its employees are required to strictly adhere to the Anti-Bribery and Anti-Corruption Policy, which was established in 2012.

Responding to Risks from the Pandemic

The severity of the pandemic had resulted in mandatory operational closures and uncertainties across the industries that our business encompasses. To effectively manage and mitigate the safety and health risks arising from COVID-19, our Occupational Safety and Health Committee coordinated and oversaw Genting Malaysia's swift response towards the pandemic. The Committee created a forum comprising senior leaders and business unit heads to swiftly and efficiently identify, prepare and proactively respond to COVID-19 issues to ensure our business continuity and provide a safe environment for our employees and customers.

A Culture of Integrity

Upholding Key Business Ethics

As a leading integrated resort operator, we are cognisant of our role in upholding business integrity and adopting the best business practice standards in our operations. At Genting Malaysia, we are committed to complying with all legal and regulatory requirements, in each country we operate in. We have policies, procedures and platforms in place to ensure that accountability and responsibilities are upheld throughout the Company and across all stakeholder relations.



Code of Conduct and Ethics

All our directors and employees are required to strictly adhere to Genting Malaysia's Code of Conduct and Ethics ("the Code"), which is especially important in the industries that we operate in. The Code, along with other relevant policies and guidelines, are disseminated to all employees through our website. These documents outline the key principles that dictate the standard business conduct of our employees when dealing with external parties, which are part of the Company's management practices. Members of the Board adhere to the Company Directors' Code of Ethics established by the Companies Commission of Malaysia. We treat all cases of non-compliance seriously, and necessary corrective measures are carried out to address any gaps.

For more information on the Code of Conduct and Ethics, please visit
https://www.gentingmalaysia.com/wp-content/uploads/2019/10/Genting-Code-of-Conduct-Ethics-simplified-with-new-Reg-No_22Oct2019.pdf

A Culture of Integrity



Anti-Bribery and Anti-Corruption ("ABAC") Policy

Across our organisation, we are committed to upholding the highest standards of ethical conduct. We ensure our Board and Senior Management team are kept abreast of the latest developments of our ABAC compliance programme on a quarterly basis.

In Malaysia, we endeavour to make sure our position on this matter is clear to all employees and business partners to ensure strict adherence. We have zero tolerance towards bribery and corruption, as stated in the ABAC Policy and in line with the Malaysian Anti-Corruption Commission Act ("MACC") 2009. The ABAC Policy outlines the requirement that employees do not offer, give, solicit or accept any bribes in exchange for any business or personal advantage for themselves or others. In 2021, over 95% of our Malaysian-based employees were trained in the ABAC Policy via e-learning and have signed our ABAC Integrity Pledge. We recorded zero cases of non-compliance to our ABAC Policy.

We communicate the Policy to all relevant business partners and external parties to ensure compliance. We also screen new and existing business associates for potential bribery and corruption risks as part of our due diligence practices.

We do not contribute to any political parties or any politically-related institutions.

For more information on the Anti-Bribery and Anti-Corruption Policy, please visit <https://www.gentingmalaysia.com/wp-content/uploads/2020/05/GENM-ABAC-Policy-May-2020.pdf>

Beyond Malaysia, our properties in the UK, the US and the Bahamas also have their own local regulations and management approaches regarding anti-bribery and anti-corruption practices:



UK
Genting UK practices a zero-tolerance approach to all forms of bribery and corruption. This entity upholds all applicable laws including the UK Bribery Act 2010, which is considered as one of the most stringent anti-corruption laws in the world.



US
Our resorts in the US enforce stringent policies to mitigate employee and third-party corruption and bribery. The entity has implemented an official Anti-Corruption and Anti-Bribery Policy to prevent and detect corruption and bribery.

Bahamas



RW Bimini adheres to a Conflict of Interest Policy, which balances employees' personal interests with those of RW Bimini. Non-compliance will lead to disciplinary action and potential termination. An ABAC Policy was also introduced at RW Bimini.

A Culture of Integrity



Whistleblower Policy

We have robust systems in place to reinforce our ABAC Policy, including a proper whistle-blowing mechanism that provides crucial checks and balances. A Whistleblower Policy was put in place in Malaysia in 2011, and was recently updated in 2021 to encourage and facilitate our employees in voicing their concerns on any suspected cases of improper conduct. Complaints and concerns can be raised via the following channels:





1. By completing a report or complaint form
2. Verbally or in writing to any Head of Department, Whistleblower Senior Committee ("WSC") member or secretariat
3. Via email to the Whistleblower platform

For more information on the Whistleblower Policy, please visit
<https://www.gentingmalaysia.com/wp-content/uploads/2020/05/GENM-Whistleblower-Policy-May-2020.pdf>





Regulatory Compliance

Genting Malaysia endeavours to ensure that it strictly adheres to the highest possible standards of ethical, moral and legal business conduct and practices openness and accountability in all business aspects. We act in accordance with statutory or regulatory requirements and expect all employees to comply with the laws of every jurisdiction in which we operate. All core values are embraced which extend to a shared commitment to preventing non-compliance with the laws.

Some of the applicable key regulations we adhere to are summarised, as follows:

	 Malaysia	 UK	 US	 Bahamas
ECONOMIC	<ul style="list-style-type: none"> Malaysian Anti-Corruption Commission Act 2009 The Anti-Money Laundering, Anti-Terrorism and Proceeds of Unlawful Activities Act 2001 Common Gaming Houses Act 1953 	<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"> Foreign Corrupt Practices Act of 1977 Florida Department of Business and Professional Regulation New York State Gaming Commission 	<ul style="list-style-type: none"> Prevention of Bribery Act The Commonwealth of the Bahamas Gaming Board Gaming Act, 2014 Financial Transactions Reporting Regulations, 2018

Regulatory Compliance

	 Malaysia	 UK	 US	 Bahamas
ENVIRONMENTAL	<ul style="list-style-type: none"> • Efficient Management of Electrical Energy Regulations 2008 • Electricity Supply Act 1990 • Energy Commission Act 2001 • Environmental Quality Act 1974 • Environmental Quality (Sewage) Regulations 2009 • Land Conservation Act 1960 • Local Government Act 1976 • National Forestry Act 1984 (Act 313) 	<ul style="list-style-type: none"> • Carbon Reduction Commitment ("CRC") Energy Efficiency Scheme • Energy Savings Opportunity Scheme • The Fluorinated Greenhouse Gases Regulations 2015 • TM44 Regulations for Heating, Ventilation, Air Conditioning ("HVAC") Systems 	<ul style="list-style-type: none"> • Executive Order 88 • New York State Energy Research and Development Authority 	<ul style="list-style-type: none"> • Electricity Act 2015 • The Bahamas Electricity Corporation Regulations • Chapter 232 - Environmental Health Services Act, 2001
SOCIAL	<ul style="list-style-type: none"> • Factories and Machinery Act 1967 • Fire Services Act 1988 • Occupational Safety and Health Act 1994 • Personal Data Protection Act 2010 • Employment Act 1955 • Copyright Act 1987 • Digital Signature Act 1997 • Consumer Protection Act • Communications and Multimedia Act 1998 • Computer Crimes Act - 563 (1997) 	<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 	<ul style="list-style-type: none"> • Children's Online Privacy Protection Act 	



Our Approach Towards Anti-Money Laundering at RWG

We seek to uphold transparency and have established strict purview and controls that respond effectively to money laundering risks. We adhere to the anti-money laundering ("AML") regulations set by the Central Bank of Malaysia, which requires us to report any suspicious transactions under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 ("AMLA"). As an AML reporting institution, Genting Malaysia is committed to assisting law enforcement agencies in their investigations across our gaming operations.

Membership Associations

At Genting Malaysia, we continue to participate and align ourselves with associations to collaborate with peers and share knowledge for the growth of our ventures.



Malaysia

- Malaysian Employers Federation (MEF)
- Malaysian Advertisers Association (MAA)
- Malaysian Association of Hotel Owners (MAHO)
- IT Users Association
- Malaysian Association of Hotels (MAH)
- The International Association of Amusement Parks and Attractions (IAAPA)
- Malaysian Association of Themepark & Family Attractions (MATFA)
- Malaysia Gaming Industry Association
- Institute of Chartered Accountants in England and Wales (ICAEW)
- Association of Chartered Certified Accountants (ACCA)
- International Air Transport Association (IATA)
- Malaysian Chinese Tourism Association (MCTA)
- Malaysian Association of Tour & Travel Agents (MATTA)
- Malaysia Inbound Chinese Association (MICA)
- Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS)



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
- The Business Council of New York State
- NY Council on Problem Gambling
- Sullivan County Partnership
- Sullivan County Chamber of Commerce
- Sullivan County Visitors Association



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)
- Association for Project Management (APM)
- Chartered Institute of Information Security (CIISec)
- International Compliance Association (ICA)
- Institute of Money Laundering Prevention Officers (IMLPO)
- Institute of Chartered Accountants in England and Wales (ICAEW)
- Betting and Gaming Council (BGC)



ECONOMIC

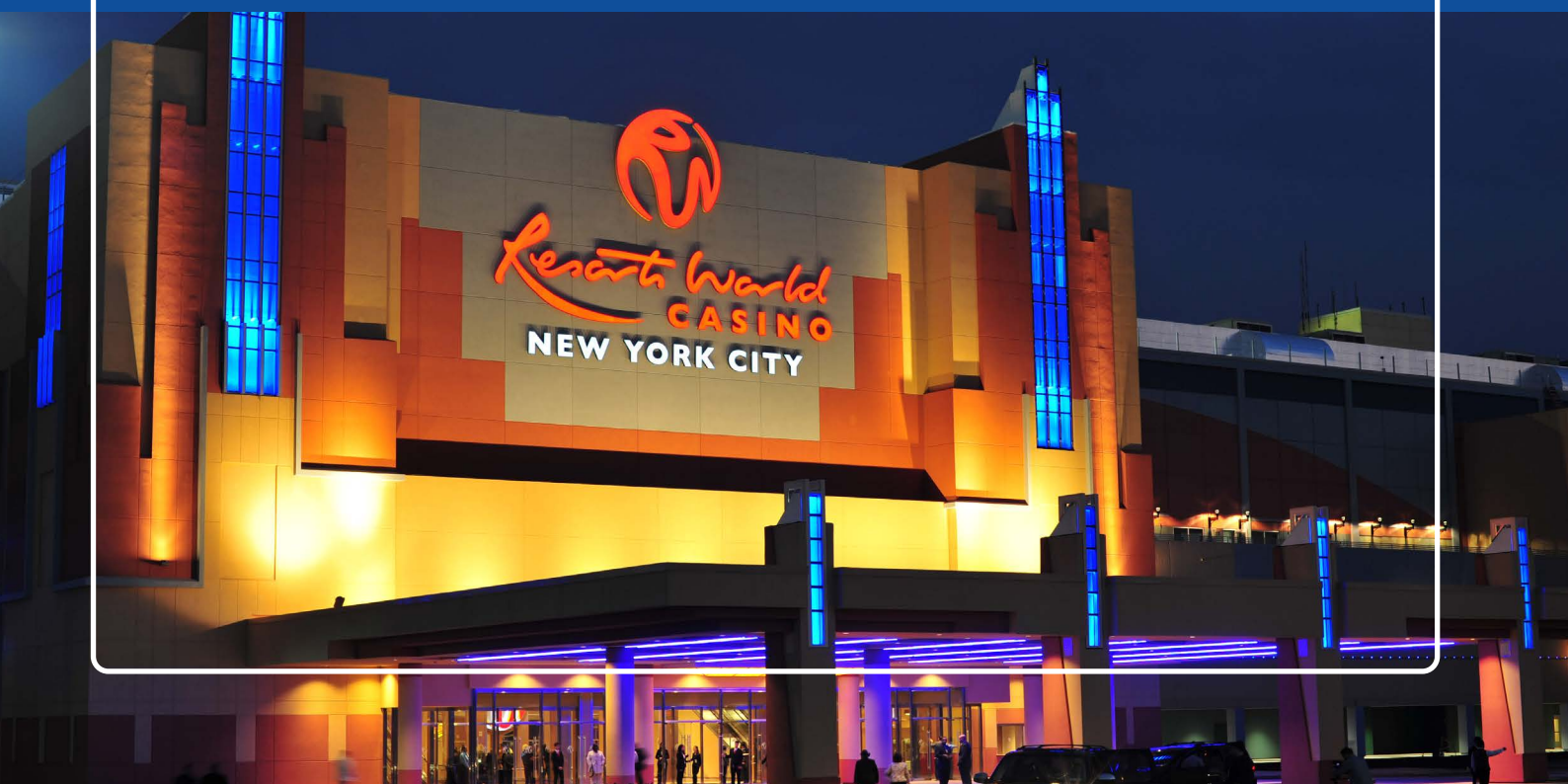
COVID-19 restrictions continue to impact the travel, leisure and hospitality industries globally. Despite the challenging operating environment, we continuously strive to bring value to our stakeholders.

Recorded a revenue of
RM4.2 billion*
worldwide
(2020: RM4.5billion)

Attracted over
13.1 million*
visitors worldwide
(2020: 17 million)

Spent
RM357 million*
on local procurement expenditure at our Malaysian operations.
(2020: RM 580 million)

* Reduction due to the COVID-19 movement restrictions in Malaysia.



Creating Economic Value for Our Stakeholders

Genting Malaysia's primary goal is to deliver enjoyable and memorable experiences to our guests. Successfully achieving this goal generates long-term, sustainable economic results and growth for all stakeholders.

Our operations spanning across Malaysia, the UK and Egypt, the US and the Bahamas generate significant economic benefits for our stakeholders. The financial capital that we directly generate and distribute via our operations is essential in creating funds which contribute to nation building and support socio-economic development. Our businesses support local economies, and this is particularly important for Malaysia's emerging market, where our most significant area of operations is located. Our integrated resort - RWG in Malaysia has played a significant role in spurring the country's local tourism industry over the years.

Despite the impact that the pandemic has had on our operations, we remained steadfast in our commitment to extending our support to the local communities that surround us. For further information on how we provided support to our communities, please refer to the Community Care section on pages 60 to 64 of this report.

2021 Distribution of Financial Capital in Local Economies

TOTAL REVENUE
RM4.2 billion
 (2020: RM4.5 billion)

PAYMENTS TO PROVIDERS OF CAPITAL
RM0.95 billion
 (2020: RM1.6 billion)

EMPLOYEE WAGES AND BENEFITS
RM1.4 billion
 (2020: RM1.5 billion)

Note: Reduction in performance was due to disruptions caused by the COVID-19 pandemic.



Responsible Supply Chain

We strive to extend the adoption of responsible business practices across our value chain. At Genting Malaysia, we require our partners and suppliers to uphold similar values and ethical standards towards the community and environment to reduce operational and reputational risks.

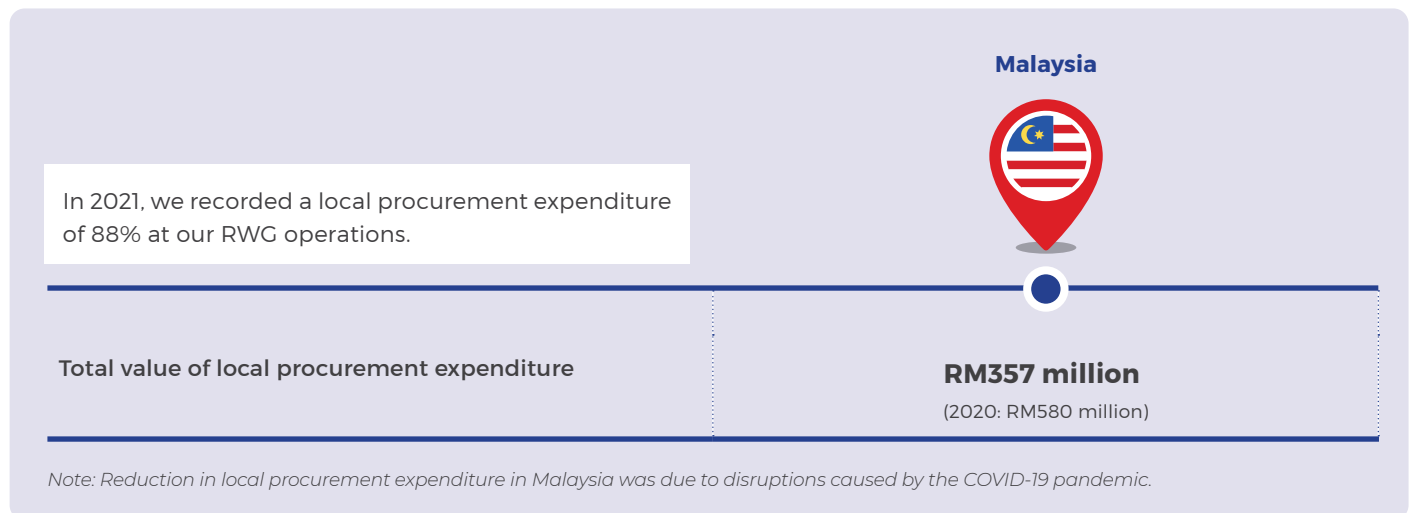
Supply Chain Management

To ensure transparency and accountability, we conduct robust supplier screening processes, and we expect all our business partners to acknowledge and adhere to our Supplier Code of Conduct ("Supplier CoC") at our Malaysian operations. The Supplier CoC requires suppliers to comply with ethical business practices and strictly follow local regulations and international standards. We also encourage our suppliers to adopt environmentally friendly practices to manage their resource consumption responsibly towards reducing their environmental footprint. We have in place the necessary policies and procedures in order to swiftly respond to any cases of non-compliance among our suppliers.

Our standards and requirements are communicated to suppliers through various platforms. We work closely with our business partners to identify and help local businesses meet our standards. We procure a wide range of products and services and we are cognisant of the importance of extending our sustainable practices to the supply chain.

Supporting Our Local Economy

We aspire to support local businesses whenever possible to contribute towards local economies while developing the capacity of smaller companies in the communities we serve. Apart from the positive economic impact from supporting local businesses, sourcing locally is also more environmentally friendly as it reduces transportation emissions and enables time and cost savings for us in terms of logistics.



Responsible Supply Chain

Supplier Screening

We adopt a rigorous and comprehensive supplier screening process to select suitable business partners to work with. Our supplier screening process requires all our vendors to uphold transparency and accountability, as well as operate in accordance with our Supplier CoC. The screening process also assists us in mitigating potential environmental and social risks along our supply chain.

In Malaysia, the supplier selection criteria include adherence to global environmental and social management standards such as:





ENVIRONMENT

Reduction of Genting Malaysia's resource consumption may be attributed to reduced visitors across our Malaysian operations. Despite this, we continue to diligently implement our resource efficiency initiatives across our premises.

Planted over
4,900* new plants at our Malaysian operations as part of
our annual drive to preserve the nature surrounding our operations

Recorded energy consumption of
1,283* TJ
(2020: 1,443 TJ)

Reduced our global Scope 1 and Scope 2 emissions by **4,711***
tCO₂e in 2021 which is equivalent to 1,025**
passenger vehicles driven in a year

Recorded a total water consumption of
4.6* million m³
(2020: 4.8 million m³)

* Figures may be impacted by the closure of operations due to COVID-19 restrictions.
** Assumption is based on US Environmental Protection Agency website.



Environmental Stewardship

As a leading integrated resort operator, we are mindful of the role we play to preserve and conserve the environment in which we operate in. We are committed to reduce our environmental footprint across our operations. This is embodied within our stewardship of resources, including responsible and efficient management of energy and resulting GHG emissions, as well as water and waste.

Energy Management

Genting Malaysia is constantly working to improve our energy efficiency. Across our overseas operations, our environmental footprint is managed at the subsidiary level to ensure full independence in achieving our environmental goals in the context of the respective countries.

We have introduced unique, energy-efficient innovations that integrate the intricate connections between architecture, construction and building service engineering. These optimisations are geared towards eliminating inefficiencies in our mechanical systems, reducing energy usage, while mitigating CO₂, NO₂, and SO₂ emissions, which are harmful to the environment.

To effectively manage and mitigate the effects our energy consumption has on the unique and thriving biodiversity surrounding RWG, we established the Energy Efficiency ("EE") Committee. The EE Committee, which is supported by a specialised working team, oversees all EE projects for our RWG operations.

Our Energy Optimising Outcomes in RWG for 2021



Optimising our pump systems for an annual savings of approximately **1.3 TJ**



Streamlining our escalator operations during peak hours for energy savings of approximately **0.1 TJ**



Replacing old fixtures with LED lighting to optimise our lighting systems, resulting in energy savings of approximately **23.1 TJ**



Reducing leakages and optimising the compressor for our compressed air systems, resulting in energy savings of approximately **0.7 TJ**



Reducing usage of and optimising our STP Air Blower system, resulting in energy savings of **1.5 TJ**



Optimising our hot water heating systems (water heater and heat pump), resulting in energy savings of approximately **9.9 TJ**.

Energy Management



UK

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.

In 2021, we continued to make the necessary efforts to reduce energy consumption from our HVAC equipment use to meet our target. We continue our efforts in replacing lights with LED bulbs as well as invest in Building Management Systems and plant equipment to further advance our efforts in energy efficiency.

To learn more about our year-on-year energy performance data for UK, please refer to page 65.



US

Nearly all of RWNYC's lightings have been updated to energy-saving LEDs, while motion-sensor technology has been installed in office areas to reduce energy usage.

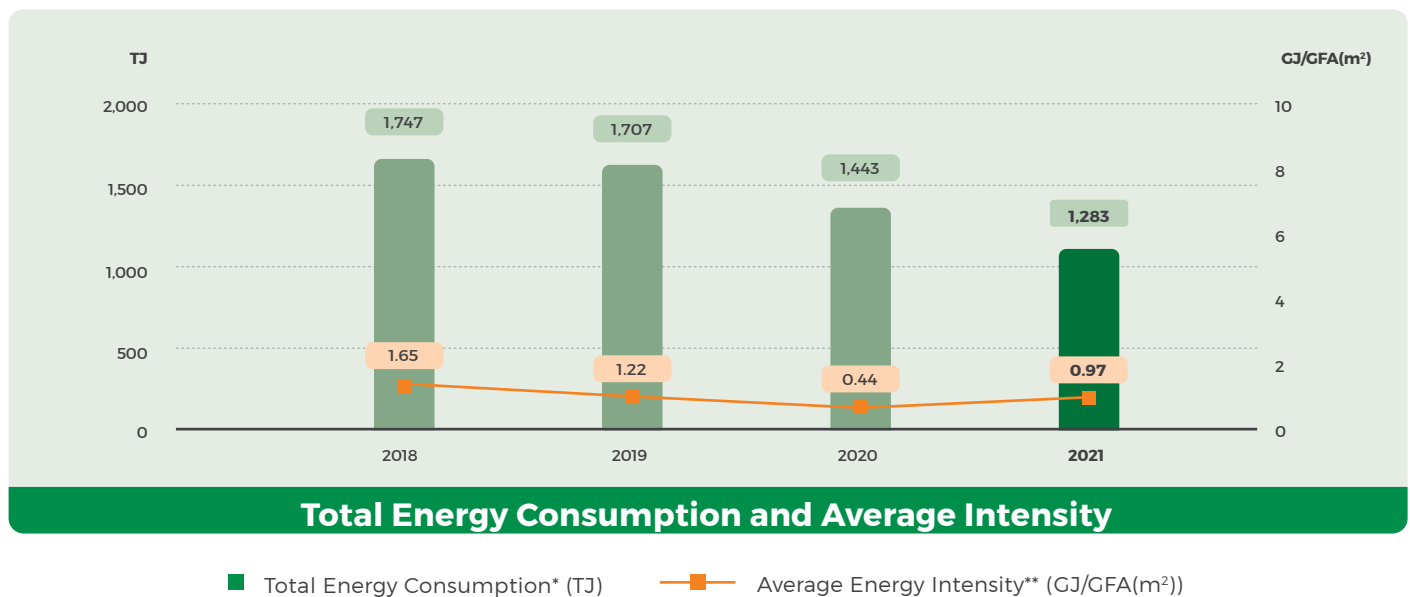
Night temperature setbacks in unoccupied back-of-house areas are scheduled to reduce energy consumption during low-demand periods.



Bahamas

All fuel tanks and utility vehicles equipment have been upgraded to run on solar energy.

Tracking our Progress in 2021



* For boundary of year-on-year total energy consumption, please refer to the Environmental Performance section on page 65.

** The average energy intensity for 2019 excludes US operations. Data for 2020 excludes RWK and US operations. For energy intensity by location, please refer to the Environmental Performance section on page 64.

In 2021, we reduced 160 TJ of energy consumption across our operations worldwide. Some of the best practices we established in 2021 to achieve this reduction include hot water optimisation, installing LED bulbs, and optimising our compressor systems to reduce air leakages. These achievements have increased our drive to further optimise energy consumption in our premises as we progressively build upon our efforts to operate sustainably.

We are mindful that some of the reduction in energy consumption may be due to premise closures as a result of the multiple pandemic lockdowns over the year. Moving forward, we will continue implementing our best practice energy-saving initiatives to meet our set targets (developed based on our 2018 baseline) to reduce our energy consumption by 1% for each consecutive year till 2023 at RWG.

Water and Effluents

Across our operations, Genting Malaysia has adopted a concerted effort to efficiently manage our water resources. Through impact evaluations of water risks, we proactively built a roadmap to optimise our water use across our activities. Risks to water quality and accessibility are regularly reviewed, and recycled water or other alternatives are sought whenever possible.

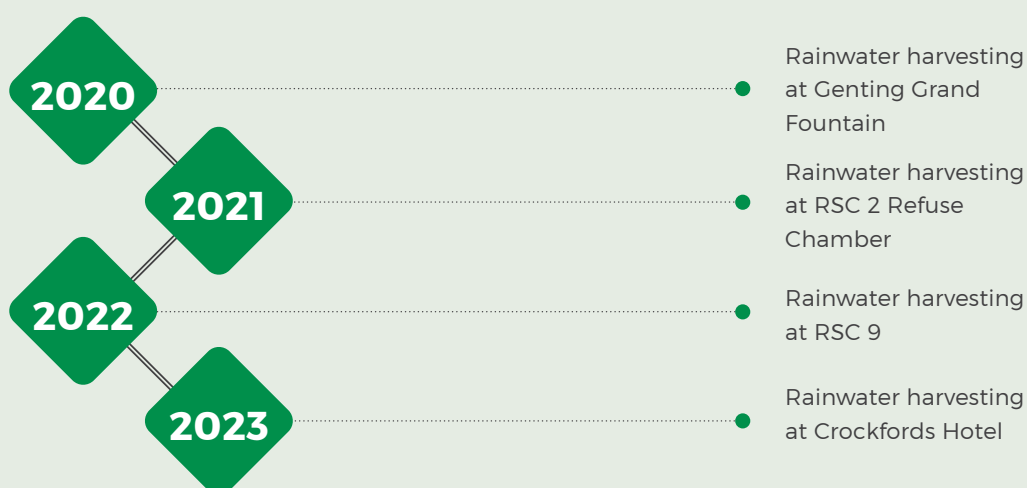
Managing and Optimising our Water Consumption

Ensuring a steady water supply is essential to our business operations. In this respect, we are committed to responsibly managing our water resources and optimise water consumption across our organisation. Towards this end, we have implemented several measures to effectively reduce our water usage and minimise wastage.

At our Malaysian operations, we have installed submeters at Residential Staff Complexes ("RSC") to accurately measure water consumption, while daily maintenance and inspection are conducted to mitigate leakage and illegal tapping. A significant part of our water conservation efforts focuses on rainwater harvesting across RWG. In 2021, we recycled 2,000 m³ of water for reuse across our RWG operations.

In 2021, we recorded approximately 4.0 million m³ of water consumption at our RWG operations, which was less than the previous year due to reduced number of visitations. As we look to the future, we will continue to enhance our efforts to further improve the efficiency of our water consumption.

RWG's Four-Year Water Conservation Plan



Water Consumption and Water Intensity in RWG

Indicator	2018	2019	2020	2021
Total Water Consumption (million m ³)	7.5	8.0	4.6	4.0
Total Water Intensity (m ³ /visitor)	0.29	0.25	0.36	0.57



UK

In 2021, we fit 19 of our casinos with Water Management Systems to increase the efficiency of bathroom fixtures. As water is restricted to flow only four times per day, we achieved a total savings of approximately 19,342 m³ per year. Smart meters have also been installed to enhance early detection of leaks.

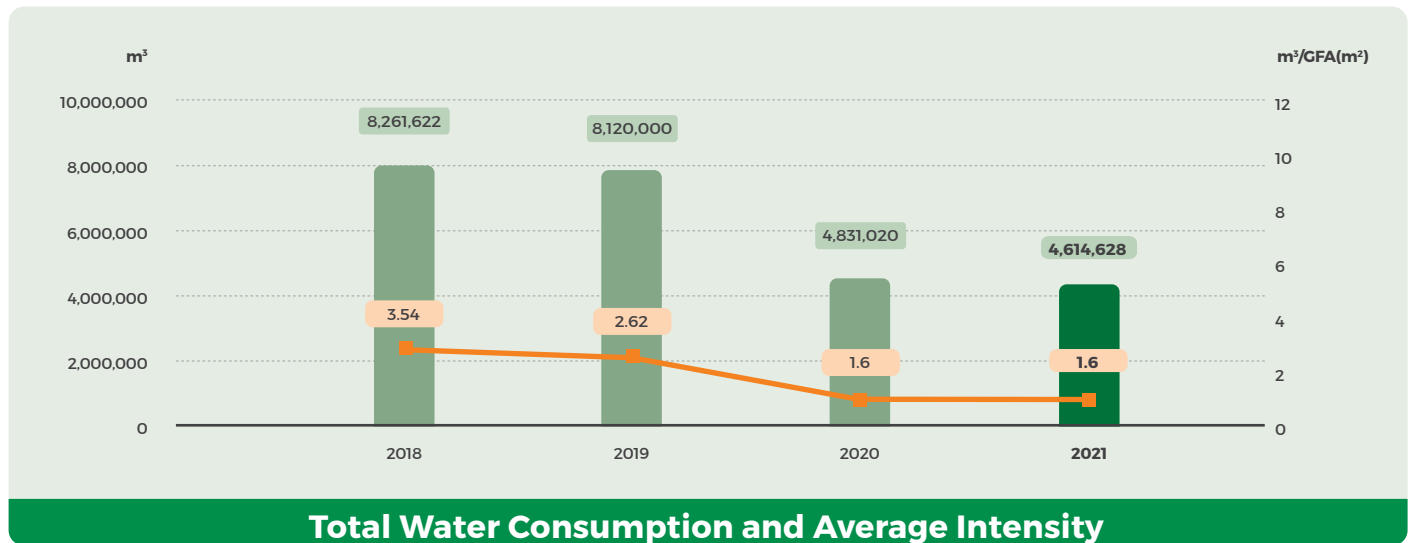
Water and Effluents



US

To ensure efficient water use, all bathrooms in our US premises have been equipped with motion-sensor faucets to reduce water waste.

Tracking our Progress in 2021



■ Total Water Consumption* (m³)

— Average Water Intensity** (m³/GFA(m²))

* For boundary of year-on-year total water consumption, please refer to the Environmental Performance section on page 66.

** The average water intensity for 2018 and 2020 covers RWG, RWL and Genting UK. Data for 2019 covers RWG and Genting UK. For water intensity by location, please refer to the Environmental Performance section on page 67.

Effluents Management at RWG

At RWG, sewage is treated at our ten Sewerage Treatment Plants ("STPs") before being released back into natural waterways. The effluents from all STPs in the resorts comply with the Environmental Quality Act 1974's Standard A "Effluent Discharge Standards To Malaysian Inland Waters."

Additionally, 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 is submitted to The National Water Services Commission and the Department of Environment.

There were no cases of non-compliance with Standard A criteria in 2021. The total treated volume of effluents from our STP operations was 3,215,268 m³.

Waste Management

The primary goal of Genting Malaysia's waste management strategy is to ensure efficient use of resources throughout our operations in order to reduce the amount of waste created.

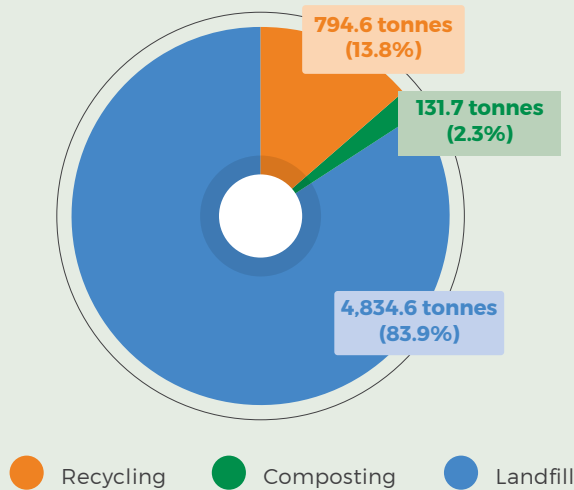
Responsible Waste Management

Our waste management strategy is shaped by our guiding principle to effectively reduce waste generation and increase recycling across our operations. The Company places emphasis in implementing initiatives towards this objective. All our local and international businesses assess their waste management methods on a regular basis and continuously explore new opportunities to reduce the waste we generate.

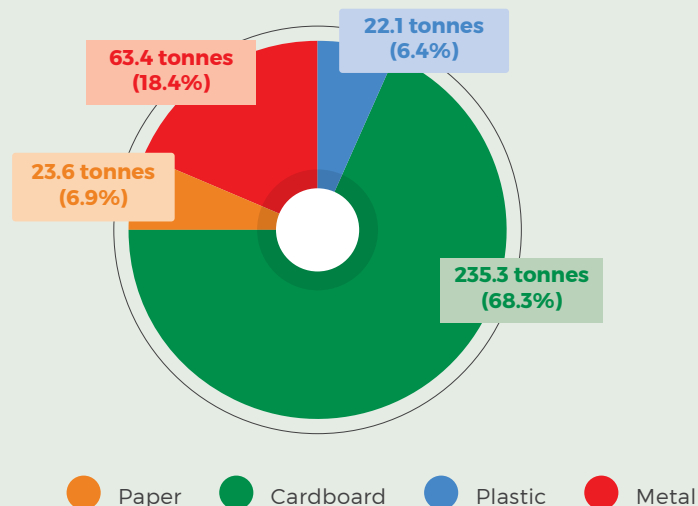
In 2021, the waste generated and waste diverted from landfill reduced due to our operational closures as a result of the COVID-19 pandemic. Moving forward, we will continue to look for more innovative ways to address our waste responsibly.

Tracking our Progress in 2021

Non-Hazardous Waste by Disposal Method



Recycle waste collection performance at RWG and RWL for 2021



Waste Management

Optimising Our Waste Streams in Malaysia

To support our Company-wide goals, we actively collaborate with our guests, corporate customers and global organisations to continue adopting waste reduction programmes and initiatives, with a focus on single-use plastics elimination and food waste reduction.



Reducing Plastic Waste

Plastic pollution is a global issue that we take seriously as a danger to the communities, environment and locations where we operate. Throughout 2021, we enhanced our plastic waste mitigation through our single-use plastics reduction initiatives, such as replacing single-use toiletry bottles in guest room showers with bigger, pump-topped bottles.



Promoting Recycling

Genting Malaysia promotes recycling throughout our local and global operations. Paper, aluminium and plastic are separated in recycling bins strategically positioned across our resorts.



PressReader

To enhance the customer experience, we introduced PressReader at 3 of our 5 star properties - Genting Grand, Crockfords and Highlands Hotel, to allow guests to access to newspapers and magazines from around the world at the tip of their fingers. Through transitioning news reading to a digital platform, we reduce paper wastage from the purchase of physical newspapers and magazines, ultimately reducing the amount of paper sent to landfills.



Recycle to Ride!

Genting Malaysia placed five Reverse Vending Machines ("RVM") across RWG in 2020, allowing guests to exchange recyclable waste for KLEAN points, which can be used to redeem rides and preview passes in Skytropolis. RVMs aim to encourage guests to participate in RWG's recycling efforts and raise awareness on the importance of recycling to protect the environment. In 2021, approximately 17,252 items of recyclable waste were collected through the RVMs.



An employee using the RVM at RWG.



Our kitchens use a significant amount of cooking oil for frying. We have an established partnership with a local licensed company to recycle our used cooking oil. In 2021, we recycled over 33,500 kg of used cooking oil at RWG.

Waste Management

Overseas Operations



UK

All of Genting UK's waste is managed by one of the country's leading recycling companies, which is known for having the country's highest recycling rate.



100% of our waste was diverted from landfills across all UK operations in 2021

74% of waste was recycled, 25% was used for Refuse Derived Fuel ("RDF") and 1% was used for our anaerobic digester.



US

In 2021, RW Catskills began collaborating with Clean the World, a social enterprise with a mission to divert hotel soap by distributing recycled, sanitised and repackaged soaps to people in need. Discarded soap bars and plastic bottles are repurposed via this waste reduction effort.



Bahamas

Despite the island not having any formal recycling strategy, RW Bimini continued its waste reduction efforts by collaborating with the government to transport waste generated on the island to Nassau for processing and recycling.

Scheduled Waste Management

We have robust procedures that are in strict compliance with relevant regulations for responsibly managing waste streams in our premises. Scheduled waste generated within RWG's premises are managed per the First Schedule of the Environmental Quality (Scheduled Wastes) Regulations 2005. The Electronic Scheduled Waste Information System ("eSWIS") notifies the Department of Environment within 30 days when scheduled waste is generated. All scheduled waste is disposed of by a Department of Environment-licensed contractor.

Additionally, our employees are provided with the proper platforms to educate themselves on responsibly managing and disposing the scheduled waste that we generate. We have established robust training courses on proper handling of scheduled waste, and prioritising prevention of spillages, which includes during transportation.

Biodiversity

We take proactive measures in protecting the biodiversity surrounding our operations. At RWG in particular, which forms our most significant area of operations, we take the necessary measures to preserve the unique flora and fauna, and allow biodiversity to thrive.

Our biodiversity efforts support the International Union for Conservation ("IUCN") Red List in ensuring the preservation of vulnerable species surrounding RWG. RWG continues to maintain and restore the 10,000-acre forest surrounding Genting Highlands in 2021, which is home to 45 families and 254 species of birds. Protecting the Siamang (gibbon) and three vulnerable *Nepenthes* species (pitcher plants) thus, forms a core part of our biodiversity initiatives. Additionally, we continue our best practice of planting trees, shrubs and groundcover plants appropriate to the region and climates. In 2021, we have planted over 600 trees, a total of 3,800 shrubs and 650 groundcover plants across our RWG, RWL and US operations.

RWK continued to support the National Conservation List by securing the protection of an endangered Green Turtle species. Our efforts have been formally recognised by the Malaysian Nature Society along with the Department of Agriculture Malaysia and the Department of Wildlife.

Diverse Flora and Fauna at Genting Highlands



Gibbons

- Recorded five gibbon families in 2014, and since then, they have propagated to 30 families



Birds

- The Rufous-headed robin (IUCN 3.1) and other endangered species



Rare insects

- Over 1,200 species of rare insects



Vulnerable flora

- Including Conifers (*Dacrydium Comosum*), Red Tea, and *Leptospermum Flavescens*

Strengthening Climate Resilience

Rapid economic growth has led to a significant increase in GHG emissions. If left unchecked, the resulting climate change impacts could lead to significant financial losses and adverse business impacts. Given this context, we recognise the importance of enhancing the climate resilience of our business. To this end, we have adopted sustainable business practices, such as implementing measures to optimise our resource consumption across our operations. Through these efforts, we hope to achieve cost-savings throughout our operations, enhance our resilience to climate-related risks, and contribute towards protecting the environment.

TCFD Disclosures

We are cognisant of the impacts our operations have on the climate. We strive to reduce our environmental footprint by constantly monitoring and optimising our resource consumption. In 2021, we have begun reporting our climate-related disclosures in line with the recommendations of the TCFD.



Governance

- The Board of Directors sets and oversees the Company's sustainability agenda.
- The Sustainability Steering Committee ensures that sustainability is embedded into Genting Malaysia's business strategy through advisory and recommendations.
- The Sustainability Working Committee plans, executes, monitors and reports on the performance of action plans to the Steering Committee.



Strategy

- We actively adopt green practices across our operations, including adopting low-emission technologies to reduce our environmental footprint.



Metrics and Targets

- We track and measure our environmental footprint, including our Scope 1 and Scope 2 GHG emissions of our operations.
- We also monitor our direct resource footprint, such as our water and energy consumptions, and have set reduction targets.

Our GHG Emissions in 2021

26,529 tCO₂e

Scope 1 emissions

(2020: 31,969 tCO₂e)

146,539 tCO₂e

Scope 2 emissions

(2020: 145,810 tCO₂e)

0.061 tCO₂e/GFA(m²)

Total emissions intensity

Notes:

- The conversion coefficients and equivalence to Joules for electricity, diesel, Liquefied Petroleum Gas ("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.
- Total emissions intensity is a new parameter we have begun disclosing in FY2021. We will continue to monitor our year-on-year performance of this indicator moving forward. For emissions and emissions intensity by location, please refer to the Environmental Performance section on page 66.



Low Carbon Buildings

As part of our ambitions to build greener buildings, we are promoting the use of green and sustainable materials in our buildings. A list of Preferred Building Materials Specifications, to be used in all Genting Malaysia projects, is being developed, and will be distributed to all consultants engaged. This list will incorporate Green Building Index ("GBI") compliant building materials.

In the US, our RW Catskills property has made notable progress towards our goal in obtaining green building certifications by obtaining LEED certification. LEED provides a foundation for green buildings that are healthy, energy-efficient, as well as cost-effective, and is a widely recognised mark of excellence and leadership in the field of sustainability.

Raising Environmental Awareness

Our efforts to raise environmental awareness among our employees is encapsulated by our four-fold philosophy of S.A.V.E. - to "Salvage and Recycle", maintain the "Atmosphere in Harmony", prioritise "Vitality and Healthy Living" and manage "Energy Consumption". Our internal employee engagement and environmental sustainability programmes are aligned to these four concepts to holistically embed and instill ownership of environmental initiatives.

Salvage and Recycle

To reduce waste and conserve natural resources

Vitality and Healthy Living

A clean environment for healthy living



Atmosphere in Harmony

Living in a peaceful and harmonious environment

Energy Conservation

Ensure equitable access and long-term availability



Lights Off for Earth Hour 2021

On 27th March 2021, our resorts and employees joined cities across the world in supporting the Earth Hour 2021 movement, a symbolic gesture to demonstrate our commitment to be environmentally conscious and to inspire collective action. Earth Hour, a global climate-change campaign organised by the World Wide Fund for Nature ("WWF"), promotes awareness for resource conservation through a symbolic gesture of turning off all lights and electrical appliances for one hour.

Our Malaysia-based resorts participated in the 60-minute event. Guests and employees were encouraged to turn off all lights and electrical gadgets in their rooms. We minimised lighting at certain common areas and switched off non-essential and outdoor lights at designated areas. Additionally, we organised a Trail Walk with participation from 60 guests and employees at RWL.

From their homes at the RSC, employees were encouraged to turn off all lights and electrical gadgets in their rooms for an hour, from 8.30pm to 9.30pm. The lights were also switched off in the employees' common areas such as the lounge, cafeteria and Recreation Centre during Earth Hour 2021.



Earth Hour 2021 candles at RWL



RWL guests and employees celebrating Earth Hour 2021 after a Trail Walk around the resort

Environmental Compliance

One of Genting Malaysia's commitment is to ensure strict adherence to all local, regional and national environmental rules and regulations. During the reporting period, Genting Malaysia did not record any instances of non-compliance with the Company's environmental actions or performance.



SOCIAL

We remain steadfast in our commitments to prioritise the safety and wellbeing of both our people and our guests, making necessary adjustments to our operations in the face of the new normal.

Enabled digital keys and check-in
at over **10,000**
hotel rooms via our RWG App

Generated **1,959** new jobs in
Malaysia
(2020: 1,167 new jobs)

Zero cases of fatalities
reported across our operations
since 2016

5 million members were registered
under the Genting Rewards Loyalty Programme
(2020: 4.95 million)

100% of employees
received regular performance
and career development
review

95%
of our employees have actively
on-boarded onto our newly
launched RWG Community



Workplace of Choice

At Genting Malaysia, our people are our biggest assets. They are fundamental in helping us extend the warm hospitality that the Company has come to be known for.

We remain committed to become an employer of choice for the best talents. Our focus is to continue building a workplace that nurtures talent and prioritises the wellbeing and self-improvement of our employees. We strive to empower our employees to thrive, where excellence is premised on our core values - Hard Work, Honesty, Harmony, Loyalty and Compassion - for growth.

OCCUPATIONAL SAFETY AND HEALTH

Our unwavering focus on occupational safety and health ("OSH") reflects Genting Malaysia's pledge in keeping our guests, employees and partners well, preventing illness and injuries as best as we can. Our robust health and safety mechanisms comply with all regulatory requirements and are well established in Genting Malaysia's Environment, Health and Safety ("EHS") Policy.

We have set targets and instituted programmes to intensify hazard identification and risk assessments as part of our drive to continuously improve our health and safety protocols, which allows our leaders from top management, down to team leads to make informed safety decisions everyday. We are in compliance with all health and safety regulations in all the markets we operate. We have adopted the ISO 45001:2018 (Occupational Health and Safety Management System) at our RWG premise, which represents the most significant workforce size across our Company. This covers all our employees working at RWG.

At RWG, we implement and execute frequent training programmes as part of our broader efforts in managing OSH at our premises. These programmes focus on educating our employees on OSH best practices which include identifying hazards, managing OSH risks and investigating incidents at the workplace. We empower our employees to prevent themselves from being in potentially harmful situations at work via these OSH training programmes. We encourage regular participation towards creating meaningful two-way dialogues in further enhancing our OSH controls.

OSH Management

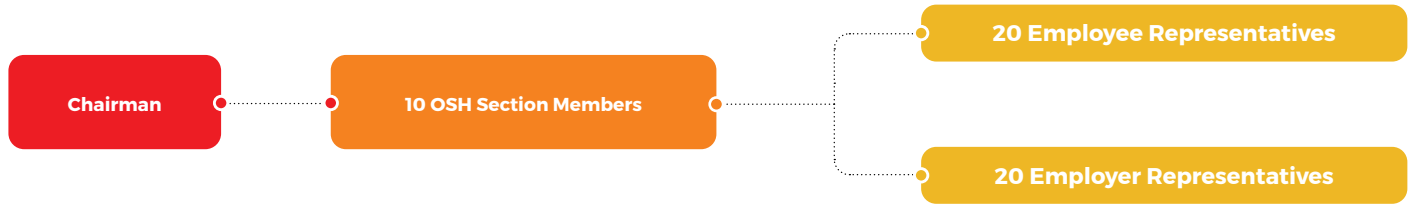
At our Malaysian operations, the implementation of the EHS Policy is overseen by a three-tiered committee to ensure strict adherence to occupational safety and health standards. This is as guided by Regulation 12 of the Malaysian Department of Occupational Safety and Health's Occupational Safety and Health (Safety and Health Committee) Regulations 1996. The committee meets on a quarterly basis where audits, maintenance, accident investigations, incident reports, OSH programmes, EHS inspection reports and safety concerns from the management are discussed.

Comprising representatives from management and the workforce, our EHS Steering Committee has the responsibility to determine and implement the overall EHS strategies and initiatives of the Company. The EHS Steering Committee also serves to review and improve the EHS management system for a conducive working environment.

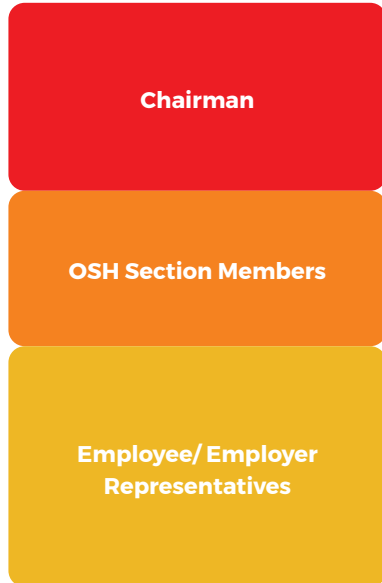
The OSH Committee provides a hierarchy of control in managing and mitigating OSH risks and is responsible for monitoring adherence to the OSH Act to create a safe environment for all. This serves to uphold the highest safety standards within the company and raise awareness on related issues, coordinate and monitor the implementation of safety measures by all departments, as well as investigate any reported incidents at the workplace.

Workplace of Choice

OSH Committee



ROLES



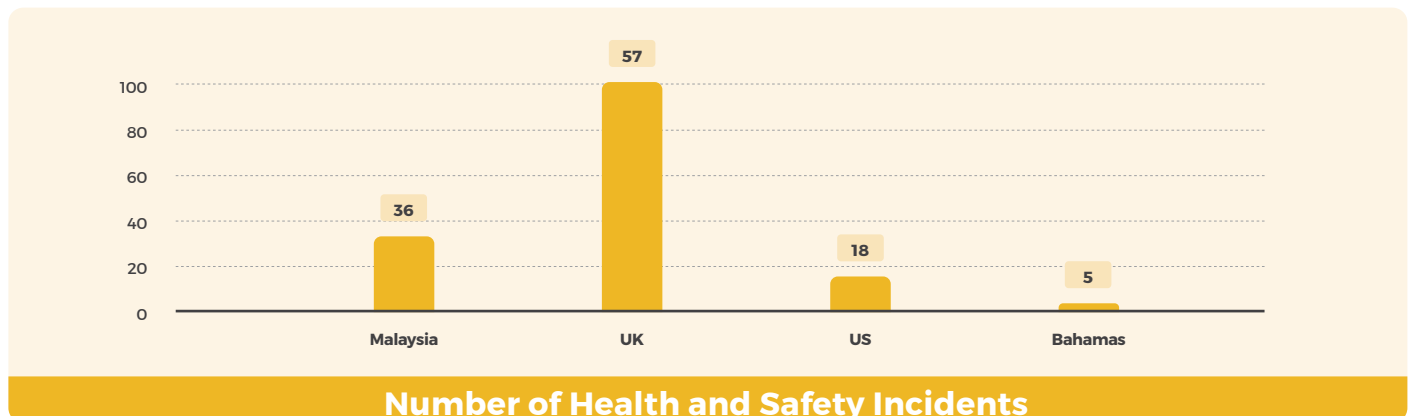
RESPONSIBILITIES

- **Chairman**
 - Responsible for the OSH oversight of all employees at the workplace under their care
 - Reports the performance to OSH-EHS Steering Committee Chairman on all issues pertaining to the implementation and follow-up on the progress of ISO 14001 and ISO 45001:2018 Management Systems
- **OSH Section Members**
 - Secretary for the Property/Department EHS Committee Meeting
 - Plan and coordinate EHS Programmes for the property
 - Assist and coordinate immediate meetings for any major incident/accident that happens at the workplace
- **Employee/ Employer Representatives**
 - Investigate any accident, near-miss accident, dangerous occurrence, occupational poisoning or occupational disease which occurred in the workplace and assist own property to complete the OSH Accident/Incident Form
 - Conduct inspection based on established EHS checklist in their property
 - Assist and support the Management in the implementation and follow-up on the progress of the ISO 14001 and ISO 45001:2018 Management Systems

Safety First

Apart from the oversight provided by the OSH committee, we believe that ensuring safety standards are upheld at all times is a collective responsibility. We empower our employees at all levels to take accountability of their OSH at work through specialised training tailored to their job scope as well as operational and legal requirements. In 2021, we delivered 18 health and safety related training sessions, which included training modules on first aid, fire drills, EHS inspection and EHS awareness. All related safety and health documents are available for access to all our employees via our intranet Genting Group Information Portal ("GGIP").

In Malaysia, we recorded 36 occupational incidents in 2021. We will continue to enhance our occupational safety initiatives moving forward.



* For more information on our workforce OSH performance, please refer to page 70

Workplace of Choice

Incident Reporting

At RWG, we have a robust incident reporting procedure in place which ensures the confidentiality of all reports and safeguards the rights of those who raise the alarm. Our employees undergo stringent OSH training and are fully aware of all possible hazards. Upon identification of a hazard, employees are encouraged to escalate the issue to their superiors and assist with responses to eliminate risks. Accordingly, RWG engages the Department of Occupational Safety and Health ("DOSH") on Basic Occupational Health ("BOH"), DOSH Compliance Audits and during any accident investigations.

2021 OSH Training Efforts

Training

Fire and Evacuation Drills

As part of our emergency response, all of our resorts practise fire and evacuation exercises. Precautions, education and protection can all contribute to the safety of facilities and their occupants. At RWG, the Genting Centre of Excellence provides fire safety training to all employees.

Practical Emergency First Aid Training

To ensure that there are trained first aiders on duty during operating hours at our Malaysian operations.

Portable Appliance Testing Training

Delivered to engineers at Resorts World Birmingham and various members of Gaming Support to ensure they are equipped with the safe practices of testing technical appliances, ways to assess and minimise risks, carry out inspections and understand the safety procedures that need to be in place when using portable appliances at work.

Other Initiatives

Workplace Safety Inspections

To safeguard the health and safety of our employees in the workplace, we conduct quarterly workplace inspections to ensure compliance with regulations and identify potential hazards.



UK

Genting UK's Health and Safety Policy, aligned to the Health and Safety at Work Act 1974, is integral in promoting a safe and healthy working environment for our employees. The Policy emphasises the full co-operation of all to maintain high health and safety standards and measures. Briefings on the Policy form a significant part of our induction training and ongoing safety training initiatives. Genting UK also expects its supply chain partners to perform regular health and safety audits.



US

Across our US operations, we are committed to providing a safe environment for employees, customers and vendors. As part of our OSH initiatives, all employees at our US operations undergo in-house and external safety training, in addition to an annual refresher course, provided by first responder agencies. We also conduct regular safety inspections of our premises.

Workplace of Choice



Bahamas

At RW Bimini, we ensure all our employees stay safe and are free from safety hazards. We provide our employees with periodic OSH training. We have also established safety committees to ensure smooth daily operations.

EMPOWERING AND UPSKILLING OUR PEOPLE

Attracting and Retaining the Right Talent

At Genting Malaysia, we seek to provide a conducive workplace with exciting growth opportunities and a supportive culture for our employees. With a workforce of over 14,000 employees across Malaysia, the UK and Egypt, the US and the Bahamas, our aim is to attract, engage and retain unique talents so we can achieve our strategic objectives and meet the diverse needs of our customers, while leveraging individual strengths to harness greater innovation across the company.

Our hiring policy is strictly based on an individual's ability and qualifications. We do not tolerate any form of discrimination against a current or past disability and illness. We believe that our consistently high talent retention has been an outcome of the various efforts to engage, energise and enable the workforce throughout the years.

Learning and Development

The success of our people underpins the company's own performance. To ensure we thrive together, we are constantly investing in the growth and development of our people. We believe it is through lifelong learning and continual expansion of one's horizons that we can keep employees engaged and motivated. Therefore, we are committed to providing a positive growth environment for everyone to

excel through blended learning. We stay invested in the career advancement of our people just as they are invested in a future with the company. As the world transitions into a digital landscape, especially during the pandemic, we have utilised our newly developed online learning platform, i-Learn Portal Academy, to deliver training programmes. As a result of our digital investment over the years, our employees were able to readily leverage existing systems to transition to remote working arrangements, ensuring seamless business operations during the COVID-19 pandemic.

i-Learn Portal Academy

Our online training platform was developed as a means to navigate the challenging environment brought about by the pandemic. The platform is central to our strategy in providing uninterrupted learning opportunities to keep empowering our employees at any time as required. As digitalisation accelerates around the world, the i-Learn Portal Academy is our answer to ongoing training for our people.

This year, we invested more than RM1.44 million in our training programmes and conducted 271 training sessions in Malaysia. This is equivalent to an average of 12.1 training hours per employee.



Workplace of Choice

Going Above and Beyond

As a leader in the leisure and hospitality industry in Malaysia, the Company takes pride in delivering exceptional guest experiences. We seek to instill a customer service culture that goes the extra mile through the Above and Beyond Academy, which allows managers to be trained to inspire. At the academy, employees from the executive level and above can hone their leadership and soft skills to help us deliver first class services to our guests. We target to train our entire workforce through the Above and Beyond Academy.

Talent Development Initiatives

Talent Feeding Programme

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

Total Quality Management

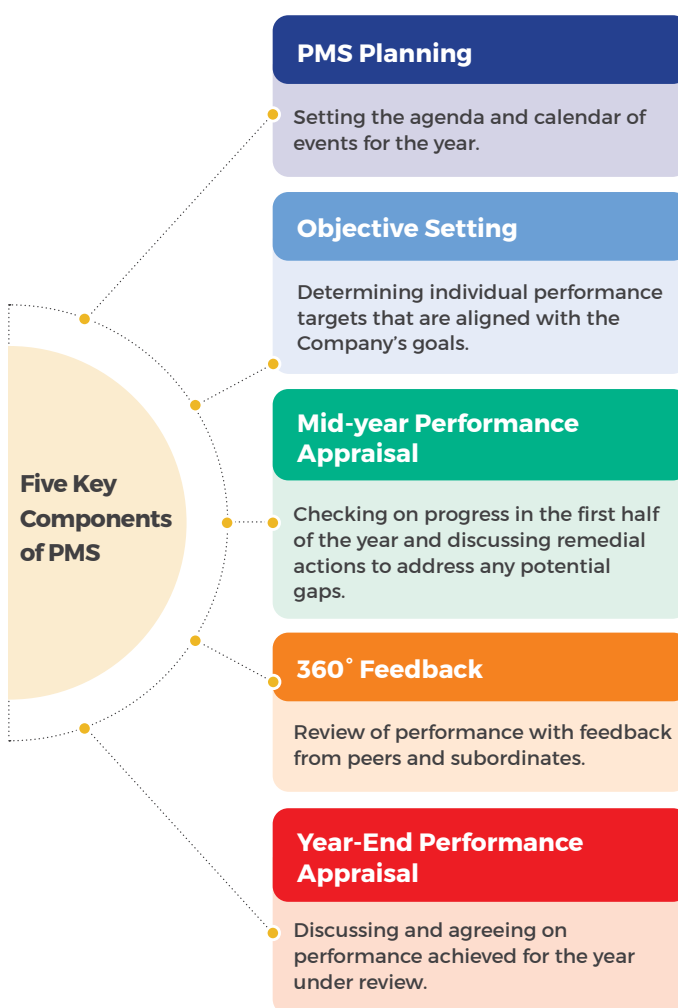
- Developing a total quality culture through continual improvement

Quality Control Tools and Techniques Training

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

Succession Planning

- Identifying high potential employees to develop current and future leaders across the Company



Performance Management

We adopt a comprehensive Performance Management System ("PMS") consisting of five components to help us measure employee performance. The system sets priorities to ensure we allocate and develop our human assets in alignment with the company's corporate mission. The Performance Management Review Committee monitors this process to ensure consistency, fairness and transparency.

100% of our employees in Malaysia received regular performance and career development reviews.



Employee Engagement

Our Focus Areas in Making RWG a Great Place to Work

We strive to promote a work-life balance cycle in the Malaysian workplace through the following actions:



Creating a sense of belonging and commitment for employees



Enhancing employees' quality of life and work



Creating a conducive social environment



Ensuring effective communication between the company and employees

Workplace of Choice

Listening is the best way to understand the needs of our people, allowing us to help them succeed in their jobs. Our programmes and initiatives are designed to ensure open communication and two-way dialogue so that any arising issues will be addressed effectively and efficiently. We engage our employees in multiple ways, including via our recently launched employee mobile app, regular surveys and other activities that allow meaningful interaction.



RWG Community

At Genting Malaysia, we strive to enhance the way we engage our employees. We seek to implement digitalised systems to provide our employees with seamless access to core services. We have digitalised and simplified our HR management activities through the introduction of a new employee app. The new app enables our employees to easily access leave applications, work rosters and payslips. We also introduced the RWG Communique Channels via the app, which allows for a 24/7 communication with our employees.

In 2021, we achieved a total of **7,917** app activations with **95%** of users officially activating their profile.

Grievance Mechanisms

We uphold the highest ethical standards in our business conduct with an aim to foster accountability and transparency in all aspects, which helps build a culture that is open to feedback and criticism.

We believe in open communication in the workplace which allows everyone to share their thoughts without any fear of repercussion. This is paramount to ensuring a satisfying career for our people. We have proper channels for any concerns or potential violation of the standards to be escalated through the grievance mechanism.

The process of the grievance resolution is private and protected to ensure confidentiality and that the anonymity of the person raising the alarm is safeguarded, in line with the Whistleblower Protection Act 2010. Employees are made aware of the availability of this procedure through the Executive Handbook and Genting Malaysia Berhad Workers Union Collective Agreement. The mechanism is aimed at swiftly resolving any disputes and preserving workplace harmony.

Employee Benefits and Incentives

We care for the lives of our employees and their personal wellbeing. At Genting Malaysia, we offer benefits packages that are both competitive and equitable to promote a healthy work-life balance. We adhere to all regulatory requirements and all of our local operations conduct market trend surveys to ensure our packages are always on par with the industry standards.

We ensure that the basic salary and remuneration for women is commensurate with that of men, and they are in line with and above the statutory minimum living wage in all regions of our operations.

Benefits



Medical benefits

- Clinical consultations
- Dental benefits
- Executive medical check-ups
- Health screening



Insurance benefits

- Group Personal Accident Insurance
- Death in service due to natural causes
- Financial relief
- Group Term Life Insurance



Travel-related benefits

- Mileage claims
- Meal claims
- Accommodation
- Air travel
- Daily allowances
- Limousine services



Health care

- Company coverage
- Co-payment with employees on Group Hospitalisation and Surgical Scheme



Disability and invalidity coverage

- Group Personal Accident Insurance



Sabbatical leave

- Our US operations provide sabbatical leave as stipulated in the Family and Medical Leave Act



Retirement provision

- 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
- Retirement Planning Scheme to support employees who are retiring and arrange for their replacement in the company

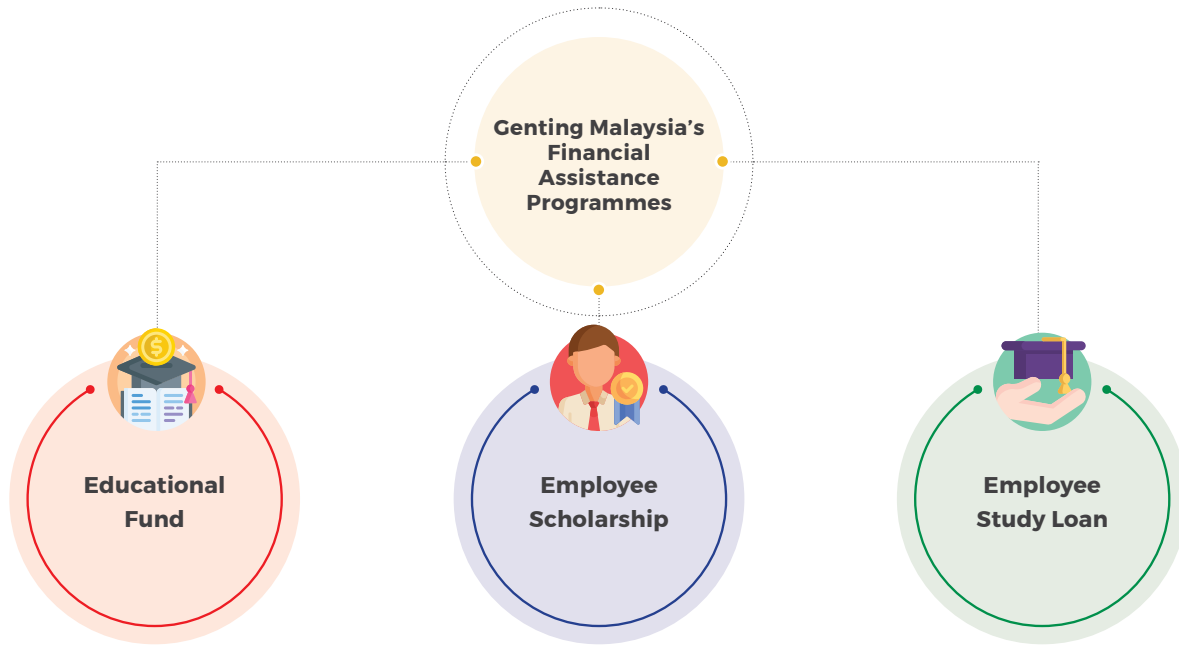


Stock ownership

- Employees Share Owner Scheme ("ESOS")
- Long Term Incentive Scheme ("LTIP")

Workplace of Choice

Our employees are the key drivers in ensuring our long-term success. We provide the necessary support for self-improvement as an incentive to their dedicated efforts in delivering exceptional service standards for our customers. We firmly believe that achieving academic success can happen in tandem with building a career. In Malaysia, we provide financial assistance programmes to empower our employees to further their education.



- Financial aid for children of our employees and deserving external students to pursue higher education locally or abroad

- Genting Malaysia Employee Scholarship can be applied by employees pursuing certificate, diploma or degree courses
- Scholarship is available for self-motivated employees who demonstrate passion and dedication at work

- Interest-free Genting Malaysia Employee Study Loan is available to high-performing employees

Celebrating our Employees

We rely on our dedicated employees to deliver Genting Malaysia's signature hospitality experience to our guests at all times. Their efforts are rewarded through several awards and recognition.

We host an annual Employee Appreciation Nite to present various categories of awards in recognition of their contributions and loyalty to the company. These include Long Service Awards, Employee of The Year Awards, Honesty Awards, Retirement Awards and Power Up! Recognition Award. Due to the pandemic, we were unable to host the Appreciation Nite in 2021.

Workplace of Choice

PRIORITISING EMPLOYEE WELLBEING

Securing Employee Wellbeing

Keeping our people happy and safe at work has always been our priority. This emphasis for wellness has become even more crucial in the past two years as we continue to weather the COVID-19 pandemic. For a holistic approach on ensuring the wellness of our employees, we established various initiatives to ensure that our people stay well physically, mentally and emotionally. Our dedicated wellbeing framework, supported by our OSH strategy, seeks to encourage our employees to optimise their physical and mental fitness. It seeks to address the three health risks: lifestyle, mental health and ergonomics.

At our Malaysian operations, we have an Employee Assistance Programme ("EAP") in place to offer assistance to employees who need mental health support to deal with stress arising from work, family, health or other personal problems. Services such as a 24/7 mental health hotline, counselling sessions and support groups are available for employees. This programme has proved to be particularly helpful to our people in weathering the pandemic.

At Genting UK, we organised training workshops focused on wellbeing and mental health in the workplace for all managers. Topics discussed in these workshops include recognising the signs of mental health issues among employees, ways to respond to and manage them. In addition to that, we also share insights via digital posters on how employees can help each other in addressing their wellbeing struggles holistically.

At our US operations, we also conducted several workshops that centered on mindfulness to support our employees in having positive mindset throughout the pandemic. The workshops also served as a platform for us to meaningfully engage with our employees to understand and address their concerns.

Supporting Our Employees through the COVID-19 Pandemic

Since the onset of the COVID-19 pandemic, Genting Malaysia swiftly evaluated its priorities, placing more focus on strengthening the health and safety practices in our integrated resorts. As we continue to face the effects of the pandemic, we remain steadfast in ensuring the safety of our working staff, as well as the care of those who are waiting to return to work. We continue to implement strict safety measures in our efforts to safeguard our employees from the risks of the ongoing pandemic.



Employee Hotline

To assist and support employees during the pandemic, in 2020 we established a call centre and employee hotline to provide employees with assistance and the latest updates relating to the COVID-19 situation.



Remote/Flexible Work

As part of the hospitality industry, we have many client-facing employees to provide the best experience to our guests. Office-based employees are encouraged to work from home where possible.



COVID-19 Awareness

To educate our employees on COVID-19, we introduced a training programme that equips employees with the knowledge on identifying symptoms and precautionary measures. This initiative was carried out through the "All You Need to Know About COVID-19" module.



Integrating Track and Trace Capabilities

Deployed Genting Health Passport to facilitate track and trace of employee movements across the resorts.

In Malaysia, we launched our StaySafe Promise, an enhanced safety protocol which covers the implementation of resort-wide and department-specific measures such as physical-distancing and intensified disinfection practices. These are in line with the best practices recommended by regulators and global health authorities. This initiative has been integral in keeping our employees and customers safe amid the health crisis.

Workplace of Choice

DIVERSE AND INCLUSIVE WORKFORCE

No other industry celebrates and embraces diversity as much as the leisure and hospitality sector given the sheer nature of our business which welcomes guests from all walks of life. We promote an inclusive and progressive culture that celebrates diversity for the wide range of experiences, skill sets and backgrounds that only serve to enrich us as a team.

Our aim is to create an equal-opportunity workplace without any form of discrimination. We practise zero tolerance for any form of discrimination and workplace harassment. At Genting Malaysia, we treat all our employees fairly and without distinction according to race, colour, gender, sexual orientation, religion, national or social origin, age, disability and other defining factors. We comply with all applicable laws and regulations governing non-discrimination in employment across all our operations. In 2021, there were zero cases of discrimination reported.



UK

Genting UK's Equal Opportunity Policy, Anti Harassment and Bullying Policy aims to eliminate all forms of harassment and discrimination based on race, colour, nationality, ethnic origin, disability, sex, sexual orientation, marital status, contractual status, age, unrelated criminal convictions, religion or religious beliefs and political views.



US

RWNYC and RW Catskills are equal opportunity employers and strictly adhere to all applicable laws and regulations. Our US operations are committed to a culture of non-discrimination in all aspects of the employment relationship from compensation, benefits, recruitment, placement, to promotion, training and salary administration.



Bahamas

RW Bimini complies 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.

HUMAN RIGHTS

Respecting the rights and dignity of all people is paramount to a customer service-oriented business like ours. This is deeply embedded in our core values and reflected throughout our operations.

Our human rights strategy is informed by 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 Guiding Principles for Business and Human Rights
- The United Nations Convention on the Rights of the Child

We strictly comply with all applicable employment and human rights regulations where our operations are based. We have a responsibility to respect human rights and our commitment in this aspect is embedded in the corporate values, the Code, and the Supplier CoC. As part of our risk assessment procedure, we regularly review labour standards of existing and potential businesses as well as our suppliers. We routinely take into account human rights considerations including labour rights and workforce welfare in our daily operations.

In 2021, we recorded:

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

No incidents of violations to human rights involving the rights of indigenous people

No incidents or risks of child, forced or compulsory labour

Our Supplier CoC outlines the standards required of Genting Malaysia suppliers. Suppliers are required to have appropriate management systems in place to comply with this policy. 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.

Customer Orientation

Genting Malaysia strives to deliver value to our customers despite the impacts of the COVID-19 pandemic. In the face of these challenging times, we continue to push ourselves to identify innovative ways in which we can uphold our unparalleled customer experience for our guests.

Our StaySafe Promise

One of our immediate responses to the health crisis was to implement stringent health and security protocols across our operations to ensure we provide a safe environment for our customers and employees at our resorts. As part of our efforts to adapt to the new normal, RWG StaySafe Promise was launched as a standard of best practices to ensure all our premises remain safe and hygienic at all times. As a result of strict adherence to safety and health protocols as well as full compliance to local regulations, we were able to keep COVID-19 cases at the minimum. From our comprehensive list of best practice COVID-19 protocols that we continue to adopt, the infographic below highlights some of the key steps we took in ensuring the health and safety of our customers and employees.



Our focus on streamlining and reducing physical contact interactions between our employees and guests also allowed us to introduce new modules to enhance our suite of digital offerings. Self-service innovations such as digital keys and app-based mobile check-ins were introduced in 2020 and continued to be enhanced throughout 2021.

2021 COVID-19 Measures Highlight



UNITED STATES

RWNYC rolled out its new 21-Point Safety Plan in accordance with recommendations from the Centers for Disease Control and Prevention ("CDC") and health officials. The comprehensive plan covers safety protocols including ensuring safe guest and employee experience, deployment of technology to reduce touchpoints as well as guidelines for social distancing.

Customer Orientation

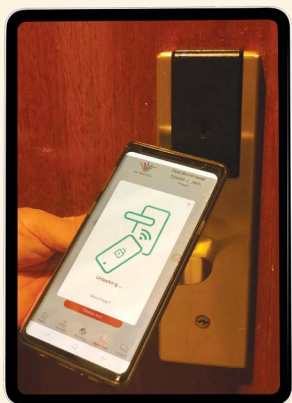
ENHANCING CUSTOMER EXPERIENCE THROUGH INNOVATION

A customer's experience with the resort goes beyond their physical arrival and departure at the destination. We proactively pay great attention to the smallest details to ensure all our guests have a satisfying visit and memorable stay with us, right from the first step of their journey. We diligently study all our customer touchpoints to identify opportunities for us to enhance their experience via leveraging digital innovations. The use of digital innovation has benefitted us especially during the COVID-19 outbreak as it not only assisted to enhance customer experience and improve our operational efficiency but also minimised physical contact between our employees and guests which helped to reduce the risk of infection.

Leveraging on Existing Innovations

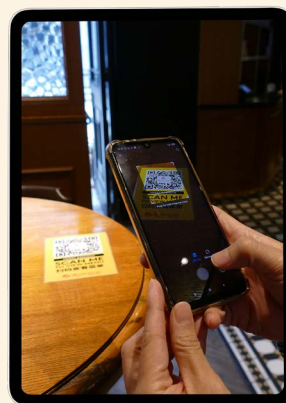
In 2021, we continued to work on enhancing our suite of digital offerings through focused module development. We are on track in ensuring our operations are future-proofed and continue to meet the evolving needs of all our guests in the new normal. Through utilising digital innovations, we have streamlined and reduced face-to-face interactions between our employees and guests, allowing for safer stays and visits for all.

Our 2021 Innovation Round-up



Enhancing the RWG App

We introduced digital keys for hotel operations, allowing customers to perform self check-in and unlock hotel room doors using their mobile phones. We have fully implemented the digital key and check-in capabilities at over 10,000 rooms across six hilltop hotels in RWG since June 2020. In 2021, a total of 6,938 users utilised the digital check-in and key modules via the app.



Increasing the use of Virtual Menus

As we expand our contactless offerings, we are further leveraging QR codes to enhance customer experience to access food menus and announcements such as souvenir lists, TV channel guides and the laundry service price list.

In 2021, we increased the usage of virtual menus across our food and beverage premises for our guests' convenience.

Customer Orientation

Advancing Digitally in the New Normal

Our 2022 Digital Forecast

Enhancing our Cashless Capabilities

We are on track to launch our cashless parking system at RWG in 2022. This cashless system will allow all customers to opt between card payments and e-Wallets. This automated system will ensure reduction of operating costs and occurrences of fraud. Moving forward, we are also aiming to launch a License Plate Recognition ("LPR") system which would complement cashless payments and enhance the efficient flow of traffic into our car parks.

Key-less, Cash-less and soon, Queue-less

Through our meaningful engagements with our customers, we have identified opportunities to further improve our queuing experience, particularly for the attractions in our theme parks which draw a high volume of visitors. Through innovations in Artificial Intelligence ("AI") and utilisation of big data, we are using advanced technology in our Genting SkyWorlds Mobile App to reduce physical queuing.

In collaboration with Alibaba Cloud, the launch of Genting SkyWorlds Theme Park will introduce the Virtual Queue ("VQ") system with gamified elements in the Genting SkyWorlds Mobile App. The VQ system will not only reduce queue congestion at popular rides, vital to maintaining and protecting the health and safety of our guests and employees, but also provide exciting offerings and quests for guests while they wait for their turn to ride the attractions. The VQ system will include an itinerary planner for guests with optimised alternative recommendations based on AI and machine learning.



Value for Guests

- Shorter time spent in physical queues
- Gamification utilising AI to encourage guests to enjoy other attractions while waiting for their turn at selected rides



Value for Us

- Optimised foot traffic for stores and attractions
- Reduction of risky or close contact interactions between our employees and guests to protect them and reduce the risk of infection

Advancing Innovation in our Global Operations



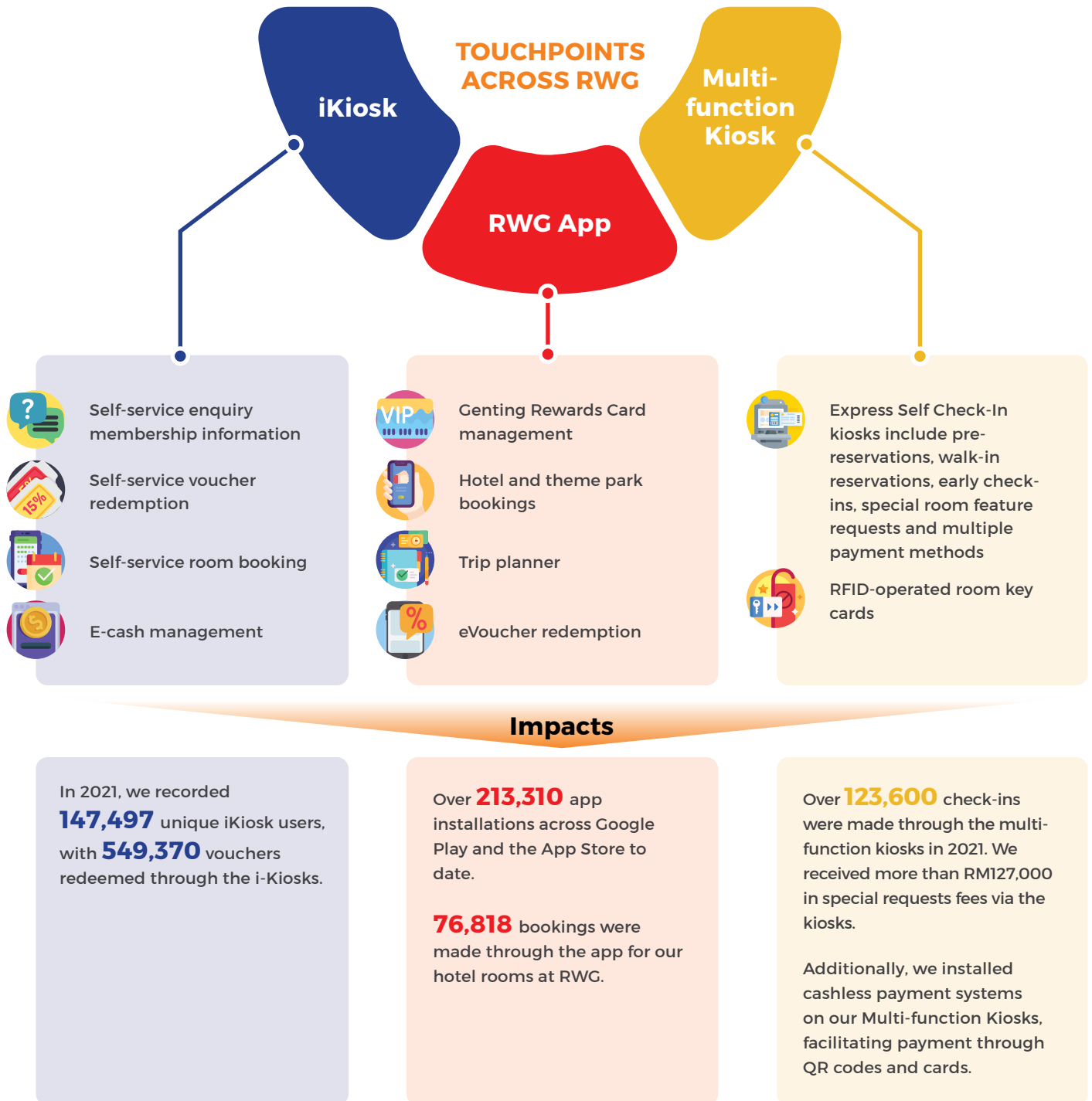
UK

Players may now take advantage of bespoke hospitality services such as private tables, complimentary food and experiences outside of the casino setting through the new My Genting Rewards Scheme. The platform will be improved further in the future to add e-wallet functionality.

Customer Orientation

Digital Customer Touchpoints

We take proactive measures to enhance our guests' experiences, particularly paying special attention to our guests' touchpoints from their arrival to departure. We continuously identify and enhance our various touchpoints across our operations to ensure our guests enjoy a memorable experience at our resort.



Customer Orientation

LISTENING, LEARNING AND IMPROVING

In the leisure and hospitality industry, warm and engaging customer service is paramount to maintaining relationships and loyalty. At Genting Malaysia, we place utmost importance in upholding impeccable service standards and this is made possible by constantly monitoring customer feedback that we collected through various channels. We also collate customer feedback and ratings on external booking sites through a centralised third party service.

Number of members under the Genting Rewards Loyalty Programme

5 million

(2020: 4.95 million)

In line with our commitment to delivering an unforgettable customer experience, RWG is finalising details to launch our new integrated customer feedback system in 2022 that will be adopted by all departments to allow us to provide real time response when the customer is still at our resort. Moving forward, the enhanced system will generate a report based on the feedback collected and suggest areas of improvement for respective departments.



UK

Prior to the pandemic, Genting UK has had a Mystery Shopper Programme in which a third party was invited to visit our casino for independent feedback. This initiative was put on hold due to the pandemic and customer surveys were conducted instead in 2021, with a new position of Customer Experience Manager being created to handle this function.



US

Our Casino Marketing and Hotel Operations teams monitor customer feedback for the casino and hotel respectively. Customer feedback is collated into a shared database, allowing identification of trends in guest feedback and development of proactive strategies in pre-empting potential customer service issues.

Customer Orientation

CREATING A SAFE AND INCLUSIVE INTEGRATED RESORT

As 2021 marked another year of the ongoing health crisis, ensuring that all our guests have a pleasant, safe and inclusive experience continues to be our top priority. We focus keenly on ensuring that customer wellness aspects, from responsible gaming, safety and security to accessibility - are well addressed across all our operations.

Encouraging Responsible Gaming

As an established global casino resort operator, we seek to carry out our leadership role and fulfill our civic duty in promoting responsible gaming practices. This helps create a fair and safe gaming experience for our customers. We strictly adhere to mandatory regulatory requirements in the jurisdictions we operate in and often go beyond these regulations to proactively assist patrons who may be at risk of problem gaming.

Genting Malaysia's Responsible Gaming Programme is aligned with industry best practices and standards, and helps protect our customers from gaming-induced problems.



Self-Exclusion Programme

Our casinos provide the option for a person who identifies as having a gambling problem to voluntarily exclude themselves from our gambling facilities via this programme.

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. In 2021, a total of 10 individuals signed up for the programme.*

* Due to the temporary closure of the casino during the government's movement control order, we had fewer guests sign up for our self-exclusion programme compared to previous years.

Responsible Gaming Training for Employees

We believe that responsible gaming is critical to our long-term success. To that end, we implement training programmes related to responsible gaming to empower our employees, catalysing harm minimisation and enabling our customers to make informed choices. An outline of our responsible gaming training programme is set out below:

- Delivered to all relevant employees to raise awareness of excessive gambling and related problems.
- Provide a basic understanding of Socially Responsible Gaming Practice and the basic psychology of gambling.
- The course covers gambling problem identification, underage and pathological gamblers along with preventive and treatment measures to combat these problems.
- We have also carried out tailored training sessions with experts from Hong Kong University to further enhance our employees' awareness and understanding of responsible gaming.

We actively aim to minimise the potential harm of problem gaming to customers and society. Through our trained casino employees, we strive to provide the necessary support systems that enable our customers to make informed and self-aware decisions while gaming at our casino premises. In 2021, we held responsible gaming trainings which were attended by 150 employees.

Customer Orientation



UK

Genting UK's corporate strategy revolves around providing customers with a pleasant, safe and responsible gaming environment. Genting UK guarantees that it can respond effectively and swiftly to consumer needs and concerns by working with partners such as GamCare and YGam to ensure all of its customers feel safe, protected and appreciated. Genting UK adopts industry best practices that ensures UK is the safest place to gamble via:

- A highly trained gaming team to observe, manage and interact with our customers; and
- Having in place systems and markers that alert to changes in behaviour.

Responsible Gaming Research

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.

We are also developing and incorporating Safer Gambling measures into our mobile app, where customers can get rewards for being more socially responsible.



US

The safety of guests, visitors and players is of paramount importance. RWNYP provides guests with the necessary resources to self-exclude and seek help for any issues that may arise. Players should have fun, play responsibly and have the necessary tools at their disposal if they need assistance. Facial recognition technology is also installed at RWNYP to improve our ability to recognise excluded people and assist them in departing our facilities.

RWNYP Responsible Gaming Ambassadors

Our Responsible Gaming Ambassadors have been trained to recognise the indications of excessive play and to encourage customers to seek help. Our frontline workers, including security, players' club and slot teams, receive specialised training to recognise indicators of problem gambling and refer them to certified ambassadors. The training is provided by licensed clinicians working on behalf of the New York Council on Problem Gambling. In 2021, 1,503 employees participated in this training.

Responsible Gaming Resource Centre

The Responsible Gaming Resource Center at RWNYP assists with referrals to problem gambling resources, financial counselling and the self-exclusion programme. In conjunction with Responsible Gaming Week in 2020, RW Catskills opened a new Responsible Gaming Resource Centre. This centre assists customers and employees who are suffering from a gambling addiction and are enduring hardship, conflict or depression.



Bahamas

RW 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 also complies with the Bahamas Gaming Act of 2014, which mandates public notification of obsessive or problem gambling. Notices are prominently displayed at every entry to the premises that allows access to any designated gaming locations.

In 2021, RW Bimini launched 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.

Customer Orientation

Keeping Our Guests and Visitors Safe

The safety and security of all our visitors is our utmost priority. We adhere to a strict protocol and have established beyond-compliance safety measures to mitigate risks. We are constantly monitoring and improving various risk factors ranging from fire and food hygiene management to facility safety controls to create a safe and worry-free environment for our guests to enjoy.



Our First Responders



Our team of auxiliary police and security personnel act as first responders in case of accidents and emergencies, and all our operations globally own operational fire engines and ambulances. The auxiliary police are responsible for crime prevention, apprehending offenders, information gathering, as well as preventing and extinguishing fires around the entire resort. To enhance employee and guest awareness of fire safety, we conducted six fire drills at First World Hotel and Highlands Hotel in RWG.

We require all our security personnel to undergo the 9-week Auxiliary Police Basic Training course at the Malaysian Police Training Centre ("PULAPOL"). Due to the COVID-19 pandemic, 15 newly recruited personnel were sent to attend the training course in 2021, attaining an approximately 7,560 training hours.

We have 4,116 CCTVs and 801 auxiliary police and security personnel, who patrol our resorts and casinos day and night, helping keep our stakeholders and premises safe.



Safe Arrival and Departure



The two most common ways of arriving at our hilltop resort in Malaysia is by road or via our cable car services. We take great efforts in ensuring a safe journey by carefully maintaining both modes of travel.

The roads leading to our resort are built with safety in mind. Regular assessment and maintenance are conducted to address the risk of landslides, in addition to constant slope maintenance programmes. The safety guidelines are advised by our appointed road consultants and in line with national and international road safety standards.

The 99-gondola cable car system with a capacity of 3,000 passengers per hour can transport travelers from the mid-hill station to the peak in 10 minutes. Regular maintenance is conducted to ensure the system is functioning smoothly. An evacuation plan is in place detailing various methods of evacuating passengers, including the use of a crane and helicopter.

Due to the pandemic, we were unable to conduct trainings on rescue, fire and crisis management. We hope to continue our training efforts when conditions are safer.

In 2021, RWG recorded a road accident rate of 0.18*

* Expressed as the number of accidents per 10,000 vehicles recorded

** Accident rate is commensurate with the 2020 accident rate of 0.18. The numbers may be impacted by the reduced number of visitors due to our RWG resort closures as a result of the pandemic.

Customer Orientation



Ensuring a Safe Dining Experience



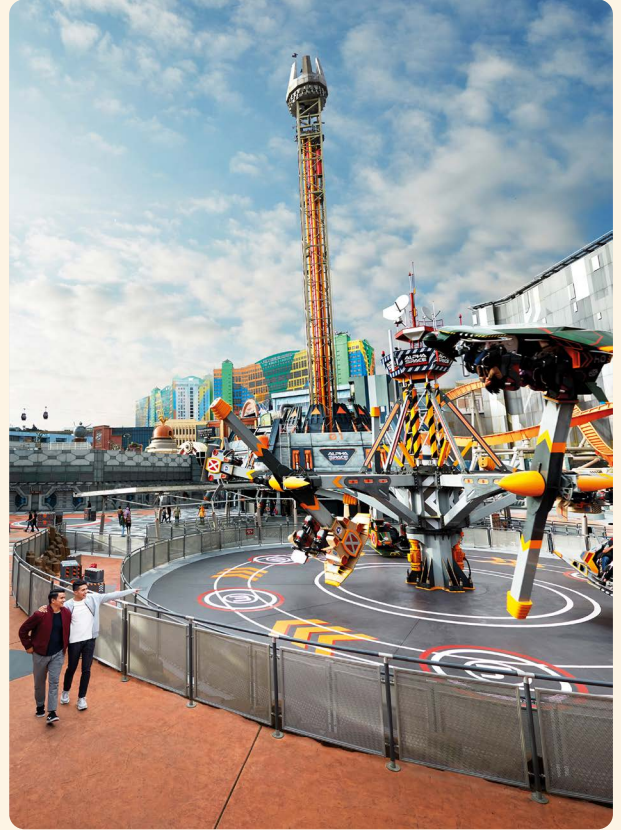
We host millions of visitors each year and serve a large number of them in our restaurants and cafes. It is essential that safe and quality food handling is maintained at all times. We strive to ensure that our employees are well-trained in this aspect to uphold the highest standards of food and the way we handle raw ingredients. All eateries in Genting Malaysia adhere to the Hazard Analysis and Critical Control Point ("HACCP") Food Safety Management System. As of 2021, we have received the ISO 9001:2015 and ISO 22000:2018 certification for our food safety management system across our Central Kitchen as well as our RWG-managed restaurants.

We regularly inspect our food outlets to ensure compliance to the highest food standards. In 2021, we inspected 36 of our operating outlets.

In 2021, 428 employees completed training on food safety and hygiene, achieving a total training hours of 1,733 hours.



Worry-free Adventures at our Theme Parks



Attraction safety is fundamental to Genting Malaysia and we take pride in upholding the standards of our theme parks at RWG as a source of joy to many. Every single piece of equipment in our theme parks has met the applicable safety requirements and we comply with Malaysian law and other relevant standards, including conducting comprehensive inspection and maintenance procedures for the attractions. We also go beyond local standards to ensure every possible action is taken to avoid accidents. Since 2018, we have engaged a technical service provider which adheres to EN 13814 - Fairground and Amusement Park Machinery and Structures, to certify the safety of our theme parks.

Customer Orientation

Ensuring Customer Inclusiveness

At Genting Malaysia, we go the extra mile to ensure that our inclusive family resorts are accessible to all without discrimination. We have a diverse staff across our regional and international operations who speak over a dozen languages to extend our warm hospitality to all our guests from across the globe and make them feel at home.

Our premise is equipped with facilities to assist Persons with Disabilities ("PWD") guests with special needs including strobe lights for smoke alarms, electric-controlled beds, large button Braille phones and hand basins for those in wheelchairs. Wheelchairs are also available for rent and all restaurants and retail outlets at RWG are fitted with a wheelchair ramp. Genting SkyWorlds Theme Park is also a wheelchair-accessible theme park as we aspire to provide every individual with physical and cognitive special needs a conducive place to enjoy thrills and adventure at our theme park.



Accessibility at RWNYC and RW Catskills

At RWNYC and RW Catskills, we strictly adhere to the 2010 Americans with Disabilities Act ("ADA") Standards for Accessible Design. In addition to the numerous disabled parking spots available to both patrons and team members, our common areas are also accessible via elevators.

PWD guests at RW Catskills can rent scooters to get around the resort. The New York MTA's Access-a-Ride paratransit service is a partner of RWNYC. When picking up and dropping off PWD guests, the resort provides all Access-a-Ride shuttles with up-close vehicular access to its main door.

Customer Orientation

CYBERSECURITY AND DATA PRIVACY

At Genting Malaysia, we are committed to the most stringent standards when it comes to protecting the data of our customers, employees, business partners and suppliers to maintain their trust.

With the rapid rise in the adoption of digital technologies and remote working during the COVID-19 pandemic, it is becoming increasingly crucial to enhance and strengthen our cybersecurity and data privacy measures to ensure business continuity.

At Genting Malaysia, we adhere to all relevant law and regulations in data protection and information security. Our commitment to protecting the confidentiality of personal data of our customers and employees is encapsulated within our internal data protection policy. We established the Personal Data Protection ("PDP") Policy in January 2014 which complies with the Personal Data Protection Act ("PDPA") 2010.

To strengthen the cyber resilience of our employees, we carried out mandatory cybersecurity training in two phases in Malaysia. As the training was launched late in 2021, 87% of our employees under Phase 1 completed their training virtually, through the i-Learn Portal Academy, and employees under Phase 2 have already begun their virtual training. We also deliver additional cybersecurity resources through the GGIP and email newsletters.

Over the course of 2021, we recorded

ZERO cybersecurity breaches in our Malaysian operations

80.2% of our Malaysian-based employees completed awareness training on PDPA

Community Care

With our global footprint spanning across three continents, we are driven by our core values of Harmony and Compassion to empower and uplift the lives of the local communities in each of our areas of operations.

In addition to our significant contributions to nation-building by promoting the leisure and hospitality industry and creating employment opportunities, the long-term relationships we have built with our local communities are driven by our direct contributions in enriching their lives.

Strengthening our Culture of Volunteerism

Our drive to create positive and lasting impacts for our community is driven by our dedicated employees who form a key stakeholder group of the Genting Malaysia family. Our employees are pivotal drivers to the success of the community programmes that we establish. At our Malaysian operations, we launched our Genting Green Generation ("G3") Volunteer Programme in 2017. The G3 programme serves as a platform to inspire environmental awareness among our employees and to strategically channel their volunteerism efforts to further extend this awareness to our communities. Since its inception, our employees have volunteered for various environmental causes aimed at biodiversity preservation such as turtle conservation and reforestation. Our employees have also engaged with external stakeholders such as students to promote the importance of biodiversity.

Despite the COVID-19 pandemic and the resulting regulations which have restricted our volunteering efforts, our employees continue to strategically utilise digital platforms to promote environmental awareness via our social media channels. Moving forward, we will continue to ensure all efforts are taken to maintain the momentum of our employees' strong commitment towards creating positive societal impacts.

Responding to a Global Pandemic

2021 was a severely challenging year for all. We are deeply conscious of the impact the pandemic has had on both our business operations as well as the wider community we serve.

Although there were various promising community programmes in the pipeline, we were unable to execute most of our planned initiatives in the same way as in previous years due to local movement restriction orders. Moving forward, we aim to further enhance and continue our efforts in engaging and empowering our local communities. Testament to that, we are currently undertaking an extensive evaluation of our community investment initiatives to develop flagship programmes that will maximise the benefits and positive impact for our local communities.

Community Care

EMPOWERING AND UPLIFTING COMMUNITIES

Genting Malaysia is committed to pursuing a holistic approach to drive social development and build communities where we operate. We have adopted a long-term integrated systems approach to contribute to our local community growth and build social resilience. Fostering a strong community spirit among our employee volunteers and building partnerships with key stakeholders are essential components of these efforts.



SUPPORTING RESPONSIBLE GAMING



As a responsible corporate citizen, we remain resolute in tackling core social issues related to our industry. Our drive in promoting responsible gaming practices go beyond the robust safety mechanisms we adopt for our customers. We develop lasting partnerships towards promoting responsible gaming practices for greater outreach to our stakeholders.

Through Genting UK, our regular contributions to various organisations have provided the necessary funding to reach out to more stakeholders in need of support and intervention. In 2021, we contributed a total of GBP 175,000 to these organisations.

Community Care



CAPACITY BUILDING

In 2021, one of our focus areas in driving positive socio-economic impact for our communities was empowering our SME partners and local youths to enhance their skills and capabilities. We achieved this by offering growth platforms and forming strategic partnerships with tertiary education institutions.

Gumbo Coalition University

Our Gumbo Coalition University ("GCU") is a virtual upskilling platform that offers a 12-week virtual mentorship programme for students. Sponsored by RWNYC, the programme introduces students to well-known leaders in the business, alongside media and non-profit organisations.

Through immersive conversations and exercises via these engagements, students are provided a platform to understand and emulate the characteristics of a transformative leader and are provided with a USD 1,500 grant upon completion of the programme. In 2021, 8 students successfully completed the inaugural class.

In December 2021, we prepared to launch the second session of the GCU Scholarship programme. Applications for the programme have already tripled and we anticipate a robust response as students from across the USA apply to partake in this opportunity.

Empowering Our Local Partners

Our Community Partner Programme was introduced by RWNYC to empower small local businesses. Through this platform, we invited small local businesses to offer discounts to our Genting Rewards members in return for free advertising and exposure through our digital and physical channels, enabling an outreach of over 200,000 Genting Rewards card holders. In 2021, our platform enabled 100 small local businesses to enhance revenue generation via greater branding outreach from this platform. We aim to double this number by the end of 2022.



DISASTER RELIEF



RWG volunteers clearing rubbish along the residential streets.

Social resilience is integral to our focus on empowering and uplifting communities. We are cognisant of the impacts of climate change, such as flash floods, and the importance of building resilience in our local communities. Towards this end, we have promptly taken action to provide aid and support to the affected communities in the vicinity of our resorts.

Pahang Flood Aid

In 2021, our communities in Pahang, Malaysia were affected by several flood incidents due to the continuous rainfall brought by the monsoon season. Many members of our communities were displaced from their homes with their livelihoods disrupted. This prompted Genting Malaysia to immediately extend assistance to the flood victims in Pahang.



We provided aid consisting of blankets, pillows, pillow cases, bedsheet linens, bar soaps and clothing.

Community Care

In response to the floods in January 2021, RWG contributed various essential items to the affected communities across Pahang to help ease their burdens. The items were presented to Yayasan Al-Sultan Abdullah, a non-governmental organisation which was responsible to distribute the items to the flood victims. Among the items were blankets, pillows, pillow cases, bedsheet linens and bar soaps collected from several hotels at RWG as well as clothings contributed by RWG employees.

In December 2021, 70 RWG employees volunteered to clean the residential area of Taman Wijaya, Karak, which was severely affected by the floods. We assisted in cleaning up the roads and houses of the residents which were covered in thick mud and debris, as well as clearing large amounts of rubbish along the streets and disposed of damaged furniture and household items. To speed up the cleaning process, we provided a backhoe, two garbage trucks and three water tankers. We also distributed food and drinking water to all the residents of Taman Wijaya.



RWG volunteers cleaning up the affected houses.



We provided heavy machinery and equipment, including backhoe, garbage trucks and water tankers to help expedite the cleaning process of the affected homes.



Damaged furniture and household items being discarded into the garbage truck.



Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications & Public Relations and RWG volunteers distributed food to all the residents of Taman Wijaya.

Providing Hurricane Ida Relief

In September 2021, Hurricane Ida devastated the north eastern US, resulting in 18 deaths and USD 50 million in damages in New York state alone. In response to this, RWNYC approved an emergency relief via the Resorts World Gives fund to contribute USD 70,000 which was distributed to over 5,000 people via several key non-profit organisations that conducted relief work in the affected communities.



RWNYC employees presenting a sponsorship cheque to the Showing Heart Foundation, a non-profit organisation that supports and provides assistance to the affected families of Hurricane Ida.

Community Care



PHILANTHROPY

Our philanthropic initiatives provide us with the direct means of investing in our communities to create lasting impacts. For greater outreach across our community stakeholders, we strategically developed long-standing partnerships with various charities. Our support extends to various causes and in 2021, our community investment efforts focused on helping young people with disabilities, addressing problem gaming, preventing homelessness and supporting cancer patients via palliative care.

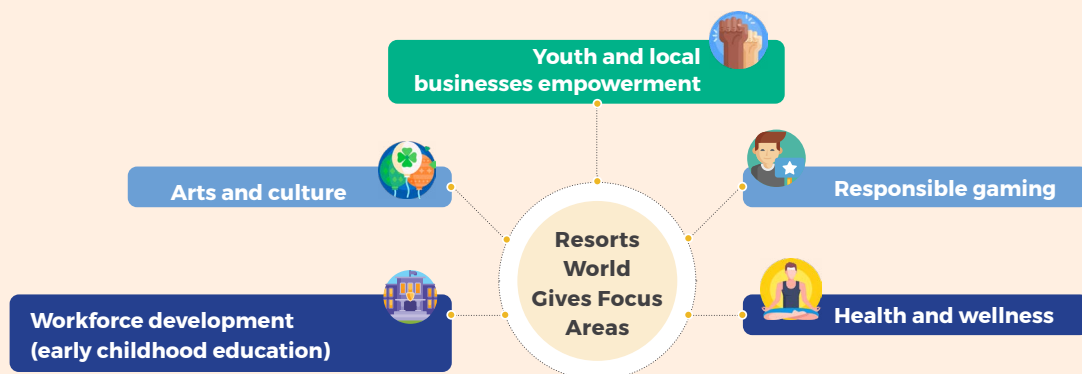
Delivering Life Changing Gifts to Children

Since 2001, we have formed a well-established partnership with CHIPS Charity via Genting UK. We work with CHIPS to raise funds to purchase specialised powered wheelchairs for youths and children with varying disabilities.

In 2021, we raised a total of GBP 45,695 to purchase specialised powered wheelchairs for youths with varying disabilities. This ongoing partnership and funding have enabled us to provide vulnerable youths and children with essential equipment to enhance mobility that would otherwise be limited, thus providing them with the opportunities to improve the quality of their lives.

Establishing Strategic Partnerships for Greater Impact

Resorts World Gives is our philanthropic programme established in 2011 by our US operations. Through this platform, we partner with various organisations, projects and community programmes across the US, focused on creating a positive socio-economic impact by addressing a myriad of social causes.



In 2021, we partnered with over 100 organisations via our Resorts World Gives platform. Notable organisations include American Cancer Society, New York Blood Center and the River Fund New York. To further amplify the impacts of our Resorts World Gives programme, RWNYC has contributed over USD 3 billion to the New York State education fund since 2011. RWNYC also contributes to educational programmes through the Boys & Girls Club and the YMCA.



Community Contributions in the Bahamas

In the Bahamas, we donated over BHD 38,500 to notable organisations such as the Camillus House Uncork & Unwind to channel food, clothing, shelter, addiction counselling, behavioural health and job training, as well as healthcare to the poor and the homeless of South Florida.

Our Performance

ECONOMIC PERFORMANCE

	Malaysia	UK and Egypt	US and Bahamas
Total Revenue (RM million)	1,696	1,065	1,396
Operating Cost (RM million)	2,293	1,188	1,528
Total Payment to Capital Providers (RM million)	869.7	16.7	62.4
Employee Wages and Benefits (RM million)	522.5	351.3	518.8
Direct Economic Value Generated (RM million)	1,696	1,065	1,396
Economic Value Distributed (RM million)	2,293	1,188	1,528
Economic Value Retained (RM million)	(597)	(123)	(132)

ENVIRONMENTAL PERFORMANCE

ENERGY

Total Energy Consumption (TJ)

Location	2018	2019	2020	2021
RWG	1,331	1,480	934	748
RWL	16	16	9	16
RWK	10	29	NA	16
Genting UK	195	171	145	117
RWNYC & RW Catskills	182	NA	353	379
RW Bimini	13	11	2	7

Total Energy Consumption from Non-Renewable Sources (TJ)

Sources	2018	2019	2020	2021
Natural gas	NA	69	158	151
Liquefied petroleum gas	132	138	37	31
Diesel	384	420	270	210
Gasoline	19	21	11	8
Grid electricity	1,212	1,059	967	884

Energy Intensity [GJ/GFA(m²)]

Location	2018	2019	2020	2021
RWG	0.56	0.53	0.38	0.31
RWL	1.40	1.37	1.10	1.88
RWK	0.34	0.97	NA	0.55
Genting UK	3.16	2.78	0.21	1.19
RWNYC & RW Catskills	3.93	NA	NA	1.60
RW Bimini	0.60	0.47	0.08	0.29

Note:

Our Economic and Environmental figures in 2020 and 2021 may be impacted by our operational closures due to the COVID-19 pandemic.

NA - Data was not available.

Our Performance

EMISSIONS

GREENHOUSE GAS EMISSIONS

Scope 1 - Direct GHG Emissions (tCO₂e)

Location	2018	2019	2020	2021
RWG	32,658	39,736	21,759	16,250
RWL	193	7	106	653
RWK	NA	164	NA	NA
Genting UK	5,308	3,853	3,618	2,691
RWNYC & RW Catskills	NA	NA	6,360	6,453
RW Bimini	NA	765	127	482

Scope 2 - Indirect GHG Emissions (tCO₂e)

Location	2018	2019	2020	2021
RWG	167,852	175,545	103,366	100,023
RWL	2,420	2,451	1,493	1,102
RWK	1,928	3,867	NA	3,129
Genting UK	15,429	14,286	11,408	9,936
RWNYC & RW Catskills	22,357	NA	29,543	32,349
RW Bimini	2,278	NA	NA	NA

Emissions Intensity [tCO₂e/m²]

Location	2018	2019	2020	2021
RWG	0.08	0.09	0.05	0.05
RWL	0.23	0.23	0.19	0.20
RWK	0.06	0.13	NA	0.10
Genting UK	0.34	0.29	0.02	0.13
RWNYC & RW Catskills	0.48	NA	NA	0.16
RW Bimini	0.10	0.03	0.01	0.02

Note:

For information on conversion coefficients, equivalence to Joules, emission factors and other relevant details used in the calculations of our emissions released in FY2021, please refer to pg 36.

WATER

Total Water Consumption (m³)

Location	2018	2019	2020	2021
RWG	7,500,000	8,000,000	4,600,000	4,040,000
RWL	63,389	NA	23,961	19,144
RWK	219,392	NA	NA	280,211
Genting UK	348,207	120,000	90,000	90,000*
RWNYC & RW Catskills	NA	NA	117,059	185,273
RW Bimini	130,634	NA	NA	NA

Note:

Our Environmental figures in 2020 and 2021 may be impacted by our operational closures due to the COVID-19 pandemic.

NA - Data was not available.

* Estimated figures

Our Performance

Water Intensity [m³/GFA(m²)]

Location	2018	2019	2020	2021
RWG	3.08	3.29	1.89	1.66
RWL	1.94	1.94	0.13	2.23
RWK	NA	NA	NA	9.37
Genting UK	5.61	NA	2.79	0.91
RWNYC & RW Catskills	NA	NA	NA	0.78
RW Bimini	NA	NA	NA	NA

Group Total Water Withdrawal by Source (m³)

Sources	2018	2019	2020	2021
Surface water	7,500,000	8,000,000	4,600,000	4,130,000
Municipal water supplies or other water utilities	527,208	120,000	231,020	484,628

WASTE

Recycle Waste Collection by Location (tonnes)

Recycled Waste Collection	Malaysia	UK
Paper	23.59	23.35
Cardboard	235.29	0.24
Plastic	22.07	0
Metal	63.4	1.07
Glass	0	151.25
Others	0	197.22

Scheduled Waste Disposed at RWG (kg)

Code	Waste Type	2018	2019	2020	2021
SW102	Waste Lead Acid Batteries	4,320	0	0	0
SW109	Fluorescent Tubes	1,830	1,890	1,610	1,070
SW110	E-Waste	27,450	1,710	7,719	4,660
SW305	Spent Engine Oil	310	1,450	1,620	900
SW306	Spent Hydraulic Oil	530	2,770	2,690	300
SW322	Heating Fuel	2,750	0	1,120	0
SW409	Paint Container and Empty Chemical Drum	6,070	6,800	1,650	1910
SW410	Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes	90	0	0	16,600
SW417	Waste Paint	640	200	1,200	0

Note:

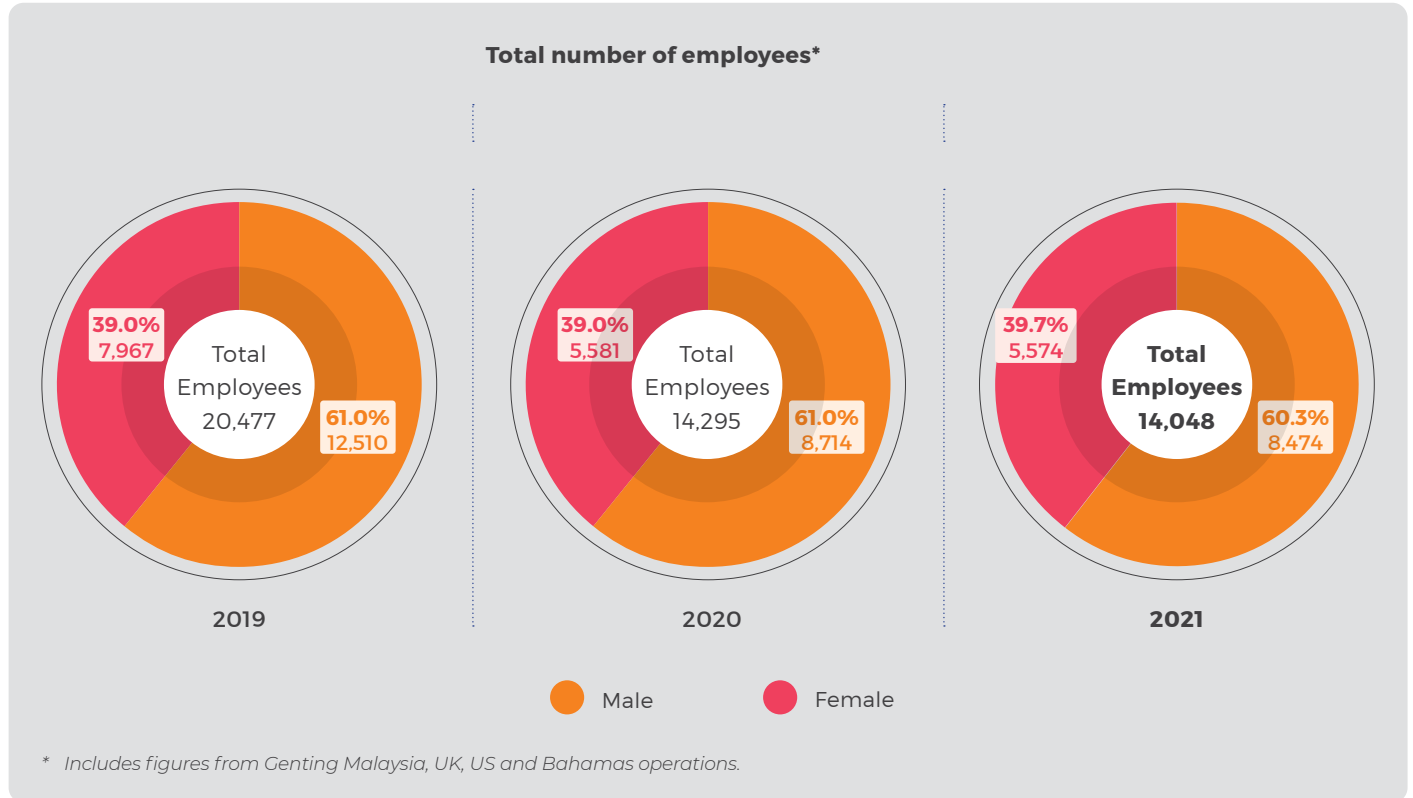
Our Environmental figures in 2020 and 2021 may be impacted by our operational closures due to the COVID-19 pandemic.

NA - Data was not available.

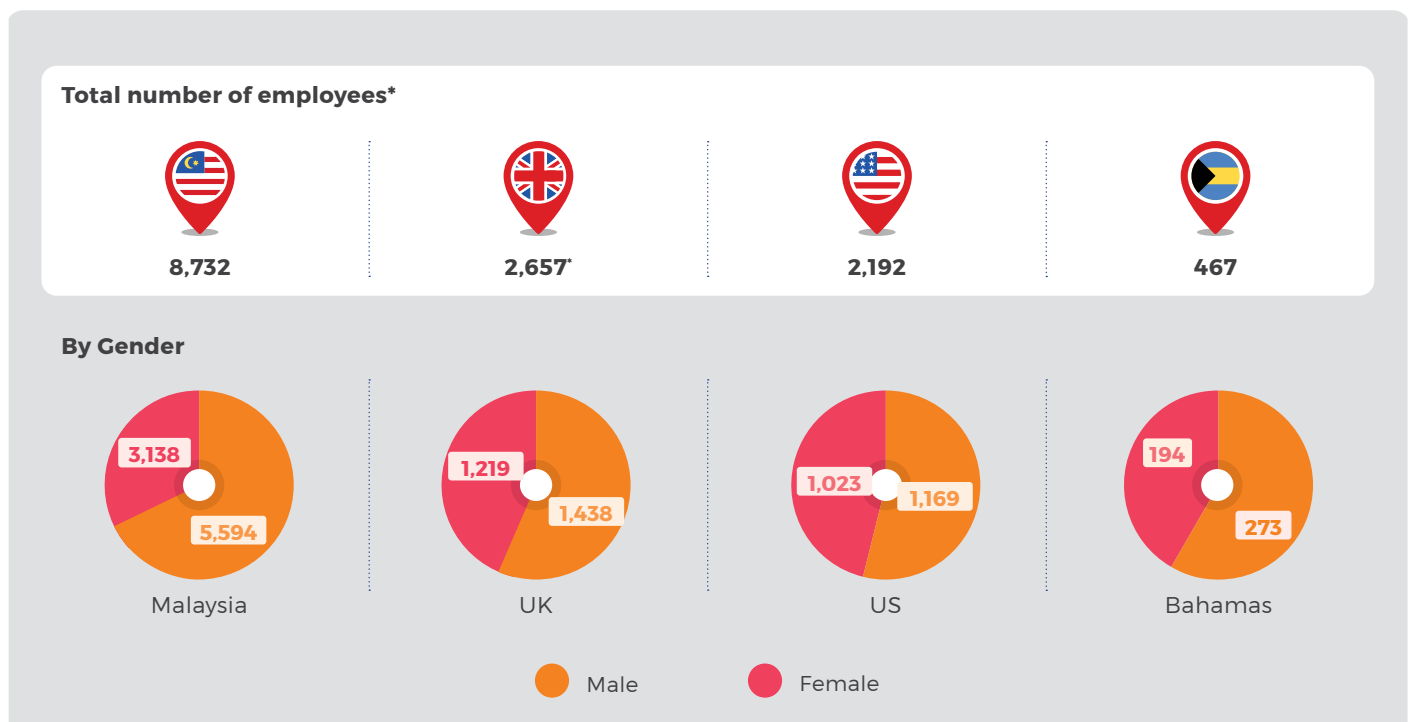
Our Performance

SOCIAL PERFORMANCE

Employee Breakdown Year-on-Year Performance

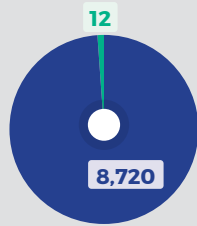


Employee Breakdown 2021

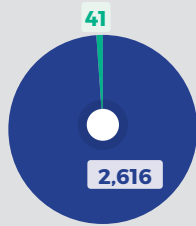


Our Performance

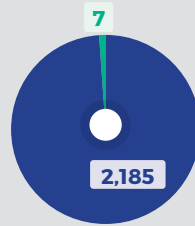
By Employment Contract



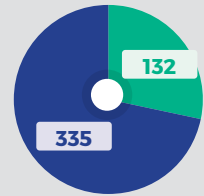
Malaysia



UK



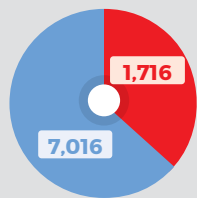
US



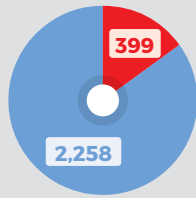
Bahamas

● Permanent ● Temporary

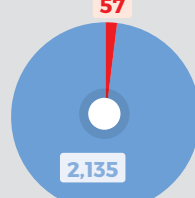
By Employment Grade



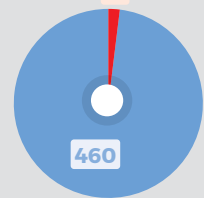
Malaysia



UK



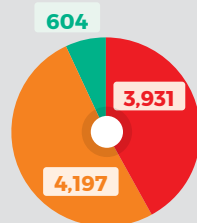
US



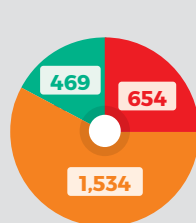
Bahamas

● Executive ● Non-Executive

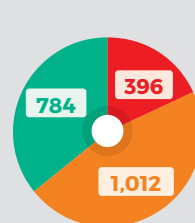
By Age Group



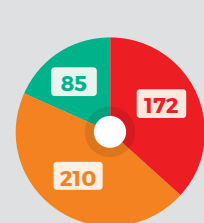
Malaysia



UK



US



Bahamas

● <30 yrs old ● 30-50 yrs old ● >50 years old

By Ethnicity

Country	Ethnicity							
	Malay	Chinese	Indian	Caucasian	African American	Native American	Pacific Islander	Others
Malaysia	3,641	3,354	783	0	0	0	0	954
UK	6	32	39	2,057	0	0	0	523
US	0	0	0	675	391	14	21	1,091
Bahamas	0	0	2	3	0	0	0	462

Our Performance

New Employee Hires and Turnover

	Malaysia	UK	US	Bahamas
New Employee Hires				
Total	1,959	538	357	191
Male	1,215	254	184	114
Female	744	284	173	77
<30 yrs old	1,742	268	111	111
30-50 yrs old	199	228	151	67
>50 years old	18	42	95	13
Employee Turnover				
Total	2,518	599	627	142
Male	902	301	325	78
Female	1,616	298	302	64
<30 yrs old	1,717	290	176	61
30-50 yrs old	671	249	253	65
>50 years old	130	60	198	16

Employee Training

	Malaysia	UK	US	Bahamas
No. of Training Hours	105,585	13,424	89	247
No. of Training Programmes Conducted	271	50	8	5
No. of Participants Trained	4,539	2,146	2,221	435
Total amount invested in training	> RM 1,444,000	> £ 29,900	> \$ 4,700	NA
Average training hours per employee	12.10	5.05	0.04	0.57

Employee Performance Appraisals

	Malaysia	UK	US	Bahamas
Employees receiving regular performance and development reviews	100%	100%	NA	NA

Occupational Safety and Health

	Malaysia	UK	US	Bahamas
No. of incidents (injuries, accidents and fatalities)	36	101	18	5
No. of occupational disease cases	0	0	0	0
No. of lost days	266	NA	542	NA
No. of missed/absentee days	266	NA	542	NA
No. of Fatalities	0	0	0	0

* Data for Genting UK excludes OSH Data for Egypt.

NA - Data was not available.

GRI Content Index

Sub-disclosure	Content	Page Number	References	Omission
GRI 102: General Disclosures 2016				
Organizational Profile				
102-1	Name of the organization	1; 4	Introduction - About This Report Introduction - About Genting Malaysia Berhad	
102-2	Activities, brands, products and services	4-5; 6-7	Introduction - About Genting Malaysia Berhad Introduction - Our Business Overview	
102-3	Location of headquarters	Back Cover		
102-4	Location of operations	4-5; 6-7	Introduction - About Genting Malaysia Berhad Introduction - Our Business Overview	
102-5	Ownership and legal form	4-5; 6-7	Introduction - About Genting Malaysia Berhad Introduction - Our Business Overview	
102-6	Markets served	4-5; 6-7	Introduction - About Genting Malaysia Berhad Introduction - Our Business Overview	
102-7	Scale of the organization	4-5; 6-7	Introduction - About Genting Malaysia Berhad Introduction - Our Business Overview	
102-8	Information on employees and other workers	68-70	Our Performance - Social Performance	
102-9	Supply chain	26-27	Economic - Responsible Supply Chain	
102-10	Significant changes to the organization and its supply chain	26-27	Economic - Responsible Supply Chain	
102-11	Precautionary Principle or approach	19	Risk Management	
102-12	External initiatives	5; 16; 60	Introduction - About Genting Malaysia Berhad - Our Awards and Sustainability Recognition Introduction - Contributions to the UN SDGs Social - Community Care	
102-13	Membership of associations	23	Introduction - Membership Associations	
Strategy				
102-14	Statement from senior decision-maker	2-3	Introduction - President's Message	
102-15	Key impacts, risks, and opportunities	9-10	Introduction - Our Key Sustainability Drivers	
Ethics and Integrity				
102-16	Values, principles, standards, and norms of behavior	4	Introduction - About Genting Malaysia Berhad	
102-17	Mechanisms for advice and concerns about ethics	19-20	Introduction - A Culture of Integrity - Upholding Key Business Ethics	

GRI Content Index

Sub-disclosure	Content	Page Number	References	Omission
GRI 102: General Disclosures 2016				
Governance				
102-18	Governance structure	18	Introduction - Good Governance - Sustainability Governance	
102-19	Delegating authority	18	Introduction - Good Governance - Sustainability Governance	
102-20	Executive-level responsibility for economic, environmental, and social topics	18	Introduction - Good Governance - Sustainability Governance	
102-21	Consulting stakeholders on economic, environmental, and social topics	11-12	Introduction - Stakeholder Engagement	
102-22	Composition of the highest governance body and its committees	18	Introduction - Good Governance - Sustainability Governance	
102-23	Chair of the highest governance body	18	Introduction - Good Governance - Sustainability Governance	
102-24	Nominating and selecting the highest governance body	-	Annual Report 2021	
102-25	Conflicts of interest	-	Annual Report 2021	
102-26	Role of highest governance body in setting purpose, values, and strategy	18	Introduction - Good Governance - Sustainability Governance	
102-27	Collective knowledge of highest governance body	18	Introduction - Good Governance - Sustainability Governance	
102-28	Evaluating the highest governance body's performance	-	Annual Report 2021	
102-29	Identifying and managing economic, environmental, and social impacts	13-15	Introduction - Materiality	
102-30	Effectiveness of risk management processes	19	Introduction - Risk Management Annual Report 2021	
102-31	Review of economic, environmental, and social topics	8	Introduction - Our Sustainability Approach	
102-32	Highest governance body's role in sustainability reporting	18	Introduction - Good Governance - Sustainability Governance	
102-33	Communicating critical concerns	18	Introduction - Good Governance - Sustainability Governance	
102-35	Remuneration policies	Annual Report 2021		
102-36	Process for determining remuneration	Annual Report 2021		

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Sub-disclosure	Content	Page Number	References	Omission
GRI 102: General Disclosures 2016				
Governance				
102-37	Stakeholders' involvement in remuneration	-	Annual Report 2021	
102-38	Annual total compensation ratio	-	Annual Report 2021	
102-39	Percentage increase in annual total compensation ratio	-	Annual Report 2021	
Stakeholder Engagement				
102-40	List of stakeholder groups	11-12	Introduction - Stakeholder Engagement	
102-41	Collective bargaining agreements	48	Social - Workplace of Choice - Human Rights	
102-42	Disclosure Identifying and selecting stakeholders	11-12	Introduction - Stakeholder Engagement	
102-43	Approach to stakeholder engagement	11-12	Introduction - Stakeholder Engagement	
102-44	Key topics and concerns raised	11-12	Introduction - Stakeholder Engagement	
Reporting Practices				
102-45	Entities included in the consolidated financial statements	1	Introduction - About This Report Annual Report 2021	
102-46	Defining report content and topic Boundaries	1	Introduction - About This Report	
102-47	List of material topics	13-15	Introduction - Materiality	
102-48	Restatements of information			Not applicable
102-49	Changes in reporting	1	Introduction - About This Report	
102-50	Reporting period	1	Introduction - About This Report	
102-51	Date of most recent report	1	Introduction - About This Report	
102-52	Reporting cycle	1	Introduction - About This Report	
102-53	Contact point for questions regarding the report	1	Introduction - About This Report	
102-54	Claims of reporting in accordance with the GRI Standards	1	Introduction - About This Report	
102-55	GRI content index	71-77	GRI Content Index	
102-56	External assurance	1	Introduction - About This Report	This Sustainability Report has been internally assured - it has been reviewed by our management and members of the Board for accuracy and credibility.

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Sub-disclosure	Content	Page Number	References	Omission
GRI 200: Economic				
GRI 201 - Economic Performance 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	4-5	Introduction - About Genting Malaysia Berhad	
103-2	The management approach and its components	4-5	Introduction - About Genting Malaysia Berhad	
103-3	Evaluation of the management approach	4-5	Introduction - About Genting Malaysia Berhad Annual Report 2021	
201-1	Direct economic value generated and distributed	25; 65	Economic - Creating Economic Value for Our Stakeholders Our Performance - Economic Performance	
201-3	Defined benefit plan obligations and other retirement plans	45-46	Social - Workplace of Choice - Employee Benefits and Incentives	
GRI 202 - Market Presence 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	4-5	Introduction - About Genting Malaysia Berhad	
103-2	The management approach and its components	4-5	Introduction - About Genting Malaysia Berhad	
103-3	Evaluation of the management approach	4-5	Introduction - About Genting Malaysia Berhad	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	45	Social - Workplace of Choice - Empowering and Upskilling Our People - Employee Benefits and Incentives	
GRI 203 - Indirect Economic Impacts 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	60-64	Social - Community Care	
103-2	The management approach and its components	60-64	Social - Community Care	
103-3	Evaluation of the management approach	60-64	Social - Community Care	
203-1	Infrastructure investments and services supported	60-64	Social - Community Care	
203-2	Significant indirect economic impacts	25; 26; 60-64	Economic - Creating Economic Value for Our Stakeholders Economic - Responsible Supply Chain Social - Community Care	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 204 - Procurement Practices 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	26-27	Economic - Responsible Supply Chain	
103-2	The management approach and its components	26-27	Economic - Responsible Supply Chain	
103-3	Evaluation of the management approach	26-27	Economic - Responsible Supply Chain	
204-1	Proportion of spending on local suppliers	26	Economic - Responsible Supply Chain	
GRI 205 - Anti-Corruption 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
103-2	The management approach and its components	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
103-3	Evaluation of the management approach	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
205-1	Operations assessed for risks related to corruption	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
205-2	Communication and training about anti-corruption policies and procedures	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
205-3	Confirmed incidents of corruption and actions taken	17; 19-22	Introduction - Good Governance Introduction - A Culture of Integrity	
GRI 300: Environmental				
GRI 302 - Energy 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	29-30	Environment - Energy Management	
103-2	The management approach and its components	29-30	Environment - Energy Management	
103-3	Evaluation of the management approach	29-30	Environment - Energy Management	
302-1	Energy consumption within the organization	29-30; 65	Environment - Energy Management Our Performance - Environmental Performance	
302-3	Energy intensity	29-30; 65	Environment - Energy Management Our Performance - Environmental Performance	
302-4	Reduction of energy consumption	29-30; 65	Environment - Energy Management Our Performance - Environmental Performance	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 303 - Water and Effluents 2018				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	31-32	Environment - Water and Effluents	
103-2	The management approach and its components	31-32	Environment - Water and Effluents	
103-3	Evaluation of the management approach	31-32	Environment - Water and Effluents	
303-2	Management of water discharge-related impacts	31-32	Environment - Water and Effluents	
303-3	Water withdrawal	31-32; 66-67	Environment - Water and Effluents Our Performance - Environmental Performance	
303-5	Water consumption	31-32; 66-67	Environment - Water and Effluents Our Performance - Environmental Performance	
GRI 304 - Biodiversity 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	36	Environment - Biodiversity	
103-2	The management approach and its components	36	Environment - Biodiversity	
103-3	Evaluation of the management approach	36	Environment - Biodiversity	
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	36	Environment - Biodiversity	
304-3	Habitats protected or restored	36	Environment - Biodiversity	
GRI 305 - Emissions 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	29; 37	Environment - Environmental Stewardship Environment - Strengthening Climate Resilience	
103-2	The management approach and its components	29; 37	Environment - Environmental Stewardship Environment - Strengthening Climate Resilience	
103-3	Evaluation of the management approach	29; 37	Environment - Environmental Stewardship Environment - Strengthening Climate Resilience	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 305 - Emissions 2016				
GRI 103 - Management Approach 2016				
305-1	Direct (Scope 1) GHG emissions	37; 66	Environment - Strengthening Climate Resilience Our Performance - Environmental Performance	
305-2	Energy indirect (Scope 2) GHG emissions	37; 66	Environment - Strengthening Climate Resilience Our Performance - Environmental Performance	
305-4	GHG emissions intensity	37; 66	Environment - Strengthening Climate Resilience Our Performance - Environmental Performance	
305-5	Reduction of GHG emissions	28	Environment	
306 - Waste				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	33-35	Environment - Waste Management	
103-2	The management approach and its components	33-35	Environment - Waste Management	
103-3	Evaluation of the management approach	33-35	Environment - Waste Management	
306-4	Waste diverted from disposal	33-35; 67	Environment - Waste Management Our Performance - Environmental Performance	
306-5	Waste directed to disposal	33-35; 67	Environment - Waste Management Our Performance - Environmental Performance	
GRI 307 - Environmental Compliance 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	21; 38	Introduction - A Culture of Integrity - Regulatory Compliance Environment - Environmental Compliance	
103-2	The management approach and its components	21; 38	Introduction - A Culture of Integrity - Regulatory Compliance Environment - Environmental Compliance	
103-3	Evaluation of the management approach	21; 38	Introduction - A Culture of Integrity - Regulatory Compliance Environment - Environmental Compliance	
307-1	Non-compliance with environmental laws and regulations	21; 38	Introduction - A Culture of Integrity - Regulatory Compliance Environment - Environmental Compliance	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 400 -SOCIAL				
GRI 401 - Employment 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	43-48	Social - Workplace of Choice - Empowering and Upskilling Our People	
103-2	The management approach and its components	43-46	Social - Workplace of Choice - Empowering and Upskilling Our People	
103-3	Evaluation of the management approach	43-46	Social - Workplace of Choice - Empowering and Upskilling Our People	
401-1	New employee hires and employee turnover	70	Our Performance - Social Performance	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	45-46	Social - Workplace of Choice - Empowering and Upskilling Our People - Employee Benefits and Incentives	
GRI 403 - Occupational Health and Safety 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	40-42	Social - Workplace of Choice - Occupational Safety and Health	
103-2	The management approach and its components	40-42	Social - Workplace of Choice - Occupational Safety and Health	
103-3	Evaluation of the management approach	40-42	Social - Workplace of Choice - Occupational Safety and Health	
403-1	Occupational health and safety management system	41-42	Social - Workplace of Choice - Occupational Safety and Health	
403-2	Hazard identification, risk assessment, and incident investigation	40-42	Social - Workplace of Choice - Occupational Safety and Health	
403-3	Occupational health services	40-42	Social - Workplace of Choice - Occupational Safety and Health	
404-4	Worker participation, consultation, and communication on occupational health and safety	40-42	Social - Workplace of Choice - Occupational Safety and Health	
403-5	Worker training on occupational health and safety	42	Social - Workplace of Choice - Occupational Safety and Health	
403-9	Work-related injuries	42; 70	Social - Workplace of Choice - Occupational Safety and Health Our Performance - Social Performance	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 404 - Training and Education 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	43; 44	Social - Workplace of Choice - Empowering and Upskilling Our People - Learning and Development Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond	
103-2	The management approach and its components	43; 44	Social - Workplace of Choice - Empowering and Upskilling Our People - Learning and Development Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond	
103-3	Evaluation of the management approach	43; 44	Social - Workplace of Choice - Empowering and Upskilling Our People - Learning and Development Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond	
404-1	Average hours of training per year per employee	43; 44; 70	Social - Workplace of Choice - Empowering and Upskilling Our People - Learning and Development Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond Our Performance - Social Performance	
404-2	Programs for upgrading employee skills and transition assistance programs	43; 44	Social - Workplace of Choice - Empowering and Upskilling Our People - Learning and Development Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond	
404-3	Percentage of employees receiving regular performance and career development reviews	44; 70	Social - Workplace of Choice - Empowering and Upskilling Our People - Going Above and Beyond Our Performance - Social Performance	
GRI 405 - Diversity and Equal Opportunity 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
103-2	The management approach and its components	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
405-1	Diversity of governance bodies and employees	17; 68	Introduction - Good Governance Our Performance - Social Performance	
405-2	Ratio of basic salary and remuneration of women to men	45	Social - Workplace of Choice - Empowering and Upskilling Our People - Employee Benefits and Incentives	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 406 - Non-Discrimination 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
103-2	The management approach and its components	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
406-1	Incidents of discrimination and corrective actions taken	48	Social - Workplace of Choice - Diverse and Inclusive Workforce	
GRI 407 - Freedom of Association and Collective Bargaining 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Human Rights	
103-2	The management approach and its components	48	Social - Workplace of Choice - Human Rights	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Human Rights	
406-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	48	Social - Workplace of Choice - Human Rights	
GRI 408 - Child Labor 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Human Rights	
103-2	The management approach and its components	48	Social - Workplace of Choice - Human Rights	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Human Rights	
408-1	Operations and suppliers at significant risk for incidents of child labor	48	Social - Workplace of Choice - Human Rights	
GRI 409 - Forced or Compulsory Labor 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Human Rights	
103-2	The management approach and its components	48	Social - Workplace of Choice - Human Rights	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Human Rights	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	48	Social - Workplace of Choice - Human Rights	

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Sub-disclosure	Content	Page Number	References	Omission
GRI 411 - Right of Indigenous People 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Human Rights	
103-2	The management approach and its components	48	Social - Workplace of Choice - Human Rights	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Human Rights	
411-1	Incidents of violations involving rights of indigenous peoples	48	Social - Workplace of Choice - Human Rights	
GRI 412 - Human Rights Assessment 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	48	Social - Workplace of Choice - Human Rights	
103-2	The management approach and its components	48	Social - Workplace of Choice - Human Rights	
103-3	Evaluation of the management approach	48	Social - Workplace of Choice - Human Rights	
412-1	Operations that have been subject to human rights reviews or impact assessments	48	Social - Workplace of Choice - Human Rights	
GRI 413 - Local Communities 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	60-64	Social - Community Care	
103-2	The management approach and its components	60-64	Social - Community Care	
103-3	Evaluation of the management approach	60-64	Social - Community Care	
413-1	Operations with local community engagement, impact assessments, and development program	60-64	Social - Community Care	
GRI 415 - Public Policy 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary			Not applicable as it does not reach Genting Malaysia's materiality threshold.

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Sub-disclosure	Content	Page Number	References	Omission
GRI 415 - Public Policy 2016				
GRI 103 - Management Approach 2016				
103-2	The management approach and its components			Not applicable as it does not reach Genting Malaysia's materiality threshold.
103-3	Evaluation of the management approach			Not applicable as it does not reach Genting Malaysia's materiality threshold.
415-1	Political contributions	20	Introduction - A Culture of Integrity - Upholding Key Business Ethics	
GRI 417 - Marketing and Labelling 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	49; 54-58	Social - Customer Orientation - Our StaySafe Promise Social - Customer Orientation - Creating a Safe and Inclusive Integrated Resort	
103-2	The management approach and its components	49; 54-58	Social - Customer Orientation - Our StaySafe Promise Social - Customer Orientation - Creating a Safe and Inclusive Integrated Resort	
103-3	Evaluation of the management approach	49; 54-58	Social - Customer Orientation - Our StaySafe Promise Social - Customer Orientation - Creating a Safe and Inclusive Integrated Resort	
417-1	Requirements for product and service information and labeling	41; 57	Social - Workplace of Choice - Occupational Safety Health Social - Customer Orientation - Creating a Safe and Inclusive Integrated Resort	
GRI 418 - Customer Privacy 2016				
GRI 103 - Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	59	Social - Customer Orientation - Cybersecurity and Data Privacy	
103-2	The management approach and its components	59	Social - Customer Orientation - Cybersecurity and Data Privacy	
103-3	Evaluation of the management approach	59	Social - Customer Orientation - Cybersecurity and Data Privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	59	Social - Customer Orientation - Cybersecurity and Data Privacy	



GENTING MALAYSIA BERHAD

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