



# SUSTAINABILITY REPORT 2022

GENTING MALAYSIA BERHAD (198001004236 (58019-U))

# Inside This Report



## AVAILABILITY AND FEEDBACK

As part of the Group's efforts to reduce its environmental impact, there is no printed booklet of this Sustainability Report. An electronic copy is available in the Sustainability section of the company's website at : <https://www.gentingmalaysia.com/>.

Genting Malaysia welcomes any feedback on its sustainability initiatives and disclosures. Please send your comments to : [sustainability.genm@rwgenting.com](mailto:sustainability.genm@rwgenting.com).

## 03 ABOUT THIS SUSTAINABILITY REPORT

### 01 INTRODUCTION

#### 04 FROM THE PRESIDENT'S DESK

#### 06 ABOUT GENTING MALAYSIA BERHAD

06 Our Core Values

06 Our Principles

06 Our 8 Promises

#### 08 GROUP CORPORATE STRUCTURE

#### 09 PERFORMANCE AT A GLANCE

#### 11 ABOVE & BEYOND SUSTAINABILITY

11 Creating Sustainable Growth While Delivering Our Purpose

12 How Genting Malaysia Creates Value

13 Our Value Creation Model

15 Sustainability Governance

#### 16 STAKEHOLDER ENGAGEMENT

#### 18 MATERIALITY AND SUSTAINABILITY PRIORITIES

18 The Process

18 Summary of Key Material Matters

21 The Results

#### 22 SUSTAINABILITY FRAMEWORK

### 02 SOUND GOVERNANCE

#### 26 ETHICAL BUSINESS PRACTICES

#### 30 REGULATORY COMPLIANCE

#### 32 ROBUST RISK MANAGEMENT

### 03 MARKETPLACE STEWARDSHIP

#### 36 CREATING UNPARALLELED CUSTOMER EXPERIENCES

#### 43 RESPONSIBLE GAMING

#### 46 SUSTAINABLE PROCUREMENT

#### 48 POSITIVE ECONOMIC IMPACT

### 04 PROTECTING THE ENVIRONMENT

#### 51 RESPONSIBLE DEVELOPMENT

#### 53 SUSTAINABLE RESOURCE UTILISATION AND EMISSIONS

### 05 UPLIFTING PEOPLE

#### 62 NURTURING A SAFE AND SUSTAINABLE WORKPLACE

#### 73 ENGAGING COMMUNITIES

### 06 OUR PERFORMANCE

#### 80 SUSTAINABILITY PERFORMANCE DATA

### 07 GRI INDEX

#### 86 GRI CONTENT INDEX



# About This Sustainability Report

Welcome to Genting Malaysia Berhad ("Genting Malaysia" or the "Group")'s Sustainability Report 2022. This Sustainability Report covers Genting Malaysia's ongoing Environmental, Social and Governance ("ESG") journey, offering insights from a stakeholder's value creation perspective. It communicates the Group's approach to embracing and embedding sustainability in our business and daily operations while detailing the Group's goals, targets and initiatives. This Sustainability Report also highlights the Group's achievements and shares the challenges faced as Genting Malaysia continuously strives to create a positive impact that will last for future generations.

## REPORTING PERIOD AND CYCLE



Complementing Genting Malaysia's Annual Report 2022, this Sustainability Report discloses all relevant sustainability information from 1 January to 31 December 2022 unless specified otherwise.

Genting Malaysia's Sustainability Reports are published annually.

## SCOPE AND BOUNDARIES



Genting Malaysia is a listed multinational corporation on Bursa Malaysia's Main Market and is headquartered in Kuala Lumpur, Malaysia. The scope of this report covers Genting Malaysia Berhad and the Group's entities listed in its consolidated financial statements, which include Malaysia, the United Kingdom ("UK"), Egypt, the United States of America ("US") and the Bahamas.

Where relevant and available, this report provides comparative historical data.

Genting Malaysia prioritises topics deemed most material to the business and stakeholders through stakeholder engagement exercises. In addition, macroeconomic analysis, sustainability trends and senior management input have been taken into account in determining sustainability risks and opportunities for the Group.

## REFERENCES AND GUIDELINES



This Sustainability Report has been prepared in accordance with the following local and international regulatory frameworks and disclosure guidelines:

### PRINCIPAL GUIDELINE:

- Global Reporting Initiative ("GRI") Universal Standards

### ADDITIONAL GUIDELINES:

- Bursa Malaysia's Sustainability Reporting Guide (3<sup>rd</sup> Edition)
- Bursa Malaysia Corporate Governance Guide (4<sup>th</sup> Edition)
- Malaysia Code on Corporate Governance ("MCCG") 2021
- FTSE4Good Methodology
- United Nations Sustainable Development Goals ("UNSDGs")
- International Organization for Standardisation ("ISO") 26000:2010 Guidance on Social Responsibility



## RELIABILITY & RELEVANCE OF DISCLOSED INFORMATION



The contents of this Sustainability Report have been reviewed and endorsed by the Sustainability Steering Committee and Board of Directors ("Board") of the Group, who have ensured the Report's relevance to the Group's business and current and material issues are covered.

Genting Malaysia is committed to progressively enhancing its data collection and analysis processes to improve data accuracy and the quality of future disclosures.

The financial information in this report can be cross-referenced with the financial statements in Genting Malaysia's Annual Report 2022, which the appointed independent auditors have audited. The Group has not sought third-party assurance for the non-financial data and will consider this assurance process in future reporting.

## LIMITATIONS AND DISCLAIMERS



Genting Malaysia recognises the challenges and limitations of compiling group-wide ESG data. Hence, the accuracy or comparability of some ESG data reported may differ on a case-to-case basis and are highlighted where relevant.

Future plans, targets and other forward-looking statements discussed herein are made based on reasonable current assumptions and circumstances that are subject to change. Actual plans and results may differ according to changes in the operating environment.

# From The President's Desk



Sustainability is ingrained in our corporate DNA and will play an even more integral role in the future. Over the past year, we strengthened our sustainability commitments and advanced our agenda. I am delighted to share our annual progress in this Sustainability Report.

Although 2022 was a year of challenges, achievements and transformation, our sustainable development priorities remained the cornerstone of our long-term value proposition. Our environmental, social and governance (“ESG”) performance reflects a strong focus on our ongoing engagements with various stakeholders, including policymakers, business partners, the community and our people.

## Marketplace Stewardship



Genting Malaysia remains committed to engaging with stakeholders as expectations change and challenges remain. We endeavour to achieve our sustainable development targets, responding to evolving risks and opportunities that arise effectively. Our purpose guides our work; providing the most delightful and memorable experiences and advancing sustainable growth and stakeholders' value. This resolve is the driving force behind everything we do.

## Sound Governance

Page 23

## Marketplace Stewardship

Page 33

## Protecting the Environment

Page 49

## Uplifting People

Page 60





## From The President's Desk

We formalised our ESG framework during the year and established meaningful partnerships that support the value-creation model. Our team is building a transformative sustainability platform that drives ESG performance across the business, creating opportunities that benefit future generations.

Similarly, in 2022, we made strides toward establishing exceptional customer service by enhancing customers' experiences at every step of their journey, such as through the rollout of the new Genting SkyWorlds Virtual Queue "VQ" Experience and the launch of Genting UK's revamped MyGenting App. Experience innovation is equally important as product innovation – this is our promise to every patron. In Malaysia, we launched Project e-Leisure 2.0, marking a significant milestone in RWG's journey to digitalisation. This major initiative is critical to modernising the Group's technology infrastructure and will enable us to deliver a more seamless and personalised experience to our customers.

#### Protecting the Environment



Responding to the global climate change crisis, responsible development and sustainable resource utilisation and emissions remain key focus areas in Genting Malaysia's business strategy. The Group aims to achieve a sustainable balance between development projects and the conservation of its ecosystem. We also endeavour to reduce our environmental footprint across our operations by effectively managing energy, water and waste.

#### Uplifting People

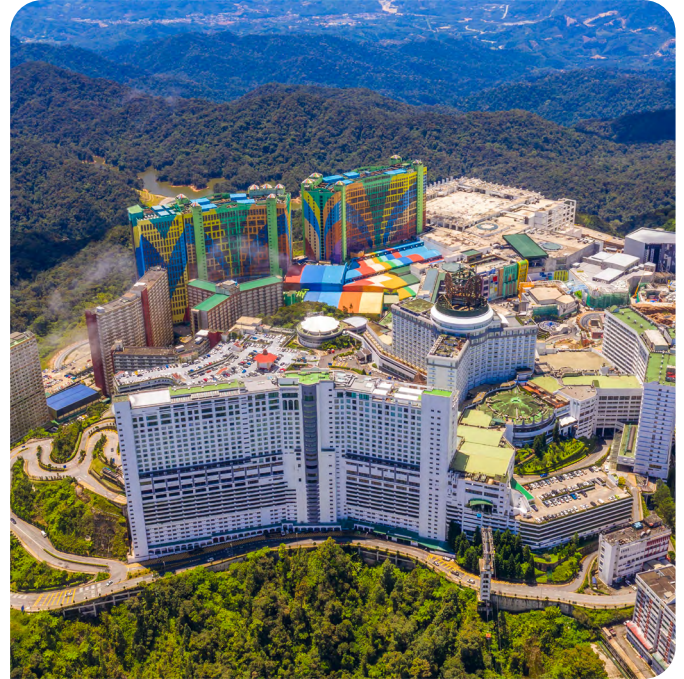


As I reflect on Genting Malaysia's success, much of our achievements are due to the continued support from our cohesive, engaged community. Genting Malaysia is a family empire that cherishes mutual respect and compassion, and our local and overseas operations have become pillars in the local communities. Our long-term integrated community-building strategy focuses on developing local communities in various ways.

#### Sound Governance



Genting Malaysia will continue its legacy – being a world-renowned entertainment haven. With robust governance, extensive risk knowledge, close stakeholder relationships and capital strength, I am confident that we will continue to positively influence the recovery of the hospitality and tourism industry and the broader economy.



This year reminded me of what an effective team can achieve when optimally deployed for success. I look forward to the coming months as we continue to ramp up our operations worldwide. There will also be favourable developments in the United States with the opening of Resorts World Hudson Valley ("RWHV").

I thank you for supporting us on this journey to be the leading integrated resort operator in the world. We recognise the impact of our footprint and our role in facilitating meaningful change to benefit the people and the places impacted by our operations. As we continue our ESG journey, we look forward to setting and meeting increasingly ambitious targets and sharing our progress with you. I hope you'll join us on the ride.

**Dato' Sri Lee Choong Yan**

Chairman of Sustainability Steering Committee  
President & Executive Director of Genting Malaysia Berhad

# About Genting Malaysia Berhad

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

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

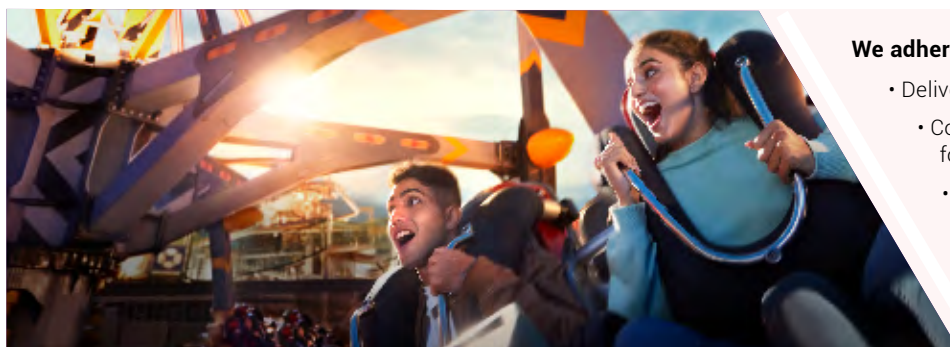
Genting Malaysia owns and manages major resort properties and casinos in Malaysia, the UK, Egypt, the US and the Bahamas, with a market capitalisation of RM15.2 billion as of 31 December 2022. With its headquarters in Kuala Lumpur, Malaysia, the Group envisions being the leading integrated resort operator in the world. Genting Malaysia attracted over 31 million visitors with net sales of RM8.6 billion in 2022.

## Our Core Values

- Hard Work
- Loyalty
- Honesty
- Harmony
- Compassion

## Our Principles

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



## We adhere to

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

## Our 8 Promises

These 8 Promises reflect Genting Malaysia's commitment to working together to create and deliver above and beyond experiences for all guests and unlock a world of opportunities for the Group and all stakeholders.

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

\* Representing the five principles of above and beyond customer service – Acknowledge, Address, Assist, Assure and Appreciate – the 5A Service forms a foundational part of enhancing the Group's service delivery to create unique and memorable experiences for guests.

We urge our stakeholders to make use of our reporting site at

[www.gentingmalaysia.com](http://www.gentingmalaysia.com)

to help reduce our carbon footprint





# About Genting Malaysia Berhad

## Our Awards and Sustainability Recognitions

GENTING MALAYSIA HAS BEEN A FTSE4GOOD CONSTITUENT SINCE 2018



FTSE4Good

TOP QUARTILE  
**FTSE4GOOD**  
BURSA MALAYSIA INDEX



ASEAN Innovation Business Platform (AIBP) 2022

### World Travel Awards 2022

- Resorts World Genting – Malaysia's Leading Resort

### Asiamoney 2022 Asia's Outstanding Companies Poll

- Genting Malaysia Berhad – Most Outstanding Company in Malaysia (Casinos & Gaming Sector)

### 2021 ASEAN Corporate Governance Scorecard Award by ASEAN Capital Markets Forum (ACMF)

- Genting Malaysia Berhad – ASEAN Asset Class

### ASEAN Innovation Business Platform (AIBP) 2022 by Industry Platform

- Genting Malaysia Berhad – Enterprise Innovation Award for the Virtual Queue Solution

### MSC Malaysia Asia Pacific ICT Alliance (APICTA) 2022 Awards

- Genting Malaysia Berhad – Genting SkyWorlds Virtual Queue in Consumer Category (Tourism & Hospitality)

### 21st Asia Pacific ICT Alliance Awards

- Genting Malaysia Berhad – Merit Winner for AI driven Virtual Queue Solution

### Human Resources Excellence Awards 2022 by HR Excellence Awards Malaysia

- Genting Malaysia Berhad – Bronze winner in Excellence in Work-Life Harmony

### Malaysia's 100 Leading Graduate Employers Awards 2022 by GTI Media

- Genting Malaysia Berhad – Graduate Employer of the Year in Leisure, Travel & Hospitality sector



Malaysia's 100 Leading Graduate Employers Awards 2022

### 2022 Forbes Travel Guide Star Ratings by Forbes Travel Guide

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

### 2022 Forbes Travel Guide Sharecare by Forbes Travel Guide

- Crockfords Hotel, Genting Grand, Highlands Hotel – Verified

### Trusted Brands Award 2022 Malaysia by Reader's Digest

- Resorts World Genting Theme Parks – Gold Award for Family Theme Park

### Agoda 2022 Gold Circle Award & Customer Review Awards

- Resorts World Genting – Winner

### The BrandLaureate World Prominent BestBrands Award 2022 by BrandLaureate

- Genting SkyWorlds Theme Park – Brand of the Year Leisure & Entertainment Theme Park

### Parent's Choice Awards 2022 by Parenthood Magazine

- Skytropolis Indoor Theme Park – Best Indoor Family Attraction

### Safer Gambling Standard Great Britain

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



# Group Corporate Structure



## GENTING MALAYSIA

### GENTING MALAYSIA BERHAD

Registration No. 198001004236 (58019-U)

and its Principal Subsidiaries and Associate,  
as at 21 March 2023.

#### LEISURE AND HOSPITALITY

#### PROPERTY

##### MALAYSIA

- 100% First World Hotels & Resorts Sdn Bhd
- 100% Genting Golf Course Bhd
- 100% Widuri Pelangi Sdn Bhd
- 100% Papago Sdn Bhd

##### UNITED STATES AND THE BAHAMAS

- 100% Genting New York LLC
- 100% Resorts World Omni LLC
- 78% BB Entertainment Ltd
- 49% Genting Empire Resorts LLC

##### UNITED KINGDOM AND EGYPT

- 100% Genting Casinos UK Limited
- 100% Genting Solihull Limited



- 100% Oakwood Sdn Bhd
- 100% Resorts World Miami LLC



# Performance At A Glance

Highlights	Number of Visitors	Workforce Strength	Net Sales
 <p><b>Malaysia</b></p> <p>Resorts World Genting ("RWG") is one of Malaysia's most popular holiday destinations. Situated at the peak of Genting Highlands in Pahang, Malaysia, RWG is a premier integrated leisure and entertainment resort with the only land-based licensed casino in Malaysia. RWG has about 10,500 rooms spread across seven hotels (including the largest hotel in the world by room count), and 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.</p> <p>In 2013, Genting Malaysia embarked on a 10-year master plan to reinvigorate and transform RWG under the Genting Integrated Tourism Plan ("GITP"). Genting SkyWorlds outdoor theme park, a first-class, world class theme park, is the latest addition to RWG's extensive entertainment offering.</p> <p>Genting Malaysia also owns and operates two seaside resorts in Malaysia, namely Resorts World Kijal ("RWK") in Terengganu and Resorts World Langkawi ("RWL") on Langkawi island.</p>	22.2 million	8,536 employees	RM5.3 billion
 <p><b>United Kingdom &amp; Egypt</b></p> <p>Genting UK is one of the country's largest leisure and entertainment businesses with over 30 casinos throughout the UK. Genting UK also operates Crocford's Cairo, an exclusive casino inside The Nile Ritz-Carlton Hotel in Cairo, Egypt.</p> <p>Since acquiring the Stanley Leisure business in 2006, the Genting Group has invested up to £1 billion in the UK through acquisition, capital investment and development including the £150 million development, Resorts World Birmingham and sponsoring the renowned Resorts World Arena in Birmingham. Genting UK is also the leading operator in London with five high-quality casinos to choose from, including the prestigious flagship Crocford's.</p>	2.4 million	2,897 employees	RM1.5 billion
 <p><b>US</b></p> <p>Genting Malaysia operates Resorts World New York City ("RWNYC") - the first and only video gaming machine ("VGM") facility in New York City. Situated adjacent to New York's iconic Aqueduct Racetrack in Queens, its strategic location is less than five minutes away from the John F. Kennedy Airport. The property houses over 6,500 slots and electronic table games, numerous casual and fine dining restaurants and bars, and a multi-purpose entertainment and event space.</p> <p>In 2017, RWNYC embarked on a US\$400 million expansion project to add new facilities and attractions to its portfolio of offerings, including the new 400-room Hyatt Regency JFK Airport at Resorts World New York City hotel, food &amp; beverage ("F&amp;B") venues, as well as a variety of non-gaming amenities and entertainment options, giving visitors from around the world more ways to enjoy the ultimate play and stay experience.</p>	6.6 million	3,382 employees	RM1.6 billion

## Performance At A Glance

Highlights	Number of Visitors	Workforce Strength	Net Sales
 <p><b>US (Cont'd)</b></p> <p>Genting Malaysia also operates Resorts World Catskills ("RW Catskills"), a casino resort situated on a 1,700-acre site of a four-season destination resort approximately 80 miles northwest of New York City in the US. The resort features an 18-storey all-suite hotel, a 101-room lifestyle hotel, bars and restaurants, year-round live entertainment, a golf course, and other spa, pool and retail facilities.</p> <p>Resorts World Hudson Valley, the newest casino in the New York State, is a 60,000 sq. ft. gaming and entertainment space situated in the Newburgh Mall in Orange County, New York. The facility, which opened on 28 December 2022, features 1,200 slots and electronic table games, a bar and a lounge, and various F&amp;B options.</p> <p>The Group also operates Resorts World Bet, which is one of only nine operators to be awarded a licence to carry out the business of mobile sports betting in New York State.</p> <p>In Miami, Genting Malaysia owns the 527-room Hilton Miami Downtown hotel, which sits on approximately 30 acres of prime freehold waterfront land.</p>			
 <p><b>Bahamas</b></p> <p>Located on the island of North Bimini, Resorts World Bimini ("RW Bimini") is an exclusive 750-acre luxury beachfront resort and casino surrounded by stunning turquoise waters and miles of white sandy beaches. The resort's highlights include a casino, the luxurious 305-room 4-Star Hilton at RW Bimini hotel, a premium beach club, the RW Bimini Cruise Port, restaurants and bars, and the largest deep-water marina complex in the Bahamas.</p>	0.4 million	463 employees	RM137.8 million



# Above & Beyond Sustainability

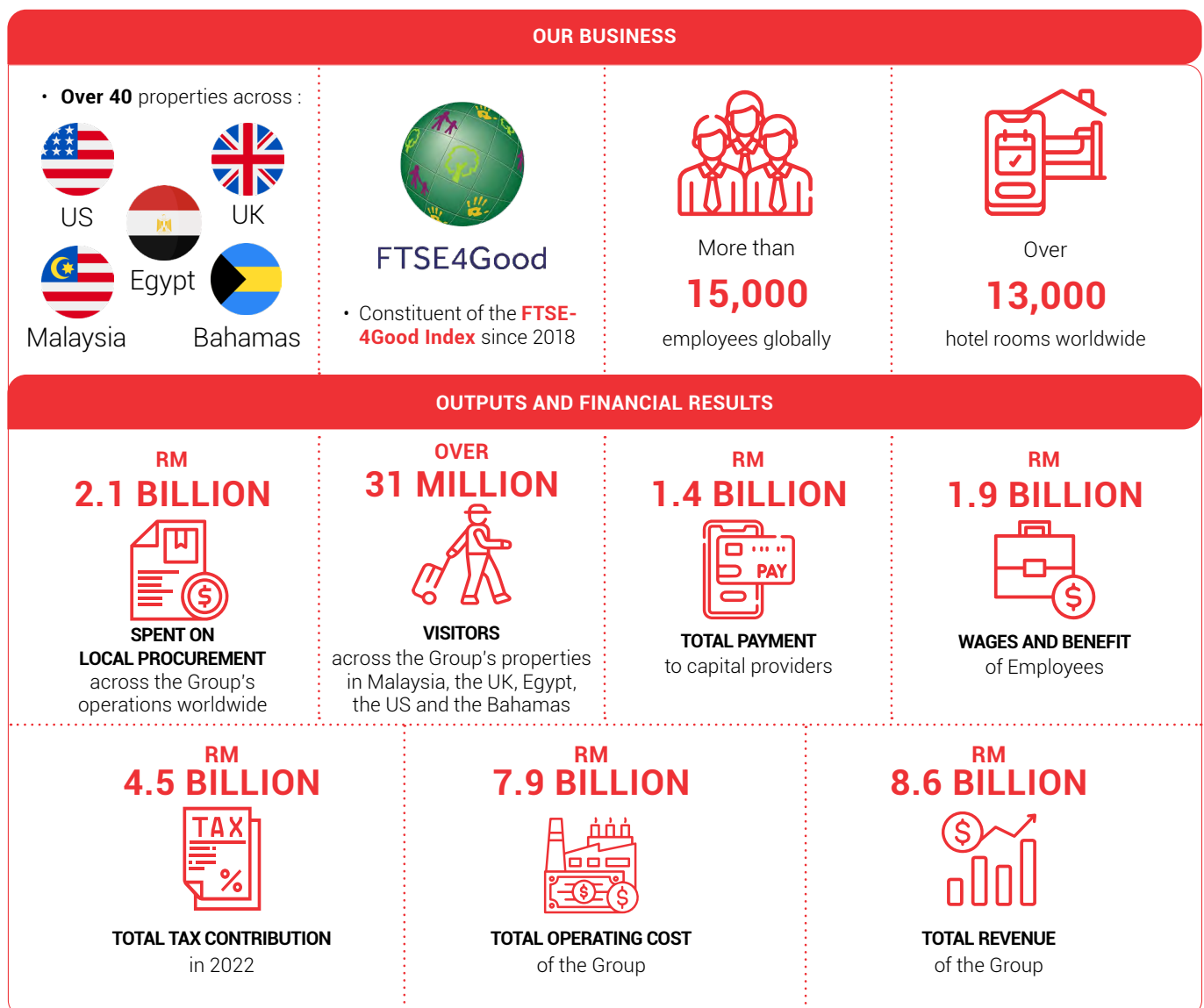
In recent years, there have been significant developments in the sustainability landscape as various stakeholders place increasing importance on better sustainability and ESG practices by businesses.

At Genting Malaysia, we have always firmly held that it is not enough to deliver value to our stakeholders, but the synergies and value that we derive from our businesses must be sustainable. To this end, we recognise the need to ensure that the Group operates in an economically, socially and environmentally sustainable manner.

## CREATING SUSTAINABLE GROWTH WHILE DELIVERING OUR PURPOSE

Our commitment to sustainable growth reflects the core values that have underpinned Genting Malaysia's approach to business since the opening of its flagship property, RWG, in Malaysia in 1971. Over the past five decades, we developed into one of the world's most diversified casino and resort operators, promoting sustainable development in the countries where we operate through participation in various initiatives.

We are responsible for ensuring that our investments positively impact society and the environment while generating sustainable financial returns. Our business model is anchored on our mission of delivering sustainable growth and profits to create long-term value for stakeholders by leveraging the six capitals of value creation: financial, manufactured, intellectual, human, social and relationship, and natural. It is also aligned with the relevant UNSDGs, clearly identifying strategic sustainability matters that have a material impact and influence on our business and stakeholders over time.



# Above & Beyond Sustainability

## HOW GENTING MALAYSIA CREATES VALUE

Genting Malaysia's approach to sustainability is driven by our vision of becoming the leading integrated resort operator in the world. With over 40 properties across Asia, Europe and the Americas, we firmly rely on our four tenets of a sustainable business to generate sustainable growth and profits, and to consistently enhance our stakeholders' value. As we advance our sustainability agenda, we remain cognisant of how potential risks and opportunities can shape the direction of sustainability within our industry and have identified key sustainability drivers that illustrate the relationship between these risks and opportunities.

We then strive to capitalise on the opportunities through a robust sustainability framework that targets the four main pillars of sustainability: Sound Governance, Marketplace Stewardship, Protecting the Environment and Uplifting People. There are clear strategies denoted for each pillar, demonstrating our efforts to ingrain sustainability in all aspects of our operations.

### GENTING MALAYSIA'S SIX CAPITALS OF VALUE CREATION



#### FINANCIAL

Funds available for the management and provision of assets obtained via financing such as equity, debt, or money generated through Genting Malaysia's business



#### HUMAN

Our people's competencies, capabilities and experience aligned with how they support Genting Malaysia's long-term strategic value creation



#### MANUFACTURED

Genting Malaysia's footprint of integrated resorts, casinos and properties across Malaysia, the UK and Egypt, the US and the Bahamas



#### SOCIAL

The relationships, partnerships and networks Genting Malaysia develops with all the stakeholders in our areas of operation



#### INTELLECTUAL

Genting Malaysia's brand and reputation, investment in digital offerings, licenses, software and processes that support the delivery of services



#### NATURAL

Renewable and non-renewable natural resources used and managed, including stewardship of biodiversity, management of energy, water and waste

Our value creation model illustrates how we generate value for all stakeholders by transforming various inputs or capitals through business activities to produce value-add outputs and outcomes.

Over time, this model will mature, yielding more sophisticated expressions of Genting Malaysia's value proposition for all stakeholders.

## Above &amp; Beyond Sustainability

## OUR VALUE CREATION MODEL

## INPUTS

**FINANCIAL CAPITAL**

A strong capital base, supported by long-term investors and a global presence across three continents that generate significant economic value

**HUMAN CAPITAL**

We centre our people in everything we do, creating customer-focused employees, thriving in an inclusive culture that values diversity in the workforce

**MANUFACTURED CAPITAL**

Our footprint of integrated resorts and casinos across Malaysia, the UK, Egypt, the US and the Bahamas offer our guests an unforgettable experience

**SOCIAL AND RELATIONSHIP CAPITAL**

We are driven by our core values of Harmony and Compassion to empower and uplift the lives of the communities in each of our areas of operation

**INTELLECTUAL CAPITAL**

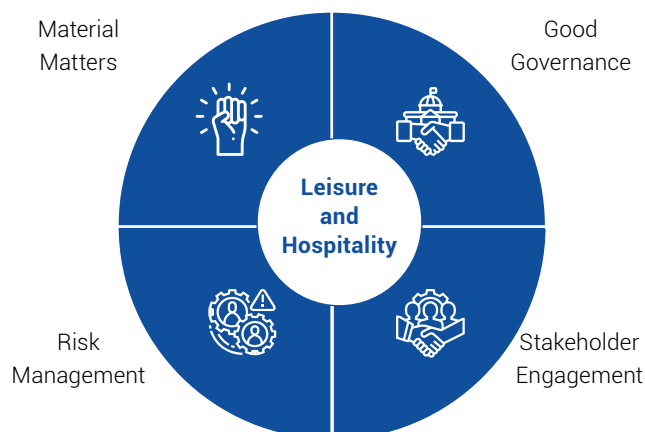
An established brand reputation, gaming licenses, innovative IT systems, software and procedures support the delivery of our services to our customers

**NATURAL CAPITAL**

We consciously preserve and conserve the environment in which we operate through our stewardship of resources, and efficient management of energy, water and waste

## VALUE CREATION APPROACH

We rely on the four tenets of a sustainable business to produce value-led outputs



Aligned with our

## KEY SUSTAINABILITY DRIVERS



Responsible Gaming



Cybersecurity



Talent Pipeline



Health and Safety

Guided by

## OUR SUSTAINABILITY FRAMEWORK

**Sound Governance**

- Ethical Business Practices
- Regulatory Compliance
- Robust Risk Management

**Marketplace Stewardship**

- Creating Unparalleled Customer Experiences
- Sustainable Procurement
- Positive Economic Impact

**Uplifting People**

- Nurturing a Safe and Sustainable Workplace
- Engaging Communities

**Protecting The Environment**

- Responsible Development
- Sustainable Resource Utilisation and Emissions



## Above &amp; Beyond Sustainability

## OUTPUTS



## FINANCIAL CAPITAL

- Revenue of RM8.6 billion
- Market capitalisation of RM15.2 billion
- RM848.7 million dividend declared/paid



## HUMAN CAPITAL

- Total number of employees: 15,278
- New hires: 4,597
- Total wages and benefits expenses of RM1.9 billion
- Upskilling employees through blended learning approach and accelerated development programme
- Diverse and inclusive workforce of various experiences, skill sets and backgrounds



## MANUFACTURED CAPITAL

- Total capital expenditure: RM913.6 million
- Over 31 million visitors across the Group's properties in Malaysia, the UK, Egypt, the US and the Bahamas
- Launch of Genting SkyWorlds, a first-class, world-class theme park, in 2022
- Opening of New York State's newest casino, Resorts World Hudson Valley in December 2022, with 1,200 slots and electronic table games



## SOCIAL AND RELATIONSHIP CAPITAL

- RM5.6 million invested in the community
- Over 680,000 people benefited from our community initiatives
- Responsible Gaming Programme, aligned with industry best practices and standards



## INTELLECTUAL CAPITAL

- Award-winning virtual queue ("VQ") solution at Genting SkyWorlds
- Unique mobile-driven technology, cashless wagering and seamless gaming implementation in the Group's leisure-based properties



## NATURAL CAPITAL

- Maintains and restores ~10,000 acres tropical rainforest in Malaysia
- Consumed 6.3 million m<sup>3</sup> of water in total across the Group's properties worldwide
- > 855 tonnes of waste recycled in Malaysia
- Over 3,400 trees and shrubs planted in Malaysia and the US

## OUTCOMES

## IMPACT ON KEY STAKEHOLDERS



## INVESTORS

Maintained our market-leading position in the countries where we operate, delivering positive, risk-adjusted returns to our investors



## EMPLOYEES

Continued to drive an inclusive employee culture with ongoing professional development, creating a robust talent pipeline that is future ready



## GOVERNMENT &amp; REGULATORS

Contributing to nation-building by boosting economic growth and developing the tourism and hospitality industry



## LOCAL COMMUNITIES

Supporting responsible gaming, aiding disaster relief, empowering our SME partners and local youth, and continuing partnerships with charities



## TRADE UNIONS

Building a culture of mutual respect and dialogue through Genting Malaysia Berhad Workers Union



## CUSTOMERS

Maintaining safety standards, creating innovative offerings and achieving optimal customer satisfaction



## MEDIA

Accurate and timely dissemination of information to the public regarding Genting Malaysia, its initiatives and accomplishments.



## SUPPLIERS

Substantially invested in local procurement and actively fostered long-term business relations

## Above & Beyond Sustainability

### SUSTAINABILITY GOVERNANCE

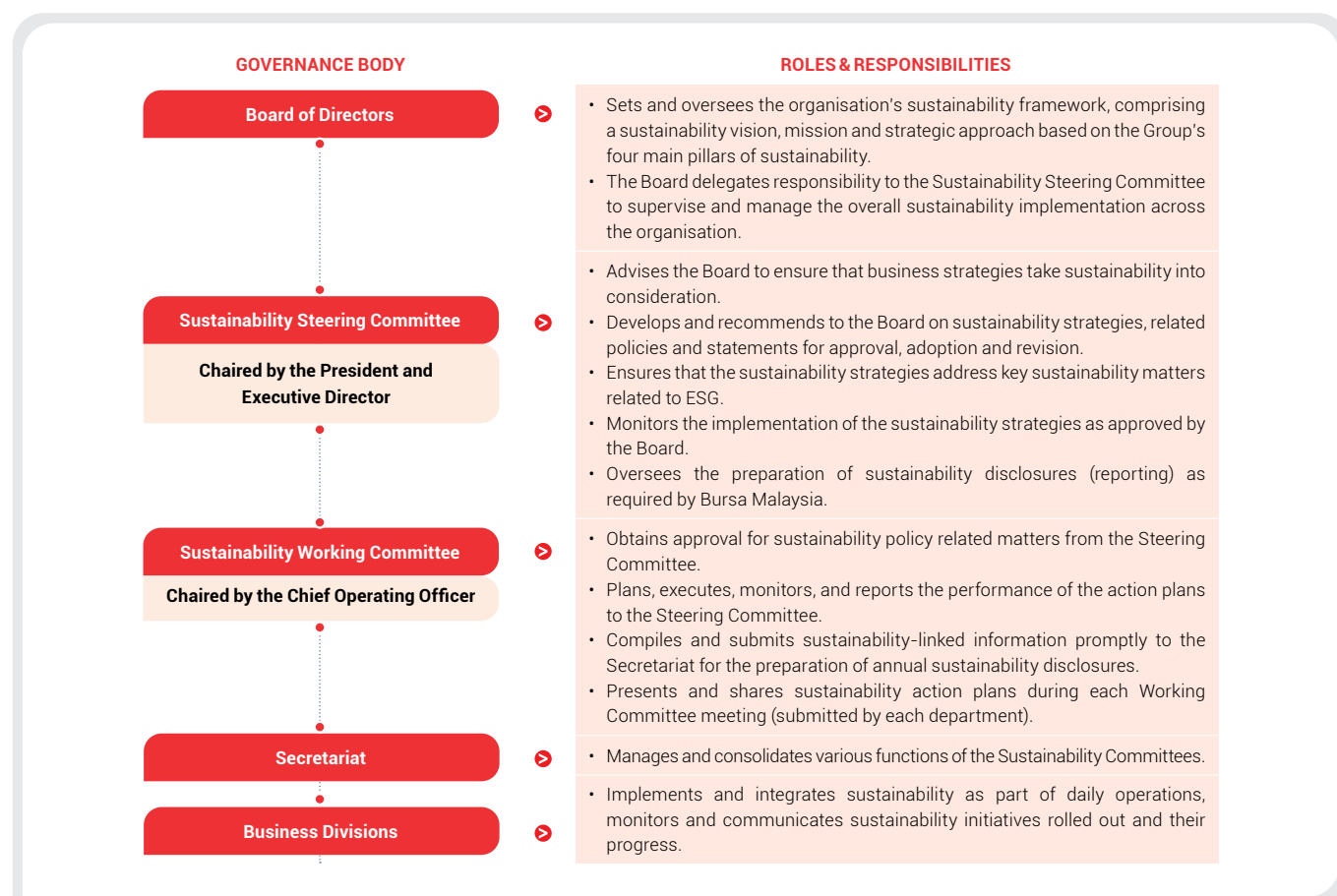
At Genting Malaysia, we recognise the importance of maintaining the highest governance standards to support our culture, values and commitment to conducting business responsibly.

Genting Malaysia's Board of Directors, being the Group's highest governance body, considers sustainability issues integral to the Group's overall business strategy. Embedding sustainability within the business requires the commitment of senior leadership, who drive the necessary mindset throughout their respective areas of oversight.

Genting Malaysia's sustainability governance structure is led by the Board, which maintains strict oversight of the Group's sustainability strategy and performance. The Board delegates the responsibility of supervising and managing the Group's overall implementation of sustainability to the Sustainability Steering Committee. The Sustainability Steering Committee oversees the Group's sustainability agenda, strategic decisions and performance management and receives regular updates from the Sustainability Working Committee. This oversight ensures that sustainability is a crucial accountability factor for senior management.

The Sustainability Steering Committee and Sustainability Working Committee review the strategy and progress against sustainability goals at their respective meetings, allowing senior leadership to align on major strategic issues relating to sustainability.

The criteria for evaluating the Board and senior management performance in dealing with material sustainability risks and opportunities are currently being reviewed and refined by the Board and the Sustainability Steering Committee for performance evaluations, which may include considering independent external assessment of the Company's ESG performance.






### FTSE4GOOD BURSA MALAYSIA INDEX ACHIEVEMENTS

Genting Malaysia remains a constituent member of the FTSE4Good Bursa Malaysia Index, receiving a 4-star ESG rating in its latest evaluation in December 2022 and maintaining its position in the top quartile of the Index. The Group's individual environmental, social and governance scores are also higher than other players in the same subsector and outperformed the industry average.

# Stakeholder Engagement






Understanding the needs, key issues and priorities of our stakeholders helps develop our business strategy, products and services, as well as our sustainability initiatives and reporting. We strive to actively and regularly communicate with our stakeholders through multiple communication platforms for deep and meaningful engagement to understand their perception of ESG aspects related to our businesses, better respond to stakeholders' needs and deliver sustainable value.

Genting Malaysia's stakeholder engagement process involves identifying and prioritising material issues, which enables the Group to effectively address concerns through periodic reviews of actions taken.

Stakeholder Groups	Engagement Methods	Stakeholders Expectations	Our Response
<b>Employees</b> 	<ul style="list-style-type: none"> <li>• Yearly cross-functional visits</li> <li>• Mid-year and annual performance appraisal</li> <li>• Quarterly newsletters</li> <li>• Senior management town hall events</li> <li>• Monthly Leadership Engagement Programme</li> <li>• Sports tournaments, outdoor activities and weekly wellness programmes</li> <li>• Yearly Employee Appreciation Nite</li> <li>• Materiality assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Providing better workplace and care for employee welfare</li> <li>• Delivering merit-based training and career progression opportunities for employees</li> </ul>	<ul style="list-style-type: none"> <li>• Establishing a robust Learning and Development strategy</li> <li>• Enhancing the recognition and retention plan</li> <li>• Delivering regular training for employees of all levels</li> <li>• Conducting health and well-being programmes</li> </ul>
<b>Government and Regulators</b> 	<ul style="list-style-type: none"> <li>• Meetings with senior government officials</li> <li>• Government-Private Partnerships for community investments</li> <li>• Materiality assessment</li> <li>• Safety collaborations with the Department of Safety and Health ("DOSH") and Ministry of Health ("MOH")</li> </ul>	<ul style="list-style-type: none"> <li>• Complying with applicable regulations and laws wherever operations are based</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring strict compliance with all applicable national and international regulations that our operations are subjected to</li> </ul>
<b>Customers</b> 	<ul style="list-style-type: none"> <li>• Daily customer engagement</li> <li>• Daily customer satisfaction surveys</li> <li>• Loyalty programmes (Genting Rewards)</li> <li>• Materiality assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Creating delightful and memorable experiences for customers</li> <li>• Ensuring strict health and safety standard operating procedures ("SOPs") against potential public hazards</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring high customer satisfaction through stringent quality control</li> <li>• Going above and beyond in providing service deliverables</li> </ul>



## Stakeholder Engagement

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

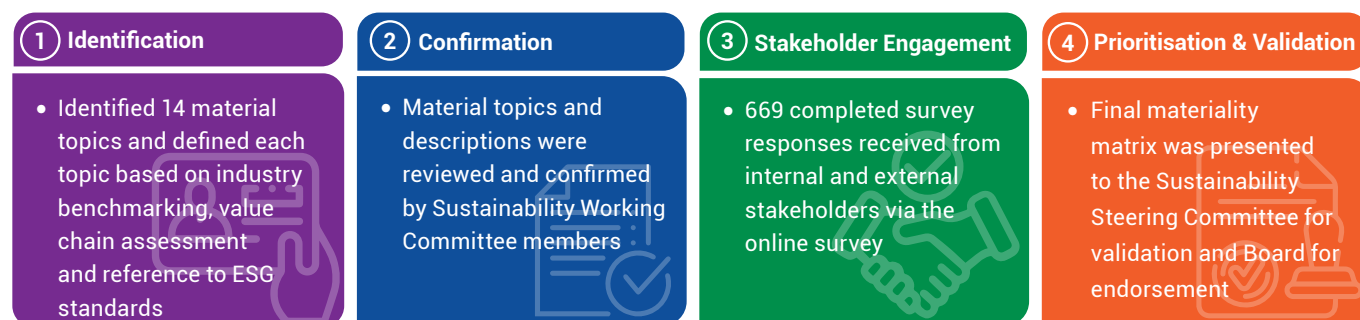
# Materiality and Sustainability Priorities

A wide range of sustainability issues is relevant to Genting Malaysia, presenting opportunities and risks for the business.

Following the principle of materiality, Genting Malaysia conducts a stakeholder-driven assessment to identify material issues that:

- Reflect the Group's significant economic, environmental and social impacts; and
- Substantively influence stakeholders' decisions.

## THE PROCESS



## IMPROVEMENTS IN THE 2022 MATERIALITY ASSESSMENT

- Refined material topics in alignment with Genting Malaysia's Sustainability Framework and industry ESG trends
- Expanded geographical boundary of assessment, accounting for Genting Malaysia's overseas operations
- Material topics were reviewed and confirmed by the Sustainability Working Committee

## SUMMARY OF KEY MATERIAL MATTERS


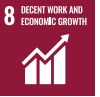








Issue	GRI Topic	Definition	UNSDGs
<b>Sound Governance</b>			
<b>Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>• Environmental Compliance</li> <li>• Socioeconomic Compliance</li> <li>• Anti-corruption</li> <li>• Anti-Competitive Behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with anti-corruption and anti-competition legislation and other core operational regulations, including environment, labour, safety and health</li> <li>• Influence and support regulators</li> <li>• Provide channels for employees to voice out through whistleblowing channels</li> </ul>	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
<b>Corporate Governance</b>	<ul style="list-style-type: none"> <li>• Non-GRI Topic</li> </ul>	<ul style="list-style-type: none"> <li>• Manage business strategy, risk assessments, and sustainability processes to build financial integrity, investor confidence and superior performance</li> </ul>	
<b>Data Privacy Protection and Cybersecurity</b>	<ul style="list-style-type: none"> <li>• Customer Privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Protect the Group's information, including confidential business data, employee information and customers' data privacy</li> </ul>	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
<b>Marketplace Stewardship</b>			
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>• Non-GRI Topic</li> </ul>	<ul style="list-style-type: none"> <li>• Improve satisfaction by continually assessing and responding to customers' needs</li> </ul>	

# Materiality and Sustainability Priorities

Issue	GRI Topic	Definition	UNSDGs
<b>Positive Economic Impact</b>	<ul style="list-style-type: none"> <li>Indirect Economic Impacts</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to nation-building by boosting economic growth and developing the tourism and hospitality industry</li> </ul>	     
<b>Responsible Gaming</b>	<ul style="list-style-type: none"> <li>Non-GRI Topic</li> </ul>	<ul style="list-style-type: none"> <li>Advocate responsible gaming to prevent problem gaming among customers</li> </ul>	
<b>Responsible Supply Chain</b>	<ul style="list-style-type: none"> <li>Procurement Practices</li> <li>Supplier Environmental Assessment</li> <li>Supplier Social Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Encourage local and sustainable procurement</li> <li>Manage suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, safety and health</li> </ul>	  
<b>Protecting the Environment</b>			
<b>Responsible Waste Management</b>	<ul style="list-style-type: none"> <li>Effluents and Waste</li> </ul>	<ul style="list-style-type: none"> <li>Ensure effluents discharged from sewage treatment plants meet the standard limit of regulations</li> <li>Manage waste properly with reduce, reuse and recycle practices</li> </ul>	    
<b>Resource Efficiency</b>	<ul style="list-style-type: none"> <li>Energy</li> <li>Water</li> </ul>	<ul style="list-style-type: none"> <li>Use energy efficiently</li> <li>Use water efficiently</li> </ul>	    
<b>Biodiversity Protection</b>	<ul style="list-style-type: none"> <li>Biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>Conserve biodiversity in the Group's operational sites</li> </ul>	  
<b>Climate Change</b>	<ul style="list-style-type: none"> <li>Emissions</li> </ul>	<ul style="list-style-type: none"> <li>Minimising carbon emissions</li> </ul>	 



## Materiality and Sustainability Priorities

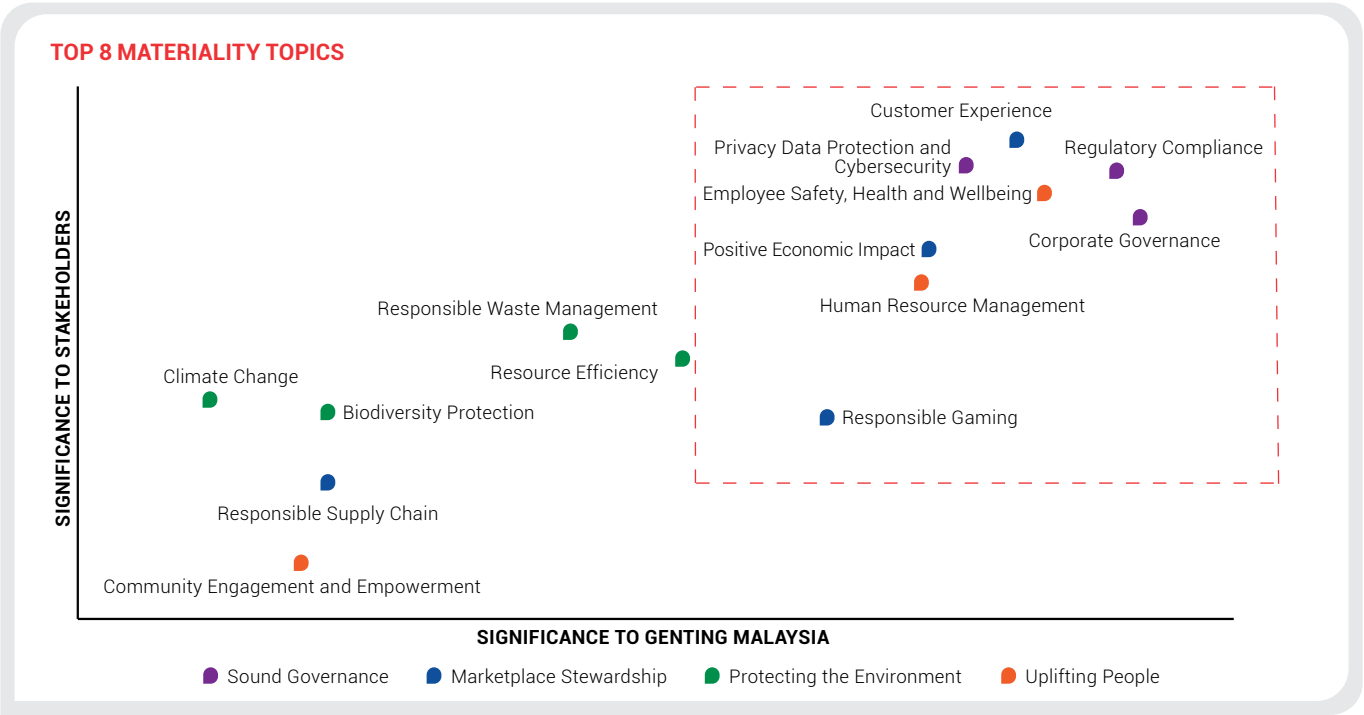
Issue	GRI Topic	Definition	UNSDGs
<b>Uplifting People</b>			
<b>Employee Safety, Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>Maintain an injury-free working environment for all employees by following systematic approaches that prevent injuries and eliminate workplace health and safety risks</li> </ul>	  
<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>Employment</li> <li>Training and Education</li> <li>Labour/ Management Relations</li> <li>Freedom of Association and Collective Bargaining</li> <li>Non-discrimination</li> </ul>	<ul style="list-style-type: none"> <li>Provide fair and comprehensive employee benefits that exceed the statutory minimum living wage</li> <li>Attract and retain employees by creating a great place to work by providing welfare, a healthy lifestyle, and regular engagement with employees</li> <li>Provide employees with training and education that expand their knowledge base for career development and improve customer service</li> <li>Establish counselling services and other listening channels for employees</li> <li>Treat employees fairly and without discrimination</li> </ul>	    
<b>Community Engagement and Empowerment</b>	<ul style="list-style-type: none"> <li>Local Communities</li> </ul>	<ul style="list-style-type: none"> <li>Enrich lives in communities in which the Group operates through various corporate social responsibility (CSR) activities</li> </ul>	 

# Materiality and Sustainability Priorities

## THE RESULTS

Genting Malaysia's materiality matrix is the foundation of the Group's sustainability strategy. It ensures that all ESG topics are prioritised based on focus areas where they can deliver the greatest impact aligned with stakeholder expectations.

The results of the 2022 materiality assessment are presented below. The top eight material topics remain the same as the previous assessment conducted in 2019. This similarity indicates that our stakeholders place great interest in these areas and that the Group must focus on addressing opportunities and risks in these areas of operations.



# Sustainability Framework

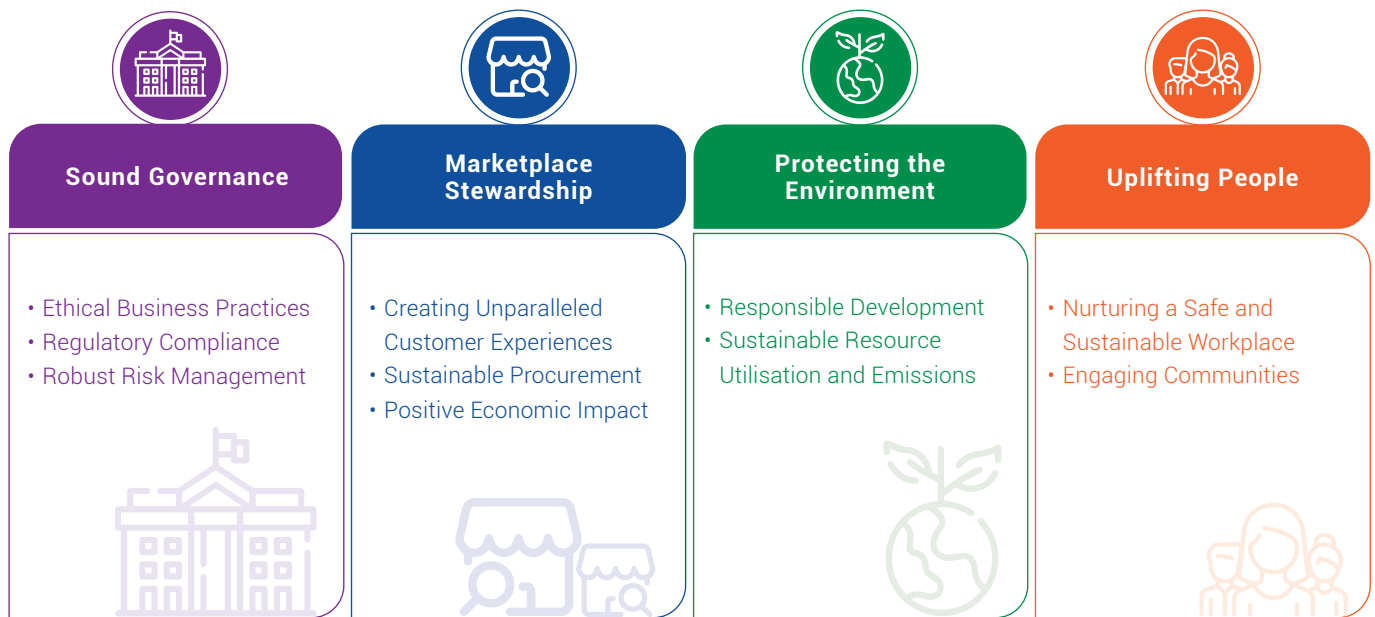
Sustainability frameworks are essential for building a solid foundation for Genting Malaysia's sustainability performance management. Local, regional and global industry trends are evolving with increasing expectations of sustainability integration and transparency to be aligned with Genting Malaysia's context and values.

In line with business advancement and stakeholder expectations, Genting Malaysia updated its sustainability framework based on ESG to:

- Provide a meaningful representation of Genting Malaysia's focus areas, core values and business ambitions
- Activate a roadmap towards short, medium and long-term sustainability ambitions via actionable targets, enabling a more structured way to measure progress and track success
- Demonstrate the Group's heritage and commitment to sustainable operations by balancing economic aspirations and creating long-term sustainable value for stakeholders. The framework serves as a structured way for Genting Malaysia to communicate its long-term value impact to stakeholders.

Genting Malaysia's sustainability strategy focuses on the four pillars of its enhanced Sustainability Framework: Sound Governance, Marketplace Stewardship, Protecting the Environment and Uplifting People. With defined approaches supporting each platform pillar, the Group is committed to advancing its ESG agenda and playing its part in creating a positive impact for its host communities.

## OUR SUSTAINABILITY FRAMEWORK







# SOUND GOVERNANCE

Genting Malaysia practises sound corporate governance with structures established to ensure it conducts business sustainably and responsibly. The Group has implemented measures to manage its strategy and risk assessment as part of its sustainability efforts to secure the future viability of Genting Malaysia's business.

## Zero

finances concerning unethical  
business practices

## Strict compliance

with Sound Governance conduct

Genting Malaysia received the

## "ASEAN Asset Class Award"

at the 2021 ASEAN Corporate Governance  
Scorecard ("ACGS") Awards





Good corporate governance bolsters investor confidence and improves performance as business is conducted ethically. Genting Malaysia's Board Charter and Code of Conduct and Ethics outline the Group's vision and principles that act as a compass to guide the standards of behaviour and business conduct for the Group's directors and employees.

The Malaysian Code on Corporate Governance also guides the Group on Corporate Governance, which covers three broad principles: Board Leadership and Effectiveness, Effective Audit & Risk Management and Integrity in Corporate Reporting and Meaningful Relationships with Stakeholders.

## MANAGEMENT APPROACH

### Ethical Business Practices

- High governance standards and strong compliance culture embedded in Genting Malaysia
- Effective governance practices enable the Group to operate in highly regulated markets globally

### Regulatory Compliance

- Regular audits by regulators
- Compliance with the terms and conditions of the Group's casino licenses and other regulations, including the Personal Data Protection Act ("PDPA"), Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 ("AMLA"), and the Anti-Bribery and Anti-Corruption ("ABAC") policies
- Zero tolerance policy for all forms of corruption and bribery

### Robust Risk Management

- Comprehensive system of reporting, controls and mitigation procedures in place
- Protecting critical IT systems against cybersecurity threats and breaches
- Emphasis on training and compliance in the workforce
- Ongoing review of opportunities to enhance governance and risk management

Approach	Initiatives
<b>Training</b>	Awareness training on PDPA ABAC policy training IT cybersecurity training AMLA training
<b>Compliance</b>	Compliance with the terms and conditions of the casino licenses of the Group Compliance with the PDPA, AMLA and ABAC policies Safeguarding critical IT systems against cybersecurity threats and breaches

## CORPORATE GOVERNANCE



### 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 17% female directors.

*Dato' Dr. Lee Bee Phang was appointed on 1 July 2022*

### BOARD RESPONSIBILITIES

A board of directors heads every company, assuming responsibility for its leadership and being collectively responsible for meeting its objectives and goals.

The Board Charter adopted by the Board clearly sets out the respective roles and responsibilities of the Board and management to ensure accountability. The Board Charter is available on the Group's website at [www.gentingmalaysia.com](http://www.gentingmalaysia.com)

### BOARD COMPOSITION

The Board has 12 members: three executive and nine independent non-executive directors.

Currently, there are two female and ten male directors. The racial composition of the Board is 17% Malay, 75% Chinese and 8% Eurasian. 8% of directors are between the ages of 30 and 55, with the remaining 92% being above 55 years.



# Ethical Business Practices

Trust is a critical building block for any business. Ethical conduct, legal compliance, and business and personal integrity are essential to building trust with customers and stakeholders. Alongside its purpose, vision and values, Genting Malaysia's Code of Conduct and Ethics defines ethical, responsible and sustainable behaviour. It applies to all employees and directors of Genting Malaysia, its subsidiaries and all those who have business dealings with the Group.

Genting Malaysia is committed to doing business the right way by acting ethically and consistently with the Code of Conduct and Ethics, its policies and all applicable laws, rules and regulations. Employees must familiarise themselves with applicable laws relating to their job responsibilities and Genting Malaysia Group policies.

## CODE OF CONDUCT AND ETHICS

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

## MONEY LAUNDERING

Money laundering is a process by which persons or groups try to conceal the proceeds of illegal activities or make the sources of their illicit funds appear legitimate.

The Board and senior managers are committed to complying with applicable anti-money laundering/combating the financing of terrorism laws and implementing appropriate systems and processes to prevent Genting Malaysia's casinos from being abused by money launderers and financiers of terrorism. The Board has delegated day-to-day oversight for anti-money-laundering and combating terrorism financing to a Compliance Committee responsible for overseeing the implementation programmes.

Genting Malaysia conducts anti-money-laundering procedures, which include identifying the source of a customer's funds or wealth, as part of its due diligence process, particularly for customers deemed higher risk. Genting Malaysia also delivers anti-money-laundering training to its employees, especially casino staff.

**In Malaysia, a licensed casino is required to conduct Customer Due Diligence ("CDD") on the customer, the person conducting the transaction and junket, when engaging in any transaction equivalent to RM10,000 and above. This includes circumstances where the transaction is carried out in a single transaction or several transactions in a day that appear to be linked.**

*Source: Bank Negara Malaysia's Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions for Designated Non-Financial Businesses and Professions (DNFBPs) & Non-Bank Financial Institutions (NBFIs) (AML/CFT and TFS for DNFBPs and NBFIs)*





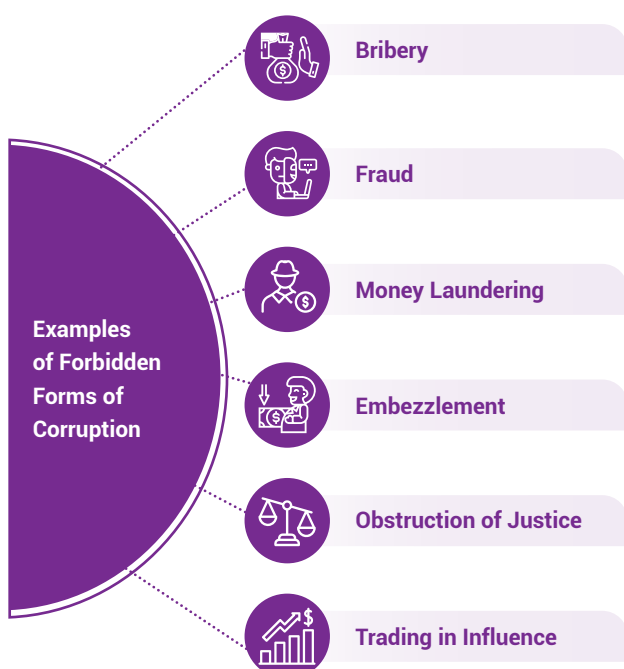
## Ethical Business Practices

### CORRUPTION AND BRIBERY

Genting Malaysia is committed to acting professionally, fairly and with integrity in all its business dealings and relationships. The Group is steadfast in implementing and enforcing effective systems to counter bribery and corruption.

Employees shall not offer, give, solicit or accept bribes to achieve any business or personal advantage for themselves or others or engage in any transaction that contravenes applicable anti-bribery or anti-corruption laws.

Genting Malaysia follows the highest ethical standards when doing business and forbids all types of corruption.



Bribery and corruption present significant risks to all business units. The Board of Directors oversees the Group's compliance with anti-corruption policies. A keen understanding of corruption risk exposure is the cornerstone of an effective anti-corruption compliance programme.

Corruption risks, including bribery, are listed among the top 20 risks on Genting Malaysia's risk register. Genting Malaysia has designed effective mitigation strategies and deploys resources to combat potential bribery, corruption and fraud, which is especially important for high-risk operations.

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

The Group has received zero fines and penalties from the authorities during the recent years and reporting period.

## Ethical Business Practices

### ANTI-BRIBERY AND ANTI-CORRUPTION POLICY ("ABAC POLICY")

Genting Malaysia practices "ZERO-TOLERANCE" to acts of bribery and corruption, either directly or indirectly, by persons associated with the Group, including employees and other third parties such as agents, consultants, representatives, distributors, contractors, suppliers, joint venture partners and any other persons associated with the Group.

Through this ABAC Policy, the Group commits to carrying out all business dealings and transactions fairly, professionally, ethically and honestly.

All persons should never accept or offer a bribe to retain, secure or obtain any commercial, contractual, personal or business advantage.

#### MALAYSIA



All Genting Malaysia employees must attend an annual refresher programme on the Company's Code of Conduct and Ethics which promotes compliance with ethical principles, including corruption and anti-bribery. Genting Malaysia's 'Honesty Award' continues to recognise and reward employees' integrity.

#### UK



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

#### US



RWNYC practices zero tolerance for acts of bribery and corruption. RWNYC introduced a formal Anti-Bribery & Anti-Corruption Policy, which applies to all employees, agents, consultants, representatives, distributors, contractors, suppliers, joint venture partners and any other persons associated with the Company. We avoid business transactions with parties that do not accept the ABAC Programme principles.

#### BAHAMAS



RW Bimini's Anti-Bribery and Anti-Corruption Policy applies to all subsidiaries and parent, related and associate companies. A formal, confidential, toll-free hotline encourages employees to report illegal, fraudulent and other improper conduct. This 24-hour hotline also accepts reports on the abuse of property or resources, safety and security, workplace harassment, diversity and substance abuse.

## Ethical Business Practices



## WHISTLEBLOWING

Genting Malaysia has established a Group-wide Whistleblower Policy to uphold the highest standards of professionalism, integrity and ethical behaviour in its business and operations.

At our local operations in Malaysia, stakeholders can lodge a complaint or report by submitting the complaint and report forms to the Secretariat. Genting Malaysia also has a dedicated whistleblowing email address. Upon receipt of the complaint/report, the Secretariat will review the information provided before notifying the Whistleblower Senior Committee ("WSC"). A nominated investigation team will perform a thorough investigation into the report. Upon receiving the investigation findings, the Secretariat will present them to the WSC to decide the next course of action, which may be any of the following:

- 1 **Reprimand, disciplinary action, penalty or punishment**
- 2 **Transfer to another department**
- 3 **Termination or suspension of employment**
- 4 **Report to relevant authorities (if applicable)**
- 5 **Any other action deemed appropriate by the WSC**

Complaints concerning the casino and security operations are directed to the Executive Vice President – Gaming Operations and Security or any designated personnel of Gaming Operations.

No action is taken against whistle-blowers making a complaint or report in good faith under the Whistleblower Protection Act 2010.

## UNITED KINGDOM (UK)



Genting UK conducts a bi-annual review of its ABAC to ensure its relevancy. The Anti-Bribery module forms part of Genting Academy eLearning Resource, which is mandatory for the entire workforce. Genting UK is subject to an annual corruption and bribery audit and conducts due diligence on its business partners.

In addition, Genting UK operates a whistleblower programme, including an independent reporting 24/7 hotline, which is proactively communicated to employees, suppliers, customers and other third parties.

## UNITED STATES (US)



Stakeholder input is valuable as it drives best practices, evaluates compliance and increases transparency. Our US operations' grievance procedure applies to all upstream operations, supply chain infrastructure and third-party suppliers. A dedicated hotline enables anyone to raise concerns and grievances anonymously. Managed by the HR Department, three grievances were received through the hotline and resolved during the year.

## BAHAMAS






In the Bahamas, our operations adhere to the Genting Whistleblower Policy, which encourages whistleblowers to report wrongdoing and violations through established channels. However, the report must be made in good faith and not for personal gain.

# 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
<b>Governance</b> 	<ul style="list-style-type: none"> <li>Malaysian Anti-Corruption Commission Act 2009</li> <li>The Anti-Money Laundering, Anti-Terrorism and Proceeds of Unlawful Activities Act 2001</li> <li>Common Gaming Houses Act 1953</li> </ul>	<ul style="list-style-type: none"> <li>Bribery Act 2010</li> <li>Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017</li> <li>Proceeds of Crime Act 2002</li> <li>Gambling Act 2005</li> </ul>	<ul style="list-style-type: none"> <li>Foreign Corrupt Practices Act of 1977</li> <li>Florida Department of Business and Professional Regulation</li> <li>New York State Gaming Commission</li> </ul>	<ul style="list-style-type: none"> <li>Prevention of Bribery Act</li> <li>The Commonwealth of the Bahamas Gaming Board</li> <li>Gaming Act, 2014</li> <li>Financial Transactions Reporting Regulations, 2018</li> </ul>
<b>Environmental</b> 	<ul style="list-style-type: none"> <li>Efficient Management of Electrical Energy Regulations 2008</li> <li>Electricity Supply Act 1990</li> <li>Energy Commission Act 2001</li> <li>Environmental Quality Act 1974</li> <li>Environmental Quality (Sewage) Regulations 2009</li> <li>Land Conservation Act 1960</li> <li>Local Government Act 1976</li> <li>National Forestry Act 1984 (Act 313)</li> </ul>	<ul style="list-style-type: none"> <li>Carbon Reduction Commitment ("CRC") Energy Efficiency Scheme</li> <li>Energy Savings Opportunity Scheme</li> <li>The Fluorinated Greenhouse Gases Regulations 2015</li> <li>TM44 Regulations for Heating, Ventilation, Air Conditioning ("HVAC") Systems</li> </ul>	<ul style="list-style-type: none"> <li>Executive Order 88</li> <li>New York State Energy Research and Development Authority</li> </ul>	<ul style="list-style-type: none"> <li>Electricity Act 2015</li> <li>The Bahamas Electricity Corporation Regulations</li> <li>Chapter 232 - Environmental Health Services Act, 2001</li> </ul>
<b>Social</b> 	<ul style="list-style-type: none"> <li>Factories and Machinery Act 1967</li> <li>Fire Services Act 1988</li> <li>Occupational Safety and Health Act 1994</li> <li>Personal Data Protection Act 2010</li> <li>Employment Act 1955</li> <li>Copyright Act 1987</li> <li>Digital Signature Act 1997</li> <li>Consumer Protection Act</li> <li>Communications and Multimedia Act 1998</li> <li>Computer Crimes Act - 563 (1997)</li> </ul>	<ul style="list-style-type: none"> <li>Management of Health and Safety at Work Regulations 1999</li> <li>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</li> <li>General Data Protection Regulation 2016</li> <li>Health and Safety at Work Act 1974</li> </ul>	<ul style="list-style-type: none"> <li>Children's Online Privacy Protection Act</li> </ul>	

## Regulatory Compliance

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

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

Senior management and employees have held positions in various industry groups that have shaped the industry through their feedback, consultations and opinions. Genting Malaysia re-examines these engagements to ensure that they meet societal demands and expectations.

### 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 (CIIISec)
- 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)

### COMPLIANCE

Genting Malaysia has adopted high compliance standards in its operations. There were no material laws and regulations violations concerning its operations, the provision of information, or marketing communications, particularly in the social and economic areas during the reporting period.



# Robust 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.

Genting Malaysia designed its internal control and risk management framework to manage rather than eliminate risks and to provide reasonable, not absolute, assurance against material misstatement or loss.

## COMMUNICATION WITH STAKEHOLDERS AND THE INVESTING COMMUNITY

Genting Malaysia places great importance on the timely, accurate and equal dissemination of information to shareholders and the investing community. The Group is committed to maintaining an active dialogue with its stakeholders; the Board recognises the importance of that relationship in the governance process.

Genting Malaysia's investor relations programme involves holding regular meetings, conference calls and property visits. These efforts keep the investment community abreast of the Group's operations, strategic developments and financial performance.

Every quarter, the Group holds an analyst briefing session to provide an up-to-date view of the Group's financial performance and operations, coinciding with its quarterly financial results on Bursa Malaysia. The briefing includes a Q&A session, which updates sell-side research analysts on significant events and helps them understand the company in greater depth.

In addition, Genting Malaysia participates in several investor forums held locally and overseas each year. The Group accommodates requests for calls, meetings or property visits from investment analysts and fund managers to keep them abreast of business affairs and financial information. Genting Malaysia's corporate website, [www.gentingmalaysia.com](http://www.gentingmalaysia.com), discloses crucial information on business activities to the public.





# MARKETPLACE STEWARDSHIP

Genting Malaysia continued to ramp up its operations worldwide while capitalising on the recovery in demand for leisure and hospitality offerings. Genting Malaysia's primary purpose is to provide customers with the most delightful and memorable experiences. Achieving this aim creates long-term, sustainable economic results and development for all stakeholders.

Over **90%**  
of the total purchase of the Group's operations in Malaysia,  
UK and Egypt are from local suppliers

**Low accident rate**  
of 0.20 per 10,000 vehicles on average at  
RWG over the past three years

Genting Malaysia Berhad won the  
**ASEAN Innovation Business  
Platform ("AIBP") 2022**  
Enterprise Innovation Award, Malaysia



RWG won the  
**Agoda Gold Circle Award &  
Customer Review Awards 2022**



## MANAGEMENT APPROACH

### Creating Unparalleled Customer Experiences

- Developing an integrated customer feedback management system, which monitors customer satisfaction scores across various operations

### Responsible Gaming ("RG")

- Developing a comprehensive responsible gaming programme that promotes a safe gaming environment and supports our guests in making informed choices in managing their gaming behaviour
- Initiatives include:
  - A dedicated team to manage the RG programme
  - Provision of yearly training to all casino-related employees
  - An enhanced RG awareness programme
  - Making self-exclusion more accessible via a hotline, website, mobile apps and dedicated RG areas

### Sustainable Procurement

- Promoting sustainable and responsible procurement practices that support the development of local sources by:
  - Allocating a majority of procurement expenditure to local sources
  - Channeling a majority of the local procurement expenditure to small and medium-sized enterprises ("SME")
  - Procuring from micro and small-sized suppliers where possible
  - Holding showcase events annually to showcase local products
  - Upskilling SME suppliers on areas of governance, the environment and human rights

### Positive Economic Impact

- Making positive contributions to the economic growth of our host countries through our investments and efforts made in the hospitality and tourism industry
- Closely monitoring the economic value generated and distributed to stakeholders on various aspects such as job creation, providing employee wages and benefits, shareholder returns, tax contributions and community investments

By leveraging technological advancements along with the transference of information and knowledge through our apprentice programmes and training for our local employees in international standards, Genting Malaysia contributes to sustainable economic growth in economies around the globe.

## ACCELERATING TECHNOLOGY AND INNOVATION

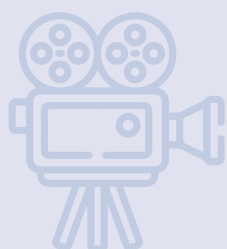
As part of the Group's ongoing efforts to deliver exceptional customer experience at RWG, the Group launched Project e-Leisure 2.0 in October 2022, marking a significant milestone in RWG's journey to digitalisation. The project is a major initiative critical to modernising the resort's technology infrastructure and improving its ability to sell through its online booking engine. This initiative fundamentally changes the backend architecture from a monolithic design to microservices, enabling RWG to deliver a more seamless and personalised experience to its customers, making it easier for them to book attractions, events, dining, shopping and unique experiences online. With a robust and scalable infrastructure, the Group will be able to handle large volumes of traffic and transactions, ensuring that its customers can easily book the experiences they want, when they want them. Additionally, the Group is investing in its Application Programming Interface ("API") management system, allowing faster and more flexible development and enabling RWG to introduce new features and functionalities to external partners.

In the Bahamas, our team at RW Bimini is working on implementing various digital and automation in its operations, including an in-room digital directory, contactless payment, digital check-in and room key, an interface between gaming and hotel system, Cisco Umbrella web filtering system and backup satellite for all point-of-sales ("POS") transactions as well as upgrade of TV systems.

In 2022, RWNYC introduced two major digital initiatives:

- A hotel room booking engine that integrates with the guests' loyalty system
- The JoinGo virtual player's card system that allows guests to access their points and rewards through their phones

### ARTS, ENTERTAINMENT AND RECREATION



**Genting Malaysia runs several construction projects that operate facilities and services that cater to many cultural, entertainment and recreational interests of patrons**

### ACCOMMODATION AND FOOD SERVICE



**Genting Malaysia's construction projects provide patrons with lodgings and prepare meals, snacks and beverages**

 For our economic data, please refer to the Sustainability Performance Data table on page 80.

# Creating Unparalleled Customer Experiences

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



**WITH THE HELP OF A LITTLE BRANDY I HAD BROUGHT ALONG, I WORKED TIRELESSLY, RECORDING EVERY RELEVANT DETAIL. I HAD FALLEN HEAD OVER HEELS IN LOVE WITH THIS VIRGIN WILDERNESS AND VOWED TO TRANSFORM IT INTO MY DREAM RESORT.**

**The Late Tan Sri Lim Goh Tong,  
Founder of Genting Group.**



It started with an ambitious idea and humble beginnings, establishing one hotel and casino. It is now the region's premier integrated resort and a fun destination for the whole family.

Genting Malaysia's mission is to provide its customers with the most delightful and memorable experiences. All operations offer patrons safe, secure, fun and entertaining moments.

## A LEGENDARY WELCOME EVERY TIME

As a premier integrated resort operator, Genting Malaysia is synonymous with unparalleled hospitality and unforgettable experiences. Each time a customer pays for a room, meal or ride, it is much more than that – they are paying for the experience, atmosphere and service. This is Genting Malaysia's promise to every patron.

Across its operating countries, Genting Malaysia delivers an optimal experience that makes customers feel unique in the resort.

Several feedback processes are utilised to capture and measure all aspects of customer communication, satisfaction and relationships.



Number of Genting Rewards Members

**5.5 million**

as of 31 Dec 2022

(2021: 5.1 million)



	Number of reviews on TripAdvisor	Ratings	Number of reviews on Google	Ratings
<b>Crocford</b>	159	4.7	238	4.3
<b>First World Hotel</b>	41	2.1	3,352	3.9
<b>Genting Grand</b>	5	3.8	2,993	4.4
<b>Genting SkyWorlds Hotel</b>	40	3.9	404	4.1
<b>Highlands Hotel</b>	22	4.4	23	4.3
<b>Resorts World Awana</b>	23	2.9	451	3.8

Genting Malaysia established a Customer Feedback Centre ("CFC") to promote two-way communication. Customers can share their comments through an email, a written letter or a telephone call. The CFC channels this feedback to the relevant department for their assistance. The department received over 72,000 feedback and queries via email in 2022.



## Creating Unparalleled Customer Experiences

UK



Genting UK strives to deliver an above and beyond customer service. It rewards customers' loyalty with points, real-time rewards and offers suited to their customer segment level and gameplay. The recently re-launched MyGenting App allows customers to complete challenges within the casino and the Genting UK estate to earn points, view offers, redeem rewards and see the latest events at their favourite Genting casino.

Genting UK uses Qualtrics, an award-winning customer survey platform that monitors customer experiences, creates new insights into customer behaviour and records a current net promoter score ("NPS") score by the casino.

### Genting Hotel, Resorts World Birmingham



Excellent rating of

# 4.5

on TripAdvisor



Rank

# #11

out of 129 Birmingham hotels

US



The Customer Experience Department assesses and improves customer service through training and employee engagement. RWNYC bases its unique approach to customer service on its motto 'GAME: Get connected, Ask and discover, Make it memorable and Encourage return'. Cutting-edge technology helps handle service challenges on the gaming floor and minimises machine downtime, especially during peak hours.

BAHAMAS



As part of the Group's ongoing initiative to leverage technology to improve operational efficiencies and elevate customer experience, RW Bimini has begun work on enhancing its digital offerings. These initiatives include implementing contactless payment systems, digital check-ins with keyless room entry, in-room digital directories and QR code systems at F&B outlets and for room service.

## DATA PRIVACY AND CYBERSECURITY

Genting Malaysia emphasises cybersecurity protection to prevent and mitigate risks arising from losses of essential data. Genting Malaysia's Privacy Policy acts as a framework for personal data management to protect the rights of customers, shareholders, employees and other stakeholders in compliance with personal data protection laws.

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

Every year, all Genting Malaysia employees must attend a refresher training on cybersecurity and data privacy through the Company's online portal.

Genting Malaysia's data security is ISO 27001:2013 certified, which covers the provision of operational services for data centres, administration and support services offered by the IT department.

Any cases requiring investigation must be reported to the Risk Management Committee.

## Creating Unparalleled Customer Experiences

Genting UK's Information Security Management System ("ISMS") was recently ISO/IEC27001:2013-certified, encompassing the IT infrastructure and the lifecycle management of customer and employee data for the function of Casino and Gaming Operations, Hotel and Leisure Facilities, and Hospitality and Events Management.

All Genting UK staff must complete mandatory Genting Academy General Data Protection Regulation ("GDPR") annually in addition to their regular cybersecurity training. A Data Protection Officer and the Information Security Steering Group lead its processes and compliance regarding data privacy and cybersecurity.

### US



RWNYC does not retain any credit card transaction data and secures all player databases behind a firewall and secure Virtual LANs. The Group performs all remote work through a secure VPN and covers data privacy best practices in annual cybersecurity training. RWNYC conducts a yearly penetration test and implemented the Darktrace Cyber AI Loop to prevent the most sophisticated cyber-attacks.

### BAHAMAS



RW Bimini maintains a Data Breach Prevention and Response Policy with a third-party company performing annual penetration tests. All employees must attend biannual cybersecurity training, and RW Bimini aims to include data privacy in this training programme.

## GENTING SKYWORLDS - A GOOD BLEND BETWEEN FUN, ENTERTAINMENT AND ACCESSIBILITY

### WHAT'S NEW?

#### INTRODUCING THE GENTING SKYWORLDS VIRTUAL QUEUE ("VQ") EXPERIENCE

Genting SkyWorlds utilises state-of-the-art technology in Southeast Asia's first deployment of AI-powered Virtual Queue ("VQ") solutions. The VQ technology utilises the latest cloud-based technology to provide guests with a seamless and engaging entertainment experience through Genting SkyWorlds' mobile app.

The VQ solution leverages AI to enable more efficient crowd management and dynamically reduce waiting time. This solution allows our operations to control crowd distribution effectively and optimise ride capacity.

Through Genting Malaysia's digitalisation efforts, theme park visitors can download the Genting SkyWorlds mobile app, which is free and gives a comprehensive guide to the attractions with real-time information. This app enables guests to navigate and experience the park virtually before arrival, giving a head-start on Genting SkyWorlds. Other features include reserving preferred rides, attractions and entertainment based on their preferred time slots, creating groups for multiple ticket holders, and receiving real-time alerts for VQ reservations. The technology also drives ride capacity optimisation at Genting SkyWorlds by influencing guest behaviour using gamification and incentive recommendations to divert the crowd to the various attractions at the theme park.



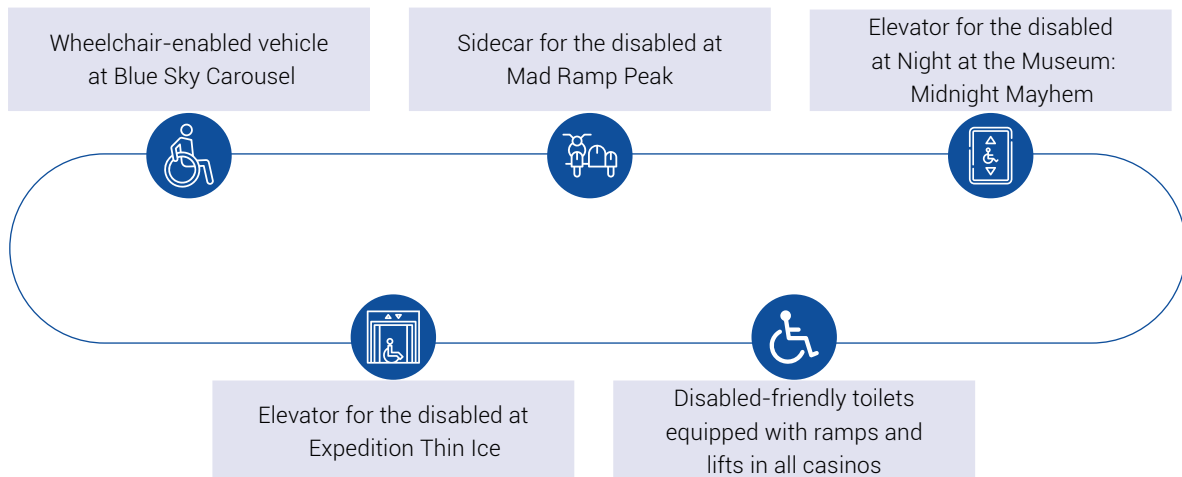
The Genting Skyworlds Virtual Queue "VQ" Experience received various awards and recognition, including at the ASEAN Innovation Business Platform ("AIBP") 2022, the MSC Malaysia Asia Pacific ICT Alliance ("APICTA") 2022 Awards and the 21<sup>st</sup> Asia Pacific ICT Alliance Awards.

## Creating Unparalleled Customer Experiences

Genting Malaysia leaves no one out at its inclusive family resorts, including patrons who require additional assistance.

### FOR THE DISABLED

Genting Malaysia provides a great guest experience in an inclusive, safe and comfortable environment. Every part of the Genting SkyWorlds Theme Park is wheelchair-accessible. Genting Malaysia's inspiration promises to give individuals with physical or cognitive special needs a place where they can have a thrilling experience in the sky without barriers. It is a park of inclusion.



### AMERICANS WITH DISABILITIES ACT (ADA)

All common areas at Genting Malaysia's US properties adhere to the 2010 Americans with Disabilities Act ("ADA") Standards for Accessible Design. Elevators access all locations, and handicapped guests can use the scooters provided.

### FOR YOUNG FAMILIES

In Malaysia, various facilities at RWG cater to visitors with young children, including nursing rooms, mini playgrounds and strollers for rent at Genting SkyWorlds.

RWG is a family destination and has a mascot appearance at the hotel lobby of the Genting SkyWorlds Hotel on weekends. During these sessions, the RWG mascots – the Highland Heroes: Tabby the Tiger, Allie the Elephant, Joe the Orangutan, Geno the Dinosaur, Benny the Entertainer, and Callie the Dragon are brought to life with their unique characteristics to welcome young visitors. There is also a Story Wall that tells the Highland Heroes' story.

### Resorts World Genting Hotels



Crockfords is the only hotel in Malaysia to receive the 5-Star award in the Forbes Travel Guide 2022 Star Awards



Genting Grand received the 4-Star award in the Forbes Travel Guide 2022 Star Awards



The Forbes Travel Guide 2022 Star Awards named Highlands Hotel as a Recommended hotel



Crockfords, Genting Grand and Highlands Hotel received the Sharecare VERIFIED™ health security badge from Forbes Travel Guide

## Creating Unparalleled Customer Experiences

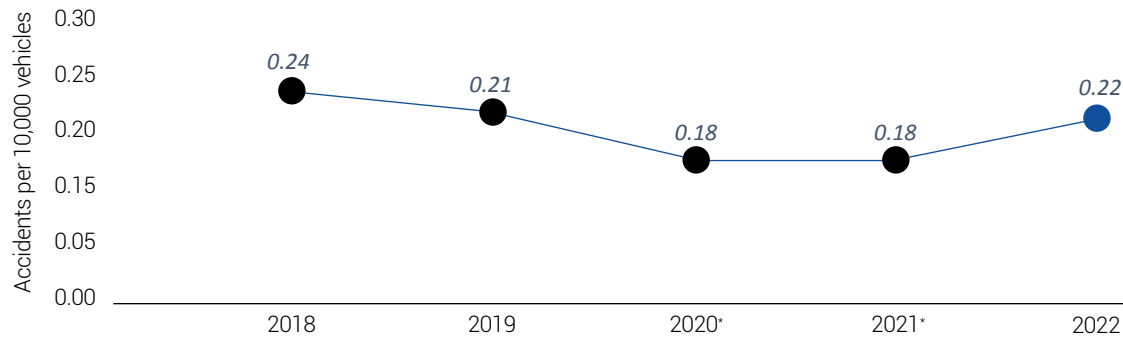
### SAFETY FIRST

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

Safety Areas	Safety Measures	Impact/Results
<b>Road safety</b>	<p>Genting Malaysia designed, constructed, maintains and operates all Genting roads. Road users must comply with the Road Transport Act 1987 and all other rules and regulations relating to road traffic in Malaysia. All road safety guidelines and improvement work performed by the Road Survey Department follows the advice of the Independent Road Safety Audit and Road Consultants based on:</p> <ul style="list-style-type: none"> <li>Public Works Department (or Jabatan Kerja Raya) manual on Road Safety Audit (Guideline for the Safety of Roads in Malaysia 1977)</li> <li>The Malaysian Institute of Road Safety Research (MIROS Guidebook for Traffic &amp; Road Safety Audit MeTRA)</li> <li>Transfund New Zealand's Standard and Guideline Manual</li> </ul>	<ul style="list-style-type: none"> <li>The road accident rate expressed as the number of accidents per 10,000 visitors recorded in 2022 was 0.22</li> </ul>
<b>Slope safety</b>	<ul style="list-style-type: none"> <li>Slope hazard and risk mapping</li> <li>Monthly road pavement repair and resurfacing work</li> <li>Ongoing slope remedial work during landslides and soil erosion</li> <li>Monthly drone inspection on third-party development activities</li> </ul>	<ul style="list-style-type: none"> <li>Genting Malaysia's comprehensive slope safety system manages landslide risk and the prevailing landslide problems. It is a multi-pronged approach involving hazard avoidance and prevention, study and mitigation of risk, public education and emergency management</li> </ul>
<b>Theme park safety</b>	<ul style="list-style-type: none"> <li>RWG theme park rides comply with the Guidelines on the Safety Management of Amusement Park Devices issued by the Department of Safety and Health Malaysia (DOSH)</li> <li>The theme parks adhere to TUV Nord to EN13814-Fairground and amusement park machinery and structure</li> <li>All machinery has a valid Certificate of Fitness in compliance with the Factories and Machinery Act 1997</li> <li>167 CCTV operate at the theme park</li> <li>80% of the rides are built and operated according to Disney IP and subject to a Disney audit every six months which covers safety, structures and guests' experience</li> </ul>	<ul style="list-style-type: none"> <li>Daily safety checks throughout the year recorded a 100% compliance rate in the quarterly inspection by DOSH Pahang</li> </ul>
<b>Food safety</b>	<ul style="list-style-type: none"> <li>All food and beverage outlets in Genting Malaysia adhere to the Hazard Analysis and Critical Control Point ("HACCP") Food Safety Management System</li> <li>All food outlets and restaurants are subject to monthly inspections as control and preventive measures</li> </ul>	<ul style="list-style-type: none"> <li>HACCP Compliance of F&amp;B outlets at RWG – 100% (all are certified ISO 22000 and ISO 9001)</li> </ul>
<b>Fire safety</b>	<ul style="list-style-type: none"> <li>Genting Malaysia adheres to the Fire Services Act 1988</li> <li>Genting Malaysia introduced a No Smoking Policy except for designated smoking areas</li> </ul>	<ul style="list-style-type: none"> <li>Adheres to Arahan Pentadbiran BAB 8</li> <li>783 employees from various critical departments such as the F&amp;B and Hotel Departments as well as members of the Theme Park Health, Safety &amp; Compliance section attended fire safety training during 2022</li> <li>RWG has its very own well-equipped and well-trained fire and rescue unit</li> <li>1,978 cases attended in 2022</li> </ul>

## Creating Unparalleled Customer Experiences

Road Accident Rate



\*Results may be impacted by the reduced number of visitors to RWG as a result of COVID-19 restrictions

### SUSTAINABLE AND INNOVATIVE DESIGN

Genting Gardens Hotpot, one of the latest gastronomical additions to Genting Highlands, won the Bronze Award at the Build4Asia Awards 2022. The Build4Asia Awards is an event organised by Build4Asia and PRC Magazine, celebrating the most exemplary developments, innovations and standards of excellence in the building industry.

#### Judges Feedback

##### Innovation in Design and Materials

Genting Malaysia was recognised for its innovation in design which leads to higher standards of liveability and performance

##### Benefit to the Industry

Genting Malaysia was recognised for its designs which help practitioners raise performance standards and efficiency

##### Demonstration of Excellence

Genting Malaysia's projects and operations contribute to improving the standards of liveability and functionality, which lead to built environment enhancements

##### Sustainability

Genting Malaysia's efforts in reducing its collective footprint through various initiatives were recognised, such as improving environmental standards, increasing lifespan, reducing waste, promoting sustainability of resources and sourcing materials locally



## Creating Unparalleled Customer Experiences



### ABOUT GENTING GARDENS HOTPOT

Genting Gardens Hotpot is the latest gastronomical addition to Genting Highlands – a restaurant intended to lead diners on a journey of culinary firsts, self-sustaining farm-to-fork style. Guests can indulge in a dining odyssey that carves out unique green dining experiences and one-of-a-kind impressions. The décor is reminiscent of beautiful light-filled indoor vertical farming, with hanging plants drawing guests right into the heart of nature. Natural materials such as bamboo and rattan elements are used throughout the space, paying homage to the beauty of nature and its environment.

Highlights of the dining experience include a seasonal menu featuring classic favourites and allowing diners to pick their vegetables from Genting Gardens Hotpot's adjoining indoor vertical farming.

Genting Gardens Hotpot is mainly self-sustainable, with the adjoining indoor vertical farming being the primary source of farm-fresh ingredients for the restaurant, minimising the carbon footprint. The indoor vertical hydroponic system supports precision farming and allows the restaurant to house an independent agricultural system. The system is built on the principles of environmental sustainability, primarily using locally sourced building materials such as timber and bamboo. Prefabricated entities such as the scaffolding system rack reduce site pollution and increase energy efficiency. Using recycled furniture also reduces unnecessary wastage.

The restaurant is also active in advocating the importance and advantages of local agricultural solutions, promoting advanced farming technologies and acting as a platform for vegetable breeders to cultivate products as merchandise in-store.

# Responsible Gaming

Through technological advancements, Genting Malaysia works with gaming operators, regulators and other stakeholders, offering customers a safe and secure experience, whilst enjoying the thrills and excitement of gaming.

Gambling is a form of entertainment; however, problems arise when an individual becomes a compulsive gambler. The Group's mission is to reduce gambling-related harms and for gambling to be a safe, fun and entertaining experience for all who participate.

Genting Malaysia has a responsible gaming strategy which focuses on building long-term relationships, rooted in shared values, with governments, regulators, the community and other key stakeholders in the gaming industry. These strategies and related policies are implemented globally in all jurisdictions in which it operates, subject to local regulations.

## Genting Malaysia's Player Protection Strategy



Genting Malaysia's state-of-the-art model offers the best support for self-exclusion, a critical component of any successful, responsible gaming strategy. Various programmes and initiatives raise awareness of the importance of responsible gaming and provide avenues for problem gamblers to seek help. Genting Malaysia uses several measures and tools to identify potentially problematic gamblers during the early stages of gambling-related problems.

All casino employees attended compulsory training on responsible gaming in 2022, whilst a series of additional seminars and roadshows are scheduled for next year. Consistent training based on industry best practices empowers employees with the knowledge and tools to ensure that all casino patrons practise responsible gaming.

Genting Malaysia is introducing its 24/7 Responsible Gaming hotline to players, where they can speak with experienced, responsible gaming ambassadors. Genting Malaysia's local operations in Malaysia aim to establish dedicated Responsible Gaming counters (Responsible Gaming Corners) at strategic locations to raise awareness and educate stakeholders about responsible gaming practices and the dangers of problem gambling.

## Responsible Gaming

### SELF-EXCLUSION PROGRAMMES

#### Permanent Self-Exclusion Programmes

Customers may sign up for a permanent self-exclusion programme that stringently vets them with bankruptcy checks and attempts to trespass into the casino. Customers who have signed up for the permanent self-exclusion programme will not receive any marketing-related promotional offers.

#### Cooling-off Period

The cooling-off period allows customers to sign up and to be temporarily self-suspended from entering the casino for seven days.

### Number of People Who Have Benefited from the Self-Exclusion Programme at RWG

Self-Exclusion Programme	2020	2021	2022
Request for Assistance Policy ("RAP")	59	24	67

### MOVING FORWARD

Genting Malaysia will reintroduce responsible gaming educational talks, which it postponed during the pandemic. Industry experts will share their knowledge and experience in this field with customers, employees, regulators and industry peers.

Genting Malaysia will institutionalise the following standards in its programme:

- RG policy, strategy and culture
- Employee training
- Self-exclusion
- Assistance for players who may be experiencing harm from gambling
- A systematic approach in enabling players to make informed decisions
- Marketing communications
- Access to money

## Responsible Gaming

## UK



Genting UK continues to be a leading member of the Betting and Gaming Council ("BGC"). In 2022, we were an integral member of several working groups improving standards across the whole industry, which included:

- Slot Player Protection Code
- GamCare Industry Code for the Display of Safer Gambling Information

Genting UK achieved the highest level of Advanced Level 3 of GamCare's Safer Gambling Standard in 2021. The accreditation, which has an assurance period of 2 years, is an independent quality standard that assesses the measures gambling businesses have introduced to protect people from experiencing gambling-related harm.

## US



RWNYC facilitates a comprehensive self-exclusion programme which allows guests to prohibit themselves from gambling at all gaming facilities registered by the New York State Gaming Commission. In addition to gambling, guests who self-exclude may not collect any winnings or participate in reward programmes at any facilities. Guests may choose the length of their self-exclusion: one, three, five years or a lifetime.

RWNYC developed the Responsible Gambling Resource Center to educate guests on risks associated with problem gambling. Guests can access information on problem gambling, self-exclusion, counselling services, financial support and other related topics. Responsible gaming messaging runs through gaming floor announcements and digital graphics displayed on screens throughout the property.

The Company also collaborates with the New York Council on Problem Gambling, their local chapter and the Queens Problem Gambling Resource Center. These collaborations ensure the delivery of the most effective and comprehensive problem-gambling training content to all employees.

RWNYC collaborates with these organisations on the national, state and local levels to discuss risks associated with problem gambling for the well-being of guests, employees and the community at large.

## BAHAMAS



RW Bimini partnered with Florida Council on Compulsive Gambling ("FCCG") concerning 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 adheres to the Bahamas Gaming Act, 2014, to ensure that the public is aware of compulsive or problem gambling. The 24-hour problem gambling helpline (888-ADMIT-IT) is displayed prominently at every entrance throughout casino areas, including restrooms. RW Bimini organised various games and quizzes to remind employees of their roles in ensuring a fun and responsible play experience for everyone.



# Sustainable Procurement

Genting Malaysia operates an effective supply chain of approximately 4,000 suppliers globally. As a major purchaser of goods and services, Genting Malaysia has a significant opportunity to use its purchasing power to drive sustainability.

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

In promoting transparency in our procurement processes, Genting Malaysia's operations in Malaysia have built a Procurement Eco-System using SAP Ariba technology to provide vendors with greater control and visibility on all transactions with our company.

## LOCAL SUPPLIERS

Genting Malaysia engages local contractors and vendors wherever possible for its projects. These contractors and vendors procure local products, materials and subcontractors where feasible. Genting Malaysia sources items that cannot be manufactured or sourced locally, such as gaming products, from overseas. Genting Malaysia focuses on procuring such items from ethical suppliers.

Genting Malaysia also seeks opportunities to develop local suppliers and promote local hiring as appropriate to meet its growing business needs.

Genting Malaysia spent approximately 84% of its procurement expenditure on local suppliers across its operations in Malaysia, the UK, Egypt, the US and the Bahamas in 2022, equivalent to a total spend value of RM2.1 billion on local procurement as of 31 December 2022.

 For our procurement data, please refer to the Sustainability Performance Data table on Page 80.

## ETHICAL SOURCING

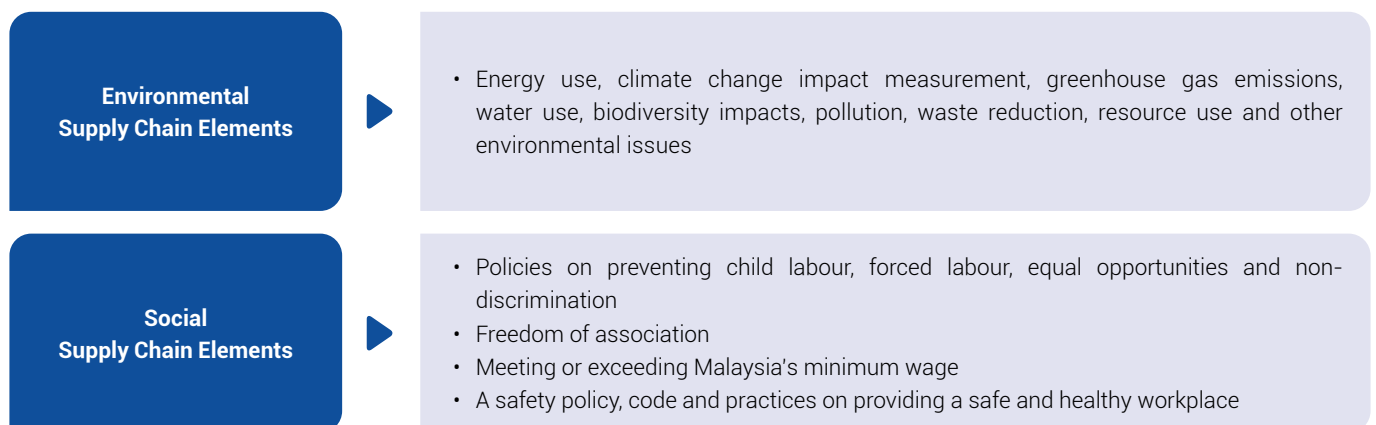
Genting Malaysia's ethical sourcing outlines its alignment with the ten principles of the United Nations Global Compact derived from the following:

- Universal Declaration of Human Rights
- International Labour Organisation's Declaration on Fundamental Principles and Rights at Work
- Rio Declaration on Environment and Development and the United Nations Convention against Corruption.

Genting Malaysia familiarises all suppliers with the Group's ethical supply chain principles and requires each supplier to acknowledge the Group's commitment upon engagement. Genting Malaysia hopes to encourage and help suppliers improve their practices.

## SOCIAL AND ENVIRONMENTAL SUPPLY CHAIN

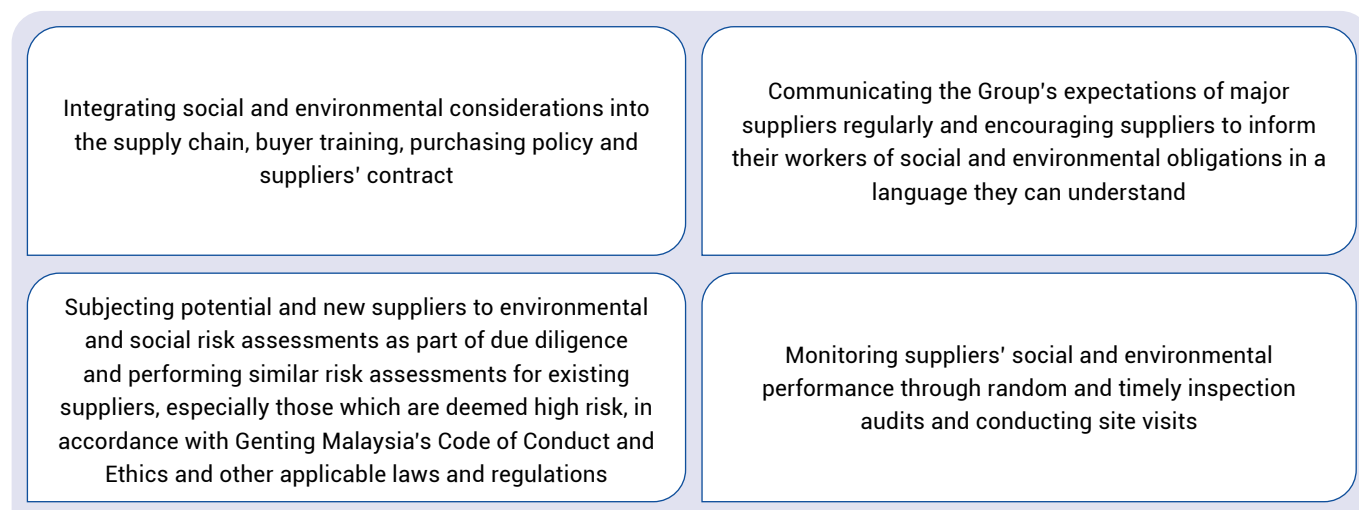
Genting Malaysia is committed to its supplier-sourcing assessment processes, which include social and environmental elements.





## Sustainable Procurement

## Social And Environmental Supply Chain Initiatives



Genting Malaysia recorded no material social or environmental supply chain non-compliance cases in FY2022.

## MALAYSIA



In meeting the growing expectations of stakeholders, Genting Malaysia's sustainable sourcing practices integrate social, ethical and environmental factors into selecting suppliers to understand and manage risks more clearly while tapping into significant opportunities. These risks include the possibility of supply disruption, cost volatility, threats to brand reputation and challenges related to compliance with local laws and regulations. The ultimate goal of our sustainable sourcing is to build solid and long-term relationships with suppliers.

## UK



Genting UK uses commercially viable local suppliers to support the local economy across the diverse geography of UK casinos. Strict contracts cover all purchases requiring relevant suppliers to adhere to industry standards and regulations. Suppliers must present their sustainability credentials during tendering and ensure that due diligence is in place for the independent suppliers for which they are legally and contractually responsible. Genting UK discusses sustainability during regular meetings with suppliers, including environmental and social compliance.

Genting UK conducts supplier audits for its F&B suppliers involving warehouse and factory visits for all new suppliers.

## US



RWNYC engages certified vendors for all procurement contracts. All contracts include straight guidelines outlining local and state regulations. Our company regularly reviews and updates the standards for engagement with all vendors. We actively seek local vendors in a sustainable manner, adhering to social, ethical, and environmental factors; to supply goods and services.

## BAHAMAS



RW Bimini works closely with the Bahamian Environmental committees and strictly adheres to the distribution policies of the Bahamian islands. RW Bimini must purchase some items from local vendors as they have distribution rights to the Bahamian islands.

# Positive Economic Impact

## GENTING MALAYSIA'S CONTRIBUTIONS THROUGH ITS INDUSTRIES OPERATIONS

### MALAYSIA



In Malaysia, RWG is one of the prime beneficiaries of the borders reopening, especially with the addition of the Genting SkyWorlds outdoor theme park which complements its gaming attraction.

Genting Malaysia's operations in Malaysia maintained its recovery momentum throughout 2022. Following the lifting of COVID-19 restrictions nationwide and the reopening national borders on 1 April 2022, the Group progressively ramped up its operations at RWG to capitalise on the recovery in demand for integrated resort offerings. As of 31 December 2022, RWG had re-opened over 9,600 hotel rooms and recorded an average hotel occupancy rate of 95%. The Group will continue to ramp up its hotel, casino and theme park capacity in line with demand whilst remaining focused on managing yield and profitability at RWG. In addition, Genting Malaysia will continue to actively market RWG products and services to its membership base and other segments in Malaysia and regionally.

As a key pillar of Malaysia's tourism sector, RWG has been a major growth engine in leading an era of change for the country's tourism and integrated resort industry. The continuous reinvestment of the Group's profits in Malaysia, such as in the Genting Integrated Tourism Plan ("GITP"), is a testament to Genting Malaysia's ongoing commitment to the local tourism industry. Today, RWG is one of Malaysia's largest private sector employers and is home to over 8,500 employees.

With the recent completion of the GITP, RWG will leverage its expanded premium offerings to lead the way in the recovery of Malaysia's tourism sector. Genting SkyWorlds, a first-class, world-class outdoor theme park, is a critical asset in strengthening the depth and diversity of RWG's facility and attractions and is a key growth initiative for the Group in Malaysia. With an investment of over USD800 million, this new themed attraction will significantly boost Malaysia's tourism industry, contributing to the domestic economy by creating over a thousand jobs.

### UK



Genting UK performed strongly in 2022 despite inflationary pressures and the local regulatory environment tightening. Genting UK's operations focus on its key strategic pillars:

- Our core focus is to deliver a great gambling experience for our key value customers.
- Our expertise is in operating and developing our casino retail estate effectively, driving and maintaining our high-end Mayfair businesses and using our online products to enhance customer engagement and experience.
- We focus heavily on the local market dynamics, developing casino experiences designed to meet the specific needs of individual customer profiles and maximise opportunities.
- We train and develop our people to ensure superior customer service and constantly invest in maintaining a modern estate.

Genting UK was a finalist in the Outstanding Contribution to Safer Gambling category at the Global Regulatory Awards 2022 and won the Compliance Rising Star.

### US



In December 2022, New York State's newest casino, Resorts World Hudson Valley ("RWHV") held its grand opening in Orange County, New York. Located at the Newburgh Mall just 60 miles north of Manhattan, RWHV features 60,000 square feet of gaming and hospitality space, including 1,200 state-of-the-art slot machines and electronic table games, and the Resorts World Bet Sports Bar. The casino will play a crucial role in a revitalisation plan to benefit current tenants at the mall and attract new ones. The opening of RWHV brings 250 new full-time jobs.



# PROTECTING THE ENVIRONMENT

Typically, Genting Highlands conjures images of flashy signs and throngs of crowds. After all, RWG is an entertainment hub. People may forget Genting Highlands is a legacy carved from a mountain – the primary reason thousands ascend the mountaintop. Therefore, nurturing the environment is the backbone of the Group's success. Working within the limits of the natural environment allows current and future generations to benefit from its resources to ensure Genting Malaysia's continuous prosperity.



**~10,000 acres**  
of tropical rainforest maintained and  
restored by the Group in Malaysia

**56%**

reduction in scheduled waste disposal  
at RWG from the previous year

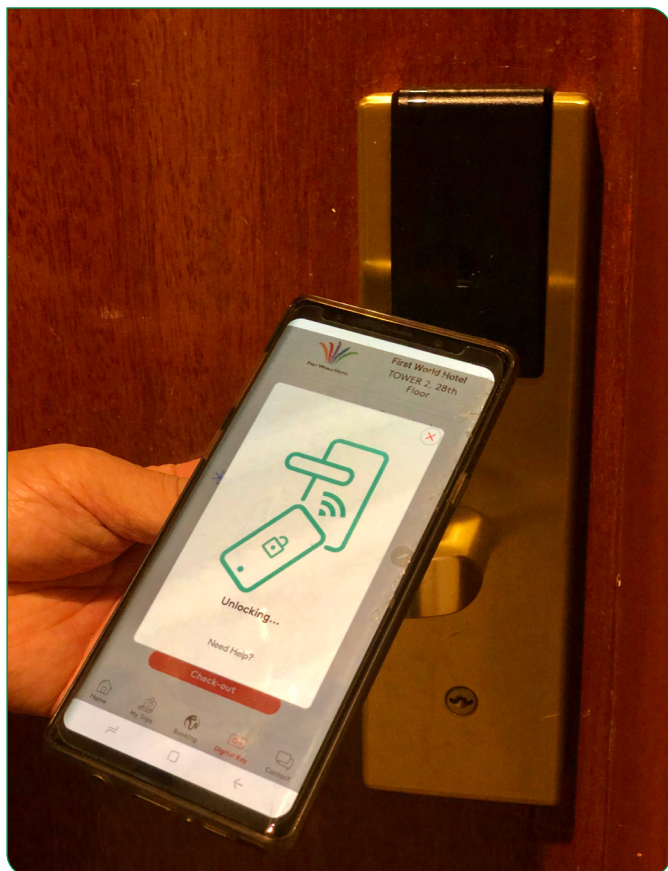


**1,514 tonnes**

Total recycled waste in 2022 across  
the Group's operations in Malaysia,  
the UK, and the US







## MANAGEMENT APPROACH



### Responsible Development

A sustainable balance between development projects and the conservation of ecosystems in where we operate. These include biodiversity protection and road and slope protection.



### Sustainable Resource Utilisation and Emissions

Reduce the environmental footprint across our operations through effective management of energy, waste and water.

Genting Malaysia consumes natural resources and emits greenhouse gases. Environmental conservation is an essential part of the Group's business strategy. Whilst the Group's resource utilisation and emissions increased in 2022 as the Group ramped up its operations worldwide following the lifting of COVID-19 restrictions, the Group remains committed to environmental management practices that will conserve resources and reduce its environmental impact.

Genting Malaysia is accredited with ISO 14001 in some of its operations in Malaysia. Conducting a scheduled environmental audit to monitor performance and identify corrective actions stimulates the continual improvements required to qualify and maintain this accreditation.

# Responsible Development

## BIODIVERSITY AND CONSERVATION

A wealth of flora and fauna, including several endemic, rare and native species of plants and wildlife, reside in Genting Highlands' tropical montane rainforests. The highlands are home to 40 families of Siamang (Wild Black Gibbons), more than 254 species of birds and the endangered Serow (Wild Mountain Goats), including Dusky and Surili Leaf Monkeys, endemic and rare montane Pitcher Plants, Conifer and Wild Highland Tea. It is also home to a newly discovered *Thismia limkokthayi*, a distinct mitriform species of the mycoheterotrophic genus *Thismia*, found only in the montane forests near Chin Swee Temple.

### Diverse Flora and Fauna of Genting Highlands Forest



#### PRIMATES (GIBBONS)

Five primate species, 30 endangered Siamang families



#### ENDANGERED SPECIES SUCH AS BIRDS

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



#### RARE INSECTS

Over 1,200 species



#### ENDANGERED AND VULNERABLE FLORA

Including Conifer, Dacrydium Comosum, Red Tea and Leptospermum Flavencis

### Genting Malaysia's Biodiversity and Conservation Commitments

#### CONSERVATION

Implementing activities concerning forest habitats and biodiversity

#### SUSTAINABILITY

Rejuvenating and rehabilitating plants and wildlife where there is collateral damage

#### PRESERVATION

Preserving land kept as forest reserves or not developed

#### EDUCATION

Informing and translating collected data to the public



## Responsible Development

## Did You Know You Can Go Hiking In Genting Highlands?

### INTRODUCING THE GENTING NATURE ADVENTURES

Nestled between 3,000 to 6,000 ft. above sea level, Genting Nature Adventures is one of the planet's oldest and uniquely diverse tropical rainforest experiences, offering an immersive and rich insight into Genting Highlands' biodiversity. RWG works with specialists from nature consultancy treks for projects in the forest.

The Awana Trail helps visitors get close to Genting's nature adventures' local residents: Siamangs, various tropical birds, insects and other wildlife. They also discover their habitat via a digital platform, the Genting's SmartForest. The Clearwater Way is a three-kilometre guided tour to find rare native and endemic plants of Montane Oak Forest and Fishtail Falls.



Genting Malaysia is committed to respecting legally-designated protected areas. The Group's assets are developed in a way to avoid the loss of any International Union for Conservation of Nature ("IUCN") Red List threatened species. Genting Malaysia incorporates biodiversity considerations into its environmental impact assessments and any risks that biodiversity may have on local communities. Offsetting measures are applied if significant biodiversity impacts cannot be avoided or mitigated.

### USE OF LIFE CYCLE ANALYSIS IN DESIGN AND PLANNING

Genting Malaysia adopts Life Cycle Analysis in its local and overseas operations before any project. The analysis focuses on identifying, quantifying and evaluating the environmental impacts (inputs and outputs) from 'cradle to grave' or the sourcing of materials to project completion. Refurbishment works follow the same concept. For example, Genting UK's planning and design work include a 10-year projection before refurbishment.



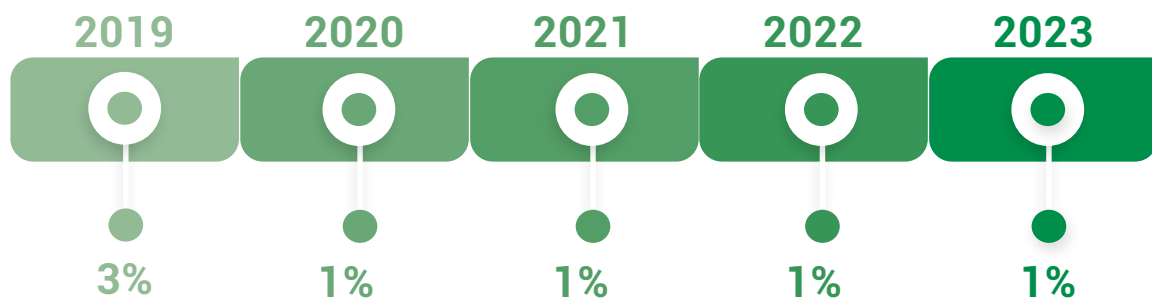
# Sustainable Resource Utilisation and Emissions

## ENERGY AND RELATED GHG EMISSIONS

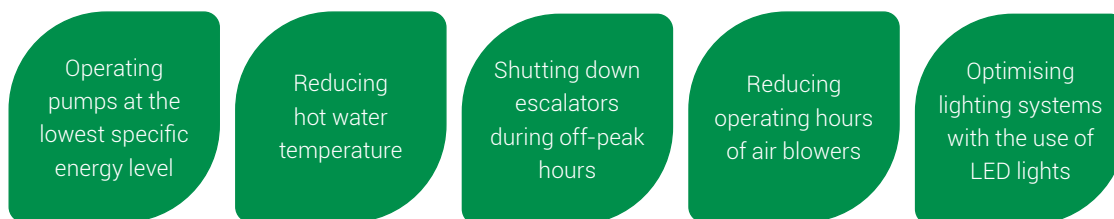
Energy is not only the future but drives everything in the present. As a growing global society, Genting Malaysia generates and uses more energy than before, and this demand is continually increasing. All energy consumption results in the damaging emissions responsible for climate change. Genting Malaysia urgently considers implementing the energy system transformation, which involves higher energy efficiency and conserving renewable energy sources. The Group also commits to informing its stakeholders of its journey by reporting its carbon and energy performance transparently.

Genting Malaysia's annual business planning process includes energy and carbon forecasts. This approach allows management to understand the overall carbon footprint more clearly. Genting Malaysia's management of climate-related risks and opportunities facing the business are discussed in board and management meetings.

### RWG Energy Reduction Targets



### Examples of Energy-Saving Initiatives Implemented at RWG



## ENERGY INITIATIVES AT RESORTS WORLD LANGKAWI

RWL practises various energy-saving initiatives in day-to-day operations, including:

- Switching off the chiller at the new wing during low occupancy
- Resetting the walkway timer from 12 hours to 6 hours
- Reducing the water heater temperature in the guest rooms from 46°C to 30°C
- Controlling heavy-load machinery use, such as lifts and air-conditions
- Increasing machinery and equipment efficiency by conducting regular maintenance
- Upgrading conventional lights to energy-saving LED alternatives

# Sustainable Resource Utilisation and Emissions

## UK



Genting UK's Property and Development Division analyses and monitors utility consumption efficiency with the daily and weekly reports submitted by the energy consultants. The Building and Energy Management Systems regulate heating and cooling systems remotely to maximise the efficiency of operations. All UK casinos are required to record their monthly energy usage and savings. Genting UK also participates in the UK Government Energy Savings Opportunity Scheme and other Streamlined Energy and Carbon Reporting schemes.

Genting UK installed business and energy management systems in six locations, allowing the Company to view, amend and repair the HVAC systems remotely. We distribute energy consumption reports to all function heads to raise awareness.

## US



Genting Malaysia's US operations monitors its energy consumption and minimises it whenever possible. Energy-saving initiatives introduced by RWNYS during the year include:

- Planning the construction of electric vehicle ("EV") charging stations
- Planning the installation of solar panels on the parking garage roof
- Refitting the current lighting with LED

## BAHAMAS



Cruise Port Services & Transportation Operations use ultra-low sulphur diesel for all diesel machinery and generators, which is more environmentally friendly. During the year, RW Bimini:

- Replaced 20% of its golfcart fleet with new vehicles which carry more efficient engines and release fewer emissions
- Replaced eight movers, which were powered by gas, with electric alternatives, one fitted with solar panels
- Installed four charging stations at the casino pavilion, providing charging capabilities for golf carts

RW Bimini and our Miami operations encourage the use of solar lights where possible. The resorts use Avery NT Natura 15 window film to improve their appearance while minimising electricity consumption by limiting direct sunlight and heating entering guest rooms. We are also planning to introduce electric vehicles to save energy.

## Sustainable Resource Utilisation and Emissions

### CLIMATE CHANGE

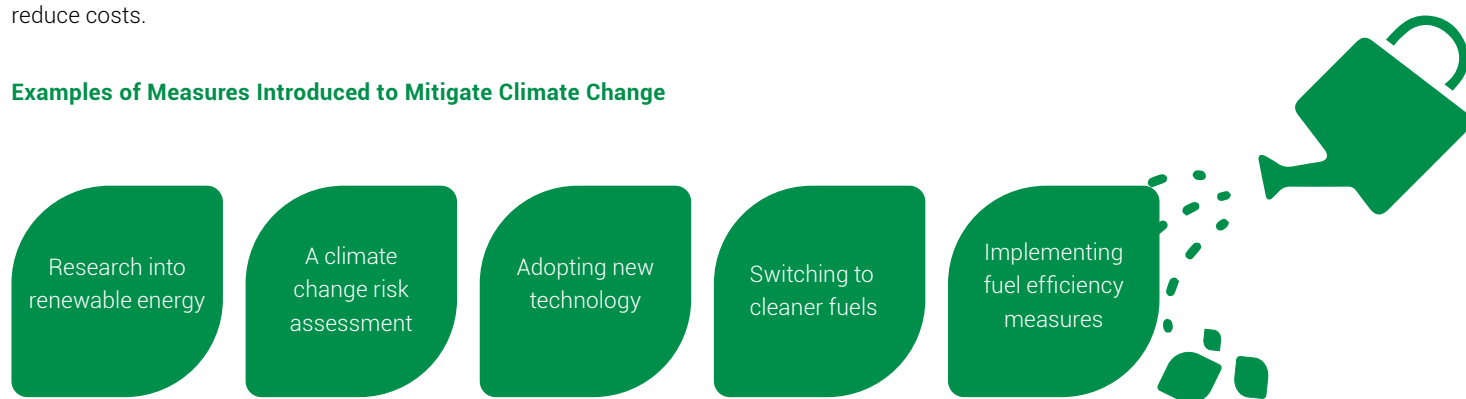
The world feels the impacts of climate-related weather events, from wildfires to flooding to extreme heat events and droughts. Calls for action on climate change continued to grow, with the World Economic Forum's 2021 Global Risks Report identifying climate action failure as the most impactful long-term risk facing the world. The sixth assessment report from the Intergovernmental Panel on Climate Change ("IPCC") signals that climate change is widespread, rapid and intensifying, predicting that without drastic action, the world will warm by 1.5°C before 2040.

### WHAT IS GENTING MALAYSIA DOING TO ADDRESS THIS?

Climate change is a significant issue that is material to all business operations. The Group recognises the devastating effects and associated short- and long-term business risks of climate change. Genting Malaysia's strong commitment to addressing this issue includes avoiding climate change's impact by improving operational efficiency. The Group's climate change strategy includes working with employees and supply chain partners on energy-saving processes and a complete climate change risk assessment.

Genting Malaysia's climate change strategy and stakeholder engagement help reduce greenhouse gases, increase efficiency gains and reduce costs.

### Examples of Measures Introduced to Mitigate Climate Change



The Board of Directors, including Tan Sri Alwi Jantan, Chairman of Genting Malaysia and Tan Sri Lim Kok Thay, Deputy Chairman and Chief Executive, are updated on the Group's performance in addressing climate change.

Genting Malaysia integrates climate-related risk management into the company-wide risk scorecard. It is part of the foundation for formulating the business strategy and deciding on future developments, research and development ("R&D") and technology investments. Genting Malaysia's climate risk management process includes mitigation efforts to reduce greenhouse emissions, climate engineering and expanding climate system knowledge.

Inevitably, climate change affects operating costs ("OPEX") and capital expenditure ("CAPEX"). Efficiency, output and performance of stores and equipment can decrease due to changing climate conditions. Operations may require additional CAPEX due to

asset damage or decreased asset performance. Complying with environmental regulations requires additional CAPEX for upgrading facilities or equipment to cope with increased pollution risks.

Genting Malaysia is committed to addressing the issue of climate change and improving efficiency through adaptation by adopting new and green technology in its operations and supply chain management. Specifically, the Group has adopted a tracking system for emissions, energy use, water use and waste at all functions.

In Malaysia, Genting Malaysia continues to work with local authorities, including the Bentong Municipal Council (Majlis Perbandaran Bentong) and the Hulu Selangor District Council, to mitigate the impact of climate change collectively. Senior management personnel use their expertise during discussions to shape public policy and regulations.

 For our carbon footprint data, please refer to the Sustainability Performance Data table on pages 80 to 83.

## Sustainable Resource Utilisation and Emissions

### WATER MANAGEMENT

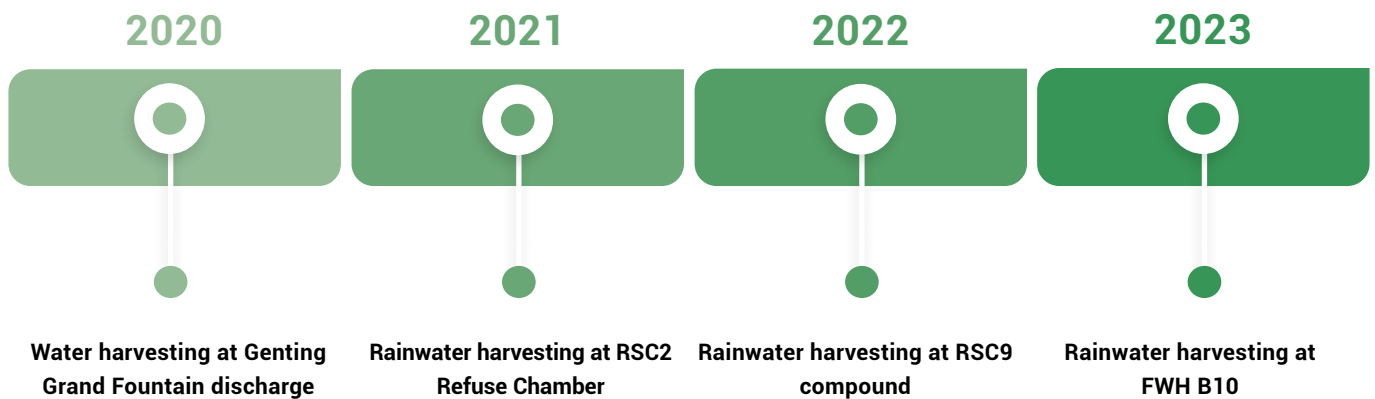
Genting Malaysia built RWG at Genting Highlands from scratch, with its own water and electricity supplies. The Group supplies visitors with some of the purest waters in Malaysia from mountain streams.

Municipal water suppliers do not serve RWG, so the resort draws water from various rivers. Currently, three pumping stations extract raw water from the Sungai Cheroke dam to RWG's six water treatment plants for treatment.

Genting Malaysia conducted detailed impact assessments of its environmental and social impact to understand the water risks for its operations more clearly. Evaluating the long-term sustainability of water resources helped the Group understand options that minimise environmental disturbances. Genting Malaysia also assessed water quality and accessibility risks, seeking alternatives such as recycled water whenever feasible.

### WATER-SAVING INITIATIVES

#### RWG Five-Year Water Conservation Plan



RWG held various water savings initiatives throughout the year, such as installing a water meter at RSC2 and adjusting the closet water level from nine to six litres in 1,022 rooms.





## Sustainable Resource Utilisation and Emissions

### SOLUTIONS TO MITIGATE WATER SCARCITY

Beyond relying on dams and making significant investments in tackling water scarcity through infrastructure projects, Genting Malaysia practices wastewater recycling through its rainwater harvesting project. Also known as rainwater catchment systems, the technology collects and stores rainwater for daily use, such as cleaning, as it can be used directly from containers without being purified or filtered.

### Why Is Rainwater Harvesting Important For RWG ?

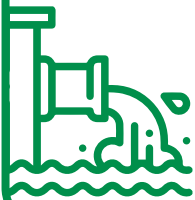
Hill operations carry an elevated erosion risk, which severely affects agricultural communities. When rainwater infiltrates a site, it is filtered naturally by the earth and cannot enter storm drains and surface waters as polluted runoff. Unmitigated rainwater collects contaminants as it flows from roofs and paved surfaces. Heavy stormwater erodes the stream bank, causing further damage to the highland's sensitive waterways and wildlife habitat.



### Do You Know?

Wastewater treatment plants are the world's fifth largest source of emissions, accounting for approximately 9% of global methane emissions. The more water consumed, the greater the volume and municipal tap water requiring treatment for purification and supply. Since these activities require energy in various forms, this results in releasing greenhouse gases such as CO<sub>2</sub> and methane into the atmosphere.

Rainwater harvesting can collect approximately 1,000 litres of water for each square metre of area. RWG's 9.14 sq km water catchment area contains approximately 26.5 million litres of water per day.



## Sustainable Resource Utilisation and Emissions

### UK



Genting UK introduced Water Management Systems at 21 UK casinos as at 31 December 2022. These systems reduce the water flow in the urinals to approximately six flushes per day from an average of 96. This initiative saves about 19.3 million litres of water annually.

Genting UK has begun installing smart meters at its casinos. These meters record real-time water usage. The built-in alarm system triggers alerts when the usage exceeds a set threshold, which helps detect and repair leaks quickly.

### BAHAMAS



RW Bimini has a rainwater collection facility at its Cruise Port Services & Transportation Operations.

### WASTE MANAGEMENT

Genting Malaysia manages waste throughout the entire life cycle of its operations according to the waste hierarchy principles, prioritising prevention, minimisation, reuse and recycling. The Group recovers the waste or sends it for disposal as a last resort.

Each operation regularly draws up a detailed waste inventory and associated indicators that measure performance, analyse improvement areas and propose specific actions that support the waste hierarchy and minimise the environmental impact.

### MALAYSIA



#### PLASTIC WASTE

The increased use of single-use plastic items has become a global sustainability issue, greatly contributing to pollution and negatively impacting wildlife and increasing global greenhouse gas ("GHG") emissions.

Genting Malaysia replaced bathroom amenities with kraft paper packaging materials in four of its hotels: Crockfords, Genting Grand, Highlands Hotel and First World Hotel. This initiative avoided 10 tonnes of plastic waste. The remaining two hotels, Resort Hotel and Genting SkyWorlds Hotel will follow suit in 2023.

Genting Malaysia replaced plastic drinking bottles at F&B outlets with porcelain cups from 15 September 2022, saving 560,791 bottles.

#### OIL WASTE

All used cooking oil is recycled by a licensed company. In 2022, 6,314 drums of used cooking oil were recycled which equates to approximately 107,338 kg.

#### CHEMICAL WASTE

RWG partnered with Soap Cycling ("SC"), a non-profit organisation that works with the hospitality industry to collect, process and distribute lightly-used soap bars and bottled amenities. The soap is sorted, recycled and distributed in local communities. This environmentally-friendly process help reduces chemical waste from landfills.

# Sustainable Resource Utilisation and Emissions

## SCHEDULED WASTE


Genting Malaysia's operations in Malaysia manage scheduled waste according to the First Schedule of the Environmental Quality (Scheduled Wastes) Regulations 2005. All scheduled wastes are properly handled, labelled and safely stored in dedicated locations. Licensed collectors, approved by the Department of Environment ("DOE"), dispose of this waste.

## EFFLUENTS MANAGEMENT AT RWG

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

## WASTE MANAGEMENT INITIATIVES AT OVERSEAS OPERATIONS

UK



Processing Genting UK's Waste

0%  
sent to landfill


72%  
recycled

26%  
processed into  
refuse-derived fuel

2%  
treated with  
anaerobic  
digestion

Genting UK installed additional recycling bins to increase awareness of waste.


US



The US operations continuously reiterate the importance of proper waste management to employees.

Resorts World Catskills' waste reduction partnership agreement with Clean the World protects the environment and preserves natural resources by re-purposing discarded soap bars and plastic bottles.

BAHAMAS



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

SUSTAINABILITY REPORT 2022 59



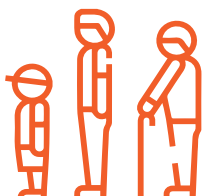
# UPLIFTING PEOPLE

Employees are the driving force behind Genting Malaysia's success; their diverse ideas, backgrounds and experiences build this success. Genting Malaysia strives to create a diverse workforce, offering equal opportunities for every employee. The health, safety and well-being of all employees, partners and customers are also of ongoing, critical importance. Across the global operations of the Group, Genting Malaysia cares about the professional development of its people, whether at the executive or operations level. Regardless of their role within the Group, everyone must benefit from the organisation's values-based approach to learning and development and the investments the Group makes.



Community investment of over  
**RM5.6 million**  
across Malaysia, the UK,  
the US and the Bahamas

Over  
**680,000**  
people benefitted from our  
philanthropic investments



Global workforce strength of over  
**15,000**  
employees

Group's global workforce has a  
balanced representation of age group,  
ethnicity and gender







## MANAGEMENT APPROACH

### Nurturing a Safe and Sustainable Workplace

#### Providing a healthy workplace and living environment

Initiatives include:

- S.A.V.E. environment project (in Malaysia only) – launched in 2019 to promote environmental protection
- Health and safety programmes, including periodic audits
- Engagement and wellbeing programmes
- Encouraging learning as part of the ongoing strategic development process



### Engaging Communities

#### Engage and support various segments of the community responsibly for the betterment of society

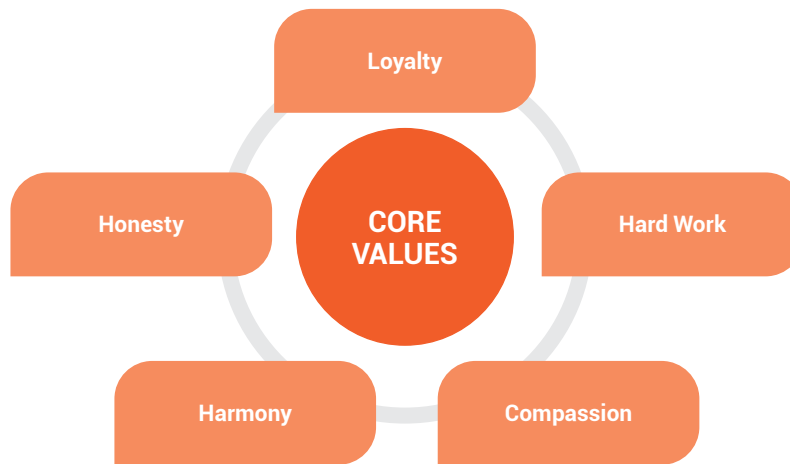
Initiatives include:

- Capacity building programmes
- Encouraging youth participation in capacity building programmes
- Recruitment of youth participants into Genting Malaysia's workforce





# Nurturing a Safe and Sustainable Workplace



Since its incorporation, Genting Malaysia has been on a journey to develop specific practices that support and reflect its company values and culture.

## DIVERSITY AND INCLUSIVITY

Genting Malaysia continues to foster an environment which prevents discrimination and thrives on the diversity of individuals. Providing an increasingly inclusive work environment helps the Group combat gender inequality and workplace discrimination.














For example, all management-grade employees at Genting UK must complete an Inclusive Leadership e-learning module. This programme instils the critical traits of an inclusive leader and teaches ways to build inclusive relationships in the workplace.

Meanwhile, RWNYC is exploring potential Diversity, Equity and Inclusion training to raise employees' awareness of inequality and bias and influence how they treat one another. RWNYC is developing a formal mentorship and professional development programme as part of the Company's culture rollout in 2023.


## DISCRIMINATION AND HARASSMENT

Genting Malaysia is committed to ensuring that no employees and value chain partners experience discrimination. The Group prohibits all forms of discrimination during hiring, compensation, access to learning and development, promotion, termination or retirement.

### Discrimination Outlawed at Genting Malaysia

 Race	 Colour	 Gender	 Nationality	 Religion
 Age	 Maternity status	 Marital status	 Indigenous status	 Ethnicity
 Social origin	 Disability	 Sexual orientation	 Worker organisation/ union membership	 Political affiliation

In addition, the Human Resources Department identifies common risks and best practices for expecting and nursing mothers, including rearranging working hours and offering greater flexibility for break times.

 For our HR performance and diversity data, please refer to the Sustainability Performance Data table on page pages 84 and 85.

## Nurturing a Safe and Sustainable Workplace

### CARING FOR OUR PEOPLE'S WELL-BEING

According to the International Labour Organisation ("ILO"), all aspects of working life affect workplace well-being, including the quality and safety of the physical environment, how workers feel about their work, their working environment, the climate at work and work organisation. Genting Malaysia's well-being measures ensure employees are safe, healthy, happy and engaged.

Fostering good well-being reduces stress and creates positive working environments where the people and Group can thrive. For example, Malaysia's dedicated Employee Services Section promotes a work-life balance cycle.

**Genting Malaysia won the bronze award in the Human Resources Excellence Awards 2022 for the Excellence in Work-Life Harmony category.**



Employee Services provides various wellness activities and events such as sports tournaments, weekly wellness programmes including Mat Pilates, Zumba and Kickboxing, Employee of the Month Awards, Best Employee Awards, Employee Appreciation Nite, an Employee Carnival and a Health Campaign. This department offers counselling Services and maintains the sports and recreation facilities.

### MALAYSIA



Genting Malaysia supports its employees through a strategy that promotes their physical, mental and emotional well-being and creates a sense of purpose. Genting Malaysia delivers several activities each year to support employees' well-being.

#### Categories of Employee Well-Being Programmes at RWG

##### Sports

(tournaments: darts, volleyball, basketball, sepak takraw, badminton and bowling)



##### Wellness

(blood donation drive, health campaign)



##### Outings

(day trip and shopping spree)



##### Recognition and awards presentation



##### Others such as festivals and fairs



##### Counselling Services



##### Gym (free for employees)



##### Executive Club facilities for Executive level



##### Staff Recreation Centre for Non-Executive level



#### Open Culture Initiatives at RWG

##### SPEAK UP!

- PwD is an exercise where Assistant Vice President and above levels partner with employees to perform operational work for two to three hours.
- The session allows senior leaders to learn from each other and share insights from collective experience.

##### TAKE50 EXECUTIVE LOCKOUT\*

- Take50 Executive Lockout engages Vice President and above levels to spend 50 minutes every month at selected locations on rotation to:
- Communicate and reinforce the 5A Service Standards
  - Demonstrate model behaviours
  - Share organisational news
  - Recognise employees' outstanding achievements
  - Discuss issues that require improvement

##### PARTNER WITH DEPARTMENT ("PwD")\*

- PwD is an exercise where Assistant Vice President and above levels partner with employees to perform operational work for two to three hours.
- The session allows senior leaders to learn from each other and share insights from collective experience.

\* These initiatives will resume in 2023.

## Nurturing a Safe and Sustainable Workplace

### UK



Genting UK encourages all employees to participate in their respective team meetings. Employees can casually discuss the challenges and motivation they face at work with their team members and superiors. Various engagement activities at the Company level include Croupier of the Year, a quiz, social and sports events and festive celebrations.

#### Other Mechanisms That Support Employees' Well-Being



Genting UK is a member of the Licensed Trade Charity, which offers support through a dedicated helpline. Employees have free access to resources that provide practical solutions to emotional, financial and other problems via our Health and Wellbeing hub. Genting UK is currently developing a management training programme to help managers recognise signs of poor mental health amongst their workforce and how to support them.

### US



RWNYC has developed internal guidelines and procedures for employees and supervisors to promptly and effectively discuss employment issues. Good communication is essential to business success and staff well-being.

RWNYC also held various employee engagement activities to promote healthy workplace relationships, including a Halloween costume contest, Employee Appreciation Day, a holiday tree decorating contest and an anniversary celebration.

### BAHAMAS



RW Bimini held various employee engagement activities as the resorts reopened. These resorts held monthly birthday celebrations, a health fair, a fun walk and run, a mobile dentist visit, festive celebrations, a team member milestone breakfast and other staff appreciation celebrations.

## Nurturing a Safe and Sustainable Workplace

### REMUNERATING FAIRLY

Genting Malaysia provides competitive and comprehensive salary and benefits packages. When developing its remuneration policies, the Group ensures it complies with the local labour laws and does not discriminate based on gender, religion, race or political affiliation. Genting Malaysia delivers equal pay for equal work. The basic salary and remuneration ratio of women and men is equal at 1:1.

The Human Resources Department at Genting Malaysia's local operation reviews salary survey information from management consultancies to ensure that overall salaries remain competitive in each region's job market. The Group rewards outstanding employees by issuing bonuses based on business and individual performance.

#### Benefits Scheme

Medical and dental	Long service award
Group term life insurance	Uniform
Group personal accident insurance	Car loan interest subsidy
Travel related	Genting Malaysia education fund
Membership in professional associations	Retirement Gratuity (for Executive Level only)



#### Additional Benefits for RWG Executives

Personal computer loan 	Housing loan interest subsidy scheme 	Accommodation & welfare 	Laundry facilities 	Food signing facilities (executives only) 
---	---	--	---	--

#### UK



Genting UK provides various benefits, such as its flexible life assurance and health insurance plan. Genting UK will launch enhanced maternity and paternity benefit from January 2023 for all employees.

#### US



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

#### BAHAMAS



RW Bimini provides various health benefits and incentives, including health, dental, vision and short- and long-term disability insurance. RW Bimini is currently exploring options for an employee retirement savings programme.

The US operations' 401K Savings and Retirement Programme encourages employees to contribute through payroll deduction. The Company matches employees' contributions at 50 cents on the dollar, up to 6% of their salaries.

In Malaysia and at RW Catskills, 46.5% and 45.5% of Genting Malaysia's employees are covered by Collective Bargaining Agreements respectively.

## Nurturing a Safe and Sustainable Workplace

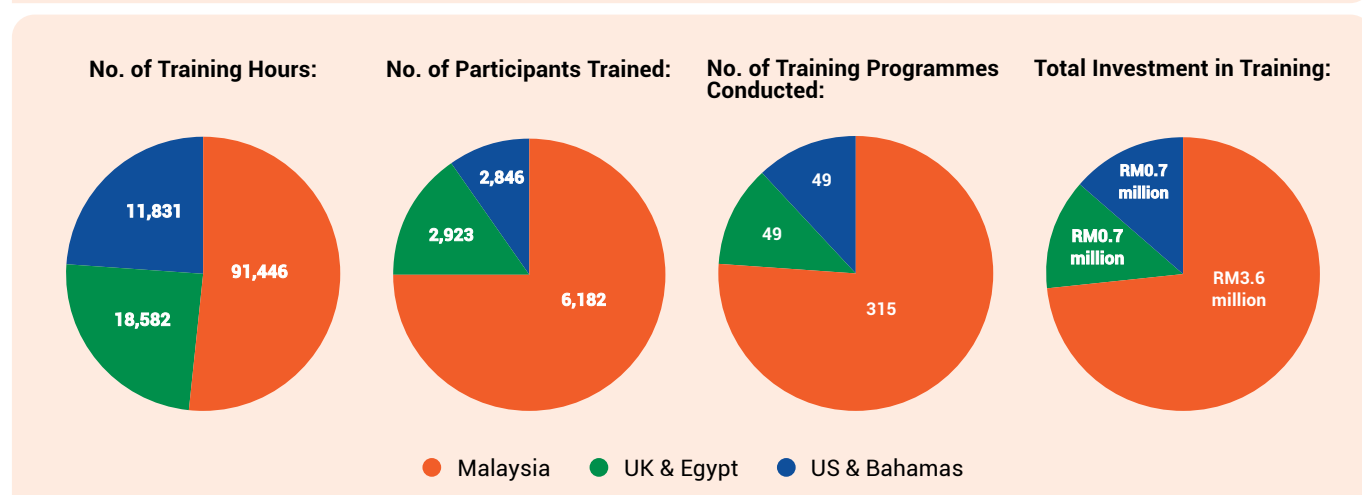
### SKILLS DEVELOPMENT

Investing in talent is key to the continued growth of Genting Malaysia as a leading global leisure and hospitality multinational. Genting Malaysia's talent focus includes:

- Developing pathways to reach diverse communities;
- Building robust platforms to connect and engage with new talent; and
- Continually improving employees' experience while maintaining the Group's culture and values.

Depending on the nature of work, employees receive various enrichment opportunities and job-related in-house and external leadership training and can attend seminars and workshops.

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



#### MALAYSIA



Genting Malaysia's local operations were named 'Graduate Employer of the Year in Leisure, Travel & Hospitality Sector' at Malaysia's 100 Leading Graduate Employer Awards 2022 by GTI Media.

Genting Malaysia's local operations align employees' training needs with the competency requirements and annual objectives. Executives manage their training needs and are encouraged to familiarise themselves with the available training options on the RWG iLearn Portal Academy. Heads of Department identify and agree on the training needs of their respective team members.

#### UK



Genting UK's various training programmes cater to individual career development needs, such as an Intensive 9-month Fast Track Development Programme, Upskilling Programme and Management Development Programme.

Genting Academy is Genting UK's online learning platform. Employees can access many resources through its library, network with colleagues through forums and mailboxes, attend virtual classrooms, self-learn through e-learning modules and access myriad learning opportunities. In 2022, Genting UK enhanced its training modules and e-learning platforms to remain relevant and effective.

#### US



A formal mentorship and professional development programme is being developed as part of a company culture rollout in 2023.

#### BAHAMAS



RWBimini recognises that consistent and ongoing education is critical to maintaining a competitive skilled, productive and motivated workforce in hospitality and entertainment. Training programmes are targeted based on employees' job scopes and set requirements.

## Nurturing a Safe and Sustainable Workplace

### FAMILY-OWNED, LOCALLY-GROWN

A key factor to our success in operating in different countries is our ability to appreciate the local culture and operating environment. In each of these countries, we have collaborated and worked with local partners who gave us invaluable advice and insights.

Genting Malaysia also hires mostly local executives and managers for day-to-day operations. The close working relationship with the respective national tourism organisations helps both parties to actively promote the resort and the local area as a tourist destination. We have always provided extensive training in various disciplines to our local employees, from the staff level to our senior executives.

### CELEBRATING EMPLOYEES' MILESTONES

Genting Malaysia is proud of its team members who rise above and beyond with their great virtues to achieve the Genting dream.

Genting Malaysia's operations in Malaysia organise Employees' Appreciation Nite events in recognition of employees' contributions and years of dedicated service. The various award categories include:

- Long Service Awards for 5, 10, 15, 20, 25, 30, 35, 40 and 45 years of service;
- Employee of The Year Awards;
- Honesty Awards; and
- Retirement Awards.

These awards are a testament to the Group's culture and illustrate its commitment to being a great workplace where employees can grow, develop and forge ahead.

### SHOWING RECOGNITION AT OVERSEAS OPERATIONS

#### UK



Genting UK offers a Long Service Award scheme that recognises and rewards all long-serving employees upon reaching 5, 10, 15, 20, 25, 30, 35 and 40-year milestones.

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

#### US



In 2022, RWNYC held an Associate Appreciation Day to recognise employees' contributions and achievements.

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

#### BAHAMAS



RW Bimini recognises its employees' dedication by rewarding their performance and celebrating achievements through quarterly team member recognition awards, luncheons, the best recognition programme, team member awards, appreciation get-togethers and annual year-end awards.



## Nurturing a Safe and Sustainable Workplace

### SAFETY AND HEALTH

Genting Malaysia prioritises the health and safety of its employees. The Group promotes health and safety activities based on its health and safety management standards.

A diverse day-to-day task, particularly among the operations team, entails the possibility of occupational accidents from operating equipment and machinery or performing their daily routines. Genting Malaysia implements various measures to prevent occupational accidents, including risk assessments, safety patrols and self-directed health and safety diagnoses. Facility and equipment inspections, chemical substance management, health and safety training and drills for employees and contractors improve workplace safety. The Group's standard safety rules apply to all employees, contractors, suppliers, business partners and all entering the Group's premises.

Genting Malaysia has set targets and developed programmes to improve safety performance as part of its Health and Safety Policy. The Group aims to achieve zero fatalities and to conduct at least 150 activities to prevent accidents and incidents. These targets and initiatives strengthen hazard identification and risk assessment from senior management to the team leaders making everyday safety decisions.

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



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

### RWG'S OSH COMMITTEE

RWG's OSH Committee complies with Regulation 12 of the Occupational Safety and Health (Safety and Health Committee) Regulations 1996. Mr Tan Boo Chuan, Senior Vice President of Human Resources, chairs the Committee with assistance from a deputy chairman and secretariat. He is responsible for implementing, controlling, monitoring and reviewing Genting Malaysia's Health and Safety Policy and Procedures.

Employer and employee representatives from 15 properties and departments sit on this committee. The key responsibilities of the committee include:

- Coordinating and monitoring adherence to the requirements of the Occupational Safety and Health ("OSH") Act and its regulations to create a safe environment for the public and executives
- Raising safety awareness, setting common safety standards, advising on OSH policy matters and reviewing measures that protect the safety and health of executives and the public in the workplace
- Coordinating and monitoring the implementation of safety measures by the sub-committee of various departments and their adherence to common safety standards
- Solving OSH issues
- Investigating and resolving any reported safety and health cases brought to its attention

## Nurturing a Safe and Sustainable Workplace

### OSH TRAINING AND INITIATIVES

RWG collaborated with the Ministry of Health ("MOH") and the Department of Safety and Health ("DOSH") to identify training needs for its employees and partners. RWG also engages with DOSH during compliance audits and accident investigations. The safety officers also attended external first aid training programmes organised by the topic expert.

#### Breakdown of Genting Malaysia's Local Operations' Safety Training by Employee Category

	Internal/External/iLearn	Attendees by Employee Category		Total Hours by Employee Category	
		Executive	Staff	Executive	Staff
Advanced level first aid at workplace	Internal	6	36	144	864
Authorised gas tester and entry supervisor	External	2	0	48	0
Environment, health and safety awareness	Internal	3	21	24	168
First aid at work (certification)	Internal	100	339	1,600	5,424
Hearing conservation	Internal	8	10	32	40
Work at height training	Internal	5	35	160	1,120
Applying food safety requirements	Internal	64	769	512	6,152
Food handler course	Internal	15	468	60	1,872
Understanding food safety requirements	Internal	71	975	284	3,900
Fire safety awareness	iLearn	1,713	6,116	2,569.5	9,174
<b>TOTAL</b>		<b>1,987</b>	<b>8,769</b>	<b>5,433.5</b>	<b>28,714</b>

### CONTRACTOR SAFETY REQUIREMENTS

In Malaysia, contractors must comply with the same safety requirements as direct employees and meet Genting Malaysia's safety training standards. Contractors and subcontractors must register the site with the Department of Occupational Safety and Health through the online MyKKP system before commencing work if their contract period is six weeks or more.

Genting Malaysia's third-party safety auditing firm assesses and audits HSE compliance and effectiveness each month.

Contractors and sub-contractor representatives must attend monthly health and safety committee meetings held by the Construction Department. Only employees, contractors and sub-contractors with a valid Construction Industry Development Board ("CIDB") card can begin work as required by the Malaysian Construction Industry Development Board Act 1994 (Act 520).

Contractors and sub-contractors failing to follow the correct procedures on project sites receive a Notice of Violation. According to the Construction Department Punitive System, they must rectify issues within the specified time. Any repeat offenders are fined.

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

### DISASTER PREPAREDNESS

Disasters are a significant threat that could cause severe disruptions to a community's functioning and affect the well-being of the people. In Malaysia, Directive No. 20, under the auspices of the National Disaster Management Agency ("NADMA"), regulates disaster risk management.

## Nurturing a Safe and Sustainable Workplace

On 19 and 20 October 2022, Genting Malaysia invited NADMA to hold disaster management training featuring two scenarios: a collapsed structure and a bus accident. Disaster management simulations involved response teams from various agencies, state governments, district offices and non-governmental organisations. Genting Malaysia's crisis management team and NADMA acted according to the Company's Crisis Management System ("CMS"). These simulations highlighted the need for:

- Effective communication channels to handle a crisis efficiently and effectively
- A Forward Command Post that releases first-hand information immediately
- Precise and direct instructions for the correct execution of commands
- A clear command structure

NADMA confirmed that Genting Malaysia's CMS effectively manages a crisis.

### AUDIOMETRIC TEST

Genting Malaysia conducted audiometric tests for 98 First World Hotel Laundry and CUL Laundry employees on 7 and 15 July 2022. We referred employees with abnormal audiogram results for further examination.

### SAFETY AND HEALTH INITIATIVES AT OVERSEAS OPERATIONS

#### UK



Genting UK collaborates with National Safety and Quality UK Limited as its Health and Safety consultant for policy, risk assessment, fire risk assessment and daily matters. Delivering health and safety training raised awareness of legionnaires disease, emergency first aid, fire safety and asbestos.

Genting UK expects its maintenance provider and other supply chain partners to conduct regular health and safety audits on their engineers.

#### US



RWNYC's Security Department and Risk Department conduct weekly inspections of all back-of-house and front-of-house areas. The Vice President of Construction is responsible for ensuring safety compliance by all parties.

#### BAHAMAS



RW Bimini delivers annual health and safety training and other emergency preparedness programmes such as First Aid, Cardiopulmonary Resuscitation ("CPR") and Automated External Defibrillator ("AED") to security officers, managers and relevant employees.

### NOTICE PERIOD FOR OPERATIONAL CHANGE

Genting Malaysia communicates any operational changes to the relevant personnel for action and provides a notice period of at least two weeks for any changes that could affect employees.

### HUMAN RIGHTS AND LABOUR PRACTICES

Respect for human rights is the foundation of responsible company activities. Genting Malaysia is committed to carrying out human rights due diligence in line with the United Nations Guiding Principles on Business and Human Rights. The Group avoids causing or contributing to adverse human rights impacts in its value chain.

Genting Malaysia respects human rights as expressed in the International Bill of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the Organization for Economic Cooperation and Development ("OECD") Guidelines for Multinational Enterprises.

Global operations adhere to all applicable employment and human rights regulations. Genting Malaysia regularly reviews the labour standards of existing and potential businesses and supply chain partners as part of its risk assessment procedure. From time to time, all parties, including employees, business partners and suppliers, must familiarise themselves with the Group's Code of Ethics.

## Nurturing a Safe and Sustainable Workplace

### Commitment to Specific Human Rights Issues

<b>Discrimination or Other Unreasonable Treatment</b>	▶	Genting Malaysia does not tolerate any discrimination, acts that hurt the dignity of an individual, harassment, or unreasonably treat others based on national origin, citizenship, colour, race, belief, religion, ancestry, marital status, gender, disabilities, age, sexual orientation, gender identification, place of birth, social status, or any other basis prohibited by local law.
<b>Forced and Child Labour</b>	▶	Genting Malaysia does not tolerate forced or child labour, including slavery and human trafficking.
<b>Privacy and Personal Information</b>	▶	Genting Malaysia respects the privacy of all persons and will use all reasonable care to maintain the privacy and confidentiality of personal data.
<b>Harassment</b>	▶	Genting Malaysia does not tolerate any action that causes physical or mental distress, such as sexual harassment or power harassment.
<b>Occupational Safety and Health</b>	▶	Genting Malaysia strives to create and maintain a safe and healthy working environment.
<b>Collective Bargaining and Freedom of Association</b>	▶	Genting Malaysia respects employees' freedom of choice to be legally represented by a labour union without fear of retaliation. Genting Malaysia establishes a constructive dialogue with legally-recognised labour unions representing employees, according to Genting Malaysia Berhad Workers Union Collective Agreement. Genting Malaysia and Genting Malaysia Berhad Workers Union signed a collective agreement on 25 October 2022. Genting Malaysia's overseas operations also meet regularly with union delegates to ensure employees' needs are met and disputes are resolved.
<b>Rest and Leisure</b>	▶	Genting Malaysia recognises the right to rest and leisure and will always comply with local laws concerning working hours, overtime and rest.
<b>Rights of Indigenous People</b>	▶	All Genting Malaysia local and international operations must not violate the human rights of indigenous people.

## Nurturing a Safe and Sustainable Workplace

### UK



Discrimination or harassment is not tolerated or condoned by any staff member. Genting UK formalised its stand in the Equal Opportunities Policy, Anti-Harassment and Bullying Policy, and the Respect at Work Charter. Genting UK discusses topical diversity and inclusion issues as an industry in an HR networking group organised by the Betting and Gaming Council.

Genting UK will continue redressing the gender imbalance of particular job functions by targeting diverse shortlisted candidates during recruitment. Advertising flexible work arrangements and other work-life balance benefits on working mothers' job sites attract more female applicants.

### US



Genting Malaysia's US operations are formalising a Diversity, Equality and Inclusivity programme, which they plan to implement soon. The Company upholds equal employment opportunity and adheres to the Equal Employment Opportunity Commission ("EEOC").

### BAHAMAS



RW Bimini issued an Equal Employment Opportunity Policy that commits to providing employment opportunities to qualified individuals regardless of race, colour, creed, gender, disability, marital status, HIV/AIDS status or other protected statuses. The resorts provide personnel policies, programmes and practices in a non-discriminatory manner in all aspects of the employment relationship, including compensation, benefits, recruitment, placement, promotions, training, transfers, retention, hiring, work assignments, termination, sponsored training, education, and social and recreational programmes.

## SUPPLY CHAIN HUMAN RIGHTS

Genting Malaysia's complex supply chain universe supports thousands of direct suppliers who employ thousands of people. With a supply chain of this scale, Genting Malaysia is responsible for only doing business with suppliers that respect the fundamental rights of their employees and partners.

Genting Malaysia expects all suppliers, regardless of the cultural, social and economic context, to meet expectations of fundamental rights for all people as established by the United Nations Declaration of Human Rights.

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

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

## WORKPLACE HARASSMENT

Genting Malaysia ensures that all employees have the right to work in an environment free from harassment. Sexual harassment and workplace bullying are forms of misconduct that undermine the Group's integrity. The Group's position on harassment, including sexual harassment, is clear and aligned with its aspiration of a gender-balanced workforce. Stern actions are taken on any violation, including dismissal without notice as provided under the Employment Act 1955. Similarly, RWNYP has developed a formal policy prohibiting discrimination, sexual harassment and retaliation that applies to all employees, contractors, subcontractors, vendors, consultants and anyone providing services in the workplace.



# Engaging Communities

## COMMUNITY ENGAGEMENT IN 2022

Social contribution activities related to business activities and employee volunteerism promote interactive communication.

Our people and local communities are fundamental to our business. We aim to create a positive impact for all through meaningful programmes and initiatives. Our efforts are centered around the economic and social progress of the communities surrounding our properties. The Group's community engagement programmes focus on philanthropy, capacity building and volunteerism.

This section presents the programmes undertaken to deliver the Group's commitment in 2022.

## CHARITABLE LEGACY CLOSE TO THE HEART

Genting Malaysia is dedicated to making positive lasting impacts in the society. We value investing in individuals and supporting communities in need by nurturing talents and providing assistance to help achieve goals and discover potentials. The Group ensures that its philanthropy contribution is impactful and supports a worthy cause.

### FACILITATING AND ENHANCING THE GROWTH OF DEAF SPORTS



YBhg Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations presenting the mock cheque to Mr Ong Shin Ruenn, President of MSDeaf, witnessed by KDYMM Tengku Hassanal Ibrahim Alam Shah Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah, Regent of Pahang and YB Senator Dato' Sri Ti Lian Ker, Deputy Minister of Youth and Sports.

The Malaysian Deaf Sports Association ("MSDeaf") is the only national Deaf Malaysian Governing Body of Sports. With more than 8,000 members, it has been a member of the International Committee of Sports for the Deaf since 1997.

The Group's RM100,000 contribution promoted the Association's 2022 agenda, including the athletes' participation in the 24<sup>th</sup> Summer Deaflympics Games, 1<sup>st</sup> ASEAN Deaf Games and 1<sup>st</sup> DIFA World Deaf Futsal U21 Cup. The Group has contributed a total of RM400,000 to MSDeaf since 2012.

The national athletes managed to win a total of four medals (one Gold, two Silver and one Bronze) at the 24<sup>th</sup> Summer Deaflympics Games held in Caxias do Sul, Brazil.

### CONQUERING MT. EVEREST, AGAINST ALL ODDS



YBhg Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations, presenting the mock cheque to YBhg Tan Sri Dr Salleh bin Mohd Nor, Chef De Mission Keluarga Malaysia Everest 2022 mission, witnessed by YBhg Tan Sri Acryl Sani bin Abdullah Sani, Inspector-General of Police. Also present was YBhg Dato' Pahlawan Sum Chang Keong, Vice President of Security.

Genting Malaysia contributed RM500,000 to support the Keluarga Malaysia Everest 2022 ("KAME 2022") team's journey to Mount Everest. The special mission which took place from 14 April to 5 June 2022, consists of 10 Malaysians from various races and ethnic backgrounds, including uniformed personnel from the 69 Commando Unit and Civil Defence Force.



## Engaging Communities

### GRATITUDE TO VETERANS



Joining the run together with YBhg Dato' Sri Kay Atisha Parasuraman, our VP of Corporate Communications and Public Relations were YB Senator Tengku Datuk Seri Utama Zafrul, Minister of Finance, YBhg Datuk Seri Mahadi Che Ngah, Mayor of Kuala Lumpur and YBhg Datuk Shahrudin Omar, President of PVATM.

Genting Malaysia recognises the armed forces' contribution to the nation by supporting the Veterans' Association of Malaysian Armed Forces, which has more than 160,000 members. The Group has contributed RM330,000 in total to the association since 2016, including the RM30,000 contribution provided in 2022. The Group's donations support retired Malaysian armed forces veterans who had served the King and country.

In 2022, Genting Malaysia supported the Ride and Run event organised by the Persatuan Veteran ATM ("PVATM") in conjunction with their 100<sup>th</sup>-anniversary celebration. YB Senator Tengku Datuk Seri Utama Zafrul, Minister of Finance; YBhg Datuk Seri Mahadi Che Ngah, Mayor of Kuala Lumpur and YBhg Datuk Shahrudin Omar, President of PVATM, attended the event.

### GOLF FROM THE HEART, FOR THE HEART



Representing Genting Group, Tan Sri Zahidi presented the mock cheque to Sultan Nazrin Muizzudin Shah.

In 2022, Genting Malaysia donated RM10,000 to Institut Jantung Negara ("IJN") Foundation in support of their Charity Golf fundraising event. The funds raised are used to assist the poor seeking medical attention at IJN as well as to support IJN specialists' ongoing research on cardiovascular diseases. With the donation in 2022, the Group has contributed a total of RM171,000 to the foundation since 1999.

### SUPPORTING YOUNG TENNIS TALENTS



On August 14 2022, YBhg Dato' Sri Kay Atisha Parasuraman, our VP of Corporate Communications and Public Relations attended the Genting-Selangor Asian Tennis 14 & Under Grade A Championships Press Conference.

In line with Genting Malaysia's continuous support towards the development of youth sports, the Group contributed RM40,000 to the Selangor Tennis Association ("STA") to organise the Genting-Selangor Asian Tennis 14 & Under Grade A Tournament, which was held from 20<sup>th</sup> to 27<sup>th</sup> August 2022 at MBPJ. The Group has donated nearly half a million ringgit to STA since 2006.





# Engaging Communities

## INNOVATIVE SUSTAINABILITY IMPACT PROGRAMMES

Genting Malaysia's mission is to help worldwide communities address economic, environmental, social and governmental challenges to build a better future shaped and shared by all.

### KEEPING FABRICS OUT OF LANDFILLS



Excess items from a previous donation drive in 2019 via the G3 Volunteer Programme are packed and handed to a local recycling factory through Kloth Malaysia.

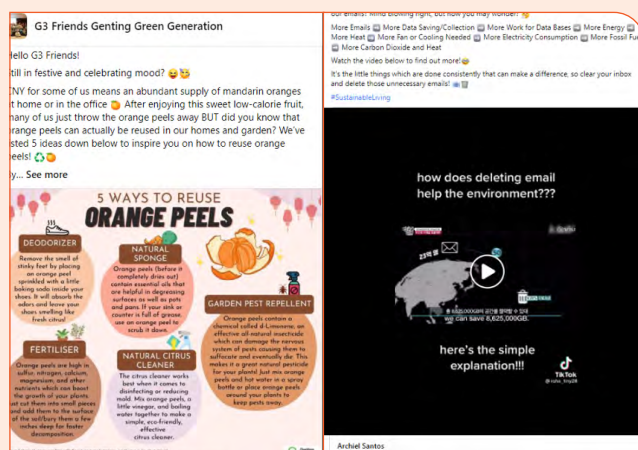


Excess items are handed to Kloth Malaysia.

Malaysians produce up to 2,000 tonnes of textile waste and other wearable products daily. As textile waste decomposes, it releases methane, a harmful greenhouse gas that contributes to global warming. Dyes and chemicals present in fabric and components of clothing and shoes can leach into the soil, contaminating rivers and waterways.

Genting Malaysia supports the Kloth Cares Fabric Recycling Movement, which manages fabric and textile wastes by diverting unwanted fabrics from landfill. Employees gave 1,331 kg of bedsheets, pillowcases, clothes, shoes and bags that were unsuitable for donation between 2020 and 2022. This initiative prevented approximately 2,449 kilograms of carbon dioxide equivalent from being emitted into the atmosphere.

### SOCIAL MEDIA ENVIRONMENTAL AWARENESS CAMPAIGN



Ways to reuse orange peels.

How does deleting email help the environment?



World Water Day.

Covid-19 endemic transition.

Today, the world is connected through social media and digital platforms, with billions of people present on platforms like Facebook. Digital platforms are a powerful space to spread environmental awareness and encourage societal change. Genting Malaysia shares educational environmental, health and safety materials on its official Facebook community page to empower its employees to advance towards ecological conservation and sustainable development for a secure and healthy future.

## Engaging Communities

### SERVING COMMUNITIES THROUGH PARTNERSHIPS AND VOLUNTEERISM

Guided by a spirit of service and passion for social impact, Genting Malaysia makes a difference through strategic partnerships, and dedicated volunteering efforts.

#### ESSENTIAL SUPPLIES FOR PAHANG FLOOD VICTIMS



YBhg Dato' Sri Kay Atisha Parasuraman, our VP of Corporate Communications and Public Relations presenting the items to YH Dato' Mohd Zulkifli bin Hashim, Bentong District Officer, witnessed by YH Dato' Hajah Aida Munira binti Abdul Rafar, President of Bentong Municipal Council during the donation handover ceremony.

Malaysia experienced one of the country's worst floods from the end of 2021 to early 2022. Pahang State was badly affected by the floods especially in the district of Bentong. The victims needed immediate help as many homes, vehicles and belongings were submerged in water. Many stranded residents awaited rescue on rooftops.

Genting Malaysia donated mattresses, divans, bedsheets, duvet inserts, blankets, pillows, pillowcases, toiletries, bath towels and other essential items from Resorts World Genting. Subsequently, the Bentong District Office and Municipal Council helped distribute these items to the affected families across Pahang.



### STEP UP FOR BATANG KALI LANDSLIDE SEARCH AND RESCUE (SAR) OPERATION



Our excavator in action that has provided crucial support to BOMBA Search and Rescue Team during SAR operation.

The landslide in Batang Kali on 16 December 2022 is Malaysia's second-worst disaster in terms of fatalities.

Genting Malaysia's Fire, Rescue and Crisis Management Section (FRCMS) team was one of the first respondents to arrive at the scene during the early hours of 16 December 2022, given the close proximity to Genting Highlands.

The Group also offered assistance by providing eight excavators, operators, logistic and site management personnel to assist the Fire and Rescue Department of Malaysia (BOMBA) Search and Rescue Team throughout the nine days of Search and Rescue operation.

Genting Malaysia received a Certificate of Appreciation from BOMBA on 19 January 2023 during the BOMBA Annual Parade for its efforts and contributions to the rescue mission.





## Engaging Communities

### MAKING THAT ONE LAST WISH COME TRUE



*Genting Malaysia hosting Arianna and her family on a 3D2N trip.*



*Genting Malaysia fulfilling Arianna's wish to visit Genting SkyWorlds Theme Park through Children's Wish Society of Malaysia.*

The Children's Wish Society of Malaysia is a society which raises awareness of the plight of unfortunate children facing hardship, pain and the prospect of not being able to fight the illness that afflicts them. The Children's Wish Society requested Genting Malaysia to bring a spark of light in the darkest hour of Arianna Aryshah's life. 13-year-old Arianna, with a terminal illness, wished to visit Genting SkyWorlds Theme Park. After receiving clearance from her doctor and meeting all safety requirements, Genting Malaysia arranged a three-day, two-night stay for Arianna and her family at RWG. During their visit to the outdoor theme park, Arianna was able to enjoy some of the rides and experience moments of joy with her family.

The Group responded to a similar request, first highlighted in 2019 by Make-A-Wish Malaysia. Lydia Lam, a 10-year-old terminally ill girl, dreamt of visiting the Skytropolis Indoor Theme Park.

Genting Malaysia goes above and beyond in supporting and fulfilling the wishes of children with terminal illnesses.

### EQUIPPING YOUTH WITH SKILLS TO WORK



*Study visits by students and trainees from MySkills Foundation and Montfort Boys Town, with YBhg Dato' Sri Kay Atisha Parasuraman, our VP of Corporate Communications and Public Relations.*

Montfort Boys Town and MySkills Foundation share the same aspiration: providing vocational training to fill labour market gaps. These institutions offer holistic and nurturing learning to help underprivileged youths grow in a positive and stimulating environment, by providing practical vocational training and quality living skills.

Genting Malaysia gives a second chance to these youth to rebuild their lives and opportunities to learn life skills. Collaborating with MySkills Foundation and Montfort Boys Town involves a multi-tiered process comprising workplace exposure, hands-on training, internship opportunities and employment offers.

Previously, Genting Malaysia and MySkills Foundation collaborated on a joint community project to build a new cafeteria with a learning kitchen for MySkills students. Genting Malaysia sponsored RM300,000 for constructing and establishing Café De Devine in Kalumpang, Hulu Selangor.

Genting Malaysia welcomed youths from MySkills Foundation and Montfort Boys Town when they visited Resort World Genting from 16 June to 4 August 2022. The holistic tour exposed 10 MySkills Foundation trainees and four groups of 47 from the Montfort Boys Town Bakery & Hospitality programme to the resort's F&B operations. Sixteen Montfort Boys Town students are currently on the internship programme: 10 at the Central Kitchen of Pastry and Bakery and six servicing at Genting F&B Outlets.



## Engaging Communities

## REFRESHING A CAREER PATH FOR NATIONAL ATHLETES



*Genting Malaysia HR briefing the athletes from Yayasan Kebajikan Atlet Kebangsaan (YAKEB).*



*Attendees to the career talk included over 30 athletes, ex-athletes and representatives from the National Sports Council.*

Genting Malaysia believes in giving back to the community and supporting initiatives that promote the well-being and welfare of individuals, including athletes. With Yayasan Kebajikan Atlet Kebangsaan ("YAKEB"), a foundation that provides assistance and support to former national athletes in Malaysia since 2008, the Group embarked on an initiative to provide employment for former athletes.

The first agenda was a career talk on 12 October 2022 at Kompleks Sukan Bukit Kiara where more than 30 athletes and ex-athletes attended. Representatives from the National Sports Council of Malaysia were also present, as coaches must learn to address and support athletes approaching retirement. The talk introduced the various career opportunities available and how they can begin a refreshing career with Genting Malaysia, with many options awaiting. The athletes discovered that Genting Malaysia has everything they need to find a job that suits them.

## Engaging Communities

## UK

**ADDING SPIN TO CHILDREN'S INDEPENDENCE**

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

In 2022, funds were raised via several charitable events, including a staff raffle. The total amount of £26,843 was raised to purchase wheelchairs.

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

-Nick Boyard, a recipient of the powered wheelchair from Brighton

**SPONSORING EDUCATION AND AWARENESS ON PROBLEM GAMBLING**

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

Genting UK has concentrated its efforts on donating to organisations that offer advice or support for problem gambling. Genting UK continues to support GamCare & The Young Gamers and Gamblers Education Trust ("YGAM").

GamCare and YGAM have developed an Education Project. This new four-year national campaign will educate young people by working with them, their parents, families and the professional youth workforce to improve awareness and understanding of the risks associated with gambling.

So far, around 120,000 young people and 100,000 professionals, including teachers and youth workers, will participate in the initiative.

Genting UK donated £239,029 to this project this year.

## US



In 2022, RWNYC made significant donations worth more than US\$1 million to support various community programmes championed by the following organisations: Medisys Health Network, Greater Jamaica Development Corporation, City Harvest, Queens Economic Development Corporation, YMCA of Middletown, Boys & Girls Club of Metro Queens, Town of Wallkill Boys & Girls Club, Jamaica Center for Arts & Learning and Sullivan County Federation for the Homeless, Inc.

## BAHAMAS



In 2022, Genting Malaysia's operations in Miami donated USD10,000 to Camilus House to fight homelessness in Miami Dade. The Company also participated in the 'Clean the World' programme, donating used soap to countries needing this necessity.

# Sustainability Performance Data

## ECONOMIC PERFORMANCE

RM million	Malaysia	UK and Egypt	US & Bahamas
Total Revenue	5,348.3	1,505.5	1749.2
Operating Cost	4,451.9	1,414.8	1999.3
Total Tax Contribution	1,655.3	242.2	2,633.7
Total Payment to Capital Providers	1,262.9	12.9	108.2
Employee Wages and Benefits	718.5	508.9	695.8
Direct Economic Value Generated	5,348.3	1,505.5	1749.2
Economic Value Distributed	4,451.9	1,414.8	1999.3
Economic Value Retained	896.4	90.7	(250.1)

## MARKETPLACE STEWARDSHIP

### PROCUREMENT

	Malaysia	UK & Egypt	US & Bahamas
Total Suppliers	1,897	1,053	1,237
Total Local Suppliers	1,780	1,010	442
% of Local Suppliers	94%	96%	36%
Total Purchase (RM million)	1,299.2	535.7	707.3
Total Purchase from Local Suppliers (RM million)	1,172.8	498.1	476.6
% of Purchase from Local Suppliers	90%	93%	67%

## PROTECTING THE ENVIRONMENT

### ENERGY

#### Total Energy Consumption (TJ)

Location	2020	2021	2022
RWG	934	748	1,106
RWL	9	16	19
RWK	NA	17	NA
UK & Egypt	145	117	140
RWNYC & RW Catskills	353	379	590
Miami and RW Bimini	2	7	104
<b>Total</b>	<b>1,443</b>	<b>1,284</b>	<b>1,959</b>

#### Total Energy Consumption from Non-Renewable Sources (TJ)

Sources	2020	2021	2022
Natural gas	158	151	111
Liquefied petroleum gas	37	31	222
Diesel	270	210	309
Gasoline	11	8	17
Grid electricity	967	884	1,300
<b>Total</b>	<b>1,443</b>	<b>1,284</b>	<b>1,959</b>

## Sustainability Performance Data

**Energy Intensity [MJ/customer]**

Location	2020	2021	2022
Malaysia	74.30	109.92	50.57
UK	111.16	78.27	59.10
RWNYC & RW Catskills	121.81	84.17	92.09
Miami and RW Bimini	107.18	117.13	179.35

\* Unless indicated, the consolidation method and organisational boundary for all environmental data consist of all operations (100%). All energy, GHG emissions, waste and water, cover 100% of assets where Genting Malaysia has the authority to implement operational policies.

**WATER PERFORMANCE****WATER****Total Water Consumption (m³)**

Location	2020	2021	2022
RWG	4,600,000	4,040,000	6,000,000
RWL	23,961	19,144	36,666
RWK	NA	280,211	NA
Genting UK	90,000	90,000*	48,591
RWNYC & RW Catskills	117,059	185,273	22,513
Miami and RW Bimini	NA	NA	194,969
<b>Total</b>	<b>4,831,020</b>	<b>4,614,628</b>	<b>6,302,739</b>

\* Estimated figures

**Water Intensity [m³/customer]**

Location	2020	2021	2022
Malaysia	0.364	0.611	0.271
UK	0.069	0.060	0.021
RWNYC & RW Catskills	0.040	0.041	0.004
Bahamas	NA	NA	0.335

**Water Withdrawal by Source (m³)**

Source	2020	2021	2022
Surface water	4,600,000	4,040,000	6,000,000
Municipal water supplies or other water utilities	231,020	574,628	302,734
Rainwater	0	0	5
<b>Total</b>	<b>4,831,020</b>	<b>4,614,628</b>	<b>6,302,739</b>

## Sustainability Performance Data

## GREENHOUSE GAS EMISSIONS

Scope 1 - Direct GHG Emissions (tCO<sub>2</sub>e)

Location	2020	2021	2022
RWG	21,759	16,250	25,194
RWL	106	653	657
RWK	NA	NA	NA
UK	3,618	2,691	3,114
RWNYC & RW Catskills	6,360	6,453	13,454
Miami and RW Bimini	127	482	1,858
<b>Total</b>	<b>31,970</b>	<b>26,529</b>	<b>44,277</b>

Scope 2 - Indirect GHG Emissions (tCO<sub>2</sub>e)

Location	2020	2021	2022
RWG	103,366	100,023	123,439
RWL	1,493	1,102	1,352
RWK	NA	3,129	NA
UK	11,408	9,936	11,709
RWNYC & RW Catskills	29,543	32,349	45,533
Miami and RW Bimini	NA	NA	11,091
<b>Total</b>	<b>145,810</b>	<b>146,539</b>	<b>193,124</b>

Emissions Intensity (kgCO<sub>2</sub>e/customer<sup>2</sup>)

Location	2020	2021	2022
Malaysia	9.98	17.06	6.77
UK	11.56	8.42	6.27
RWNYC & RW Catskills	12.38	8.46	9.21
Miami and RW Bimini	7.73	8.47	22.28



## Sustainability Performance Data

## WASTE

## Recycle Waste Collection by Location (tonnes)

Recycled Waste Collection	2020			2021		2022		
	Malaysia	UK	US	Malaysia	UK	Malaysia	UK	US
Paper	45.42	8.18	10.7	23.59	23.35	19.38	37.87	73.00
Cardboard	392.45	8.19	0	235.29	0.24	647.93	0.27	32.66
Plastic	302.45	0	0	22.07	0	98.06	0	0
Metal	108.80	0	0	63.4	1.07	89.66	0	0
Glass	0	106.61	0	0	151.25	0	238.88	0
Others	0	174.72	22.32	0	197.22	0	276.58	0
<b>Total</b>	<b>849.12</b>	<b>297.70</b>	<b>33.02</b>	<b>344.35</b>	<b>373.13</b>	<b>855.03</b>	<b>553.60</b>	<b>105.66</b>

## Scheduled Waste Disposed at RWG (kg)

Code	Waste Type	2020	2021	2022
SW102	Waste Lead Acid Batteries	0	0	0
SW109	Fluorescent Tubes	1,610	1,070	0
SW110	E-Waste	7,719	4,660	8,680
SW305	Spent Engine Oil	1,620	900	380
SW306	Spent Hydraulic Oil	2,690	300	1,600
SW322	Heating Fuel	1,120	0	80
SW409	Paint Container and Empty Chemical Drum	1,650	1,910	270
SW410	Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes	0	16,600	190
SW417	Waste Paint	1,200	0	0
SW422	Used Tubes Reagent	0	0	100

## Sustainability Performance Data

## UPLIFTING PEOPLE

## Employee Breakdown

	2020			2021			2022		
	Malaysia	UK & Egypt	US & Bahamas	Malaysia	UK & Egypt	US & Bahamas	Malaysia	UK & Egypt	US & Bahamas
Total Headcount	9,235	2,522	2,538	8,732	2,657	2,659	8,536	2,897	3,845
<b>No. of Employees by Gender:</b>									
Male	5,949 (64.4%)	1,372 (54.4%)	1,393 (54.9%)	5,594 (64.1%)	1,438 (54.1%)	1,442 (54.2%)	5,471 (64.1%)	1,575 (54.4%)	2,081 (54.1%)
Female	3,286 (35.6%)	1,150 (45.6%)	1,145 (45.1%)	3,138 (35.9%)	1,219 (45.9%)	1,217 (45.8%)	3,065 (35.9%)	1,322 (45.6%)	1,764 (45.9%)
<b>No. of Employees by Employment Type:</b>									
Permanent	9,219 (99.8%)	2,485 (98.5%)	2,530 (99.7%)	8,720 (99.9%)	2,616 (98.5%)	2,520 (94.8%)	8,517 (99.8%)	2,857 (98.6%)	3,771 (98.1%)
Temporary	16 (0.2%)	37 (1.5%)	8 (0.3%)	12 (0.1%)	41 (1.5%)	139 (5.2%)	19 (0.2%)	40 (1.4%)	74 (1.9%)
<b>No. of Employees by Grade:</b>									
Executive	1,704 (18.5%)	393 (15.6%)	79 (3.1%)	1,716 (19.7%)	399 (15.0%)	64 (2.4%)	1,783 (20.9%)	454 (15.7%)	54 (1.4%)
Non-Executive	7,531 (81.5%)	2,129 (84.4%)	2,459 (96.9%)	7,016 (80.3%)	2,258 (85.0%)	2,595 (97.6%)	6,753 (79.1%)	2,443 (84.3%)	3,791 (98.6%)
<b>No. of Employees by Age Group:</b>									
<30	4,374 (47.4%)	655 (26.0%)	562 (22.1%)	3,931 (45.0%)	654 (24.6%)	568 (21.4%)	3,788 (44.4%)	747 (25.8%)	789 (20.5%)
30-50	4,284 (46.4%)	1,434 (56.9%)	1,149 (45.3%)	4,197 (48.1%)	1,534 (57.7%)	1,222 (46.0%)	4,089 (47.9%)	1,591 (54.9%)	1,801 (46.8%)
>50	577 (6.2%)	433 (17.2%)	827 (32.6%)	604 (6.9%)	469 (17.7%)	869 (32.7%)	659 (7.7%)	559 (19.3%)	1,255 (32.6%)
<b>No. of Employees by Ethnicity:</b>									
Malay	3,832 (41.5%)	7 (0.3%)	0	3,641 (41.7%)	6 (0.2%)	0	3,714 (43.5%)	5 (0.2%)	1 (0.0%)
Chinese	3,708 (40.2%)	28 (1.1%)	0	3,354 (38.4%)	32 (1.2%)	0	3,056 (35.8%)	37 (1.3%)	0
Indian	775 (8.4%)	35 (1.4%)	0	783 (9.0%)	39 (1.5%)	2	738 (8.6%)	38 (1.3%)	2 (0.1%)
Other Asian	0	51 (2.0%)	436 (17.2%)	0	0	0	0	172 (5.9%)	601 (15.6%)
Caucasian	0	2,285 (90.6%)	781 (30.8%)	0	2,057 (77.4%)	678 (25.5%)	0	2,089 (72.1%)	919 (23.9%)
Black/African American	0	0	348 (13.7%)	0	0	391 (14.7%)	0	115 (4.0%)	1,083 (28.2%)
Native American	0	0	0	0	0	14 (0.5%)	0	0	20 (0.5%)
Pacific Islander	0	0	0	0	0	21 (0.8%)	0	0	22 (0.6%)
Hispanic or Latino	0	0	0	0	0	0	0	0	664 (17.3%)
Others	920 (10.0%)	116 (4.6%)	973 (38.3%)	954 (10.9%)	523 (19.7%)	1,553 (58.4%)	1,028 (12.0%)	441 (15.2%)	533 (13.8%)

## Sustainability Performance Data

## New Employee Hires and Turnover

	2020			2021			2022		
	Malaysia	UK	US & Bahamas	Malaysia	UK	US & Bahamas	Malaysia	UK	US & Bahamas
<b>New Employee Hires</b>									
Total	1,167	135	138	1,959	538	548	2,857	592	1,148
Male	658	81	80	1,215	254	298	1,755	298	612
Female	509	54	58	744	284	250	1,102	294	536
<30 yrs old	1,020	67	51	1,742	268	222	2,332	325	401
30-50 yrs old	127	57	54	199	228	218	482	219	427
>50 years old	20	11	33	18	42	108	43	48	320
<b>Employee Turnover</b>									
Total	6,201	NA	645	2,518	599	769	3,014	782	862
Rate (%)	67.1	NA	25.4	28.8	22.5	28.9	35.3	27.0	22.4
Male	3,668	NA	330	902	301	403	1,844	400	450
Female	2,533	NA	315	1,616	298	366	1,170	382	412
<30 yrs old	4,432	NA	184	1,717	290	237	2,184	384	298
30-50 yrs old	1,349	NA	276	671	249	318	751	339	396
>50 years old	420	NA	185	130	60	214	79	59	168

## Employee Training

	Malaysia	2020			Malaysia	2021			Malaysia	2022		
		UK	US	Bahamas		UK	US	Bahamas		UK	US	Bahamas
No. of Training Hours	NA	10,379	NA	1,309	105,585	13,424	89	247	91,446	18,582	11,171	660
No. of Training Programmes Conducted	NA	108	NA	4	271	50	8	5	315	49	38	11
No. of Participants Trained	NA	289	NA	471	4,539	2,146	2,221	435	6,182	2,923	2,704	142
Total amount invested in training (RM'000)	NA	158	NA	50	1,444	169	20	NA	3,633.4	656.0	664.5	NA
Average training hours per employee	NA	100	NA	3.70	12.10	5.05	0.04	0.57	10.71	6.41	3.30	1.43

## Occupational Safety and Health

	2020				2021				2022			
	Malaysia	UK	US	Bahamas	Malaysia	UK	US	Bahamas	Malaysia	UK	US	Bahamas
No. of incidents (injuries, accidents and fatalities)	38	53	0	1	36	101	18	5	68	550	161	0
No. of occupational disease cases	0	0	0	2	0	0	0	0	0	0	0	0
No. of lost days	NA	0	NA	0	266	NA	542	NA	870	NA	1,444	0
No. of missed/absentee days	NA	0	NA	0	266	NA	542	NA	870	NA	1,444	0
No. of Fatalities	0	0	0	0	0	0	0	0	0	0	0	0

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
<b>GRI 2: General Disclosures 2021</b>			
GRI 2: General Disclosures 2021	2-1	Organizational details	3, 6
	2-2	Entities included in the organization's sustainability reporting	3, 9-10
	2-3	Reporting period, frequency and contact point	2-3, back cover
	2-4	Restatements of information	No restatement during this reporting cycle
	2-5	External assurance	To be applied in the future
	2-6	Activities, value chain and other business relationships	6, 8-10, 12-14
	2-7	Employees	84-85
	2-8	Workers who are not employees	84-85
	2-9	Governance structure and composition	15, 25, Annual Report 2022: page 10-11
	2-10	Nomination and selection of the highest governance body	Annual Report 2022: page 55-70
	2-11	Chair of the highest governance body	15, 25, Annual Report 2022: page 10-11, 55-70
	2-12	Role of the highest governance body in overseeing the management of impacts	
	2-13	Delegation of responsibility for managing impacts	
	2-14	Role of the highest governance body in sustainability reporting	
	2-15	Conflicts of interest	Annual Report 2022: page 55-70
	2-16	Communication of critical concerns	
	2-17	Collective knowledge of the highest governance body	
	2-18	Evaluation of the performance of the highest governance body	
	2-19	Remuneration policies	
	2-20	Process to determine remuneration	
	2-21	Annual total compensation ratio	
	2-22	Statement on sustainable development strategy	4-5, 22
	2-23	Policy commitments	13-14, 22, 24, 34, 50, 61
	2-24	Embedding policy commitments	13-15, 22, 24, 34, 50, 61
	2-25	Processes to remediate negative impacts	29, 72
	2-26	Mechanisms for seeking advice and raising concerns	29
	2-27	Compliance with laws and regulations	23-32, 37-38, 40
	2-28	Membership associations	31
	2-29	Approach to stakeholder engagement	16-17, 32
	2-30	Collective bargaining agreements	65

## GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 3: Material Topics 2021			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	18-21
	3-2	List of material topics	
	3-3	Management of material topics	22, 24, 34, 50, 61
GRI 201: Economic Performance 2016			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	14, 80
	201-2	Financial implications and other risks and opportunities due to climate change	48, 80
	201-3	Defined benefit plan obligations and other retirement plans	62-65
	201-4	Financial assistance received from government	Annual Report 2022, page 130
GRI 202: Market Presence 2016			
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	65
GRI 203: Indirect Economic Impacts 2016			
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	14, 80
	203-2	Significant indirect economic impacts	
GRI 204: Procurement Practices 2016			
GRI 204:Procurement Practices 2016	204-1	Proportion of spending on local suppliers	46-47, 80
GRI 205: Anti-Corruption 2016			
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	27
	205-2	Communication and training about anti-corruption policies and procedures	27-29
	205-3	Confirmed incidents of corruption and actions taken	27
GRI 302: Energy 2016			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	53-55, 80-82
	302-2	Energy consumption outside of the organization	
	302-3	Energy intensity	
	302-4	Reduction of energy consumption	
GRI 303: Water and Effluents 2018			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	56-58, 81
	303-2	Management of water discharge-related impacts	
	303-3	Water withdrawal	
	303-4	Water discharge	
	303-5	Water consumption	



## GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 304: Biodiversity 2016			
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	49-52
	304-2	Significant impacts of activities, products and services on biodiversity	
	304-3	Habitats protected or restored	
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	
GRI 305: Emissions 2016			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	53-55, 82
	305-2	Energy indirect (Scope 2) GHG emissions	
	305-3	Other indirect (Scope 3) GHG emissions	
	305-4	GHG emissions intensity	
	305-5	Reduction of GHG emissions	
GRI 306: Waste 2020			
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	58-59, 83
	306-2	Management of significant waste-related impacts	
	306-3	Waste generated	
	306-4	Waste diverted from disposal	
	306-5	Waste directed to disposal	
GRI 308: Supplier Environmental Assessment 2016			
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	34, 46-47
	308-2	Negative environmental impacts in the supply chain and actions taken	
GRI 401: Employment 2016			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	85
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	65
	401-3	Parental leave	65
GRI 402: Labor/Management Relations 2016			
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	70
GRI 403: Occupational Health and Safety 2018			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	68
	403-2	Hazard identification, risk assessment, and incident investigation	40, 68-70
	403-3	Occupational health services	40, 68-70
	403-4	Worker participation, consultation, and communication on occupational health and safety	40, 68-70

## GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	68-70
	403-6	Promotion of worker health	63-64
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	68-70
	403-8	Workers covered by an occupational health and safety management system	68-70
	403-9	Work-related injuries	85
	403-10	Work-related ill health	85
<b>GRI 404: Training and Education 2016</b>			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	66, 85
	404-2	Programs for upgrading employee skills and transition assistance programs	66
	404-3	Percentage of employees receiving regular performance and career development reviews	66, 85
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	62, 84
	405-2	Ratio of basic salary and remuneration of women to men	65
<b>GRI 406: Non-discrimination 2016</b>			
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	62-72
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	65, 71
<b>GRI 408: Child Labor 2016</b>			
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	46, 71
<b>GRI 409: Forced or Compulsory Labor 2016</b>			
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	46, 71
<b>GRI 411: Rights of Indigenous Peoples 2016</b>			
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples	62, 71
<b>GRI 413: Local Communities 2016</b>			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	73-79
	413-2	Operations with significant actual and potential negative impacts on local communities	

## GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 414: Supplier Social Assessment 2016			
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	46-47
	414-2	Negative social impacts in the supply chain and actions taken	
GRI 415: Public Policy 2016			
GRI 415: Public Policy 2016	415-1	Political contributions	31
GRI 416: Customer Health and Safety 2016			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	36-42
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	
GRI 417: Marketing and Labeling 2016			
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	36-45
	417-2	Incidents of non-compliance concerning product and service information and labeling	
	417-3	Incidents of non-compliance concerning marketing communications	
GRI 418: Customer Privacy 2016			
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	37-38



GENTING MALAYSIA BERHAD

198001004236 (58019-U)

14<sup>th</sup> Floor, Wisma Genting

Jalan Sultan Ismail

50250 Kuala Lumpur, Malaysia

T: +603 2178 2288 / 2333 2288

F: +603 2161 5304

[www.gentingmalaysia.com](http://www.gentingmalaysia.com)