



**GENTING**

**MALAYSIA**

**GENTING MALAYSIA BERHAD**  
(198001004236)

# SUSTAINABILITY REPORT 2023



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### AVAILABILITY

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/>

### FEEDBACK

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

# About This Sustainability Report

The Board of Directors and Management of Genting Malaysia Berhad (“Genting Malaysia” or “the Group”) are pleased to present the Sustainability Report 2023. Covering the financial year from 1 January to 31 December 2023, this report encapsulates our ongoing journey and progress in advancing sustainability throughout our operations.

Understanding and mitigating our societal and environmental impacts guide Genting Malaysia’s operations. Consistently enhancing our reporting methodologies in our disclosures fosters transparency and delivers holistic and balanced performance reporting. The annual publication of Genting Malaysia’s Sustainability Reports is a testament to our unwavering dedication to accountability and sustainable practices.

In the formulation of this report, Genting Malaysia drew upon insights and standards from diverse local and global frameworks, including the Bursa Malaysia Sustainability Reporting Guide, the Global Reporting Initiative (“GRI”), the United Nations Sustainable Development Goals (“UNSDGs”), Malaysian Code on Corporate Governance (“MCCG”) 2021, International Organization for Standardisation (“ISO”) 26000:2010 Guidance on Social Responsibility, and the Task Force for Climate-Related Financial Disclosures (“TCFD”). Genting Malaysia is also progressively increasing efforts to implement and disclose the TCFD recommendations. The Group will align climate-related disclosures with the TCFD framework from the financial year ending 31 December 2025.

Genting Malaysia proudly maintains its position within the esteemed FTSE4Good Index Series. Our steadfast commitment to transparency and comprehensive environmental, social, and governance (“ESG”) disclosure is evident in our rigorous adherence to the index’s strict ESG criteria.

The Sustainability Steering Committee and Board of Directors (“Board”) reviewed and endorsed this sustainability report. Selected financial information in this report can be cross-referenced with the financial statements in Genting Malaysia’s Integrated Annual Report 2023, which the appointed independent auditors have audited. To ensure the accuracy and integrity of our disclosures, selected matters of this Sustainability Report have been subjected to an internal review by the Company’s Internal Auditors.

 Please refer to Statement of Assurance by Internal Auditors on page 79 for the subject matters and scope of the internal audit review.



## SCOPE AND BOUNDARIES

Genting Malaysia is a listed multinational corporation on Bursa Malaysia’s Main Market headquartered in Kuala Lumpur, Malaysia. The reporting scope covers Genting Malaysia Berhad and the Group’s entities recorded in its consolidated financial statements comprising Malaysia, the United Kingdom (“UK”), Egypt, the United States of America (“US”) and the Bahamas.

Whenever feasible, we provide three years of group-wide data and statistics. We aim to establish targets, plans and forward-looking statements based on sensible current assumptions and circumstances. However, these plans may change due to operational modifications.

# From The Group President's Desk



## Sound Governance

The cornerstone of our success lies in a robust governance framework. Our unwavering commitment to transparency, accountability, and ethical conduct ensures that every decision aligns seamlessly with our core values. Upholding the highest corporate governance standards safeguards our stakeholders' trust and confidence and lays the foundation for sustainable growth and responsible business practices.

We take great pride in achieving significant milestones in maintaining elevated governance standards and fostering a strong compliance culture. Our continuous efforts include undergoing regular audits by regulators to ensure strict adherence to the terms of our licenses, including compliance with key legislation such as the Personal Data Protection Act ("PDPA"), Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 ("AMLA"), and Anti-Bribery and Anti-Corruption ("ABAC") policies. Emphasising a zero-tolerance policy against corruption and bribery underscores our unwavering commitment to ethical practices.

Integrating sustainability into our risk management framework through comprehensive systems, training, and controls solidifies our position as a leader dedicated to responsible business practices. It also reinforces our commitment to shaping a future built on ethical principles and sustainable growth.

## Dear Stakeholders,

As we navigate the complexities of our industry, it is with great pleasure that I present Genting Malaysia's Sustainability Report 2023. This report encapsulates our unwavering commitment to sound governance, marketplace stewardship, uplifting people, and protecting the environment — key pillars that guide us toward a sustainable future.

## Marketplace Stewardship

We acknowledge our role as stewards of responsible business practices in the marketplace, recognising that our commitment goes beyond financial success to improve communities and industries. Strategic partnerships, fair business practices, and innovation enable us to drive positive change and set new benchmarks for excellence.

In our unwavering dedication to marketplace stewardship, we aim to provide unparalleled customer experiences as an integrated resort, leisure and hospitality provider. At the core of our operations is a steadfast commitment to customer satisfaction, recently strengthened by the implementation of a customer satisfaction survey system focusing on crucial indicators such as the Overall Satisfaction ("OSAT") rating and Net Promoter Score ("NPS"). This system promotes continuous improvement based on valuable customer feedback through various channels, including our dedicated customer feedback centre.

Gaming operations represent a substantial share of the Group's revenue. We acknowledge our responsibility in delivering on our promise of a fun and safe gaming experience. Carefully designing our Responsible Gaming programmes ensures patrons can enjoy gaming responsibly. We have also implemented several assistance measures and actively collaborated with regulators to promote gambling safety. As a testament to our unwavering commitment to responsible

## From The Group President's Desk

gaming, Resorts World Genting ("RWG") received the RG Check accreditation from the Responsible Gambling Council in December 2023, one of the world's most comprehensive and rigorous responsible gaming accreditation programmes.

I firmly believe that business success is a collective effort. As such, we recognise our responsibility to the community and supply chain partners. Actively contributing to the growth of local businesses is not merely providing opportunities but actively participating in their development and upskilling. In 2023, our operations in Malaysia, the UK and Egypt allocated more than 90% of their procurement spending to local businesses, positively impacting both small and medium-sized enterprises ("SMEs") and non-SMEs. Numerous companies have also benefited from our dedicated upskilling training initiatives, underscoring our commitment to fostering growth and sustainability in the local business ecosystem.

### Uplifting People

We prioritise the well-being of our people, encompassing our valued employees and the wider community. As an inclusive, integrated resort for everyone, we foster positive change, embrace diversity and promote overall well-being—both in the workplace and throughout our entire establishment.

We are committed to maintaining an inclusive and sustainable culture supported by a comprehensive employee engagement programme. Providing a valuable cross-section of views ensures employees' voices are heard and represented on essential matters. Externally, we are determined to contribute positively to the communities we serve. We employ over 16,000 people across our global operations, of which 98% are locals. In addition to providing income and other benefits, our community engagement initiatives aim to promote the economic and social progress of the local communities where we operate.

### Protecting the Environment

Nestled in breathtaking landscapes, our resorts inspire a deep sense of responsibility to safeguard and preserve them. Recognising our role as stewards of the environment, we acknowledge the profound impact our operations can have on the planet. Our commitment to reducing environmental impact is evident in our sustainable practices, conservation initiatives, and responsible resource utilisation. Managing energy, waste and water underscores our dedication to sustainable practices.

The current environmental challenge is more significant than ever. Guided by robust environmental governance, our immediate focus is on addressing the global challenge of climate change. We will continue to formalise and align our action plans with our overarching business strategy. These initiatives tackle future challenges and evolving climate expectations while strengthening our commitment to managing environmental risks. We have continued to implement various energy-saving initiatives, such as transitioning the lighting at our properties globally to energy-efficient LED fixtures. Numerous other initiatives are in the pipeline, and I look forward to reporting our progress in the upcoming report.

### Looking Forward

As we reflect on the accomplishments detailed in this report, let us acknowledge that our sustainability journey is ongoing. As testament to our ongoing efforts, we are proud to note that the Group has maintained its inclusion in the FTSE4Good Bursa Malaysia Index since June 2018. In the coming year, we will strengthen our governance structures, expand our marketplace impact, enhance our commitment to people development and advance our environmental protection initiatives. This year, our Malaysian operations set specific targets for 2024 that align with our sustainability strategy. As the Group continues to make progress on its sustainability journey, the Group is committed to progressively enhancing its sustainability-related disclosures and targets to better reflect the varied operating environments of its businesses in Malaysia, the UK, Egypt, the US and the Bahamas.

Let us continue leading by example and demonstrate that sustainable business practices are essential for the world and the cornerstone of our enduring success.

Thank you for your dedication, resilience and shared commitment to building a sustainable future for Genting Malaysia.

### Dato' Sri Lee Choong Yan

Chairman of Sustainability Steering Committee

Group 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 changed to Resorts World Bhd from 1989 to 2009 and subsequently, Genting Malaysia Berhad.







In 1989, Genting Berhad and Genting Malaysia's restructuring exercise resulted 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. It is a constituent stock in the FTSE Bursa Malaysia KLCI Index and the FTSE4Good Bursa Malaysia Index.

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 2023. With its headquarters in Kuala Lumpur, Malaysia, the Group envisions being the leading integrated resort operator in the world. Genting Malaysia attracted over 35 million visitors with net sales of RM10.2 billion in 2023.

## OUR BUSINESS

<p>• Over 40 properties across</p>  <p>Malaysia UK Egypt US Bahamas</p>	 <p><b>FTSE4Good</b></p> <p>Constituent of the FTSE4Good Index since 2018</p>	 <p>More than <b>16,300</b> employees globally</p>	 <p>Over <b>13,000</b> hotel rooms worldwide</p>
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## OUTPUTS AND FINANCIAL RESULTS

<p><b>OVER 35 MILLION</b></p>  <p><b>Visitors</b></p> <p>across the Group's properties in Malaysia, the UK, Egypt, the US and the Bahamas</p>	<p><b>RM1.4 BILLION</b></p>  <p><b>Total payment</b> to capital providers</p>	<p><b>RM2.3 BILLION</b></p>  <p><b>Wages and benefit</b> of Employees</p>
<p><b>RM5.5 BILLION</b></p>  <p><b>Total tax contribution</b> in 2023</p>	<p><b>RM9.1 BILLION</b></p>  <p><b>Total operating cost</b> of the Group</p>	<p><b>RM10.2 BILLION</b></p>  <p><b>Total revenue</b> of the Group</p>

# About Genting Malaysia Berhad



## OUR CORE VALUES



## OUR PRINCIPLES

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

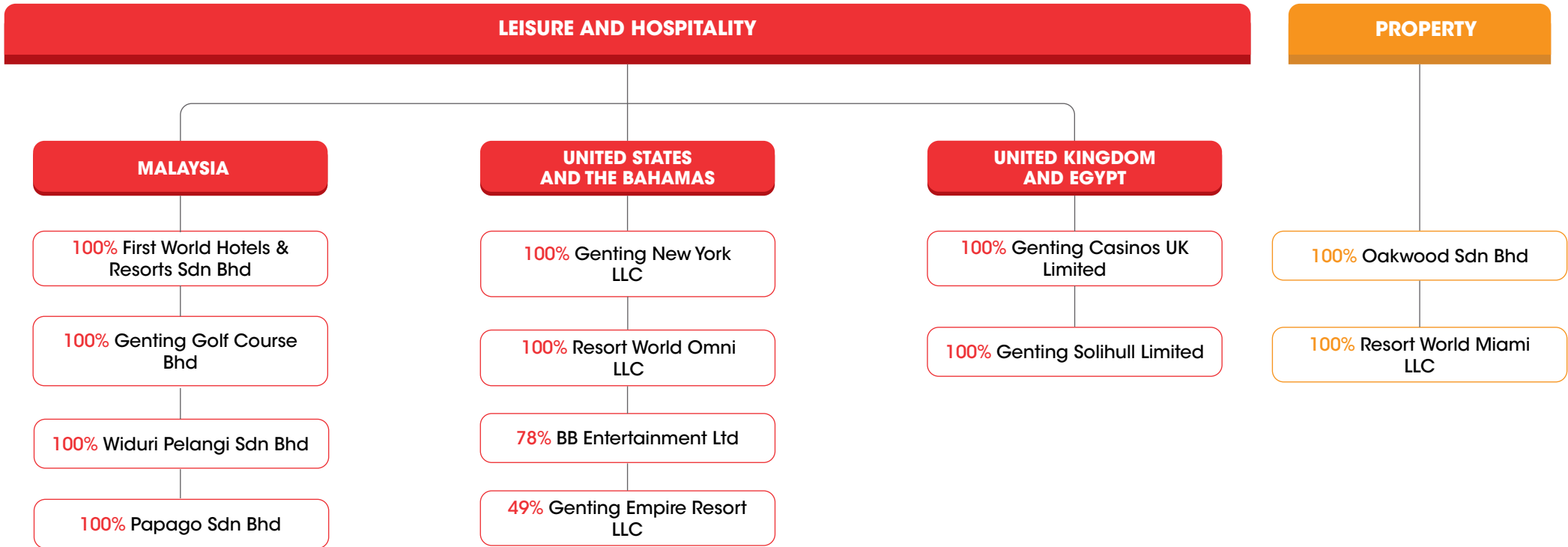
### WE ADHERE TO

- 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

# Corporate Structure



Registration No. 198001004236 (58019-U)  
and its Principal Subsidiaries and Associate,  
as at 21 March 2024.





# Elevating Sustainability Beyond Boundaries

As a premier multinational conglomerate in the leisure and hospitality industry, sustainability is not just a goal but woven into the way we run our business. We create experiences that entertain and advocate environmental stewardship and social responsibility. Our commitment extends beyond providing exceptional hospitality and entertainment, encompassing dedication to a sustainable future where our actions positively impact the planet and communities we serve.

## SUSTAINABILITY FRAMEWORK

Genting Malaysia’s commitment to sustainability is deeply rooted in an aspiration to become the premier integrated resort operator globally. With a presence across Asia, Europe, and the Americas encompassing over 40 properties, we stand firmly on our foundational pillars of sustainable business. These pillars are the cornerstone of our strategy, ensuring sustainable growth, profitability, and the continual enhancement of stakeholder value.

Establishing a robust sustainability framework harnesses these opportunities based on four primary pillars: Sound Governance, Marketplace Stewardship, Protecting the Environment, and Uplifting People. Clearly defined strategies underpin each pillar and represent an unwavering commitment to embedding sustainability throughout operations. These strategies serve as guiding principles, ingraining sustainability in every decision and action. With defined approaches supporting each platform pillar, the Group is committed to advancing its ESG agenda and positively impacting its host communities.

## Our Sustainability Framework



# Elevating Sustainability Beyond Boundaries

## SUSTAINABILITY GOVERNANCE

Serving as the pinnacle governance body, the Board of Directors ("Board") acknowledges the integral role of sustainability within the Group's overarching business strategy. Infusing sustainability throughout operations requires unwavering commitment from senior leadership to nurture a sustainability-focused mindset within their spheres of influence.

Genting Malaysia's sustainability governance structure is led by the Board, which strictly oversees 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.

Performance evaluations of the Board and senior management include reviewing their performance in addressing the Company's material sustainability risks and opportunities. The Board and the Sustainability Steering Committee collaborate to enhance performance evaluations, including independent external assessments of Genting Malaysia's ESG performance.

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

### GOVERNANCE BODIES

#### Board of Directors

#### Sustainability Steering Committee

Chaired by the Group President and Executive Director

#### Sustainability Working Committee

Chaired by the President & Chief Operating Officer (Resorts World Genting)

#### Secretariat

#### Business Divisions

### ROLES & RESPONSIBILITIES



- Sets and oversees the organisation's sustainability framework, comprising a sustainability vision, mission and strategic approach based on the Group's four main pillars of sustainability.
- The Board delegates responsibility to the Sustainability Steering Committee to supervise and manage the overall sustainability implementation across the organisation.



- Advises the Board to ensure that business strategies take sustainability into consideration.
- Develops and recommends to the Board on sustainability strategies, related policies and statements for approval, adoption and revision.
- Ensures that the sustainability strategies address key sustainability matters related to ESG.
- Monitors the implementation of the sustainability strategies as approved by the Board.
- Oversees the preparation of sustainability disclosures (reporting) as required by Bursa Malaysia.



- Obtains approval for sustainability policy related matters from the Steering Committee.
- Plans, executes, monitors, and reports the performance of the action plans to the Steering Committee.
- Compiles and submits sustainability-linked information promptly to the Secretariat for the preparation of annual sustainability disclosures.
- Presents and shares sustainability action plans during each Working Committee meeting (submitted by each department).



- Manages and consolidates various functions of the Sustainability Committees.



- Implements and integrates sustainability as part of daily operations
- Monitors and communicates sustainability initiatives rolled out and their progress.

# Elevating Sustainability Beyond Boundaries

## ESG AWARDS AND RECOGNITIONS

### FTSE4GOOD Bursa Malaysia Index



FTSE4Good

Genting Malaysia remains a constituent of the FTSE4Good Bursa Malaysia Index since June 2018, affirming its strong ESG practices amid more stringent requirements by Bursa Malaysia. Genting Malaysia has taken progressive steps forward in integrating sustainability into its corporate strategy and strengthening how it manages key themes to meet the increasing demands of stakeholders.

### Asiamoney - Asia's Outstanding Companies Poll 2023

In 2023, Genting Malaysia was a winner in the "Most Outstanding Company in Malaysia - Casino & Gaming Sector" category in the 2023 Asiamoney Asia's Outstanding Companies Poll. The poll is designed to acknowledge listed companies that have excelled in areas such as financial performance, management team excellence, investor relations activities and corporate social responsibility initiatives.

### RG Accreditation



In 2023, RWG received the RG Check accreditation. RG Check is the world's most comprehensive and rigorous responsible gaming accreditation programme, developed by the Responsible Gambling Council ("RGC") Centre for the Advancement of Best Practices. This accomplishment strongly acknowledges our leadership in responsible gambling, spanning marketing, policy development, management, and programme implementation.

### Malaysia's 100 Leading Graduate Employers by GTI



Genting Malaysia received the Graduate Employer of the Year Award in Leisure, Travel & Hospitality sector. The Company is also ranked among the Top 16 Most Popular Graduate Recruiters of Year 2023.



### 27<sup>th</sup> INN Keys Awards 2023






Genting Malaysia's Hilton Miami Downtown hotel received the Hotel Employee Relations Achievement Award at the 27<sup>th</sup> Inn Keys Awards 2023 by the Greater Miami and the Beaches Hotel Association ("GMBHA"), highlighting its exceptional commitment to employee relations among a competitive field of local hotel nominations.

# Empowering Through Stakeholder Connection




Genting Malaysia is an integrated resort prioritising inclusive stakeholder engagement and nurturing dialogue with diverse entities. These interactions encourage collaboration and understanding to form a comprehensive and inclusive operational framework.

Stakeholder Groups	Why We Engage	Engagement Methods	Engagement Frequency	Concerns and Areas of Interest	Our Response
Employees 	<ul style="list-style-type: none"> <li>• Our workforce is essential to delivering delightful and memorable experiences to our customers</li> <li>• We are committed to building a strong workforce and creating meaningful career opportunities</li> <li>• We strive to continuously upskill our employees and support professional and personal goals</li> </ul>	<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 Night</li> </ul>	Weekly Monthly Quarterly Annually	<ul style="list-style-type: none"> <li>• Providing improved workspaces</li> <li>• Prioritising 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>
Government and Regulators 	<ul style="list-style-type: none"> <li>• Governments and regulators specify the national laws and regulations that determine the license and scope of our activities in our respective operating markets</li> <li>• They provide access to operating licenses and impose regulatory measures which have potential implications for the Group</li> <li>• To remain informed on changes and developments impacting the sector and economy</li> <li>• To remain in compliance with legal and regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with senior government officials</li> <li>• Government-Private Partnerships for community investments</li> <li>• Safety collaborations with the Department of Safety and Health (“DOSH”) and Ministry of Health (“MOH”)</li> </ul>	Weekly Monthly Quarterly Annually	<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>

# Empowering Through Stakeholder Connection

Stakeholder Groups	Why We Engage	Engagement Methods	Engagement Frequency	Concerns and Areas of Interest	Our Response
 <p>Customers</p>	<ul style="list-style-type: none"> <li>To understand their needs and expectations</li> <li>We are committed to delivering unparalleled experiences to our customers</li> </ul>	<ul style="list-style-type: none"> <li>Daily customer engagement</li> <li>Daily customer satisfaction surveys</li> <li>Loyalty programmes (Genting Rewards)</li> </ul>	Daily	<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")</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring high customer satisfaction through stringent quality control</li> <li>Training our employees in optimal customer experience</li> </ul>
 <p>Suppliers and Contractors</p>	<ul style="list-style-type: none"> <li>Our suppliers and business partners provide us business products and services that enable us to drive our growth and business strategy</li> <li>To ensure our suppliers and contractors uphold high standards of ethics and conduct</li> </ul>	<ul style="list-style-type: none"> <li>Supplier pre-qualification selection criteria</li> <li>Tender evaluation process</li> <li>Supplier code of conduct</li> <li>Training and upskilling programmes</li> <li>Supplier Appreciation Night</li> </ul>	When required	<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 and ensure long-term business relations</li> </ul>
 <p>Capital Providers</p>	<ul style="list-style-type: none"> <li>Shareholders, financial institutions and investors provide us with the financial capital needed to sustain our growth</li> <li>To ensure clear, timely and effective communication to facilitate their investment decisions in the Group</li> <li>To obtain feedback from capital providers on their views and expectations of Genting Malaysia</li> </ul>	<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 release</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> </ul>	Quarterly Annually	<ul style="list-style-type: none"> <li>Providing timely and regular updates on financial performance, business strategy and additional investor requirements</li> </ul>	<ul style="list-style-type: none"> <li>Consistent interaction through Annual General Meetings, conference calls, in-person meetings, property visits and investor conferences</li> <li>Delivering financial reports</li> <li>Responding to research conducted by various ESG rating agencies</li> </ul>

## Empowering Through Stakeholder Connection

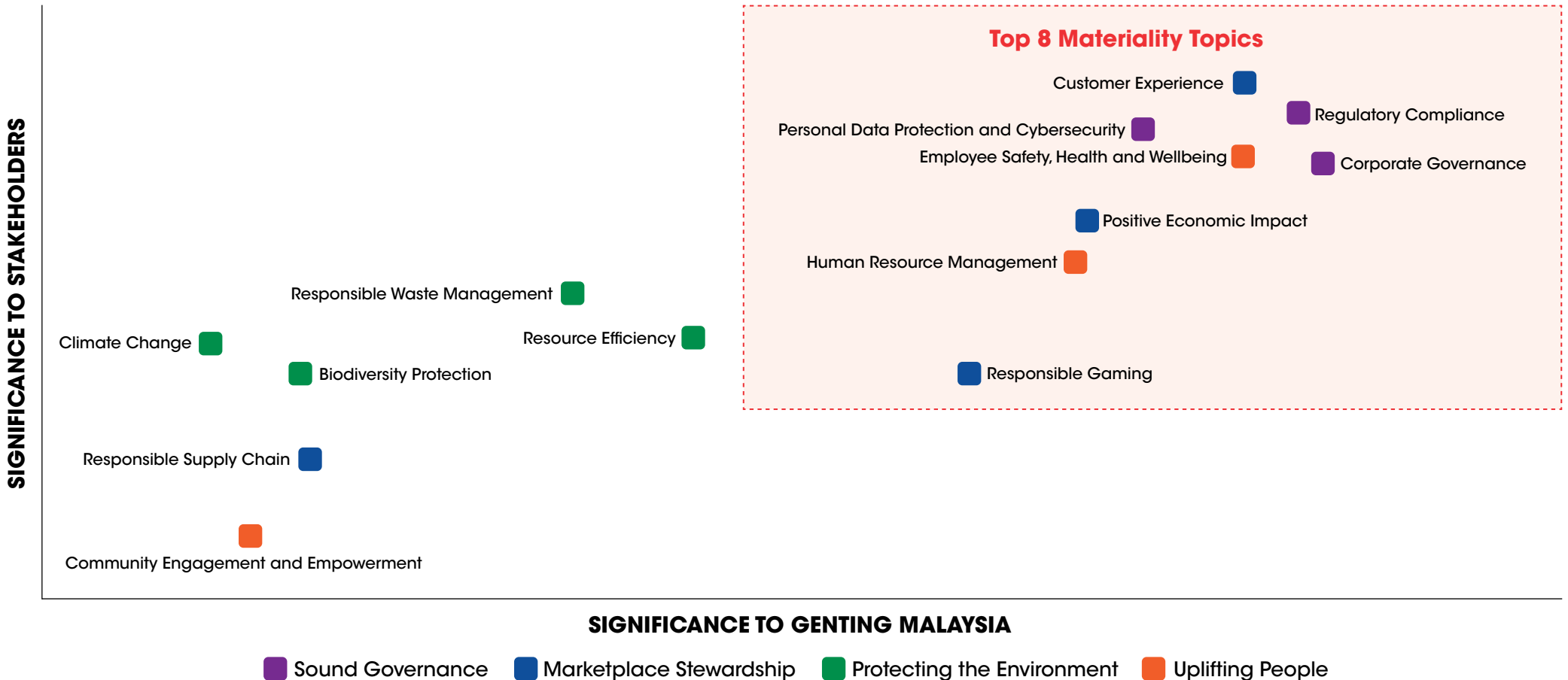
Stakeholder Groups	Why We Engage	Engagement Methods	Engagement Frequency	Concerns and Areas of Interest	Our Response
 <p>Trade Unions</p>	<ul style="list-style-type: none"> <li>We are committed to the development and welfare of our employees by forging partnership that will serve and benefit the workforce</li> <li>We recognise the importance of open and ongoing dialogue with local unions to address opportunities, emerging topics and areas of concern for our employees</li> </ul>	<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> </ul>	Quarterly	<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</li> <li>Building a culture of trust, mutual respect and dialogue to improve working conditions</li> </ul>
 <p>Media</p>	<ul style="list-style-type: none"> <li>The media provides a platform to communicate with our key stakeholders and local communities</li> <li>Media channels allow us to promote new products and services, corporate announcements and thought leadership</li> </ul>	<ul style="list-style-type: none"> <li>Press release</li> <li>Social media</li> <li>Advertisements</li> <li>Interviews</li> </ul>	Monthly	<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>
 <p>Local Communities</p>	<ul style="list-style-type: none"> <li>To create a positive impact on our local communities through positive economic impact generated from our business and social initiatives focused on the communities we operate in</li> </ul>	<ul style="list-style-type: none"> <li>Donations and philanthropic contributions</li> <li>Community investments</li> </ul>	Quarterly	<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>

# Beyond Materiality: Aligning For Sustainable Impact

Each year, we review sustainability topics most relevant to our business, partners and stakeholders by analysing the social, environmental and cultural impact of our activities and business relationships.

We consider actual and potential negative and positive business impacts to determine our material sustainability topics in line with the GRI recommendations. The assessments consider various inputs, including the Group's priority, emerging risks and social value framework.















We had performed a detailed materiality assessment in 2022. In 2023, we reviewed and reconfirmed the relevance and alignment of our materiality matrix with our ongoing business direction and unchanged priorities. Acknowledging this consistency, we plan to conduct a comprehensive reassessment in 2024 to keep our sustainability focus aligned with evolving needs and contexts.



# Beyond Materiality: Aligning For Sustainable Impact

## STRATEGIC ALIGNMENT: LEVERAGING KEY MATERIAL MATTERS TO ADDRESS GLOBAL GOALS

Genting Malaysia aligned and mapped material matters against the UN Sustainable Development Goals to actively contribute to global objectives. This strategic exercise ensures that our actions are purposeful, impactful, and aligned with worldwide development.

Issue	GRI Topic	Genting Malaysia Commitment	Alignment to UNSDG
<b>Sound Governance</b>			
Regulatory Compliance	<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>Complying with anti-corruption and anti-competition legislation and other core operational regulations, including environment, labour, safety and health</li> <li>Influencing and supporting regulators</li> <li>Providing whistleblowing channels for employees to voice out</li> </ul>	
Corporate Governance	<ul style="list-style-type: none"> <li>General Disclosures</li> </ul>	<ul style="list-style-type: none"> <li>Managing business strategy, risk assessments, and sustainability processes to foster financial integrity, investor confidence and superior performance</li> </ul>	
Personal Data Protection and Cybersecurity	<ul style="list-style-type: none"> <li>Customer Privacy</li> </ul>	<ul style="list-style-type: none"> <li>Protecting company information, including confidential business data, employee information and customers' data privacy</li> </ul>	
<b>Marketplace Stewardship</b>			
Customer Experience	<ul style="list-style-type: none"> <li>Non-GRI Topic</li> </ul>	<ul style="list-style-type: none"> <li>Improving satisfaction by continually assessing and responding to customers' needs</li> </ul>	
Positive Economic Impact	<ul style="list-style-type: none"> <li>Significant Indirect Economic Impacts</li> </ul>	<ul style="list-style-type: none"> <li>Contributing to nation-building by boosting economic growth and developing the tourism and hospitality industry</li> </ul>	     
Responsible Gaming	<ul style="list-style-type: none"> <li>Non-GRI Topic</li> </ul>	<ul style="list-style-type: none"> <li>Advocating responsible gaming to prevent problems among customers</li> </ul>	
Responsible Supply Chain	<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>Encouraging local and sustainable procurement</li> <li>Managing suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, safety and health</li> </ul>	  



# Beyond Materiality: Aligning For Sustainable Impact

Issue	GRI Topic	Genting Malaysia Commitment	Alignment to UNSDG
<b>Uplifting People</b>			
Employee Safety, Health and Wellbeing	<ul style="list-style-type: none"> <li>Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining an injury-free working environment for all employees by following systematic approaches that prevent injuries and eliminate workplace health and safety risks</li> </ul>	
Human Resource Management	<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>Providing fair and comprehensive employee benefits that meet the statutory minimum living wage</li> <li>Attracting and retaining employees by creating a great place to work by providing welfare, a healthy lifestyle, and regular engagement with employees</li> <li>Delivering training and education that expand employees' knowledge bases for career development and improving customer service</li> <li>Introducing counselling services and other listening channels for employees</li> <li>Treating employees fairly and without discrimination</li> </ul>	
Community Engagement and Empowerment	<ul style="list-style-type: none"> <li>Local Communities</li> </ul>	<ul style="list-style-type: none"> <li>Enriching lives in local communities through various corporate social responsibility ("CSR") activities</li> </ul>	
<b>Protecting the Environment</b>			
Responsible Waste Management	<ul style="list-style-type: none"> <li>Effluents and Waste</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring effluents discharged from sewage treatment plants meet the standard limit of regulations</li> <li>Managing waste properly with reduce, reuse and recycle practices</li> </ul>	
Resource Efficiency	<ul style="list-style-type: none"> <li>Energy</li> <li>Water</li> </ul>	<ul style="list-style-type: none"> <li>Using energy efficiently</li> <li>Using water efficiently</li> </ul>	
Biodiversity Protection	<ul style="list-style-type: none"> <li>Biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>Conserving biodiversity in the Group's operational sites</li> </ul>	
Climate Change	<ul style="list-style-type: none"> <li>Emissions</li> </ul>	<ul style="list-style-type: none"> <li>Minimising carbon emissions</li> </ul>	

# 02

# SOUND GOVERNANCE



17	Corporate Governance	25	Quality Assurance
18	Business with Integrity	27	Public Affairs / Membership
21	Navigating IT Security In The Digital Age		
23	Beyond Regulatory Compliance		

Genting Malaysia upholds sound governance practices to ensure integrity, accountability and ethical conduct. The Group adheres to stringent corporate governance guidelines, fostering transparency and responsible decision-making. With a robust framework, the Board oversees strategic direction, risk management and compliance, aligning legal and regulatory standards.

This commitment extends to fostering stakeholder trust, promoting a compliance culture and sustaining a governance structure that upholds high standards of professionalism and ethical behaviour in all aspects of Genting Malaysia’s operations.

The Malaysian Code on Corporate Governance guides the Group on corporate governance, focusing on three fundamental principles: Board Leadership and Effectiveness, Effective Audit and Risk Management, and Integrity in Corporate Reporting and Meaningful Relationships with Stakeholders. Additionally, 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.

## AREA OF FOCUS Ethical Business Practices

- High governance standards and a strong compliance culture
- 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 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
- Critical IT systems protected against cybersecurity threats and breaches
- Training and compliance prioritised in the workforce
- Ongoing review of opportunities to enhance governance and risk management

Approach	Initiatives	2024 Targets - Malaysia
<b>Training</b>	<ul style="list-style-type: none"> <li>• PDPA Awareness Training</li> <li>• ABAC policy training</li> <li>• IT cybersecurity training</li> <li>• AMLA training</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of designated employees to complete training</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Compliance with the terms and conditions of the Group’s casino licenses</li> <li>• Compliance with the PDPA, AMLA and ABAC policies</li> <li>• Safeguarding critical IT systems against cybersecurity threats and breaches</li> </ul>	<ul style="list-style-type: none"> <li>• No breaches to key terms</li> <li>• Full compliance to PDPA, AMLA and ABAC policies</li> <li>• No material cybersecurity breaches</li> </ul>

# Sound Governance

## 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 18% female directors\*.

\* Puan Norazilla binti Md Tahir was appointed on 19 January 2024.

### 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

As at 21 March 2024, the Board has 11 members: three executive and 8 non-executive directors, of which four are independent.

Currently, there are two female and nine male directors. The racial composition of the Board is 27% Malay and 73% Chinese. 9% of directors are between the ages of 30 and 55, with the remaining 91% being above 55 years.

# Sound Governance

## BUSINESS WITH INTEGRITY

Genting Malaysia upholds ethical business conduct globally, complying with local laws in each operational domain. Governed by a comprehensive Code of Conduct and Ethics, our ethical framework ensures legal compliance and establishes high standards for employees, directors, subsidiaries and associates. The framework reinforces a culture of trust and credibility while aligning actions with our defined ethical principles.

### Code of Conduct and Ethics

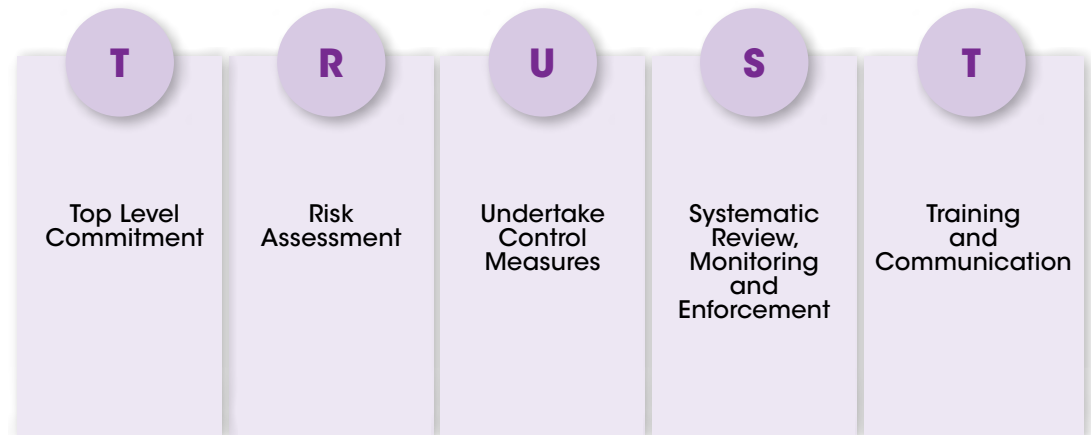
Genting Malaysia’s robust Code of Conduct and Ethics applies to all employees and Directors of the company and its subsidiaries. This Code, disseminated through the intranet portal and related policies, outlines the guiding principles for behaviour and business conduct with third parties, which Genting Malaysia has integrated into the company’s overall management practices. Additionally, the directors comply with the Company Directors’ Code of Ethics established by the Companies Commission of Malaysia.

### Anti-Corruption, Bribery and Money Laundering

Genting Malaysia acknowledges bribery and corruption as significant risks across its divisions. We have a robust policy to counter all forms of corruption and bribery, including cash bribes, money laundering and kickbacks.

The Board of Directors is responsible for overseeing anti-corruption and ensuring the Group’s adherence to anti-corruption policies, encompassing all aspects of corruption, including but not limited to bribery. Corruption risks rank among the top 20 on Genting Malaysia’s register, prompting robust strategies and resource allocation to combat bribery, corruption and fraud, especially in high-risk operations. Risk assessments are conducted within the respective business areas, applying principles represented by the acronym ‘TRUST’ to mitigate corruption-related risks.

## TRUST Principles



Extending its anti-corruption policy to external parties, Genting Malaysia conducts due diligence, screening selected partners, and strictly enforces a “ZERO-TOLERANCE” approach against bribery and corruption. Our Anti-Bribery and Anti-Corruption Policy (“ABAC Policy”) applies to all associated individuals, including intermediaries, contractors, suppliers and business partners, ensuring fair, ethical and honest business dealings. This policy, communicated to all parties, comprehensively addresses anti-corruption measures. Periodically, we remind staff about the anti-corruption policy, which encompasses bribery, during training sessions.

# Sound Governance

## Anti-Bribery and Corruption Initiatives by the Group’s Malaysian Operations

<p><b>ABAC Training (External)</b></p> <ul style="list-style-type: none"> <li>• 6 awareness sessions in 2023 with 289 suppliers attending</li> </ul>	<p><b>ABAC Training (Internal)</b></p> <ul style="list-style-type: none"> <li>• 99.81% completion rate</li> <li>• Induction training for new joiners</li> </ul>	<p><b>Integrity Pledge</b></p> <ul style="list-style-type: none"> <li>• 99.98% completion rate</li> </ul>	<p><b>ABAC Roadshows</b></p> <ul style="list-style-type: none"> <li>• 6 roadshows held in August</li> </ul>
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Genting Malaysia’s Board and senior management comply with anti-money laundering and terrorism financing laws, instituting systems to prevent casino misuse. A Compliance Committee is accountable for the implementation and management of day-to-day Anti-Money Laundering (“AML”) and Combating Terrorism Financing (“CTF”) programme. The company conducts rigorous AML procedures examining fund sources, especially for higher-risk customers. Offering extensive AML training to employees, especially casino staff, proficiently recognises and tackles possible money laundering activities.

Our casino operations adhere to the regulations stipulated by the Central Bank of Malaysia, overseeing Anti-Money Laundering, Countering Financing of Terrorism, Countering Proliferation Financing and Targeted Financial Sanctions for Designated Non-Financial Businesses and Professions (“DNFBPs”) and Non-Bank Financial Institutions (“NBFIs”) (AML/CFT/CPF and TFS for DNFBPs and NBFIs). We maintain a close working relationship with the Central Bank, offering comments and feedback on proposed amendments. Furthermore, we diligently monitor and track significant developments from reputable sources such as the Asia Pacific Group and the Financial Action Task Force. We also stay updated with periodic reports such as the Malaysia National Risk Assessment and the Proliferation Financial Risk Assessment. Recently, an independent assessor thoroughly reviewed Genting Malaysia’s AML risk assessment methodology and approach.

 **UNITED KINGDOM**

Genting UK prioritises the relevance of its ABAC policy through bi-annual reviews and mandates the Anti-Bribery module in its eLearning Resource for all employees. The company conducts thorough due diligence on suppliers and partners, maintaining a zero-tolerance stance on corruption, aligning with the UK Bribery Act 2010. Genting UK also introduced new AML training covering Proliferation Financing and segment-specific risks, bolstering its money laundering compliance efforts.

 **UNITED STATES**

In 2023, RWNYC expanded its Employee Ethics Line to offer 24/7 service, enabling reporting on various misconduct such as conflicts of interest, fraud, harassment and other ethics or policy breaches. New employees undergo Code of Conduct training during orientation, which is renewed annually and acknowledged electronically by Team Members. Human Resources investigates ethical conduct issues and proposes corrective action. RWNYC plans to deliver Workplace Ethical Behavior Training to employees and targets all Executive Leadership members completing the programme by the end of 2024.

# Sound Governance



## Whistleblowing

### MALAYSIA

Genting Malaysia has implemented a comprehensive Whistleblower Policy, including provisions against unethical behaviour, malpractices, illegal act or any other wrongful or improper conduct like bullying, corruption, bribery and other ethical misconduct. The Whistleblower Policy offers an avenue for employees and other stakeholders to safely report any of the aforesaid misconduct in accordance with established procedures.

Stakeholders can file complaints or reports by submitting dedicated forms to the Secretariat or using a specific whistleblowing email address. The Secretariat reviews and conducts preliminary findings before alerting the Whistleblower Senior Committee (“WSC”). Whenever so decided by the WSC, a designated investigation team will be required to conduct a detailed inquiry. Two reports on whistleblowing were received in 2023, of which a designated team was formed for one of the complaints.

Although the Whistleblower Protection Act 2010 of Malaysia (“Act”) protects whistleblowers who makes a disclosure of improper conduct to the enforcement agency under the provisions of the Act, the Company has adapted the concept of the Act in its Whistleblower Policy in upholding professionalism and ethical conduct in the business operations of the Company.

### UNITED KINGDOM

Whistleblowing law in the UK is located in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998), protecting employees who disclose information about malpractice in the workplace. Genting UK actively communicates its whistleblower programme to employees, suppliers, customers and third parties. This programme includes an independent 24/7 reporting hotline. In 2023, we received four reports, all of which were minor Human Resource issues.

### UNITED STATES

In the US, there are many laws at the federal, state, and local levels designed to encourage whistleblowers to come forward. RWNYC has established a whistleblower mechanism allowing employees to report concerns or incidents anonymously using the Ethics Hotline. In 2023, RWNYC received six instances of whistleblowing, involving Human Resource and Health and Safety issues.

# Sound Governance

## NAVIGATING IT SECURITY IN THE DIGITAL AGE

Genting Malaysia is dedicated to maintaining top-tier cybersecurity standards, emphasising the safety and privacy of all data to create a secure experience for our patrons and stakeholders. Strong cybersecurity measures protect sensitive information, ensuring cyber safety and privacy. Our stringent data protection practices safeguard customer details, preserving confidentiality and trust. Continual monitoring and proactive risk assessments serve as defence mechanisms, ensuring a consistently secure digital environment for members and their sensitive data.

Genting Malaysia adheres to the PDPA Act 2010 with its Personal Data Processing Statement ("PDPS"). Genting Malaysia's local operations are ISO 27001:2013 certified for data security, encompassing operational and IT services. All employees in Malaysia are also required to complete the online PDPA and IT cybersecurity awareness training annually.

Similarly, Genting UK staff must complete the mandatory Genting Academy General Data Protection Regulation ("GDPR") annually in addition to their regular cybersecurity training. Cases requiring investigation are reported to the Risk Management Committee.

Genting UK holds ISO/IEC27001:2013 certification, covering IT infrastructure and lifecycle management of customer and employee data in the Casino and Gaming Operations, Hotel and Leisure Facilities, and Hospitality and Events Management functions.

### MALAYSIA

In 2023, RWG implemented advanced security measures. Zero Trust Network Access and Multi-Factor Authentication replaced the obsolete Virtual Private Network service. Our cybersecurity protocols involve comprehensive audits conducted by Internal Audit, external ISO auditors, the British Standards Institution ("BSI") auditor and external penetration testers.

We acquired ISO 27001 certification, covering Genting's Corporate IT Security policies and management responsibilities for Data Centre Facilities at Wisma Genting and Genting Highlands. The accreditation covers oversight of servers, network equipment, IT security devices, and operational duties for Genting Malaysia Data Centre operations, such as Communication Services, Server/System Administration, and Service Desk Operations.

RWG combats data breaches and cyber threats by collaborating with a globally reputable 24x7 Managed Security Services provider for monitoring and response. An Emergency Response Team swiftly neutralises potential threats.

The HR Training Centre delivers training to new joiners. In 2023, we organised six roadshows to raise PDPA awareness. The company conducts routine internal and external security audits, vulnerability assessments and penetration tests. In November 2023, a phishing email exercise helped fortify the company's security measures.

### 2023 IT Security Training



**98.9%**  
completion rate for mandatory annual PDPA training

**99.9%**  
completion rate for annual IT Security training

# Sound Governance

 **UNITED KINGDOM**

Genting UK prioritises cybersecurity and data privacy through various strategic measures, such as migrating critical business applications to the Cloud and implementing robust “secure by design” principles. Microsegmentation technologies protect our most sensitive assets. We are migrating from traditional VPN access to SASE technologies to enhance remote user security.

Our comprehensive policies include a new data protection charter, AI acceptable use guidelines and a CCTV Responsible Use Policy for the UK casino estate. Holding annual e-learning courses and campaigns during Cyber Security Awareness Month fortified employee knowledge and vigilance.

Genting UK’s ISO 27001 certification covers the Information Security Management System (“ISMS”) for various operational functions, safeguarding the confidentiality, integrity and availability of customer and employee data.

Our system employs advanced tools to monitor and respond to cyber threats and data breaches. Behavioural analytics integrated into our Security Information and Event Management (“SIEM”) platform are crucial in effectively addressing these challenges. A Managed Detect and Response partner oversees our security setup. Conducting ongoing vulnerability and Red/Purple team assessments bolsters our readiness and identifies potential risks.

Compliance and oversight are assured through a Data Protection Officer and the Information Security Steering Group, ensuring a proactive approach to cybersecurity and data privacy.

 **UNITED STATES**

**Cybersecurity Measures to Strengthen RWNYC's IT Department**

**Annual Online Cybersecurity Training:**

- Requiring all computer users to train with a 90% completion rate
- Targeting 100% compliance among designated employees.

**Tri-Yearly Cybersecurity Assessments:**

- Identifying vulnerabilities and enhancing security protocols through regular evaluations

**Dual Authentication for VPN/Remote Access:**

- Implementing an additional layer of security for accessing systems remotely

**CrowdStrike Antivirus/Malware Zero Day:**

- Utilising advanced antivirus and malware protection to counter evolving threats

**Darktrace Active Network Monitoring:**

- Employing real-time monitoring to detect and respond to suspicious activities within the network

**Blocked USB Access:**

- Restricting USB device use to mitigate potential external threats

**Minimised Administrative Account Access:**

- Limiting privileged access to authorised personnel, reducing the risk of unauthorised system changes

**Increased Restrictions on Vendor Access:**

- Implementing tighter third-party access controls to increase security while working with external partners

**90-Day Password Change Policy:**

- Requiring regular password updates with increased complexity standards to fortify account security

RWNYC diligently oversees data breaches and cyberattacks through continuous monitoring and proactive measures. Third-party expert IT Managed Services perform regular security audits and vulnerability assessments to fortify our cybersecurity defences. Conducting routine cybersecurity training sessions for all staff members relays the importance of enhancing employee awareness and preparedness.



# Sound Governance

## BEYOND REGULATORY COMPLIANCE

Genting Malaysia is committed to upholding ethical, moral, and legal standards within its business operations, fostering transparency and accountability across all facets. Our actions comply with statutory and regulatory requirements in all jurisdictions where we operate.

### Summary of Key Regulations Adhered To

	Malaysia	UK	US	Bahamas
Governance	<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>UK 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 Gaming Act, 2014</li> <li>Financial Transactions Reporting Regulations, 2018</li> </ul>
Environmental	<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</li> </ul>	<ul style="list-style-type: none"> <li>Carbon Reduction Commitment ("CRC")</li> <li>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>
Social	<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 1999</li> <li>Communications and Multimedia Act 1998</li> <li>Computer Crimes Act 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>	Nil

## Sound Governance

### Genting Malaysia's Approach to Tax

The Group acknowledges its substantial role in contributing to tax revenue in the jurisdictions from which it operates. Thus, it is important it maintains effective tax standards which are aligned to its core values and reflect strong governance and regulatory compliance.

At the apex of the Group's tax governance structure is the Board oversight. The overall responsibility of the implementation and upholding of the Tax Strategy is delegated to the respective Chief Financial Officers in the respective jurisdictions.

#### The core of the Tax Strategy centres around:

- Trained internal tax function involvement
- Prioritising compliance with tax laws
- Refraining from engaging in tax avoidance schemes
- Targeting commercially driven arrangements
- Prioritising full and timely disclosure
- Emphasising risk management
- Utilising internal and external resources to navigate complex tax legislation for self-assessment and decision making on tax matters
- Collaborating with the Tax Authorities of the respective jurisdictions



### E-Invoicing

The National E-Invoicing initiative launched under the 12<sup>th</sup> Malaysia Plan aims to drive inter-operable e-invoicing by digitalising how businesses exchange invoices. It complements the E-Invoicing initiative for tax enforcement by the Inland Revenue Board of Malaysia ("IRB"), which is set to be implemented in phases. Taxpayers with an annual turnover in excess of RM100 million would be required to comply with E-Invoicing requirements by 1 August 2024 (i.e. Phase 1).

Genting Malaysia, as one of the leading leisure and hospitality corporations in the world undertaking wide-ranging leisure and entertainment activities, is impacted by the Phase 1 E-Invoicing implementation timeline alongside four of its subsidiaries. As part of Genting Malaysia's commitment to implementing E-Invoicing in compliance with the regulations outlined in IRB's Guidelines, the Group kick-started several impact and gap assessments in December 2023 to prepare system enhancements for integration testing given the tight implementation timeline.

The Group nominated its wholly-owned subsidiary, First World Hotels and Resorts Sdn Bhd ("FWHR"), as a participating pilot company under IRB's E-Invoicing Pilot Programme to further strengthen its implementation drive. In this Programme, the Group is provided with dedicated pilot advisory support from assigned IRB officers and early access to IRB's testing environment in preparation for Pilot Go-Live in May 2024. The experiences obtained from the Pilot Programme will help in facilitating the E-invoicing implementation within the Group, minimise business disruptions and ensuring a successful transition.

This E-Invoicing project has also allowed the Group to unify its invoicing process, streamline operations and digitalise financial reporting, increasing tax transparency for the Group.



# Sound Governance

## QUALITY ASSURANCE

Genting Malaysia pledges an unwavering commitment to safety and quality. We protect the well-being and satisfaction of every visitor through rigorous safety protocols and uncompromising quality standards.

We prioritise the safety and security of patrons. Strict safety protocol surpasses standard safety guidelines, and implementing additional measures ensures a worry-free experience.



### Road Safety

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 follow the advice of the Independent Road Safety Audit and Road Consultants based on the following:

- Public Works Department (or Jabatan Kerja Raya) manual on Road Safety Audit (Guideline for the Safety of Roads in Malaysia 1977)
- The Malaysian Institute of Road Safety Research ("MIROS Guidebook for Traffic & Road Safety Audit MeTRA)
- Transfund New Zealand's Standard and Guideline Manual
- Throughout the year, our activities encompassed various essential tasks, including Road Furniture Maintenance, Road Resurfacing Work, Monthly Drone Inspections, and Ground Improvement Work.
- The road accident rate expressed as the number of accidents per 10,000 vehicles recorded in 2023 was 0.28.



### Slope safety

Genting Malaysia performs several initiatives to ensure slope safety, including:

- Slope hazard and risk mapping
- Monthly road pavement repair and resurfacing work
- Ongoing slope remedial work during landslides and soil erosion
- Monthly drone inspection on third-party development activities

In 2023, Genting Malaysia undertook several slope management initiatives, including:

- Slope Hazard and Risk Assessment
- Slope Stability Management Programme
- Ground Anchor Service and Maintenance
- Rainfall Monitoring
- Slope Remedial Work
- Routine Slope Maintenance
- Routine Slope Inspections
- Routine High-Risk Slope Inspections

## Sound Governance



### Theme park safety

- Theme park rides at RWG comply with the Guidelines on the Safety Management of Amusement Park Devices issued by Department of Occupational and Health (“DOSH”). All machinery has a valid Certificate of Fitness in compliance with the Factory and Machinery (Notification, Certification of Fitness and Inspection) Regulations, 1970 accordingly. At 15-month intervals, DOSH shall inspect theme park rides and issue the certificate of fitness accordingly.
- The theme park rides are designed and installed in accordance with standards such as EN13814-Fairground and amusement park machinery and structure standards, and ASTM F2291 Standard Practice for Design of Amusement Rides and Devices. The rides are inspected by TUV Nord on the relevant design standards compliance annually, complete with ridership approval, ensuring safety compliance before the rides are open to serve the public.
- 680 CCTV cameras operate at the theme park
- TUV Nord reviews the preventive maintenance checklists and records to ensure compliance with implementing preventive maintenance programmes in accordance with the ride manufacturer’s recommendations



### Food safety

- All RWG food and beverage outlets adhere to the Hazard Analysis and Critical Control Point (“HACCP”) Food Safety Management System
- RWG - Central Production Kitchen and F&B are certified with ISO 9001 and ISO 22000 standards
- All food outlets and restaurants are subject to monthly inspections as control and preventive measures
- 100% compliance rate for monthly food outlet inspections



### Fire Safety

- Genting Malaysia adheres to the Fire Services Act 1988.
- Genting Malaysia introduced a No Smoking Policy except for designated smoking areas.
- Genting Malaysia adheres to Arahan Pentadbiran BAB 8
- 1,593 employees from various critical departments, such as the F&B and Hotel Departments, attended Fire Safety training in 2023
- New Casino employees and members of the Theme Park Health, Safety & Compliance section attended fire safety training during 2023
- Genting Malaysia’s fire and rescue unit is on standby and ready to be deployed
- 2,598 cases attended in 2023

At our overseas operations, Hilton Downtown Miami has achieved ISO 9001:2015 certification, the globally recognised standard for quality management. This accreditation encompasses seven fundamental principles, emphasising a robust customer focus and a commitment to continual improvement.

# Sound Governance

## PUBLIC AFFAIRS/MEMBERSHIP

Genting Malaysia pursues sustainable development strategies in collaboration with government bodies and relevant authorities to mitigate the impact of its operations. Political involvement is confined to industry association memberships. Engagements revolve around crucial topics affecting the business, stakeholders, and the advancement of leisure, entertainment, hospitality and tourism. The company primarily influences industry progress through active dialogue and support of industry groups. Past engagements involving senior management and employees have shaped the industry through valuable feedback, consultations and opinions. Periodically, we review and align these involvements with societal expectations and evolving demands.

Market	Industry Group
Malaysia	<ul style="list-style-type: none"> <li>Malaysian Employers Federation ("MEF")</li> <li>Malaysian Advertisers Association ("MAA")</li> <li>Malaysian Association of Hotel Owners ("MAHO")</li> <li>Malaysian Association of Hotels ("MAH")</li> <li>The International Association of Amusement Parks and Attractions ("IAAPA")</li> <li>Malaysian Association of Themepark &amp; Family Attractions ("MATFA")</li> <li>Malaysia Gaming Industry Association</li> </ul>
United Kingdom	<ul style="list-style-type: none"> <li>Institute of Chartered Accountants in England and Wales ("ICAEW")</li> <li>Association of Chartered Certified Accountants ("ACCA")</li> <li>International Air Transport Association ("IATA")</li> <li>Malaysian Chinese Tourism Association ("MCTA")</li> <li>Malaysian Association of Tour &amp; Travel Agents ("MATTA")</li> <li>Malaysia Inbound Chinese Association ("MICA")</li> <li>Malaysian Association of Convention and Exhibition Organisers and Suppliers ("MACEOS")</li> <li>Pertubuhan Pengguna IT (IT Users Association)</li> </ul>
United States	<ul style="list-style-type: none"> <li>Association of Chartered Certified Accountants ("ACCA")</li> <li>Chartered Institute of Management Accountants ("CIMA")</li> <li>Chartered Institute of Taxation ("CIOT")</li> <li>Chartered Institute of Personnel and Development ("CIPD")</li> <li>Association for Project Management ("APM")</li> <li>Chartered Institute of Information Security ("CIISec")</li> </ul>
	<ul style="list-style-type: none"> <li>International Compliance Association ("ICA")</li> <li>Institute of Money Laundering Prevention Officers ("IMLPO")</li> <li>Institute of Chartered Accountants in England and Wales ("ICAEW")</li> <li>Betting and Gaming Council ("BGC")</li> <li>The Association of Financial Crime Prevention Professionals</li> </ul>
	<ul style="list-style-type: none"> <li>Office of Addiction Services and Supports ("OASAS")</li> <li>Orange County Partnership</li> <li>The Business Council of New York State</li> <li>New York Council on Problem Gambling</li> <li>Sullivan County Partnership for Economic Development</li> <li>Sullivan County Chamber of Commerce</li> <li>Sullivan County Visitors Association</li> <li>American Gaming Association</li> <li>African Americans in Gaming</li> <li>Society for Compliance and Ethics ("SCCE")</li> </ul>

# 03

# MARKETPLACE STEWARDSHIP

- 29 Positive Economic Impact
- 30 Creating Unparalleled Customer Experiences
- 32 Responsible Gaming

37 Sustainable Supply Chain



Genting Malaysia's global expansion strategy encompasses integrated leisure and hospitality offerings while prioritising marketplace stewardship. The Group invests heavily in its facilities and attractions, providing unmatched and memorable customer experiences. Genting Malaysia takes its role as a leader in the marketplace seriously, prioritising customer satisfaction while cultivating long-term, sustainable economic growth and advancement for all stakeholders.



## AREA OF FOCUS

### Positive Economic Impact

- Contributing positively to the economic growth of host countries through investments and hospitality and tourism industry efforts.
- Monitoring the economic value generated and distributed to stakeholders on job creation, providing employee wages and benefits, shareholder returns, tax contributions and community investments.

### Creating Unparalleled Customer Experiences

Achieving high customer satisfaction through the offer of unmatched and memorable customer experiences and developing an integrated customer feedback management system that monitors customer satisfaction scores across various operations.

### Sustainable Procurement

Promoting sustainable and responsible procurement practices by developing local sources by:

- Allocating most procurement expenditure to local sources
- Channeling most local procurement expenditure to small and medium-sized enterprises ("SMEs")
- Procuring from micro and small-sized suppliers where possible
- Upskilling SME suppliers in governance, the environment and human rights

### Responsible Gaming ("RG")

Developing a comprehensive RG programme that promotes a safe gaming environment and helps guests make informed gaming choices.

# Marketplace Stewardship

## POSITIVE ECONOMIC IMPACT

Genting Malaysia generates positive economic impact through its business activities, primarily in the hospitality, leisure and entertainment sectors. The Group's investments build on its commitment to support the local economies in which it operate, boosting job creation and contributing to sustainable economic growth.

Genting Malaysia's integrated resorts, such as RWG, are major tourist attractions. Tourists bring in revenue for Genting Malaysia and the local economy through spending on accommodation, dining, transportation and related services. We offer many amenities, including hotels, restaurants, shopping and entertainment. Visitors contribute to the local economy by spending on these services, supporting local businesses and fostering economic growth in the surrounding communities. Additionally, international tourism receipts are significant sources of foreign exchange earnings for the country, bolstering the stability of the exchange rate.

Significant tax contributions help governments provide public services, infrastructure development, and other essential functions that benefit the broader community.

Engaging with numerous suppliers and vendors for goods and services creates a network of business relationships extending beyond the company, supporting various supply chain enterprises. Our operations also bolster infrastructure development. Investing in the construction and maintenance of resorts and related facilities stimulates economic growth and creates opportunities for local businesses.

Our corporate social responsibility initiatives also give back to the communities where we operate across our global operations.

## Direct Economic Impact 2023

RM Million	Malaysia	UK and Egypt	US and Bahamas	Group
<b>Revenue</b>	6,550.1	1,667.4	1,971.9	10,189.4
<b>Operating Cost</b>	5,288.2	1,582.5	2,244.7	9,115.4
<b>Total Tax Contribution</b>	2,120.1	241.4	3,172.0	5,533.5
<b>Total Payment to Capital Providers</b>	1,263.1	1.1	141.4	1,405.6
<b>Employee Wages and Benefits<sup>(i)</sup></b>	859.9	572.4	856.2	2,288.5
<b>Direct Economic Value Generated</b>	6,550.1	1,667.4	1,971.9	10,189.4
<b>Economic Value Distributed</b>	5,288.2	1,582.5	2,244.7	9,115.4
<b>Economic Value Retained<sup>(ii)</sup></b>	1,261.9	84.9	(272.8)	1,074.0

Notes:

- (i) Employee benefit expenses comprise wages, salaries, contributions to state plans, expenses related to defined benefit plans, share-based payment expense and other staff costs
- (ii) Economic value retained is calculated by direct economic value generated (revenue) - economic value distributed (operating costs, employee benefit expenses)

## Indirect Economic Impact 2023

	Malaysia	UK and Egypt	US and Bahamas	Group
<b>Total visitation (million)</b>	24.9	2.7	7.9	35.5
<b>Total Employment Provided to Locals</b>	9,909	2,754	3,336	15,999
<b>Local Suppliers and Contractors</b>	2,346	1,052	834	4,232
<b>Total Spent on Local Procurement (RM million)</b>	1,342.5	524.9	561.6	2,429.1

# Marketplace Stewardship

## CREATING UNPARALLELED CUSTOMER EXPERIENCES

Genting Malaysia is a premier integrated resort operator offering unparalleled hospitality and enduring experiences. Each guest interaction delivers a complete promise of experience, ambience and service; this is our assurance to every visitor. We believe in building strong engagement with customers to strengthen customer relationships and loyalty, enhance customer retention and drive business growth.

### Enhanced Customer Satisfaction Monitoring

RWG recently implemented a customer satisfaction tracking system, focusing on critical indicators such as Overall Satisfaction ("OSAT") and Net Promoter Score ("NPS"). This market research metric measures the likelihood of guests recommending a product or service. Monitoring and measuring these at the business unit levels ensures we assess customer engagement effectively.

In 2023, our premier offering, Crockfords, achieved an NPS rating of 'Great'. Crockfords is the only hotel in Malaysia to receive the prestigious 5-star rating by the Forbes Travel Guide for five consecutive years (2019-2023), while Genting Grand is a verified 4-star luxury property for six consecutive years (2018-2023). Meanwhile, First World Hotel, the world's largest hotel with the best value, achieved a 100% score to the 'Clean & Safe Malaysia' guideline developed by the Malaysian Association of Hotels and supported by the Ministry of Tourism, Arts and Culture of Malaysia.

Like its hotels, RWG's theme parks are well received by customers, having achieved a strong NPS rating of 'Great'. Additionally, both Genting SkyWorlds and Skytropolis Indoor Theme Park were honoured with prestigious awards in 2023, coming from the Malaysia Association of Theme Park and Family Attractions' Golden Horse Awards 2023 and the Parent's Choice Awards 2023 by Parenthood Magazine respectively. Genting SkyWorlds also became the first and only theme park to be accredited with Malaysia Tourism Quality Assurance (MyTQA) *platinum* rating by the Ministry of Tourism, Arts and Culture Malaysia.

Our 2024 goal for RWG's Crockfords and theme parks is to maintain a 'Great' NPS rating in line with our commitment to delivering memorable customer experiences to guests.

## NPS Breakdown

	2023 NPS	2024 Target*
Crockfords	48.9	Above 30
Theme Park	53.5	Above 30

Note:  
\* An NPS score of -100 to 0 indicates "Needs Improvement", 0 to 30 indicates "Good", 30-70 is deemed "Great" while a score of 70-100 is considered "Excellent"

## Your Voice Matters

We actively encourage engagement and highly value our customers' feedback. The RWG Customer Feedback Centre ("CFC") fosters bi-directional communication and welcomes comments through various channels, including chatbots, emails, written letters and telephone calls. The CFC efficiently channels this feedback to the appropriate departments for timely assistance.

### Number of Genting Reward Members

**6.0 Million** 

as of 31 December 2023 (2022: 5.5 Million)

	Number of reviews on TripAdvisor	Ratings
<b>Crockfords</b>	159	4.7
<b>First World Hotel</b>	41	2.1
<b>Genting Grand</b>	5	3.8
<b>Genting SkyWorlds Hotel</b>	40	3.9
<b>Highlands Hotel</b>	22	4.4
<b>Resort World Awana</b>	23	2.9

At our international operations, RWNYC introduced its guest feedback model when it inaugurated its hotel in collaboration with Hyatt in 2021. Under Hyatt's model, the hotel systematically collects and analyses comprehensive guest experience feedback. RWNYC is developing an analogous guest feedback platform tailored to gaming operations for implementation by 2025.



## Marketplace Stewardship

### New Genting Rewards Self-Service Kiosks for Members

Self-service kiosks at RWG revolutionised Genting Rewards membership interactions where members can register, renew, update profiles and replace cards 24/7. These kiosks streamline operations and reduce our environmental impact.

Our service-oriented approach delivers faster, more efficient member interactions, optimising manpower at service counters and reducing human errors in data updates. The e-Form module embodies mobility and eco-friendliness.

Functionality spans new member sign-ups, profile updates, card replacements and membership renewals. While requiring biometric authentication, they support English, Malay, and Chinese languages. Access criteria ensure compliant and efficient usage while delivering optimised experiences for our diverse membership base.

### Project eLeisure 2.0

Project eLeisure 2.0 transforms the online sales channel into a digital platform, boosting business growth and enhancing customer experience. We laid the groundwork from October 2022 to August 2023 for constructing the eCommerce backend foundation and Application Programming Interface ("API") gateway, unifying Business-to-Business ("B2B") and Business-to-Consumer ("B2C") interactions. Integrating Online Travel Agency ("OTA") platforms like Klook and Trip.com into Genting Malaysia's API gateway increased efficiency and campaign coordination.

Shifting towards the transformation's final stage of refurbishing the current front-end channels (RWG app and website) and integration with the new API gateway provides a user-centric experience through a mobile-first approach. User Interface ("UI") enhancements, push notifications, and in-app messages implemented in early 2023 substantially boosted app users and direct RWG bookings. We plan to further improve the app check-in feature by March 2024 for enhanced convenience.

In August 2023, deploying live agents in the RWG chatbot helped with booking queries and special requests. Upcoming plans include a more intelligent chatbot engine, multilingual support and WhatsApp integration to refine guest interactions across web and app platforms.

### Genting Rewards Loyalty Programme

Genting Rewards Loyalty Programme is a customer-centric initiative providing members with various benefits and exclusive rewards. This loyalty programme recognises and appreciates frequent guests and patrons of Genting Malaysia's establishments, including hotels, casinos, theme parks, and dining outlets.

In Malaysia, members of the Genting Rewards programme enjoy numerous privileges, such as special discounts on dining, accommodation, entertainment, and other services within the Genting Malaysia's local network. These benefits cater to the preferences and needs of loyal customers, offering personalised experiences and exclusive offerings.

The loyalty programme includes tiered membership levels, allowing members to unlock more significant rewards and perks as they progress through different tiers based on their engagement and spending within Genting Malaysia's facilities. The programme improves customer satisfaction by providing a seamless and rewarding experience, fostering a sense of appreciation and value among its loyal clientele. In 2023, 1,608 members enrolled in this programme.

# Marketplace Stewardship

## RESPONSIBLE GAMING

Establishing a secure gaming environment through Responsible Gaming programmes helps casino patrons make informed decisions. A safe gaming environment ensures their gaming experiences remain free from gambling-related harms.

### Genting Malaysia Player Protection Strategy

We are committed to creating a safe gaming environment via our Responsible Gaming programme that helps our valued casino patrons make informed choices to ensure their gaming remains free from gambling-related harms.

As a responsible casino operator, we also commit to complying with all relevant laws and regulations. Actively collaborating with governmental bodies, responsible gambling organisations, and the community mitigates negative social gambling impacts. We actively participate in industry initiatives that promote gambling safety, utilising relevant codes and guidelines to ensure a secure and responsible gaming environment.

We are committed to responsible advertising and marketing promotion of gambling, adhering to ethical practices and promoting a safe gaming environment. Our approach includes detailed guidelines that cover advertising and marketing activities, ensuring transparency and compliance with industry standards. Staff members undergo thorough training to guarantee their understanding and adherence to these guidelines, thereby promoting responsible and ethical practices in our advertising and marketing efforts related to gambling.

RWG established an RG Committee comprising Senior Management representatives. The RG Committee convenes monthly to review and enhance the RG framework, policies and strategies. Primarily, the RG Committee focuses on continually improving the effectiveness of RWG's RG initiatives.

Our RG programme prioritises raising awareness and offering aid to those facing gambling problems.

## Marketplace Stewardship

### RG Ambassadors

- Our RG Ambassadors attend specialised training and offer 24/7 assistance on RG matters. They help patrons enrol for the self-exclusion programme and encourage professional counselling services if necessary.

### RG Hotline

Our 24/7 RG hotline (03-6105 9557) provides support and assistance.

### RG Training

- All casino employees complete RG Awareness Training upon joining the company; existing employees attend an annual refresher course.
- RG/Addiction specialists train RG Ambassadors with the knowledge and skills to assist with potential gambling disorders.
- Following industry best practices, ongoing training provides employees with the essential knowledge and tools to guarantee that every casino patron gambles responsibly.

### Advertising and Promotions

- Advertisements and promotions within the casino premises do not mislead and target vulnerable groups such as minors.
- Guests signing up for the casino self-exclusion programme will not receive marketing and promotion information or offers; guests returning from self-exclusion will not receive it for three months.
- We strictly enforce measures to ensure that our services are not accessible to minors, and we are mindful of cultural considerations, such as adhering to guidelines that may restrict certain groups, including local Muslims, from engaging in gambling activities.

### RG Corner

The RG Corner is a focal point for guests seeking assistance with their gambling concerns. Located in the casino and operating daily from 12:00 pm to 12:00 am, the RG Corner is staffed by trained employees who provide RG information, assistance and referrals to RG Ambassadors.

### Passage of Time

We encourage guests to be mindful of their gaming session durations and prompt players to take regular breaks by displaying clocks throughout the facility and time displays on Trend-Displays and Electronic Gaming Machines ("EGMs").

### Set My Limit

This voluntary participation programme helps guests manage their spending and time at EGMs.

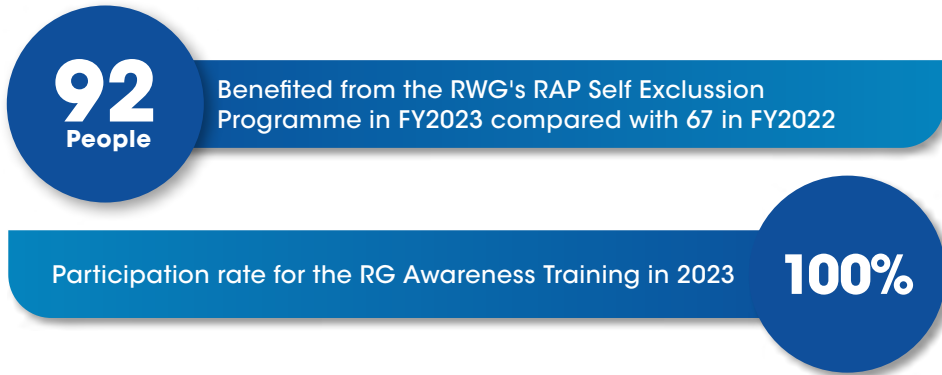
### Cooling-off Period

Customers can voluntarily register for a temporary self-suspension, restricting their entry into the casino for seven days.

### Self-Exclusion Programme

Patrons can enrol in a self-exclusion programme. Programme participants will not receive promotional offers or marketing.

# Marketplace Stewardship



We organised two RG roadshows during the year at the:

- Genting Casino Café on 16 July 2023
- Indoor Staff Stadium on 31 July 2023

The RG team raised awareness and covered areas such as potential gambling addictions, RG initiatives and the self-exclusion programme.

We hosted two RG seminars involving regulators, non-governmental organisations, casino guests, and employees throughout the year. With a total of 192 attendees in both sessions, these extensive seminars covered gambling addiction, its contributing factors, recognising signs of gambling disorder, available treatments and RWG's RG initiatives accessible to the public. Guest speaker, the Head of the Department of Psychiatry at MAHSA University, also presented her insights and expertise.

In 2023, we completed and attained the RG Check accreditation by the Responsible Gaming Council of Canada, one of the most comprehensive and stringent RG accreditation programmes globally. RG Check is based on assessment standards developed through extensive research, analysis and review of international best practices in responsible gambling programmes. It promotes a high customer protection standard by adopting meaningful responsible gambling initiatives.

## RG Check Accreditation Components

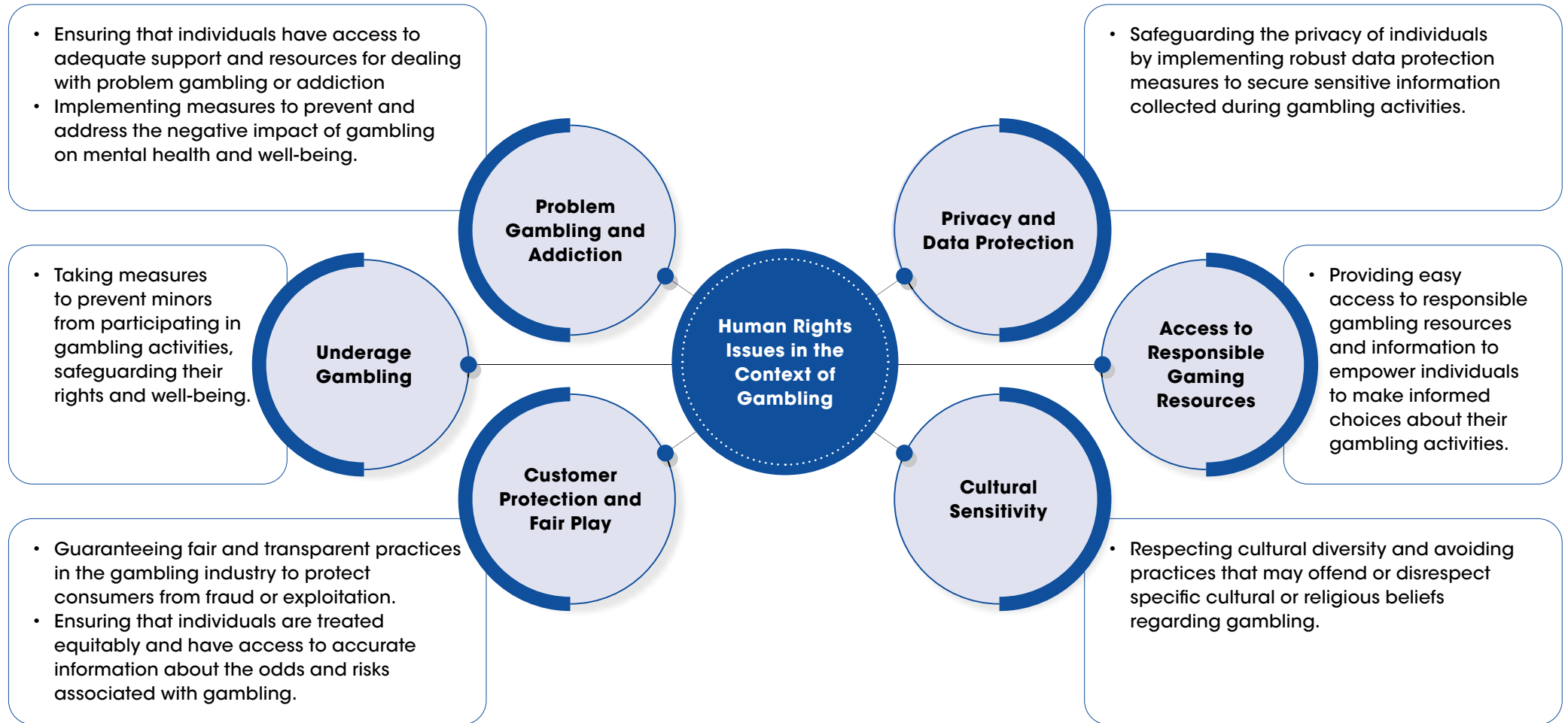
- |  |                                  |
|--|----------------------------------|
| <b>1</b> RG Policy, Strategy & Culture | <b>2</b> Employee Training       |
| <b>3</b> Self-Exclusion                | <b>4</b> Assisting Players       |
| <b>5</b> Informed Decision Making      | <b>6</b> Marketing Communication |
| <b>7</b> Access to Money               | <b>8</b> Venue and Game Design   |

Meeting the stringent criteria of RG Check demonstrates our proactive commitment to fostering responsible gaming behaviours. It solidifies our position as a socially responsible gaming establishment that prioritises the well-being of guests and employees while actively supporting the gaming industry's dedication to RG initiatives.

# Marketplace Stewardship

## Addressing Salient Human Rights Issues

Human rights issues in gambling can manifest in various forms, and it is crucial to address them to ensure a fair and responsible gaming environment.



We are committed to addressing these human rights issues through active stakeholder engagement. Collaborating with regulatory bodies, industry partners and advocacy groups helps us implement effective measures to ensure a fair, transparent, and responsible gaming environment.

# Marketplace Stewardship

## UNITED KINGDOM

Genting UK’s mission is to reduce gambling-related harms and for gambling to be a safe, fun and entertaining experience for all who participate. Safer gambling and player protection are ongoing evolutions. Genting UK’s dedication to this continuous progression motivates our efforts to establish the safest possible gambling environment.

### Safer Gambling and Player Protection Strategy

#### Staff training

- Genting UK updated its internal Safer Gambling training via Genting Academy and underwent GamCare courses on suicide prevention and communication in the gambling environment. Introducing a new interaction guidance document focusing on mental health issues has improved customer engagement.

#### Limit setting and messaging

- Genting UK introduced limit settings and reality check messages on their machines, allowing customers to set time and deposit limits for safer gambling practices.
- We were the first land-based casino operator to introduce limits and reality check messaging on all our machines, alerting customers of their playing duration.

#### Enhanced funding for research, education and treatment

- Genting UK actively participated in multiple projects with research bodies, focusing on various aspects such as gambling behaviour, COVID-19 effects, and the customer’s safer gambling journey, demonstrating our commitment to industry-wide improvement.

Genting UK collaborates with the industry, regulator and research bodies on advancing the responsible gaming agenda and is an active member of the Betting & Gaming Council in the UK. To complement its Safer Gambling and Player Protection Strategy 2022-2024, Genting UK has implemented several supporting initiatives, such as SENSE, the national self-exclusion scheme for the British casino industry.

## UNITED STATES

RWNYC raises awareness of its RG commitment in March, coinciding with the New York Problem Gambling Month. We participate in RG conferences and panels to collaborate with industry peers, advocate gambling safety and underline our collective commitment to prioritising RG practices.

RWNYC has issued a Responsible Gaming Plan with a mission to protect its guests.

### Components of RWNYC’s Responsible Gaming Plan

#### Self-exclusion programme

- Allows guests to prohibit themselves from gambling at all gaming facilities registered by the New York State Gaming Commission

#### Responsible Gambling Resource Centre

- Space for guests to access resources on problem gambling, self-exclusion, counselling services and financial support

#### On-property messaging

- “Must be 18 years of age or older to play the New York Lottery games”
- “Please play responsibly”
- “24-hour problem gaming hotline:1-877-HOPENY (846-7369)”

In 2023, we improved our RG Resource Centre to create a more accessible and user-friendly environment, enhancing RG engagement and support. By 2024, we plan to introduce tablets for guests, offering digital access to resources and replacing traditional paper brochures. Aligning with the New York State Gaming Commission’s scheduled 2024 initiative will enable digital voluntary self-exclusion options.

RWNYC will continue to educate its staff through mandatory Problem Gambling training sessions. We collaborate with the New York Council on Problem Gambling and their local chapter, the Queens Problem Gambling Resource Center, to facilitate these training sessions. These sessions ensure that all employees are well-informed about the most recent research validated by the New York Council on Problem Gambling. We target a 100% participation rate in problem gambling training among all Genting Americas East employees in 2024.

# Marketplace Stewardship

## SUSTAINABLE SUPPLY CHAIN

Genting Malaysia manages an efficient supply chain involving thousands of suppliers. Given our substantial purchasing capacity, we leverage this influence to foster sustainability. Transparency and accountability form the core of its procurement operations. Vendors undergo stringent screening, follow Genting Malaysia’s Code of Conduct, and comply with all relevant laws. Establishing a Procurement Eco-System via SAP Ariba technology gives vendors increased control and visibility over company transactions.

### Prioritising Local

Genting Malaysia prioritises local contractors and vendors for its projects, sourcing local products, materials, and subcontractors whenever feasible.

In 2023, Genting Malaysia allocated approximately 94% of its procurement spending across operations in Malaysia, the UK, Egypt to local suppliers, accounting for a substantial total spend value of RM1.9 billion on local procurement as of 31 December 2023.

Genting Malaysia creates opportunities for developing and upskilling local suppliers. Through initiatives focused on training, awareness, and development, we aim to enhance the capabilities and capacities of our local partners, fostering sustainable growth and contributing to the overall economic development of our local communities.

In Malaysia, we organised various training for SMEs throughout the year as part of our ongoing efforts to support and upskill our valued suppliers. In 2023, 344 SME suppliers attended at least one of our training programmes.

Topic	Number of SMEs	Number of Non-SMEs	Total
Introduction to Genting Malaysia	10	3	13
Food Safety	28	11	39
Personal Data Protection Act (“PDPA”)	62	32	94
Environmental Health and Safety Awareness	147	62	209
IT and Cybersecurity Awareness	62	25	87
Fire Safety Awareness	65	33	98
Introduction to Best Halal Practices and HACCP Requirements	14	7	21
ABAC	150	71	221
Compliance with the Genting Malaysia Supplier Code of Conduct	56	19	75
Energy Management	1	2	3

## Socially and Environmentally Responsible Supply Chain

Genting Malaysia promotes social responsibility and sustainability in its supply chain by prioritising ethical sourcing, fair labour practices and environmental conservation. Stringent vetting ensures suppliers comply with labour laws, uphold human rights, reduce carbon emissions and implement eco-friendly practices, fostering a socially conscious and environmentally responsible business ecosystem.

### Environmental Supply Chain Elements

- Energy use, climate change impact measurement, greenhouse gas emissions, water use, biodiversity impacts, pollution, waste reduction, resource use and other environmental issues

### Social Supply Chain Elements

- Policies on preventing child labour, forced labour, equal opportunities and non-discrimination
- Freedom of association
- Meeting or exceeding Malaysia’s minimum wage
- A safety policy, code and practices on providing a safe and healthy workplace

# Marketplace Stewardship

All suppliers must adhere to our Supplier Code of Conduct, which details the supplier’s responsibility for identifying, assessing, and mitigating occupational health and safety risks using a prioritised approach involving hazard elimination, engineering controls, and administrative measures. Suppliers must also uphold the fundamental human rights of their workforce, treating them with the highest regard for dignity and respect. We enforce a zero-tolerance policy against human trafficking, slavery, or using child labour in any form.

Genting Malaysia integrates social and environmental factors into its supply chain through training, setting robust purchasing policies, and embedding these considerations in supplier contracts. The Group communicates its expectations to major suppliers regularly, encouraging clear understanding among workers in their language. We familiarise all suppliers with our ethical supply chain principles and require all suppliers to acknowledge the Group’s commitment upon engagement.

Potential and current suppliers undergo thorough environmental and social risk assessments, aligning with Genting Malaysia’s Code of Conduct and relevant laws. Supplier monitoring involves random audits and timely site visits to ensure suppliers comply with social and environmental standards. We proactively encourage suppliers to suggest environmentally sustainable alternatives for products, such as hotel amenities, during tendering.

As part of our supplier onboarding and screening procedures, we have integrated mechanisms to promptly identify suppliers involved in regulatory violations, particularly environmental and social concerns.

Genting Malaysia recorded no material social or environmental supply chain non-compliance cases in FY2023.

Our operations and purchasing decisions impact social, environmental, and economic conditions. Due to our reach and influence, we promote sustainable and responsible procurement practices, focusing on continued development and supporting local sources in the communities in which we operate.

## 2024 Targets - Malaysia

2024 Targets
<ul style="list-style-type: none"> <li>• &gt;90% of procurement expenditure allocated to local sources</li> <li>• &gt;70% of local procurement expenditure channeled to SMEs</li> <li>• Procurement from &gt;100 micro and small-sized suppliers</li> <li>• Upskilling &gt;100 small and medium-sized enterprises through structured training and programmes</li> </ul>

### MALAYSIA

RWG supports local farmers in Bentong; in 2023, we collaborated with local suppliers such as Lada Besar Enterprise. Our community-driven approach directly procures fresh produce, such as long beans and ladyfingers, for F&B operations.

### UNITED KINGDOM

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, including environmental and social compliance, during regular meetings with suppliers. Genting UK conducts supplier audits for its F&B suppliers involving warehouse and factory visits for all new suppliers.





**UNITED STATES**

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 and sustainable vendors, adhering to social, ethical and environmental factors when supplying goods and services.

RWNYC partnered with local economic development organisations to host a community-wide procurement fair in November 2023. This first-of-its-kind event promoted local vendor engagement and sustainable procurement practices. RWNYC plans to conduct quarterly procurement events from 2024, aligned with expansion preparations.

**New York Marketplace Planned Targets**



**Improving minority- and women-owned business enterprises (“MWBE”) Vendor Share**  
The current **MWBE vendor percentage is 7%**, and we target a **30% increase in 2024**

In Miami, Hilton Miami Downtown takes the initiative to champion responsible and inclusive practices across its value chain. Actively cultivating ties with local, diverse suppliers, the hotel prioritises sustainability, sourcing certified products such as cage-free eggs, crate-free pork, and MSC and ASC-certified seafood, contributing to ethical procurement practices.



**BAHAMAS**

In the 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.

# 04

# PROTECTING THE ENVIRONMENT

- 41 Environmental Governance
- 43 Energy Management
- 45 Climate Change And Ghg Management

- 45 Pollution Prevention And Control
- 46 Water Management
- 47 Waste Management



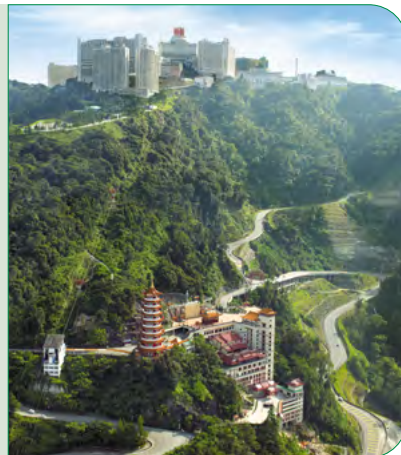
Genting Malaysia's eco-friendly resort environment prioritises conservation and restoration. Dedicated to sustainability, it champions green initiatives and nurtures an environmentally-conscious ambience. Devising resource optimisation strategies for managing energy, waste, and water management ensures efficient utilisation, fostering a responsible and sustainable operational framework.

## Management Approach



### Responsible Development

Sustainably balancing development projects and conserving the Genting Highlands ecosystem through road and slope protection, and biodiversity



### Sustainable Resource Utilisation and Emissions

Reducing the environmental footprint across operations by effectively managing energy, waste and water consumption



# Protecting The Environment

## ENVIRONMENTAL GOVERNANCE

We uphold Environmental Governance through dedicated leadership and committees. Robust policies promote efficient and responsible energy, resource, water and waste management.

Conducting regular environmental audits helps monitor performance and foster continuous enhancements. This proactive strategy guarantees consistent quality and adherence to environmental standards. 100% of Genting Malaysia’s Engineering function at Resorts World Genting is ISO 14001-certified.

### Environmental Certifications by Entity

Entity	Standard/Certification
Resorts World Genting (Engineering Department)	ISO 14001: 2015 Environmental Management System • Scope of certification covers provision of building services management, utilities supply & plants management and landscaping & environmental services
Hilton Miami Downtown	As an affiliate of Hilton Worldwide Holdings Inc., 100% of the Group’s Hilton Miami Downtown is certified with ISO 14001:2015, ISO 5000:2018 and ISO 9001:2015
Resorts World Catskills	Leadership in Energy and Environmental Design (“LEED”)-certified by the U.S. Green Building Council

### Biodiversity and Conservation

Malaysia’s rich ecosystems teem with flora and fauna and is home to over 60% of the world’s known species. Among the various regions in Malaysia, Genting Highlands stands out as an ecologically rich region known for its distinctive montane environment. Genting Malaysia owns over 10,000 acres of prime virgin montane rainforests in Genting Highlands.

Genting Highlands’ lush tropical montane rainforests house a rich diversity of flora and fauna, recording more than 460 species of higher plants, including 23 genera of Orchidaceae. They boast numerous endemic, rare and native species, such as 40 families of Siamang (Wild Black Gibbons), over 254 bird species, the endangered Serow (Wild Mountain Goats), the Dusky and Surili Leaf Monkeys, unique montane Pitcher Plants, Conifer and Wild Highland Tea. The *Thismia limkokthayi*, a distinct species within the mycoheterotrophic genus *Thismia*, is found only in the montane forests adjacent to Chin Swee Temple.

Genting Malaysia honours legally protected areas, meticulously planning developments to prevent harm to species listed in the International Union for Conservation of Nature (“IUCN”) Red List.

# Protecting The Environment

## Did You Know?

Habitats protected cover 90% of the total land owned, approximately 10,000 acres

Genting Malaysia’s lands traverse three main montane rainforest types by elevation; hence, their identity is known as The Alliance of Rainforests.

We designated three types of forests as Biodiversity Parks to achieve comprehensive biodiversity conservation and safeguard unused rainforests. This initiative develops features for biodiversity tourism and streamlines data collection for Sustainable Development initiatives and ESG reporting, as illustrated below:



### Chin Swee Bio Park

- Montane Oak Forest
- Between 4,000ft - 5,000ft (1,200m-1,500m) above sea level



### Genting Bio Park

- Montane Ericaceous Forest
- 5,000ft (1,500m) and above, above sea level



### Awana Bio Park

- Upper Dipterocarp Forest
- Between 2,500ft - 4,000ft (750m-1,200m) above sea level

Different forest and habitat preservation programmes are underway at each park. We conduct biodiversity impact assessments at four levels: global, policy, programme and planning, and project. Genting Malaysia collaborates with various organisations, external agencies, and species experts, including Jabatan Perhilitan Malaysia, and the Forest Research Institute Malaysia.

Our biodiversity and conservation efforts are centred on the following key areas of focus:

#### Conservation



- Implementing initiatives to ensure continued survival and propagation of biodiversity.

#### Preservation



- Preserving and maintaining land kept as forest reserves or undeveloped land.

#### Sustainability



- Effective resource management, green investments and utilisation of environmentally-friendly technologies, supported by institutional changes to promote conservation and education efforts.

#### Education



- Informing and communicating data to the public to raise awareness of the importance of biodiversity.

## Use of Life Cycle Analysis In Design and Planning

Life Cycle Analysis (“LCA”) is a preliminary step for each local and international project. LCA entails an examination of environmental impacts from sourcing materials to project completion, focusing on sustainability and responsible practices throughout the refurbishment process from cradle to grave.

We minimise our environmental footprint by upcycling and repurposing materials, minimising waste directed to landfills. For example, we give second life to fallen trees by repurposing them for landscape display. We also restore and repurpose old wooden planks to be used as decorations and furniture.

# Protecting The Environment

## ENERGY MANAGEMENT

Energy is critical for the present and future of our world. We are committed to actively addressing energy use by:

- Thoroughly assessing energy consumption to reduce its impact
- Exploring renewable energy sources
- Improving efficiency by adopting energy-efficient technologies
- Fostering a culture of sustainability throughout the organisation

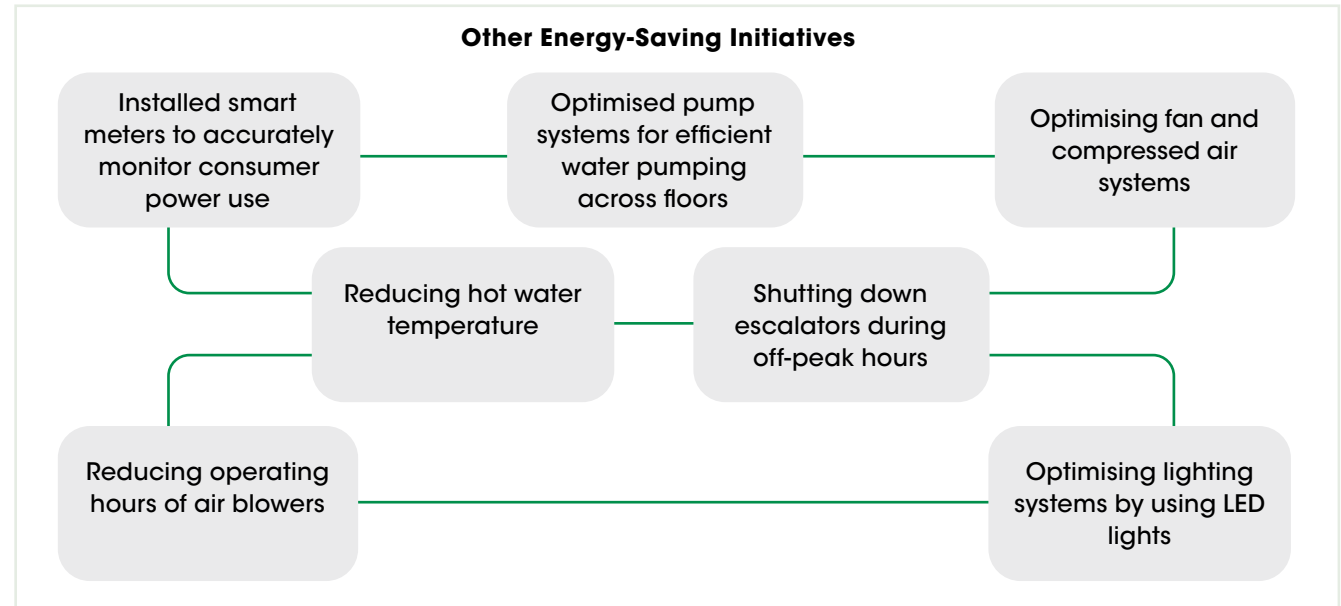
As energy demands surge due to global growth, we intensify efforts to transform our energy systems. This transformation boosts efficiency and embraces renewable sources to combat climate change. Transparently reporting carbon and energy performance to stakeholders is a crucial commitment. We actively address climate-related risks and opportunities in board and management meetings.

### MALAYSIA

As part of the Group’s ongoing efforts in reducing its environmental impact, the Group is reviewing and finalising plans to introduce new energy management initiatives at RWG, which include the installation of solar rooftops at viable properties and the implementation of a district cooling system for the resort.

In view of these endeavours, the Group is re-assessing its energy reduction targets to ensure that it better reflects its current and future position.

In 2023, Resorts World Kijal (“RW Kijal”) implemented a new air conditioning compressor, leading to a 5% reduction in its electrical bill. We also replaced ageing bulbs and installed smart meters in staff quarters RSC1, 8, 9, SkyCasino, Highland Hotel and the Resort Hotel this year. These initiatives reduced energy consumption by 7,506,846 kWh in 2023, a CO<sub>2</sub> reduction equivalent of 4,797 tonnes.



### Promoting Electric Vehicles

Genting Malaysia is committed to doing its part in the greater adoption of electric vehicles (“EV”) in support of Malaysia’s aspiration to be a low-carbon nation by 2040. Through collaborations and strategic partnerships with like-minded organisations, the Group aims to establish an accessible, convenient and reliable EV charging network in Genting Highlands.

The Group, together with Schneider Electric Malaysia, launched the highlands’ first EV charging station at the Awana SkyCentral Transportation Hub within the Genting Highlands Premium Outlets retail centre in 2019.

This charging facility comprises nine bays, each with a 7.4 kW rating through a Type 2 socket outlet. Schneider Electric Malaysia assures that a four-hour charge at these stations will yield a 40 km battery range. While the

## Protecting The Environment

current configuration operates on a single-phase setup, there are provisions for a future transition to a three-phase setup, enabling the accommodation of 22 kW charging capabilities. The charging station is open to the general public around the clock, seven days a week, and is free to use.

In 2023, we partnered with Shell Malaysia and Porsche Malaysia to establish the first EV mobility hub outfitting an ultra-fast 360kW high-performance charging (“HPC”) at the hilltop of Genting Highlands. Shell Recharge HPC charging infrastructure enables EV drivers from Malaysia, Singapore and Thailand to have a worry-free charging experience throughout their journey to RWG hilltop. The EV car charger setup comprises:

- Four 360kW high-performance charging bays
- Six 22kW AC charger bays

These initiatives are part of the Group’s commitment to sustainable tourism and positions RWG as Malaysia’s premier EV-friendly tourist destination. The Group will continue to expand the number of locations that will have EV charging stations in tandem with growing market demand for EV charging facilities.



### UNITED KINGDOM

Genting UK has upgraded its Building Management Systems with enhanced hardware and software, targeting energy efficiency enhancements. Work has commenced on ten systems scheduled for deployment by the first quarter of 2024.

We have transitioned lighting in public corridors and toilet areas to energy-efficient LED fixtures during the year. This initiative directly saved electricity, contributing to our sustainability goals.



### UNITED STATES

We began constructing EV Power Stations at RWNYC’s parking garage, which we target to be operational for customers by 2024. Our goal includes providing customers with EV Shuttles by the same year and enhancing solar energy usage in our New York Energy plans. Resorts World Catskills has already incorporated EV-powered golf carts into its newly opened golf course.

Hilton Miami Downtown employs the the Energy Huddle Card and Energy Tips List as educational resources to educate team members on ways to reduce energy consumption. In addition, the team presents its Carbon Neutral Meetings offering to B2B partners.

Hilton Miami Downtown has reduced its energy consumption by transitioning most light fixtures to LED in line with our commitment to achieving a net-zero future. Installing EV chargers supports guests driving electric vehicles.



### BAHAMAS

Similar to Hilton Miami Downtown, RW Bimini utilises the Energy Huddle Card and Energy Tips List as resources to educate and assist in energy conservation. The resort also upgraded to energy-efficient appliances and building systems at the end of their life cycles.

Resorts World Bimini plans to expand its golf fleet by adding eight EV-powered golf carts.

# Protecting The Environment

## CLIMATE CHANGE AND GHG MANAGEMENT



As an integrated resort, the effects of climate change directly impact operations. The world is undergoing significant environmental changes with erratic weather patterns and biodiversity threats. Urgent collaborative efforts are essential to protect its distinct ecosystem and ensure community well-being. We support the national climate targets and initiatives of the countries in which we operate, which are signatories of the Paris Agreement. Malaysia, UK and US have announced their targets to achieve carbon neutrality or net-zero emissions by 2050, and we will do our part in supporting this goal.

Genting Malaysia recognises climate change's devastating effects and associated short- and long-term business risks. Our firm commitment to addressing this issue includes avoiding the impact of climate change 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.

The Board of Directors are updated on the Group's performance in addressing climate change. They help oversee the organisation's strategies and initiatives related to climate change mitigation and adaptation.

Genting Malaysia underscores its commitment to climate resilience by incorporating climate-related risk management into its overarching risk scorecard. The comprehensive approach involves a thorough risk assessment to identify and evaluate climate-related risks, scenario analysis to anticipate potential outcomes and integration of pertinent metrics into the scorecard for ongoing monitoring. The company also implements adaptation strategies, stays abreast of regulatory changes, engages stakeholders transparently, and fosters a climate-conscious culture through training initiatives. Weaving these specific climate-related risk management processes into the organisational fabric demonstrates Genting Malaysia's environmental responsibility while enhancing its overall resilience and sustainability in a changing climate.

Climate change is 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 gas 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 collectively mitigate the impact of climate change. Senior management personnel use their expertise during discussions to shape public policy and regulations.

## POLLUTION PREVENTION AND CONTROL



Genting Malaysia remains steadfast in its commitment to minimising pollution by focusing on impact reduction and improving operational efficiency. We continue to address pollution by identifying ways to eliminate it at its source by modifying operations, maintenance and facility processes.

Adopting efficient operations allows us to reduce resource use and materials costs. We commit to addressing its resource use and avoiding impact by using resources more efficiently and reducing the quantity and toxicity of waste. The Group routinely monitors the performance of the air emission control system as needed.

# Protecting The Environment

## WATER MANAGEMENT

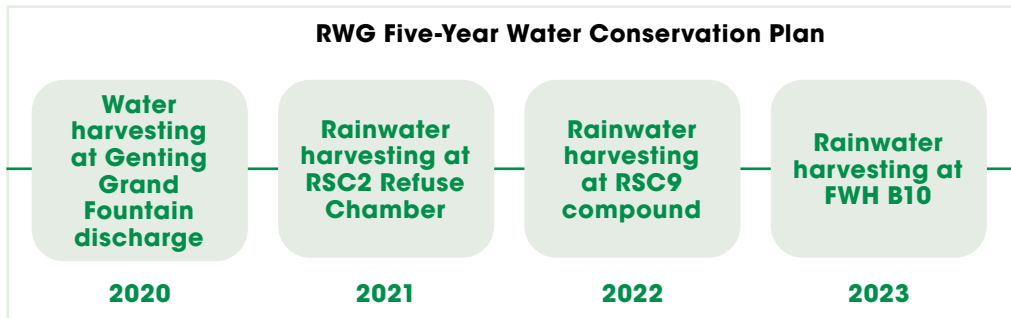


Genting Malaysia takes a proactive approach to water management, recognising water’s vital role in sustaining ecosystems and supporting diverse businesses. With a commitment to sustainability, Genting Malaysia implements innovative water conservation strategies, efficient usage practices, and responsible stewardship, ensuring a harmonious balance between its operations and environmental preservation.


### MALAYSIA

RWG extracts raw water from a surface water dam, treats it, and pumps it to consumers. Three pumping stations take treated water extracted from the Sungai Cherok dam to RWG’s reservoir for reticulation before flowing them to the point of consumption. The Ministry of Health (“MOH”) inspects the treated water quality weekly or biweekly. We strictly adhere to MOH standards for drinking water quality compliance to ensure the highest water safety and purity standards for consumers. Our dedicated sewage treatment plant treats discharged water in compliance with the Department of Environment (“DOE”) Standard A discharge regulations before channelling it back into the stream.

A Supervisory Control and Data Acquisition (“SCADA”) online monitoring system helps identify water-related impacts on water supply and sewerage discharge. Our dedicated command centre for water and sewerage closely monitors raw water sources, water levels and other critical parameters. Should irregularities occur, the system alerts standby operators and on-site personnel to address any issues promptly.




In 2023, our water-saving initiatives encompassed several strategies, including using recycled water for non-potable usage, such as irrigation, to reduce water consumption. We focus on continuous improvement and monitoring rainwater harvesting at our hotels and staff quarters.



Rainwater harvesting can collect approximately **1,000 litres** per square metre area.

Replacing ageing analogue water meters with digital alternatives captures Non-Revenue Water (“NRW”) more accurately.



Target : To attain Non-Revenue Water (NRW) levels below **8%**

Status : **Met**

We are evaluating a system to repurpose greywater to clean and support sewage treatment plant operations. This approach ensures more efficient and responsible use of water resources within our operations.

RW Kijal diverts water from the drainage system to the golf pond for watering. This practice exemplifies water conservation recycling, contributing to the facility’s environmental responsibility.



# Protecting The Environment

## UNITED KINGDOM

Genting UK is actively exploring sustainable water management practices. At Resorts World Birmingham, we plan to evaluate the feasibility of rainwater harvesting as a potential initiative in 2024. This assessment will determine the viability and practicality of implementing rainwater harvesting as part of its water conservation efforts.

## UNITED STATES

Hilton Downtown Miami employs the Water Huddle Card and Water Tips List as educational resources to engage team members on ways to promote freshwater preservation. Housekeeping prioritises efficient cleaning and full laundry loads, guided by the Laundry Room Guide within the Back to Basics Programme. The kitchens' comparable strategy encourages full dishwasher loads. Water-saving approaches extend to landscaping, enabling considerate watering times for the property.

### WASTE MANAGEMENT

Comprehensive waste management strategies, guided by the principles of the waste hierarchy: prevention, minimisation, reuse, and recycling, reflect our commitment to addressing waste. Through meticulous waste inventories and performance indicators, we actively work to reduce our environmental impact and enhance efficiency. We are steadfast in our commitment to optimising resource use and efficiency through comprehensive strategies prioritising waste prevention, responsible consumption and sustainable practices.

## MALAYSIA

### Food waste

RWG began food waste composting at the end of December 2023 to convert food waste into fertiliser. One tonne of food waste is estimated to convert into 200kg of fertiliser.

We target converting an average of one tonne of food waste into fertiliser each day in 2024.

### Plastic waste

We have replaced plastic drinking bottles at our food and beverage outlets at RWG with porcelain cups. Similarly, RWG has transitioned its hotel bathroom amenities to eco-friendly kraft paper and wheat straw packaging. In 2023, Crockfords Hotel reduced its plastic consumption by 153kg. We plan to phase out the use of plastic water bottles at Crockfords Hotel, with a target to reduce CO<sub>2</sub> emissions by 13.5kg through this initiative. We will replace plastic drinking bottles with glass to reduce the use of harmful single-use plastic to achieve this. In 2024, we also plan to install water dispensers with filtration systems at Genting Grand, Highlands Hotel, Resort Hotel, Genting SkyWorlds Hotel and First World Hotel. This initiative targets reducing CO<sub>2</sub> emissions by up to 270 tonnes.

RWG also partners with a third-party vendor to collect and sort plastic waste for recycling, contributing to a circular economy. We target recycling and reusing 50% of all plastic waste within the next three years.

### Used cooking oil

We collected approximately 102,918kg of used cooking oil at RWG in 2023. These are subsequently managed and recycled by third party vendors. Our initiative helps protect waterways from pollution and promotes a circular economy.

# Protecting The Environment



## Chemical waste

RWG partnered with Soap Cycling (“SC”), a non-profit organisation that collects, processes and distributes lightly-used soap bars and bottled amenities from the hospitality industry. SC sorts, recycles and distributes the soap in local communities.



## Scheduled waste

Genting Malaysia complies with the Environmental Quality (Scheduled Wastes) Regulations 2005. Scheduled wastes are managed, labelled, and safely stored in designated areas. Licensed collectors authorised by the Department of Environment (DOE) handle the disposal of these wastes.



## Effluents

RWG operates ten Sewerage Treatment Plants (“STPs”) to treat sewage before discharging it into natural waterways. This effluent adheres to the Effluent Discharge Standards outlined in the Malaysian Inland Waters Standard A within the Environmental Quality (Sewage) Regulations 2009.



## UNITED KINGDOM

Genting UK aims to divert 100% of waste from landfills, rigorously separating food, glass, cardboard, and cooking oil. Any residual waste undergoes further separation attempts; unsortable waste is incinerated to produce energy for local housing, aligning with our sustainability goals.

We continuously strive to enhance our waste recycling efforts and reduce reliance on energy produced from waste. Our ongoing commitment involves exploring new methods to recycle more waste streams and minimise the volume sent for energy production.



## UNITED STATES

In 2023, RWNYC enhanced its Resorts World app. Allowing members to access rewards digitally eliminates the need for plastic cards and paper vouchers. Currently, around 30% of Genting Rewards members use the app. By 2024, we target elevating this contactless approach to 40%. RWNYC actively explores eco-friendly alternatives to plastics in its F&B outlets, starting with employee dining areas.

Adopting various cloud-based systems to replace conventional business methods reduces paper consumption, such as DocuSign for signatures, WizeHive for grant applications, and Beekeeper for employee communication.

Hilton Downtown Miami is implementing various measures to address waste concerns. The Hotel sends used soap to the Clean the World organisation, which repurposes it for countries needing hygiene support. The hotel also began installing liquid soap dispensers in bathrooms and forwards empty bottles to Clean the World.

# 05

# UPLIFTING PEOPLE

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Genting Malaysia is committed to societal progress by fostering positive change, empowering communities, promoting diversity and enhancing employee well-being. Focusing on equal opportunities and professional growth, we uplift individuals at every level. Introducing robust sustainability practices and inclusive strategies creates a thriving and inclusive resort for all stakeholders. As part of our commitment to fostering local communities, we prioritise local sourcing and hiring practices, ensuring that our operations contribute positively to the economic and social fabric of the regions in which we operate.

Our inclusive hiring policy goes beyond non-discrimination, providing equal employment opportunities to underprivileged groups, including individuals from disadvantaged and socially underprivileged backgrounds. Additionally, our recruitment strategy actively addresses youth unemployment by offering internships and graduate placements.

Our Code of Conduct and Business Ethics stipulates stringent, fair employment standards and practices. We communicate our labour standards during employee onboarding sessions and implement various strategies to promote a culture of ethics and integrity among employees, leading to a more positive work environment and long-term success. This document is translated into relevant languages when necessary.

Periodically, Genting Malaysia participates in workshops or industry/topic-specific collaboration projects that provide industry solutions that improve labour standards in the countries in which we operate. As part of our risk assessment procedure, we regularly review the labour standards of existing and potential business and supply chain partners as part of due diligence.

## MANAGEMENT APPROACH

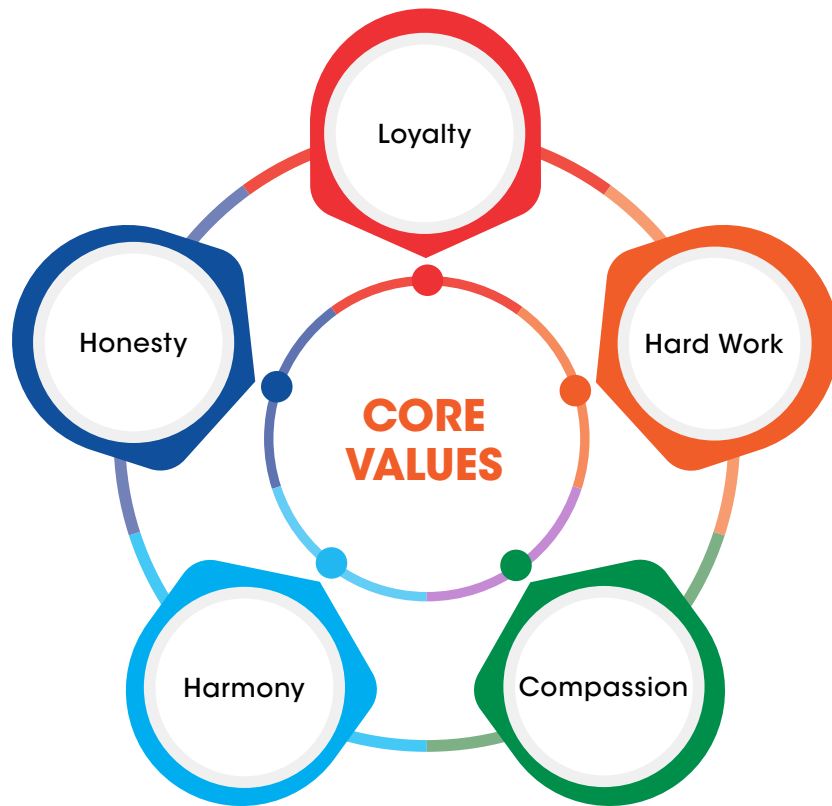
### Initiatives to nurture a safe and sustainable workplace

- 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 well-being programmes
- Encouraging learning in the ongoing strategic development process

### Initiatives to engage and support various segments of the community responsibly for the betterment of society

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

# UPLIFTING PEOPLE



**POLICIES ON:**

- Workforce diversity and equal opportunity
- Occupational health and safety
- Customer safety and health
- Responsible selling and marketing
- Data privacy
- Community health and safety
- Community engagements

Genting Malaysia stands firm on its core values of loyalty, hard work, compassion, harmony and honesty. Embracing these values forms the foundation for delivering exceptional experiences, fostering innovation and generating sustainable growth while upholding the highest standards of ethical conduct.

## HARMONY IN DIVERSITY: EMBRACING EQUALITY AND INCLUSIVITY

Genting Malaysia champions diversity and inclusivity, fostering a diverse resort environment that embraces individuals from all walks of life. Nurturing a diversity-celebrating culture ensures the community feels valued and respected. We focus on creating an inclusive space by providing the community with an enriching and inclusive experience within its diverse resort setting.

We commit to eradicating discrimination within the workforce and our value chain partners. We prohibit discrimination throughout all employment phases, including hiring, compensation, access to training, career growth, termination, and retirement.

### Discrimination Outlawed At Genting Malaysia

<b>Race</b>	<b>Disability</b>	<b>Indigenous Status</b>
<b>Age</b>	<b>Gender</b>	<b>Worker Organisation/ Union Membership</b>
<b>Social Origin</b>	<b>Marital status</b>	<b>Religion</b>
<b>Colour</b>	<b>Sexual Orientation</b>	<b>Ethnicity</b>
<b>Maternity Status</b>	<b>Nationality</b>	<b>Political Affiliation</b>

Prohibiting and actively combatting harassment fosters a safe, respectful and inclusive environment for employees, visitors and stakeholders.

# Uplifting People

The Group has taken action to improve diversity and equal opportunities and reduce discrimination, including those based on the following:



## Religion

Designated prayer rooms at the workplace accommodate various religious practices.



## Gender

A breastfeeding room in the workplace and throughout the resorts supports nursing mothers.



## Age

We offer equal training, career growth and performance management opportunities for employees regardless of age.



## Disabilities

We eliminate discrimination in disability hiring and provide feasible assistance and an inclusive work environment.

## Prioritising Inclusivity

Inclusivity is the cornerstone of our hospitality ethos. Our unwavering commitment to providing a discrimination-free environment is the bedrock upon which we craft every experience. We cater to the diverse needs of all patrons, providing safety, inclusivity and comfort.



## MALAYSIA

The Genting SkyWorlds Theme Park is a testament to this commitment. The park seamlessly integrates wheelchair accessibility in elevators and restrooms and strategically places disabled ramps for ease of access for all visitors. Our goal extends beyond mere accessibility; we aim to provide individuals with special needs with an exhilarating, barrier-free experience—a promise we uphold with passion and dedication.

As a captivating entertainment paradise, Genting Malaysia welcomes families with young children, aspiring to be where kids' dreams come alive. We strive to create a magical haven where children can experience memorable moments. With dedicated nursing rooms, mini playgrounds, and strollers for rent, our purposefully crafted facilities provide families with little ones a comfortable and enchanting stay.



## UNITED KINGDOM

Genting UK fosters diversity through actively partnering with job boards and recruitment agencies advocating opportunities to underrepresented groups. We also regularly review the wording of our job descriptions and adverts to reduce unconscious bias and promote inclusivity. The importance of this topic is further highlighted by a new Diversity and Inclusion Section added to our Careers website.

We have mandated Inclusive Leadership e-learning modules for all management-grade employees, emphasising critical traits, skills, benefits and methods to foster an inclusive culture. We intend on broadening related courses on our e-learning platform to all employees.

Adhering to UK regulations, Genting UK discloses its gender pay gap and underscores its commitment to equal pay through regular compliance checks. We continue to refine our recruitment strategies to attract more women, especially for senior positions, leveraging specialised job boards and acting on employee feedback.

We are launching a Diversity and Inclusion forum in 2024 that will provide a space to share ideas, experiences, and best practices in supporting each other to advance diversity and inclusion in the workplace. Each event will focus on a different topic chosen by employees. The forum will help identify priorities for the business and provide feedback on the progress and effectiveness of our Diversity and Inclusion strategy.

## Uplifting People



### UNITED STATES

Our U.S. operations comply with the 2010 Americans with Disabilities Act (“ADA”) Standards for Accessible Design. Offering scooters empowers disabled guests, ensuring they have equal opportunities to enjoy our resort experience fully.

### RECOGNISING AND REWARDING CONTRIBUTIONS



### MALAYSIA

Genting Malaysia provides fair remuneration and rewards employees with benefits. We designed our remuneration policy to uphold the right to a minimum wage.

- |  |  |
|--|--|
| <b>1</b> Medical and dental                      | <b>6</b> Long service award                              |
| <b>2</b> Group term life insurance               | <b>7</b> Uniform   |
| <b>3</b> Group personal accident insurance       | <b>8</b> Car loan interest subsidy                       |
| <b>4</b> Travel related                          | <b>9</b> Genting Malaysia Education Fund                 |
| <b>5</b> Membership in professional associations | <b>10</b> Retirement Gratuity (for Executive Level only) |

We prioritise adherence to local labour laws and vehemently prohibit discrimination based on gender, religion, race, or other traits. We uphold the principle of equal pay for equal work, ensuring an identical 1:1 basic salary and remuneration ratio for men and women performing comparable work.

Genting Malaysia’s local operations celebrate employees’ dedication and contributions with awards such as Long Service, Employee of the Year, Honesty and Retirement Awards. Overseas operations celebrate Association Appreciation Day and acknowledge team members through recognition awards, luncheons and get-togethers.

In 2023, Genting Malaysia reported a total voluntary turnover of 1,958 full-time staff out of a total of 10,068, resulting in a voluntary turnover rate of 19%.



### UNITED KINGDOM

Genting UK ensures employees receive an extensive array of benefits and support. These include life assurance, pension contributions, high street discounts, and diverse optional benefits. Comprehensive well-being initiatives encompass a dedicated Employee Assistance Programme, mental health awareness training for managers, social activities, health and fitness perks, flexible working options, and a private GP helpline available 24/7. Family-friendly policies and a wellbeing resource hub further enhance employee support. Genting Casinos UK’s membership with the Licensed Trade Charity offers free emotional, financial and practical help.



### UNITED STATES

Comprehensive employee benefits include health, dental, vision coverage, retirement plans, life insurance and long-term disability insurance. Employees receive paid time off as we support their overall well-being and security.



### 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.

# Uplifting People

## CULTIVATING WELL-BEING TOGETHER

Genting Malaysia prioritises employee engagement, taking pride in its diverse workforce, and fostering unity, connection and motivation. Concerted efforts encourage collaboration and foster a vibrant environment where everyone feels connected and contributes. Strengthening teamwork and promoting an inclusive workplace culture where diverse perspectives are valued supports our commitment to a unified and motivated workforce within integrated resort operations.

### MALAYSIA

A dedicated Employee Services Section within Human Resources Department actively fosters a healthy work-life balance

Diverse Wellness Initiatives Managed by the Employee Services Section	
Sports tournaments	Sports and recreation facilities
Employee of the Month	Best Employee Awards
Employee Appreciation Nite	Health Campaign
Counseling Services	Dedicated Employee Carnival
Weekly programmes such as Mat Pilates, Zumba, and Kickboxing	

## Categories of Employee Well-Being Programmes at RWG



RWG also offers various senior leadership engagement programmes, such as:



**SPEAK UP!** is a platform for employees to directly voice suggestions, questions, feedback, or concerns to Senior Vice Presidents and higher management. Empowering employees to contribute their thoughts and genuine concerns improves the organisation’s work environment.



The **Take50 Executive Lockout** programme involves Vice Presidents and above, dedicating 50 minutes fortnightly at selected locations. This initiative encourages leaders to interact with employees, gather insights, reinforce service standards, model behaviour, offer coaching, communicate organisational updates, and identify areas for improvement.



The **Partner with Department (“PwD”)** initiative involves AVPs and above management partnering with staff members to perform operational tasks for two to three hours.



**TikTalk** is a short talk model, providing a platform for sharing knowledge that matters through short talks and presentations. This initiative aims to groom employees who are manager-level and above to gain confidence, acquire a deeper understanding of various subject matters and hone their public speaking skills. This is also one of our channels to educate employees in an accessible way.

As part of our ongoing endeavours to nurture a healthy workplace and living environment, we have set the following targets for our Malaysian operations:

### 2024 Targets – Malaysia

2024 Targets
<p><b>Nurturing A Safe And Sustainable Workplace:</b></p> <ul style="list-style-type: none"> <li>To conduct at least six S.A.V.E environment projects annually to promote environmental protection among employees</li> <li>To conduct &gt; 150 health and safety programmes to prevent accidents and incidents</li> <li>Zero fatalities</li> <li>To conduct &gt;24 engagement and wellbeing programmes to enhance the workplace and living environment.</li> <li>All employees are required to attend at least 16 hours of training annually as part of their ongoing development</li> </ul>

# Uplifting People

## UNITED KINGDOM

Genting UK employs engaging initiatives to enhance employee involvement and satisfaction, such as an annual employee survey for comprehensive feedback, the Croupier of the Year competition, and a company-wide quiz to foster camaraderie. Each casino manages its own social fund, while annual sporting events and seasonal parties further promote employee engagement and community spirit.

Genting UK fosters an open feedback culture through consistent communication channels. Managers maintain regular contact with their teams via casual conversations and “team talks” that update employees with relevant news and information, ensuring a two-way flow of communication for engagement. The company encourages 1:1 meetings and appraisals between managers and team members. These sessions facilitate open dialogue, providing a platform for feedback on work performance, motivating employees and encouraging optimal performance.

## UNITED STATES

In 2023, RWNYC introduced the Beekeeper App, an internal communication platform facilitating operational updates, company news dissemination and direct employee interaction across its five properties. RWNYC targets an 80% employee adoption rate by 2024 to streamline communication and engagement.

RWNYC hosted various engagement initiatives throughout the year, including Team Member Appreciation Events, Costume Contests, Holiday Decorating Contests and the Company Value Initiative. These activities foster employee camaraderie, celebrate teamwork and reinforce the company’s core values.

RWNYC hosted nine community volunteer events throughout 2023, including delivering meals to seniors, participating in beach cleanups, supporting charity races, maintaining gardens and organising school supply drives.

### Progress Against Target

In 2023, approximately 100 employees contributed around 450 volunteer service hours. We encourage employees to participate in our activities, fostering a sense of belonging and inclusivity. We target increasing employee participation by **20%** in 2024, which is approximately **540 service hours**.

## BAHAMAS

RW Bimini 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.

### SAFETY AND HEALTH

Upholding safety standards within resorts provides visitors, employees, patrons, and contractors with a secure environment. Stringent safety protocols and measures prioritise the well-being of everyone on its premises.

## MALAYSIA

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

Risk assessments	Safety patrols	Self-directed health and safety checks	Facility and equipment inspections
Chemical substance management	Comprehensive health and safety training	Regular drills for employees and contractors	

Enforcing standardised safety rules for everyone entering the premises ensures a safe environment for employees, contractors, suppliers and business partners.

An unwavering commitment to vigilant safety practices helps cultivate a secure environment that nurtures trust and confidence among all engaged with our resort operations. We make everyone feel warmly welcomed and have a safe stay.

Target	Progress against Target
Zero fatalities	Zero fatalities in 2023
To conduct at least 150 training and inspections to prevent accidents and incidents	166 activities in 2023
To conduct 12 engagement and well-being programmes per annum	45 programmes delivered



# Uplifting People

## Safety Governance

RWG adopted OHSAS 18001 and ISO 14001 across the resort. RWG’s Occupational Safety and Health (“OSH”) Committee adheres to Regulation 12 of the Occupational Safety and Health (Safety and Health Committee) Regulations 1996. Mr. Tan Boo Chuan, the Senior Vice President of Human Resources, leads the committee, supported by a deputy chairman and Secretariat. He oversees the implementation, control, monitoring and review of Genting Malaysia’s Health and Safety Policy and Procedures. The committee comprises employer and employee representatives from 15 properties and departments within the organisation.

### Contractor Safety: Aligning Standards For A Secure Workplace At Genting Malaysia

Genting Malaysia ensures contractors:

- Follow equivalent safety standards as its employees
- Comply with safety protocols
- Register sites with the Department of Occupational Safety and Health
- Attend the Construction Department’s health and safety meetings
- Hold valid Construction Industry Development Board (“CIDB”) cards for on-site work

Violators receive prompt notices, with repeat offences incurring fines. Contractors must report accidents, near-misses and property damage by submitting preliminary and detailed reports.

## UNITED KINGDOM

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. Genting UK mandates that its maintenance provider and supply chain partners consistently conduct thorough health and safety audits on their engineering teams.

## UNITED STATES

We promote a safety culture, advocating training across all departments. Each employee must understand and practice job functions safely. In August 2023, our annual Safety and OSHA training complemented monthly and quarterly Safety Committee Meetings. Departments handling heavy-duty equipment, such as the Warehouse and AV, undergo rigorous training and certification to operate machinery safely and skillfully.

Using OSHA 300 Logs is a pivotal tool for workers and local unions to evaluate workplace injuries and illnesses. This data helps pinpoint, manage and work towards eliminating workplace hazards.

All departments, including Security, Facility, and Risk Management, actively participate in continuous safety measures. The Risk Management Department and Human Resources conduct annual safety training sessions. The Security Floor Manager conducts weekly property inspections to identify and address potential hazards.

## BAHAMAS

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

# Uplifting People

## CAREER DEVELOPMENT

Genting Malaysia prioritises learning and development, nurturing professional growth via skill enhancement and comprehensive training programmes. We dedicate ourselves to continuous learning opportunities, enabling employees' skill advancement and career progression within the organisation.

Genting Malaysia also commits to employee personal development training, encompassing a comprehensive range of programmes to enhance professional and personal growth. Our blended learning approach have provided employees with a comprehensive and engaging learning experience that drive employee performance. This integrated learning approach cultivates talent to achieve excellence as a leading resort destination.



### MALAYSIA

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

During the year of 2023, Genting Malaysia's local operations invested RM6,805,874 in delivering 1,467 training programmes, including flagship programmes such as Leadership Mastery, Business Mastery, Personal Mastery, Essential Mastery and Functional Mastery. The average training hours per employee during the year were 37.96, which translates to an average of five training days per employee.



### UNITED KINGDOM

Genting Casinos UK offers extensive training programmes for all levels and has recently introduced specialised schemes such as the 9-month Fast Track Development Programme and upcoming undergraduate placement scheme. They prioritise talent development and identify future leaders through succession planning and Personal Development Plans. Retirement support is provided for management-grade employees, assisting those who would like to share their retirement plans with us. Tailored programmes address financial and lifestyle aspects, aiding employees in transitioning smoothly from work to retirement and offering personalised support based on individual needs.



### UNITED STATES

Employees attend mandatory training sessions upon joining, beginning with New Hire Orientation, followed by on-the-job departmental training. They receive training in sexual harassment prevention, ethics, responsible gaming, and language skills. Tailored programmes support employees transitioning to retirement.

In 2023, our HR and Community teams actively participated in four job fairs and organised two on-site events as part of our talent-sourcing initiatives. We aim to elevate our engagement in similar workforce development events by achieving a 25% increase in participation. This commitment demonstrates our dedication to expanding our efforts in sourcing and attracting talented individuals.

# Uplifting People

## GROWING ALONGSIDE OUR COMMUNITY

Genting Malaysia prioritises issues and causes where it can have the greatest impact through its community engagement focus areas. We invest in and support a variety of institutions and initiatives that promote the economic and social progress of the local communities where we operate, including in areas such as education, health and the environment. The Group’s community engagement programmes focus on philanthropic contributions, capacity building and volunteerism.

### Our Community Investment Focus Areas

Economic Development	Social Empowerment	Environmental Well-being
<p>Our targeted initiatives catalyse economic development by supporting local businesses, creating job opportunities and fostering financial stability.</p> 	 <p>We address pressing health, education, and cultural development issues to enhance community well-being.</p>	<p>We mitigate the ecological impact and promote eco-friendly practices.</p> 

### Engagement, Involvement and Volunteerism

Genting Malaysia has implemented mechanisms to facilitate employee engagement and involvement with the community. Recognising the importance of volunteering, we encourage our employees to contribute their time and skills to charitable causes. Formulating specific targets and well-defined employee engagement structures facilitates a structured approach. This commitment strengthens our connection with the community while fostering a culture of social responsibility and active participation among our people.

#### 2024 Targets - Malaysia

##### Engaging Communities

- To introduce up to five community and capacity building programmes for underprivileged youths
- To achieve at least 80 youth participation in the Group's engagement programmes
- To recruit 30% of youths participating in the Group's engagement programmes into Genting Malaysia's workforce

# Uplifting People

## Community Initiatives in 2023

### Bursa Bull Charge Charity Run 2023



*GENTM's runners and cheerleaders are ready to charge ahead and make a difference at the Bursa Bull Charge Charity Run 2023*

Genting Group, including Genting Berhad, Genting Malaysia and Genting Plantations, donated RM68,000 to the Bursa Bull Charge Charity Run 2023. Held in Kuala Lumpur's Central Business District on 8 October 2023, four Genting Malaysia employees participated in the 5-km run.

We directed the proceeds towards impactful climate and environmental projects, supporting organisations such as Global Peace Festival Malaysia, Impact Malaysia and Marine Research Foundation.



*Genting Group's runners were all smiles showing off their finisher medals after completing the 1.5km (CEO category) and 5km (Open category) run*

### Contribution to IJN Foundation



*YH Dato' Indera Lim Keong Hui, Deputy Chief Executive and Executive Director presenting the mock cheque to YBhg. Datin Zulini Mohd Ali, Fundraising Chairman - IJN Foundation and YBhg. Toh Puan Aishah Ong, Chairman - IJN Foundation*

In 2023, Genting Malaysia donated RM 200,000 to the IJN Foundation and sponsored the IJN Foundation Fundraising Dinner held on 29 October 2023, at the Kuala Lumpur Golf and Country Club. The funds support medical care for underprivileged individuals seeking treatment at IJN and aid ongoing cardiovascular disease research by IJN specialists. Genting Malaysia has donated RM171,000 since 1999.

### Tabung Kebajikan Sukan Dan Sosial Kontinjen Polis Pahang

We donated RM150,000 to Tabung Kebajikan Sukan dan Sosial Kontinjen Polis Pahang to support the Pahang Fun Run & Ride and PDRM Pahang Welfare Club. Held in conjunction with Hari Sukan Negara, the Fun Run contributions fund diverse activities and programmes for PDRM Pahang Welfare Club members.

### Johor Hockey Association



*YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President - Corporate Communications and Public Relations presenting the mock cheque to YAM Tunku Abdul Rahman Ibni Sultan Ibrahim, Tunku Panglima Johor at the official launch ceremony at Persada International Convention Centre, Johor Bahru*

### Contribution to Spastic Children

Our RM20,000 contribution to the Spastic Children's Association of Selangor and Federal Territory ("SCAS&FT") helps disabled children with Cerebral Palsy. The support provides lifelong support through diverse services such as a Special Education School, Vocational Training, Sheltered Workshop and Rehabilitation Centre.

We have supported similar causes since 1999, including contributions to Pusat Harian Kanak-Kanak Spastik Ipoh: RM 8,000 in 1999, followed by smaller donations annually from 2007 to 2012, amounting to RM 6,000 collectively.

We donated RM100,000 to the Johor Hockey Association to support the Sultan of Johor Cup Below-21 International Hockey Tournament. The tournament ran from 27 October to 4 November 2023 and hosted eight participating countries: Australia, Belgium, India, France, Germany, the Netherlands, Malaysia and Oman. We have donated RM600,000 to date to grow national hockey.

# Uplifting People

## Community Initiatives in 2023

### The Terry Fox Run 2023



GENM's first aiders at the Terry Fox Run 2023

Genting Malaysia contributed two tents and ten first-aid volunteers for the Terry Fox Run 2023 for the safety and well-being of participants. The Cancer Research Foundation organised the run on 9 September 2023 at Taman Metropolitan Kepong, with all donations supporting cancer research.

### Children from Rumah Amal Nur Zaharah



A group picture of YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President - Corporate Communications and Public Relations with the children from Rumah Amal Nur Zaharah

Genting Malaysia welcomed 27 children from Rumah Amal Nur Zaharah, a charitable orphanage in Bentong, to visit the Genting SkyWorlds Theme Park on 4 February 2023. This event was a fully-sponsored community initiative, allowing children from underserved backgrounds to experience joy, kindness and empathy. The children enjoyed guided visits to age-appropriate attractions.

This programme championed children's rights to recreation and enjoyment aligned with our commitment to the Children's Rights and Business Principles.

### Bentong Prison Inmates Rehabilitation Programme

Genting Malaysia actively supports the Bentong Prison Inmates Rehabilitation Programme. Over 30 inmates and prison staff created Asam Pedas and Redang Betawi pastes, drawing inspiration from Raja Permaisuri Agong's cookbook, Air Tangan Tengku Ampuan Pahang. RWG's chefs supported Bentong Prison's commercialisation efforts by transforming these recipes into pastes, offering packaging advice and lab testing assistance.

We also purchased 500 pastes for distribution among selected single mothers in Bentong. Sales proceeds by MyPride, under the Malaysian Prison Department, are directed toward human development programmes for inmates.



Her Majesty Tunku Hajah Azizah Aminah Maimunah Iskandariah demonstrating the use of the Asam Pedas and Rendang Betawi pastes



YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations, receiving the pastes from YBhg. Datuk Nordin Muhamad, Prisons Director General



YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations handing over the pastes to one of the recipients

# Uplifting People

## Corporate Social Responsibility

### Donation of Essential Items to Kampung Benus, Bentong



GENM contributes essential items as early preparation for disasters, presented by YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations to Miss Hajah Zaharah binti Ismail, Bentong Municipal Council Member

Genting Malaysia supports local communities during challenging times by providing essential items and disaster relief. We donated crucial household items to Kg. Benus, Bentong, to prepare for the flood season, collecting bedding and towels from hotels in RWG.

Previously, we helped flood victims in Pahang and Terengganu. We also participated in cleanup programmes to support affected communities during challenging times.



A group picture of YBhg Dato' Sri Kay Atisha Parasuraman, Vice President of Corporate Communications and Public Relations with Miss Hajah Zaharah, Bentong Municipal Council Member, Mr Mohd Azizi, Penghulu of Mukim Bentong 1 and the representatives from Kg Benus, Bentong

### MySkills Foundation and Montfort Boys Town



Students from Montfort Boys Town's Bakery and Pastry Program having hands-on experience with our RWG chefs



Students visiting on-site to gain insights into Banquet Management and Servicing



Genting Malaysia hosted study visits for trainees from MySkills Foundation and Montfort Boys Town. In February 2023, MySkills trainees explored F&B operations, engaging in hands-on kitchen training and receiving briefings on F&B outlets. Forty Montfort trainees learned aspects of F&B operations, Banquet Management, and Housekeeping in October and November.

Since 2022, these annual study visits have empowered youth by offering workplace exposure, hands-on training and career guidance sessions. Providing internship and employment opportunities highlights our multi-tiered approach to nurturing the future talents of the hospitality industry. Starting January 2, 2024, students from Montfort Boys Town will begin their internships at RWG: five in the Bakery and Pastry Department and five in Hotel Management.

### Gift of Giving



To participate in the Gift of Giving, guests and employees can place children's gifts in the Crockfords Bear trolley

The Crockfords Hotel Team orchestrated the "Gift of Giving" initiative during Halloween, encouraging guests, employees and suppliers to place children's gifts in the Crockfords Bear Halloween trolley. On 30 October, the team presented the presents to two orphanages, Praise Emmanuel Children's Home PJ and Trinity Community Children Home Society PJ.



Crockfords Hotel team members visited Praise Emmanuel Children's Home and Trinity Community Children Home Society, bearing gifts that were placed in the trolley

# Uplifting People

## Corporate Social Responsibility

### A Heartfelt Christmas With The Underprivileged



YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President – Corporate Communications and Public Relations presenting presents to the orphans.



Group photo with the children

On 22 December 2023, Genting Malaysia hosted 40 orphans and caregivers from Pertubuhan Kebajikan Anak Yatim Mary in Kuala Lumpur and Sweet Care Home in Batu Caves. The day began with a festive Christmas feast at Crockfords where each kid received a Christmas gift. We treated the children to a full day of fun at Genting SkyWorlds Theme Park.

### GENM-YAKEB Hospitality Career Placement Programme



The MoU is signed by Mr Lee Thiam Kit - President and COO of RWG, Dato' Noorul Ariffin Abdul Majeed - Chairman of YAKEB, and Dr S. Sri Kumar - Founder Group Director of DHS Hospitality Academy, witnessed by YB Hannah Yeoh - Minister of Youth and Sports

Genting Malaysia launched the RWG-YAKEB Hospitality Career Placement Programme following the career talk for Yayasan Kebajikan Atlet Kebangsaan ("YAKEB") members in October 2022. The programme offers former national athletes and their associates permanent job placements upon completion. A Memorandum of Understanding with YAKEB and DHS Hospitality Academy outlines a six-month placement at RWG and a hospitality certification. YAKEB conducts nationwide roadshows to promote the programme to members, friends and families.

### Raya Bakes With Rumah Titian Kaseh



YBhg. Dato' Sri Kay Atisha Parasuraman, Vice President – Corporate Communications and Public Relations visiting the Raya cookies booth by Rumah Titian Kaseh

Genting Malaysia engaged Rumah Titian Kaseh, a charity supporting single mothers and orphans, to establish a Raya cookies sales booth at Wisma Genting during Ramadan. The proceeds from the two-day charity sale helped fund RTK's operational expenses, supported residents' welfare and maintained the home's functions.

# Uplifting People

## Sustainability

### GENTING GREEN GENERATION (G3) VOLUNTEER PROGRAMME

The Genting Green Generation (G3) Volunteer Programme was established in 2017 to instil a culture of sustainability and environmental consciousness among employees. The programme has 162 members to date.

#### G3 Activities in 2023

Nature Hike at Resorts World Awana (February)

- Exploring and learning about biodiversity in the surrounding natural environment



Nature Hike along Clearwater Way, Resorts World Awana

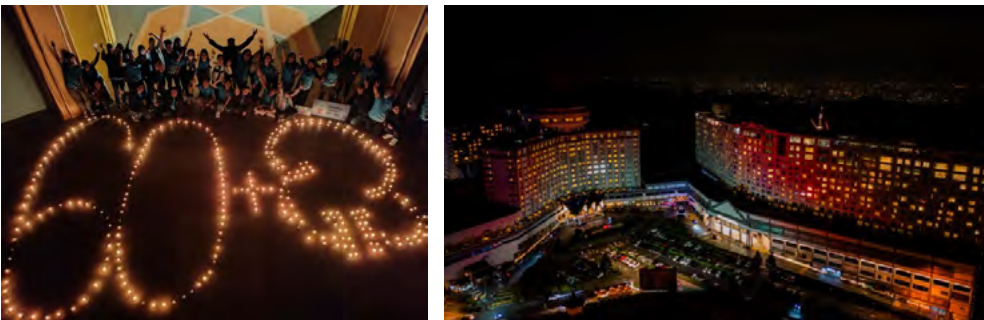
Turtle Conservation Programme at Resorts World Kijal (July)

- Participants engaged in beach cleaning, baby turtle release, tree planting and attending a turtle conservation awareness talk to protect and preserve endangered sea turtles and their habitats



Earth Hour 2023 (March)

- Employees switched off all non-essential lights in the properties, engaged in a soy candle-making workshop, and arranged sustainable candles to form the outlines of Earth Hour and G3 logos



Earth Hour

Sorting Activity (October)

- Participants categorised clothes and items collected from the HR Department's Donate Your Clothes Campaign to ensure quality donations for charity visits
- Items failing to meet donation criteria were sent to a textile recycling facility to reduce landfill waste





# Uplifting People

We engage with G3 volunteers through social media, particularly Facebook, sharing educational materials on environmental, health and safety, and eco-tips for sustainable living.

## Examples of G3 Social Media Posts

**Celebrating festivals in a sustainable way**

Happy New Year! 🧧🧨  
In Chinese culture, the zodiac is the symbol of longevity, peace and prosperity. 🧧  
Stepping into the Year of the Water Rabbit 🐰, here are a few **tips** to make this Lunar New Year not only a prosperous one, but also a conscious celebration. 🌱  
Lunar New Year is not just a festival, but it can also be green. 🌱 Let's adopt a more sustainable lifestyle, starting with celebrating a greener Lunar New Year. 🧧  
By following these tips, we can not only save money on our energy bills but also help to protect the environment. Let's make a commitment to reducing our carbon footprint... not just during Lunar New Year, but every day! 🌱  
#SustainableLiving #GreenLiving #EcoFriendly #HappyNewYear

41 post reach

**Saving energy at home**

Happy Friday, G3 Friends! 🌱  
Are you ready for Earth Hour on 23rd March? 🌱  
In addition to participating in Earth Hour, there are other steps that we can take to reduce our energy consumption and lower our electricity bills throughout the year. 🌱  
Check out the infographic below for some tips to reduce your carbon footprint and make your home more energy efficient. 🌱  
By following these tips, we can not only save money on our energy bills but also help to protect the environment. Let's make a commitment to reducing our carbon footprint... not just during Earth Hour, but every day! 🌱  
#SustainableLiving #GreenLiving #EcoFriendly #HappyFriday

40 post reach

**Practising a zero-waste kitchen and composting**

Happy Friday, G3 Friends! 🌱  
CONTINUING FROM OUR ZERO WASTE KITCHEN POST, LET'S DIVE DEEPER INTO A CRUCIAL TOPIC: COMPOSTING! 🌱  
At its heart, composting is the magical transformation of organic waste into nutrient-rich soil. 🌱  
By composting the right mix of manageable materials and allowing nature's decomposers to work their magic, we create a sustainable cycle that benefits both the environment and our gardens. 🌱  
Composting isn't just about reducing waste, it's about taking a healthier path. As we divert kitchen scraps from landfills, we contribute to healthier ecosystems and reduce our carbon footprint. 🌱  
Curious to start your own composting journey? Check out the infographic below for a quick guide on getting started! 🌱  
For more detailed insights, explore this comprehensive guide: [https://www.gardenknowledgeworld.com/zero-waste-kitchen/](#)  
Share your composting success, challenges, and tips in the comments below. Together, we're nurturing nature and building a more sustainable future. 🌱  
Let's keep nurturing the green side. 🌱  
#G3GreenFriday #SustainableLiving

33 post reach

**Deforestation**

Happy Friday, G3 Friends! 🌱  
Did you know that deforestation is one of the leading causes of climate change? 🌱  
Forests are crucial for regulating our planet's climate and providing habitats for countless species. 🌱  
Unfortunately, deforestation is happening at an alarming rate, with an estimated 10 million acres of forest lost every year. 🌱  
But there is something we can do to help by supporting sustainable forestry practices and reducing our consumption of paper products. 🌱 We can help protect our planet's forests. Here are some simple steps you can take:  
1. Choose recycled paper products whenever possible, such as recycled printer paper and paper towels. 🌱  
2. Use reusable shopping bags instead of disposable paper bags. 🌱  
3. Opt for digital communications whenever possible to reduce paper waste. 🌱  
4. Support companies that use sustainable forestry practices and avoid those that don't. 🌱  
If you want to learn more about deforestation, check out this informative article: [https://www.gardenknowledgeworld.com/deforestation/](#)  
Together, we can make a difference for our planet's forests and the species that call them home. 🌱  
#G3GreenFriday #SustainableLiving #Deforestation

28 post reach

**Earth Day 2023**

Happy G3 Friends! 🌱  
We may be a little late, but we still want to acknowledge Earth Day 2023 and its theme, "Invest in Our Planet." 🌱  
This year's theme calls for urgent action to invest in our planet's future resources, protect biodiversity, and work towards a sustainable future for all. 🌱 Investing in our planet means investing in ourselves, and our communities. As we depend on a healthy and thriving environment for a prosperous future.  
If you're looking to learn more about Earth Day, check out the official Earth Day website: [https://www.earthday.org/earth-day/2023/](#)  
As we move forward from Earth Day, let's continue to raise awareness and act towards a more sustainable future. 🌱 Whether it's reducing our carbon footprint, supporting eco-friendly initiatives, or advocating for environmental policies, we all have a role to play in investing in our planet.  
What actions are you taking to invest in our planet? 🌱  
Share your thoughts in the comments below! 🌱  
#EarthDay2023 #InvestInOurPlanet #SustainableLiving

68 post reach

**Why we need to avoid single-use plastics**

Happy G3 Friends! 🌱  
Last month we celebrated Earth Hour and it was a great reminder of how important it is to take care of our planet. 🌱  
Today, we'll talk about a small but significant change we can all make to help reduce our impact on the environment: ditching single-use plastics.  
Single-use plastics like straws, water bottles, and bags are incredibly harmful to our planet. They take hundreds of years to decompose, and in the meantime, they pollute our oceans, harm wildlife, and contribute to climate change. 🌱  
But the good news is, we can all make a difference by making simple changes in our daily lives. Instead of buying bottled water, invest in a reusable water bottle. Say no to plastic straws and don't forget to bring your own reusable bags when you go grocery shopping. 🌱  
Check out this infographic for more tips on how to reduce your plastic use: [https://www.gardenknowledgeworld.com/avoid-single-use-plastics/](#)  
By making these small changes, we can help reduce the amount of single-use plastics that end up in our oceans and oceans.  
Let's all do our part to protect the planet we can have. 🌱  
#AvoidSingleUsePlastics #SustainableLiving

62 post reach



# Uplifting People

## Genting Malaysia Overseas Operations' Commitment to Social Responsibility



In 2023, RWNYC engaged in cultural celebrations and philanthropic initiatives, showcasing its commitment to diverse causes.

Resorts World Gives ("RWGives"), an integral part of RWNYC's philanthropy, focuses on five pillars: arts & culture, environment, health & wellness, community and economic development. In 2023, it raised and donated over \$1 million to numerous non-profit organisations, benefiting over 100 diverse organisations and touching more than 400,000 people in the Queens Community. RWNYC aims to augment community contributions by 70% and expand partnerships with community organisations by 50%. RWGives supported various causes and organisations, including the World War II and War Veterans, National Bike Month, Town of Walkill Boys and Girls Club, and fundraising events such as "Give Where You Live" and the 45th Heart-A-Thon. The team also actively contributes essential items to various non-profit organisations.

In 2023, RWNYC continued the Everi Giving Module, raising a total contribution of USD111,170. This initiative, introduced in 2022, allows patrons to donate rounded-up

winnings to local non-profits such as Queens Public Library and Boys & Girls Club, resulting in an average annual contribution of \$2,400. RWNYC plans to increase these contributions by 25% in 2024.

As part of its commitment to capacity building, RWNYC plans to host two additional non-profit symposiums in 2024, following the success of the 2023 event. These symposiums will educate non-profits about grant applications. In 2023, RWNYC collaborated with York College, offering a six-week introductory gaming operations course to 50 participants to cultivate talent in the gaming industry.

RWNYC donated \$10,000 to the American Cancer Society and raised over \$2,000 internally to support Making Strides Against Breast Cancer.

Hilton Downtown Miami aims to positively impact the local community by supporting community members, disaster relief, and economic opportunities. Focusing on these areas fosters a meaningful and lasting impact on the community, actively contributing to their well-being and sustainability.

# Uplifting People

## HUMAN RIGHTS











Genting Malaysia firmly upholds human rights, aligning with local and international laws, including the International Bill of Human Rights and the UN Guiding Principles on Business and Human Rights. This commitment extends to contracts and all third-party engagements, emphasising dignity, respect, non-discrimination and fair, humane treatment for everyone. This dedication mirrors a firm adherence to ethics, fostering an inclusive entertainment paradise where everyone enjoys a fun-filled resort experience.

We uphold the fundamental human rights principles outlined in our own Human Rights Principles and ensure their application throughout our entire value chain. Suppliers and contractors must also hold their suppliers to the same standards and establish internal mechanisms and programmes for handling workplace grievance reports, including anonymous reporting.

The Board, led by Tan Sri Alwi Jantan, plays a crucial role in overseeing human rights within the organisation. Clear daily responsibilities and dedicated resources have been allocated to relevant functions to ensure effective management and implementation of human rights initiatives. This commitment reflects our dedication to upholding and promoting human rights standards across our operations.

We have established a formal grievance mechanism that extends to individuals and communities, encompassing human rights considerations. As part of our commitment to ethical practices, we pledge to address and remedy any adverse human rights impacts caused by our operations.

## Baseline Expectations For All Stakeholders Within the Value Chain

	<p>Comply with all wage and compensation requirements defined by local laws and regulations, including those relating to minimum wages, and provide legally mandated benefits at a minimum.</p>		<p>Not employ individuals under 15 years or the lawful age of employment (whichever is higher) in any country we operate</p>
	<p>Appropriately compensate overtime</p>		<p>Not use child labour following the International Labour Organisation (ILO) standards</p>
	<p>Not allow physical punishment or abuse of any worker.</p>		<p>Not exceed the maximum work hours defined by applicable law</p>
	<p>Ensure that all workers have an effective mechanism to report grievances and constructively resolve such grievances.</p>		<p>Not use forced labour, including prison, bonded or debt labour</p>
	<p>Have appropriate mechanisms for reporting labour and human rights violations, including appropriate whistleblowing reporting mechanisms.</p>		<p>Not charge recruitment fees or costs</p>

## Uplifting People

Genting Malaysia regularly reviews the labour standards of existing and potential businesses and supply chain partners as part of its risk assessment procedure. All parties, including employees, business partners and suppliers, must periodically familiarise themselves with the Group’s Code of Ethics. We ensure all employees undergo human rights policy training, fostering awareness and understanding throughout the organisation to uphold and integrate human rights principles into our daily operations.

We proactively assess our human rights impacts as integral to our ongoing business processes, assessing our operations to identify potential human rights issues. To mitigate these issues, we have implemented several actions, including regular human rights impact assessments, incorporating human rights considerations into our decision-making processes, and establishing clear guidelines and procedures to address any identified issues promptly.

### Discrimination or Other Unreasonable Treatment

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, nationality, social status, or any other basis prohibited by local law.

### Forced or Child Labour

Genting Malaysia complies with local laws and does not tolerate forced or child labour, including slavery and human trafficking. During the recruitment process, we rigorously verify the legal age and documentation of prospective employees to prevent labour issues such as child and forced labour.

### Privacy and Personal Information

Genting Malaysia respects the privacy of all persons and will use all reasonable care to maintain the privacy and confidentiality of personal data.

### Harassment

Genting Malaysia does not tolerate any action that causes physical or mental distress, such as sexual harassment or power harassment.

### Occupational Safety and Health

Genting Malaysia strives to create and maintain a safe and healthy working environment.

### Collective Bargaining and Freedom of Association

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.

### Rest and Leisure

Genting Malaysia recognises the right to rest and leisure and will always comply with local laws concerning excessive working hours, overtime and rest. The Group has established several key actions in eliminating excessive working hours such as introducing flexible work arrangement, limiting overtime and workload management.

### Rights of Indigenous People

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

## Uplifting People

Genting Malaysia is committed to maintaining a harassment-free workplace, prohibiting sexual harassment and workplace bullying. Our policy helps achieve a gender-balanced workforce. We take strict action, including immediate dismissal as per the Employment Act 1955, against any violations.

### UNITED KINGDOM

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.

### UNITED STATES

RWNYC upholds human rights, ensuring a respectful and inclusive workplace environment by establishing policies governing Equal Employment Opportunity, Anti-Harassment and Discrimination, Reasonable Accommodations and Workplace Violence.

We communicate these policies comprehensively to all employees during New Hire Orientation, through online document dissemination with acknowledgements, and through inclusion in the Team Member Handbook, where employees sign to confirm their understanding.

Hilton Miami Downtown upholds stringent supply chain human rights policies. Suppliers must comply with labour laws condemning human trafficking and sexual exploitation. We endorse fundamental human rights, keeping principles prohibiting child labour, ensuring fair wages, and preventing forced labour or abuse. Additionally, we engage youths through the PTS Concierge programme, empowering them for success in the hospitality sector.

### Collective Bargaining and Freedom of Associations

Genting Malaysia values and upholds employees' rights to freedom of association, fostering an environment that respects their choice to join or form associations, promoting open communication, and supporting collective bargaining processes.

The Group engages in open dialogue with employee representatives to negotiate terms and conditions, ensuring fair labour agreements and maintaining a harmonious workplace.

### MALAYSIA

The 13<sup>th</sup> collective agreement between Genting Berhad and the GMB Union, ending in year 2025, signifies a continued dedication to fostering a mutually beneficial and harmonious partnership benefiting both parties.

Employees now qualify for compassionate leave during natural disasters. The 13<sup>th</sup> CA improved remuneration and benefits for over 5,500 employees, including salary adjustments across various positions and positive revisions to split duty allowances and hospitalisation benefits. The revised agreement also introduces optical and dental benefits, highlighting our commitment to the overall well-being of our workforce and our dedication to fostering a positive working environment with fair rewards and valuable benefits.

### UNITED KINGDOM

Genting UK maintains a recognition agreement with the union, encompassing casino-based staff-grade employees. Under this agreement, the company must consult with the union regarding alterations to pay structures and terms and conditions of employment affecting these employees.

### UNITED STATES

RWNYC collaborates with the HTC Union by attending weekly meetings to address issues and renegotiate contracts. We also hold ad hoc meetings with other unions when necessary.

The terms and conditions in every employee's employment agreement at least meet the requirements defined by Federal and State Laws. Employees in New York State without contracts operate under an "At-Will" status, which allows both parties to terminate employment at any time. This comprehensive approach demonstrates RWNYC's commitment to fair labour relations and compliance while maintaining flexibility within its workforce structure.

# APPENDICES

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# Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>SOUND GOVERNANCE</b>													
<b>Anti-corruption</b>													
Percentage of employees who have received training on anti-corruption by employee category													
Senior Management	%	67.50%	NA	NA	67.50%	85.37%	NA	NA	85.37%	100.00%	100.00%	NA	100.00%
Middle Management	%	98.10%	NA	NA	98.10%	99.89%	NA	NA	99.89%	99.90%	100.00%	NA	99.91%
Executive	%	96.55%	NA	NA	96.55%	99.09%	NA	NA	99.09%	99.90%	100.00%	NA	99.90%
Non-Executive	%	94.77%	NA	NA	94.77%	98.17%	NA	NA	98.17%	99.79%	100.00%	NA	99.79%
<b>Total</b>	<b>%</b>	<b>95.24%</b>	<b>NA</b>	<b>NA</b>	<b>95.24%</b>	<b>98.40%</b>	<b>NA</b>	<b>NA</b>	<b>98.40%</b>	<b>99.81%</b>	<b>100.00%</b>	<b>NA</b>	<b>99.81%</b>
Operations assessed for risks related to corruption													
Operations assessed for corruption	%	100.00%	NA	NA	100.00%	100.00%	NA	NA	100.00%	100.00%	100.00%	NA	100.00%
Confirmed incidents of corruption													
Number of confirmed incidents	No.	0	0	NA	0	0	0	NA	0	0	0	NA	0
Staff disciplined or dismissed due to non-compliance with anti-corruption policies	No.	0	NA	NA	0	0	0	NA	0	0	0	NA	0
Cost of fines, penalties or settlements in relation to corruption	MYR	0	NA	NA	0	0	0	NA	0	0	0	NA	0
<b>Data privacy and security</b>													
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data													
Number of substantiated complaints	No.	0	NA	NA	0	0	NA	NA	0	0	0	NA	0

# Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>MARKETPLACE STEWARDSHIP</b>													
<b>Supply Chain Management</b>													
<b>Procurement Practices</b>													
Proportion of spending on local suppliers	%	88%†	96%	NA	92%	90%†	93%	67%	84%	94%	95%	44%	75%
Proportion of local suppliers	%	80%†	94%	NA	83%	81%†	96%	36%	73%	80%	92%	43%	70%
† Restated to include data from Resorts World Kijal and Resorts World Langkawi													
<b>PROTECTING THE ENVIRONMENT</b>													
<b>Energy management</b>													
<b>Energy Consumption†</b>													
Direct energy*	TJ	499	50	NA	549	1,074	57	NA	1,131	1,484	58	NA	1,542
Indirect energy (electricity)	TJ	532	75	NA	606	770	85	NA	855	823	87	NA	910
<b>Total energy</b>	<b>TJ</b>	<b>1,031</b>	<b>125</b>	<b>NA</b>	<b>1,156</b>	<b>1,844</b>	<b>142</b>	<b>NA</b>	<b>1,986</b>	<b>2,307</b>	<b>145</b>	<b>NA</b>	<b>2,452</b>
* Direct energy comprises natural gas, liquefied petroleum gas, diesel and gasoline. Conversion coefficients for direct energy are derived from the IPCC Guidelines for National Greenhouse Gas Inventories (2006)													
† 2022 and 2023 data have been restated due to improved monitoring processes													
Note: Genting Malaysia does not currently generate renewable energy but plans to implement this in the future.													
<b>Energy Intensity†</b>													
Energy Intensity	MJ/customer	145	83	NA	134	83	60	NA	81	93	55	NA	89
<b>Emissions management</b>													
<b>Greenhouse Gas Emissions†</b>													
Scope 1 - Direct GHG Emissions*	tCO <sub>2</sub> e	17,078	2,606	NA	19,684	26,840	2,957	NA	29,797	36,330	2,876	NA	39,206
Scope 2 - Indirect GHG Emissions	tCO <sub>2</sub> e	111,944	4,411	NA	116,355	162,078	4,565	NA	166,643	173,290	5,008	NA	178,298
<b>Total Operational Emissions (Scopes 1 &amp; 2)</b>	<b>tCO<sub>2</sub>e</b>	<b>129,022</b>	<b>7,017</b>	<b>NA</b>	<b>136,039</b>	<b>188,918</b>	<b>7,522</b>	<b>NA</b>	<b>196,440</b>	<b>209,620</b>	<b>7,884</b>	<b>NA</b>	<b>217,504</b>
* Scope 1 emissions from natural gas, liquefied petroleum gas, diesel and gasoline were derived from the emission factors published in the IPCC Guidelines for National Greenhouse Gas Inventories (2006)													
** Scope 2 emissions were derived from emission factors from the respective countries: Malaysia from the Energy Commission Grid Emission Factor for Peninsular 2021; UK from the Greenhouse gas reporting: conversion factors by the Department for Energy Security and Net Zero; and US from the EPA's GHG Emission Factors Hub													
† Restated using more accurate up-to-date emission factors using restated energy data													
<b>Emission Intensity†</b>													
Emission Intensity	kgCO <sub>2</sub> e/customer	18	5	NA	16	8	3	NA	8	8	3	NA	7



# Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Water</b>													
<b>Water consumption†</b>													
Surface water	ML	4,040	NA	NA	4,040	6,420	NA	NA	6,420	7,150	NA	NA	7,150
Third-party water	ML	312	NA	NA	312	389	NA	NA	389	360	NA	NA	360
<b>Total</b>	<b>ML</b>	<b>4,352</b>	<b>90</b>	<b>NA</b>	<b>4,442</b>	<b>6,809</b>	<b>49</b>	<b>NA</b>	<b>6,858</b>	<b>7,510</b>	<b>NA</b>	<b>NA</b>	<b>7,510</b>

<b>Water Intensity†</b>													
Water Intensity	litre/customer	613	60	NA	516	306	21	NA	279	302	NA	NA	272

† Restated

**Waste management**

<b>Waste generated*</b>													
Waste diverted from disposal	mt	983	NA	NA	983	1,700	NA	NA	1,700	1,899	NA	NA	1,899
Waste directed to disposal	mt	4,364	NA	NA	4,364	11,186	NA	NA	11,186	14,938	NA	NA	14,938
Scheduled waste	mt	25	NA	NA	25	11	NA	NA	11	16	NA	NA	16
<b>Total</b>	<b>mt</b>	<b>5,372</b>	<b>NA</b>	<b>NA</b>	<b>5,372</b>	<b>12,897</b>	<b>NA</b>	<b>NA</b>	<b>12,897</b>	<b>16,853</b>	<b>NA</b>	<b>NA</b>	<b>16,853</b>

\* Waste data for Malaysian operations covers Resorts World Genting and Resorts World Kijal only

Indicator	Unit	2021	2022	2023
<b>Hazardous waste by type (RWG only)</b>				
Fluorescent Tubes (SW109)	kg	1,070	0	0
E-Waste (SW110)	kg	4,660	8,680	10,430
Spent Engine Oil (SW305)	kg	900	380	2,550
Spent Hydraulic Oil (SW306)	kg	300	1,600	2,850
Paint Container and Empty Chemical Drum (SW409)	kg	1,910	270	370
Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes (SW410)	kg	16,600	190	0
Used Tubes Reagent (SW422)	kg	0	100	0

<b>Recycled Waste Collection (RWG only)</b>				
Paper	tonnes	24	19	23
Cardboard	tonnes	235	648	671
Plastic	tonnes	22	98	69
Metal	tonnes	63	90	92

## Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>UPLIFTING PEOPLE</b>													
<b>Diversity</b>													
Total Headcount	No.	8,710 <sup>†</sup>	2,657	2,659	14,026	8,556 <sup>†</sup>	2,897	3,845	15,298	10,068	2,970	3,336	16,374
<b>Workforce by gender</b>													
Male	No. (%)	5,572 (64.0%)	1,438 (54.1%)	1,442 (54.2%)	8,452 (60.3%)	5,489 (64.2%)	1,575 (54.4%)	2,081 (54.1%)	9,145 (59.8%)	6,415 (63.7%)	1,726 (58.1%)	1,814 (54.4%)	9,955 (60.8%)
Female	No. (%)	3,138 (36.0%)	1,219 (45.9%)	1,217 (45.8%)	5,574 (39.7%)	3,067 (35.8%)	1,322 (45.6%)	1,764 (45.9%)	6,153 (40.2%)	3,653 (36.3%)	1,244 (41.9%)	1,522 (45.6%)	6,419 (39.2%)
<b>Workforce by age group</b>													
Under 30	No. (%)	3,929 (45.1%)	654 (24.6%)	568 (21.4%)	5,151 (36.7%)	3,789 (44.3%)	747 (25.8%)	789 (20.5%)	5,325 (34.8%)	4,919 (48.9%)	727 (24.5%)	550 (16.5%)	6,196 (37.8%)
30-50	No. (%)	4,186 (48.1%)	1,534 (57.7%)	1,222 (46.0%)	6,942 (49.5%)	4,094 (47.8%)	1,591 (54.9%)	1,801 (46.8%)	7,486 (48.9%)	4,390 (43.6%)	1,832 (61.7%)	1,597 (47.9%)	7,819 (47.8%)
Above 50	No. (%)	595 (6.8%)	469 (17.7%)	869 (32.7%)	1,933 (13.8%)	673 (7.9%)	559 (19.3%)	1,255 (32.6%)	2,487 (16.3%)	759 (7.5%)	411 (13.8%)	1,189 (35.6%)	2,359 (14.4%)
<b>Workforce by employment type</b>													
Permanent	No. (%)	8,698 (99.9%)	2,616 (98.5%)	2,520 (94.8%)	13,834 (98.6%)	8,538 (99.8%)	2,857 (98.6%)	3,771 (98.1%)	15,166 (99.1%)	10,034 (99.7%)	2,806 (94.5%)	3,234 (96.9%)	16,074 (98.2%)
Temporary	No. (%)	12 (0.1%)	41 (1.5%)	139 (5.2%)	192 (1.4%)	18 (0.2%)	40 (1.4%)	74 (1.9%)	132 (0.9%)	34 (0.3%)	164 (5.5%)	102 (3.1%)	300 (1.8%)

\* Excludes Egypt data  
† Restated

## Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Workforce by ethnicity</b>													
Malay	No. (%)	3,623 (41.6%)	6 (0.2%)	0 (0.0%)	3,629 (25.9%)	3,719 (43.5%)	5 (0.2%)	1 (0.0%)	3,725 (24.3%)	4,387 (43.6%)	0 (0.0%)	0 (0.0%)	4,387 (26.8%)
Chinese	No. (%)	3,371 (38.7%)	32 (1.2%)	0 (0.0%)	3,403 (24.3%)	3,074 (35.9%)	37 (1.3%)	0 (0.0%)	3,111 (20.3%)	3,284 (32.6%)	57 (1.9%)	0 (0.0%)	3,341 (20.4%)
Indian	No. (%)	780 (9.0%)	39 (1.5%)	2 (0.1%)	821 (5.9%)	741 (8.7%)	38 (1.3%)	2 (0.1%)	781 (5.1%)	1,047 (10.4%)	59 (2.0%)	0 (0.0%)	1,106 (6.8%)
Bumiputera	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Asian	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	172 (5.9%)	601 (15.6%)	773 (5.1%)	0 (0.0%)	56 (1.9%)	557 (16.7%)	613 (3.7%)
Caucasian	No. (%)	0 (0.0%)	2,057 (77.4%)	678 (25.5%)	2,735 (19.5%)	0 (0.0%)	2,089 (72.1%)	919 (23.9%)	3,008 (19.7%)	0 (0.0%)	1,690 (56.9%)	726 (21.8%)	2,416 (14.8%)
Black/African American	No. (%)	0 (0.0%)	0 (0.0%)	391 (14.7%)	391 (2.8%)	0 (0.0%)	115 (4.0%)	1,083 (28.2%)	1,198 (7.8%)	0 (0.0%)	104 (3.5%)	961 (28.8%)	1,065 (6.5%)
Native American	No. (%)	0 (0.0%)	0 (0.0%)	14 (0.5%)	14 (0.1%)	0 (0.0%)	0 (0.0%)	20 (0.5%)	20 (0.1%)	0 (0.0%)	0 (0.0%)	16 (0.5%)	16 (0.1%)
Pacific Islander	No. (%)	0 (0.0%)	0 (0.0%)	21 (0.8%)	21 (0.1%)	0 (0.0%)	0 (0.0%)	22 (0.6%)	22 (0.1%)	0 (0.0%)	0 (0.0%)	18 (0.5%)	18 (0.1%)
Hispanic or Latino	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	664 (17.3%)	664 (4.3%)	0 (0.0%)	205 (6.9%)	765 (22.9%)	970 (5.9%)
Others	No. (%)	936 (10.7%)	523 (19.7%)	1,553 (58.4%)	3,012 (21.5%)	1,022 (11.9%)	441 (15.2%)	533 (13.9%)	1,996 (13.0%)	1,350 (13.4%)	799 (26.9%)	293 (8.8%)	2,442 (14.9%)
<b>Workforce by employee category</b>													
Senior Management	No. (%)	42 (0.5%)	NA	NA	42 (0.3%)	42 (0.5%)	39 (1.3%)*	NA	81 (0.5%)*	46 (0.5%)	30 (1.0%)	47 (1.4%)	123 (0.8%)
Middle Management	No. (%)	911 (10.4%)	NA	NA	911 (6.5%)	874 (10.2%)	419 (14.5%)*	NA	1,293 (8.5%)*	974 (9.7%)	109 (3.7%)	75 (2.2%)	1,158 (7.1%)
Executive	No. (%)	772 (8.9%)	NA	NA	772 (5.5%)	886 (10.4%)	16 (0.6%)*	NA	902 (5.9%)*	971 (9.6%)	31 (1.0%)	581 (17.4%)	1,583 (9.7%)
Non-Executive	No. (%)	6,985 (80.2%)	NA	NA	6,985 (49.8%)	6,754 (78.9%)	2,220 (76.6%)*	NA	8,974 (58.7%)*	8,077 (80.2%)	2,800 (94.3%)	2,633 (78.9%)	13,510 (82.5%)

\* Excludes Egypt data

† Restated

# Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Workforce by gender and age group for each employee category</b>													
<b>Senior Management</b>													
<b>Gender</b>													
Male	No. (%)	34 (81.0%)	NA	NA	34 (81.0%)	33 (78.6%)	30 (76.9%)*	NA	63 (77.8%)*	32 (69.6%)	22 (73.3%)	32 (68.1%)	86 (69.9%)
Female	No. (%)	8 (19.0%)	NA	NA	8 (19.0%)	9 (21.4%)	9 (23.1%)*	NA	18 (22.2%)*	14 (30.4%)	8 (26.7%)	15 (31.9%)	37 (30.1%)
<b>Age Group</b>													
Under 30	No. (%)	0 (0.0%)	NA	NA	0 (0.0%)	0 (0.0%)	0 (0.0%)*	NA	0 (0.0%)*	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
30-50	No. (%)	18 (42.9%)	NA	NA	18 (42.9%)	18 (42.9%)	25 (64.1%)*	NA	43 (52.4%)*	18 (39.1%)	20 (66.7%)	17 (36.2%)	55 (44.7%)
Above 50	No. (%)	24 (57.1%)	NA	NA	24 (57.1%)	24 (57.1%)	15 (38.5%)*	NA	39 (47.6%)*	28 (60.9%)	10 (33.3%)	30 (63.8%)	68 (55.3%)
<b>Middle Management</b>													
<b>Gender</b>													
Male	No. (%)	526 (57.7%)	NA	NA	526 (57.7%)	497 (56.9%)	269 (64.2%)*	NA	766 (58.8%)*	561 (57.6%)	66 (60.6%)	42 (56.0%)	669 (57.8%)
Female	No. (%)	385 (42.3%)	NA	NA	385 (42.3%)	377 (43.1%)	160 (38.2%)*	NA	537 (41.2%)*	413 (42.4%)	43 (39.4%)	33 (44.0%)	489 (42.2%)
<b>Age Group</b>													
Under 30	No. (%)	13 (1.4%)	NA	NA	13 (1.4%)	8 (0.9%)	41 (9.8%)*	NA	49 (3.8%)*	20 (2.1%)	6 (5.5%)	0 (0.0%)	26 (2.2%)
30-50	No. (%)	722 (79.3%)	NA	NA	722 (79.3%)	673 (77.0%)	264 (63.0%)*	NA	937 (71.9%)*	726 (74.5%)	60 (55.0%)	38 (50.7%)	824 (71.2%)
Above 50	No. (%)	176 (19.3%)	NA	NA	176 (19.3%)	193 (22.1%)	124 (29.6%)*	NA	317 (24.3%)*	228 (23.4%)	43 (39.4%)	37 (49.3%)	308 (26.6%)
<b>Executive</b>													
<b>Gender</b>													
Male	No. (%)	456 (59.1%)	NA	NA	456 (59.1%)	529 (59.7%)	12 (75.0%)*	NA	541 (60.0%)*	573 (59.0%)	24 (77.4%)	325 (55.9%)	922 (58.2%)
Female	No. (%)	316 (40.9%)	NA	NA	316 (40.9%)	357 (40.3%)	4 (25.0%)*	NA	361 (40.0%)*	398 (41.0%)	7 (22.6%)	256 (44.1%)	661 (41.8%)
<b>Age Group</b>													
Under 30	No. (%)	251 (32.5%)	NA	NA	251 (32.5%)	314 (35.4%)	0 (0.0%)*	NA	314 (34.8%)*	355 (36.5%)	0 (0.0%)	66 (11.4%)	421 (26.6%)
30-50	No. (%)	459 (59.5%)	NA	NA	459 (59.5%)	490 (55.3%)	7 (43.8%)*	NA	497 (55.1%)*	523 (53.9%)	14 (45.2%)	339 (58.3%)	876 (55.3%)
Above 50	No. (%)	62 (8.0%)	NA	NA	62 (8.0%)	82 (9.3%)	9 (56.3%)*	NA	91 (10.1%)*	93 (9.6%)	17 (54.8%)	176 (30.3%)	286 (18.1%)

\* Excludes Egypt data  
† Restated

# Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Non-Executive</b>													
<b>Gender</b>													
Male	No. (%)	4,556 (65.2%)	NA	NA	4,556 (65.2%)	4,430 (65.6%)	1,143 (51.5%)*	NA	5,573* (62.1%)	5,249 (65.0%)	1,614 (57.6%)	1,415 (53.7%)	8,278 (61.3%)
Female	No. (%)	2,429 (34.8%)	NA	NA	2,429 (34.8%)	2,324 (34.4%)	1,077 (48.5%)*	NA	3,401* (37.9%)	2,828 (35.0%)	1,186 (42.4%)	1,218 (46.3%)	5,232 (38.7%)
<b>Age Group</b>													
Under 30	No. (%)	3,665 (52.5%)	NA	NA	3,665 (52.5%)	3,467 (51.3%)	660 (29.7%)*	NA	4,127 (46.0%)*	4,544 (56.3%)	721 (25.8%)	484 (18.4%)	5,749 (42.6%)
30-50	No. (%)	2,987 (42.8%)	NA	NA	2,987 (42.8%)	2,913 (43.1%)	1,164 (52.4%)*	NA	4,077 (45.4%)*	3,123 (38.7%)	1,738 (62.1%)	1,203 (45.7%)	6,064 (44.9%)
Above 50	No. (%)	333 (4.8%)	NA	NA	333 (4.8%)	374 (5.5%)	396 (17.8%)*	NA	770 (8.6%)*	410 (5.1%)	341 (12.2%)	946 (35.9%)	1,697 (12.6%)
<b>Total new employee hires</b>		1,953 <sup>†</sup>	538	548	3,039	2,850 <sup>†</sup>	592	1,148	4,590	4,371	820	670	5,861
<b>Gender</b>													
Male	No.	1,211	254	298	1,763	1,753	298	612	2,663	2,586	419	352	3,357
Female	No.	742	284	250	1,276	1,097	294	536	1,927	1,785	401	318	2,504
<b>Age group</b>													
Under 30	No.	1,632	268	222	2,122	2,327	325	401	3,053	3,611	489	234	4,334
30-50	No.	297	228	218	743	480	219	427	1,126	708	274	303	1,285
Above 50	No.	24	42	108	174	43	48	320	411	52	57	133	242

\* Excludes Egypt data  
 † Restated

## Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Total employee turnover</b>	No. (%)	2,515 (28.9%) <sup>†</sup>	599 (22.5%)	769 (28.9%)	3,883 (27.7%)	3,006 (35.1%) <sup>†</sup>	782 (27.0%)	862 (22.4%)	4,650 (30.4%)	2,862 (28.4%)	1,000 (33.7%)	663 (19.9%)	4,525 (27.6%)
<b>Turnover by employee category</b>													
Senior Management	No.	1	NA	NA	1	6	NA	NA	6	5	8	2	15
Middle Management	No.	82	NA	NA	82	133	NA	NA	133	87	40	14	141
Executive	No.	188	NA	NA	188	233	NA	NA	233	205	5	107	317
Non-Executive	No.	2,244	NA	NA	2,244	2,634	NA	NA	2,634	2,565	947	540	4,052
<b>Turnover by gender</b>													
Male	No.	1,614	301	403	2,318	1,837	400	450	2,687	1,660	NA	362	2,022
Female	No.	901	298	366	1,565	1,169	382	412	1,963	1,202	NA	301	1,503
<b>Turnover by age</b>													
Under 30	No.	1,718	290	237	2,245	2,184	384	298	2,866	2,187	NA	219	2,406
30-50	No.	674	249	318	1,241	746	339	396	1,481	582	NA	265	847
Above 50	No.	123	60	214	397	76	59	168	303	93	NA	179	272

\* Excludes Egypt data

† Restated

# Detailed Sustainability Performance Data Table

Indicator	Unit	2021	2022	2023
		Group	Group	Group
<b>Directors by gender and age group</b>				
<b>Gender</b>				
Male	No. (%)	9 (90.0%)	10 (83.3%)	9 (90.0%)
Female	No. (%)	1 (10.0%)	2 (16.7%)	1 (10.0%)
<b>Total</b>	<b>No.</b>	<b>10</b>	<b>12</b>	<b>10</b>
<b>Age Group</b>				
Under 30	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
30-50	No. (%)	1 (10.0%)	1 (8.3%)	1 (10.0%)
Above 50	No. (%)	9 (90.0%)	11 (91.7%)	9 (90.0%)
<b>Total</b>	<b>No.</b>	<b>10</b>	<b>12</b>	<b>10</b>

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
<b>Labour Practices &amp; Standards</b>													
<b>Total hours of training by employee category</b>													
Senior Management	Hours	121	NA	NA	121	784	NA	NA	784	1,536	260	16^	1,812
Middle Management	Hours	3,195	NA	NA	3,195	7,460	NA	NA	7,460	23,894	1,951	144^	25,990
Executive	Hours	3,346	NA	NA	3,346	8,193	NA	NA	8,194	25,781	304	0^	26,085
Non-Executive	Hours	98,923	NA	NA	98,923	75,009	NA	NA	75,009	330,978	11,603	4,174^	346,755
<b>Total</b>	<b>Hours</b>	<b>105,585</b>	<b>13,424</b>	<b>336</b>	<b>119,345</b>	<b>91,446</b>	<b>18,582</b>	<b>11,831</b>	<b>121,859</b>	<b>382,189</b>	<b>14,118</b>	<b>4,335^</b>	<b>400,642</b>

^ Miami and Bahamas only

## Detailed Sustainability Performance Data Table

Indicator	Unit	2021				2022				2023			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Number of substantiated complaints concerning human rights violations	No.	0	0	0	0	0	0	0	0	0	0	1	1
<b>Health &amp; Safety</b>													
Number of work-related fatalities													
Number of work-related fatalities	No.	0	0	0	0	0	0	0	0	0	0	0	0
Lost time incident rate ("LTIR") <sup>(N1)</sup> <sup>(N2)</sup>													
Lost time incident rate ("LTIR") <sup>(N1)</sup> <sup>(N2)</sup>	Rate	0.35	NA	NA	0.35	1.24	NA	NA	1.24	0.79	NA	NA	0.79
N1: Calculated from the number of lost time injuries in the reporting period divided by the total number of hours worked in the reporting period, multiplied by 200,000 N2: Total hours of working for a month = 8 hours x 26 days x number of workers per month													
Number of employees trained on health and safety standards													
Number of employees trained	No.	564	NA	1,349	1,913	8,892	NA	1,191	10,083	11,908	NA	1,975	13,883
<b>Community Investments</b>													
Amount of community investment													
Amount of community investment	MYR	NA	NA	4,082,297	4,082,297	712,500	673,236 <sup>†</sup>	5,342,604 <sup>†</sup>	6,728,340*	752,866	369,108*	7,780,111	8,902,084*
Number of beneficiaries													
Number of beneficiaries	No.	NA	NA	273,974	273,974	160,180	220,000*	410,144 <sup>†</sup>	790,324*	122,247	187,606*	526,500	836,353*
* Excludes Egypt data † Restated													



# Statement of Assurance by Internal Auditors

## Assurance Undertaken

To ensure the accuracy and integrity of the disclosures in this Sustainability Report ("the Report"), selected matters of the Report have been subjected to an internal review by the Company's Internal Auditors.

## Subject Matter & Scope

The subject matters covered by the internal review include the following indicators for the stated companies' operations:

		Subject Matters		Scope
No.	Sustainability Matters	No.	Sustainability Indicators	
1.	<b>Regulatory Compliance</b>	1(a)	Percentage of employees who have received training on anti-corruption by employee category	Malaysia operations
		1(b)	Percentage of operations assessed for corruption-related risks	Malaysia operations
		1(c)	Confirmed incidents of corruption and action taken	Malaysia operations
2.	<b>Human Resource Management</b>	2(a)	Percentage of employees by gender and age group, for each employee category	Malaysia operations
		2(b)	Percentage of directors by gender and age group	Resorts World Genting
		2(c)	Total hours of training by employee category	Malaysia operations
		2(d)	Percentage of employees that are contractors or temporary staff	Malaysia operations
		2(e)	Total number of employee turnover by employee category	Malaysia operations
		2(f)	Number of substantiated complaints concerning human rights violations	Malaysia operations
3.	<b>Personal Data Protection and Cybersecurity</b>	3(a)	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Malaysia operations
4.	<b>Responsible Gaming ("RG")</b>	4(a)	Number of people benefited from the Request Assistance Policy Self Exclusion Programme	Resorts World Genting
		4(b)	Participation rate for the RG Awareness Training for Casino Employees	Resorts World Genting
		4(c)	Number of RG Roadshows	Resorts World Genting
		4(d)	Number of Attendees for RG seminars hosted	Resorts World Genting

# 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	4
	2-2	Entities included in the organization’s sustainability reporting	1
	2-3	Reporting period, frequency and contact point	1
	2-4	Restatements of information	70 to 78
	2-5	External assurance	Nil
	2-6	Activities, value chain and other business relationships	4 to 6
	2-7	Employees	72 to 77
	2-8	Workers who are not employees	72 to 77
	2-9	Governance structure and composition	17
	2-10	Nomination and selection of the highest governance body	Annual Report 2023: 64 to 65
	2-11	Chair of the highest governance body	8, 17, Annual Report 2023: 64 to 65
	2-12	Role of the highest governance body in overseeing the management of impacts	8, 17, Annual Report 2023: 62 to 64
	2-13	Delegation of responsibility for managing impacts	8, 17, Annual Report 2023: 62 to 64
	2-14	Role of the highest governance body in sustainability reporting	8
	2-15	Conflicts of interest	19, Annual Report 2023: 35
	2-16	Communication of critical concerns	2, 3, 10 to 12
	2-17	Collective knowledge of the highest governance body	Annual Report 2023: 22 to 34
	2-18	Evaluation of the performance of the highest governance body	Annual Report 2023: 66
	2-19	Remuneration policies	Annual Report 2023: 66 to 67
	2-20	Process to determine remuneration	Annual Report 2023: 66 to 67
	2-21	Annual total compensation ratio	Annual Report 2023: 66 to 67

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	7
	2-23	Policy commitments	7
	2-24	Embedding policy commitments	7
	2-25	Processes to remediate negative impacts	13 to 15
	2-26	Mechanisms for seeking advice and raising concerns	10 to 12
	2-27	Compliance with laws and regulations	23
	2-28	Membership associations	27
	2-29	Approach to stakeholder engagement	10 to 12
	2-30	Collective bargaining agreements	66
<b>GRI 3: Material Topics 2021</b>			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	14 to 15
	3-2	List of material topics	13 to 15
	3-3	Management of material topics	
<b>GRI 201: Economic Performance 2016</b>			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	29
	201-2	Financial implications and other risks and opportunities due to climate change	45
	201-3	Defined benefit plan obligations and other retirement plans	52 to 53
	201-4	Financial assistance received from government	Annual Report 2023: 151
<b>GRI 202: Market Presence 2016</b>			
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Nil
<b>GRI 203: Indirect Economic Impacts 2016</b>			
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	29
	203-2	Significant indirect economic impacts	28 to 29, 56

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
<b>GRI 204: Procurement Practices 2016</b>			
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	70
<b>GRI 205: Anti-Corruption 2016</b>			
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	69
	205-2	Communication and training about anti-corruption policies and procedures	18 to 19
	205-3	Confirmed incidents of corruption and actions taken	69
<b>GRI 207: Tax 2019</b>			
GRI 207: Tax 2019	207-1	Approach to tax	24
<b>GRI 302: Energy 2016</b>			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	70
	302-2	Energy consumption outside of the organization	
	302-3	Energy intensity	
	302-4	Reduction of energy consumption	
<b>GRI 303: Water and Effluents 2018</b>			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	46 to 47
	303-2	Management of water discharge-related impacts	
	303-5	Water consumption	71
<b>GRI 304: Biodiversity 2016</b>			
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	41 to 42
	304-2	Significant impacts of activities, products and services on biodiversity	
	304-3	Habitats protected or restored	42
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
<b>GRI 305: Emissions 2016</b>			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	70
	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	
<b>GRI 306: Waste 2020</b>			
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	47 to 48
	306-2	Management of significant waste-related impacts	
	306-3	Waste generated	71
	306-4	Waste diverted from disposal	
	306-5	Waste directed to disposal	
<b>GRI 308: Supplier Environmental Assessment 2016</b>			
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	38
	308-2	Negative environmental impacts in the supply chain and actions taken	
<b>GRI 401: Employment 2016</b>			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	75 to 76
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	52
<b>GRI 402: Labor/Management Relations 2016</b>			
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	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

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
<b>GRI 403: Occupational Health and Safety 2018</b>			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	54 to 55
	403-2	Hazard identification, risk assessment, and incident investigation	
	403-3	Occupational health services	
	403-4	Worker participation, consultation, and communication on occupational health and safety	55
	403-5	Worker training on occupational health and safety	78
	403-6	Promotion of worker health	54 to 55
	403-8	Workers covered by an occupational health and safety management system	
	403-9	Work-related injuries	78
403-10	Work-related ill health	Nil	
<b>GRI 404: Training and Education 2016</b>			
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	56
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	72 to 77
<b>GRI 406: Non-discrimination 2016</b>			
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	50
<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	66
<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	66
<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	66

# GRI Content Index

GRI Standard	Disclosure	Description	Page Number
<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	66
<b>GRI 413: Local Communities 2016</b>			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	57 to 61
	413-2	Operations with significant actual and potential negative impacts on local communities	
<b>GRI 414: Supplier Social Assessment 2016</b>			
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	37 to 38
	414-2	Negative social impacts in the supply chain and actions taken	
<b>GRI 415: Public Policy 2016</b>			
GRI 415: Public Policy 2016	415-1	Political contributions	27
<b>GRI 416: Customer Health and Safety 2016</b>			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	30 to 34
<b>GRI 417: Marketing and Labeling 2016</b>			
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	33
	417-2	Incidents of non-compliance concerning product and service information and labeling	32
	417-3	Incidents of non-compliance concerning marketing communications	32
<b>GRI 418: Customer Privacy 2016</b>			
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	69

## Performance Data Table from the ESG Reporting Platform<sup>(N1)(N2)</sup>

This performance data table was generated from the ESG Reporting Platform and included in this report, as mandated by the enhanced sustainability reporting requirements within the Main Market Listing Requirements of Bursa Malaysia.

Indicator	Measurement Unit	2021	2022	2023
<b>Bursa (Anti-corruption)</b>				
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category				
Senior Management	Percentage	67.50	85.37	100.00
Middle Management	Percentage	98.10	99.89	99.91
Executive	Percentage	96.55	99.09	99.90
Non-Executive	Percentage	94.77	98.17	99.79
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100.00	100.00	100.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	0
<b>Bursa (Data privacy and security)</b>				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
<b>Bursa (Supply chain management)</b>				
Bursa C7(a) Proportion of spending on local suppliers	Percentage	91.70	84.40	74.70
<b>Bursa (Energy management)</b>				
Bursa C4(a) Total energy consumption	Megawatt	320,999.17	551,603.51	681,071.17
<b>Bursa (Water)</b>				
Bursa C9(a) Total volume of water used	Megalitres	4,442.000000	6,858.000000	7,510.000000

Internal assurance

External assurance

No assurance

(\*)Restated



## Performance Data Table from the ESG Reporting Platform<sup>(N1)(N2)</sup>

Indicator	Measurement Unit	2021	2022	2023
<b>Bursa (Diversity)</b>				
Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
Senior Management Under 30	Percentage	0.00	0.00	0.00
Senior Management Between 30-50	Percentage	42.90	52.40	44.70
Senior Management Above 50	Percentage	57.10	47.60	55.30
Middle Management Under 30	Percentage	1.40	3.80	2.20
Middle Management Between 30-50	Percentage	79.30	71.90	71.20
Middle Management Above 50	Percentage	19.30	24.30	26.60
Executive Under 30	Percentage	32.50	34.80	26.60
Executive Between 30-50	Percentage	59.50	55.10	55.30
Executive Above 50	Percentage	8.00	10.10	18.10
Non-Executive Under 30	Percentage	52.50	46.00	42.60
Non-Executive Between 30-50	Percentage	42.80	45.40	44.90
Non-Executive Above 50	Percentage	4.80	8.60	12.60
Gender Group by Employee Category				
Senior Management Male	Percentage	81.00	77.80	69.90
Senior Management Female	Percentage	19.00	22.20	30.10
Middle Management Male	Percentage	57.70	58.80	57.80
Middle Management Female	Percentage	42.30	41.20	42.20

Internal assurance

External assurance

No assurance

(\*)Restated

## Performance Data Table from the ESG Reporting Platform<sup>(N1)(N2)</sup>

Indicator	Measurement Unit	2021	2022	2023
Executive Male	Percentage	59.10	60.00	58.20
Executive Female	Percentage	40.90	40.00	41.80
Non-Executive Male	Percentage	65.20	62.10	61.30
Non-Executive Female	Percentage	34.80	37.90	38.70
<b>Bursa C3(b) Percentage of directors by gender and age group</b>				
Male	Percentage	90.00	83.30	90.00
Female	Percentage	10.00	16.70	10.00
Under 30	Percentage	0.00	0.00	0.00
Between 30-50	Percentage	10.00	8.30	10.00
Above 50	Percentage	90.00	91.70	90.00
<b>Bursa (Labour practices and standards)</b>				
<b>Bursa C6(a) Total hours of training by employee category</b>				
Senior Management	Hours	121	784	1,536
Middle Management	Hours	3,195	7,460	23,894
Executive	Hours	3,346	8,193	25,781
Non-Executive	Hours	98,923	75,009	330,978
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	1.40	0.90	1.80
<b>Bursa C6(c) Total number of employee turnover by employee category</b>				
Senior Management	Number	1	6	15
Middle Management	Number	82	133	141
Executive	Number	188	233	317

Internal assurance

External assurance

No assurance

(\*)Restated

## Performance Data Table from the ESG Reporting Platform<sup>(N1)(N2)</sup>

Indicator	Measurement Unit	2021	2022	2023
Non-Executive	Number	2,244	2,634	4,052
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	1
<b>Bursa (Health and safety)</b>				
Bursa C5(a) Number of work-related fatalities	Number	0	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0.35	1.24	0.79
Bursa C5(c) Number of employees trained on health and safety standards	Number	1,913	10,083	13,883
<b>Bursa (Community/Society)</b>				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	4,082,297.00	6,728,340.00	8,902,084.00
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	273,974	790,324	836,353

N1: Information in the Performance Data Table from the ESG Reporting Platform is based on Group data, where available. For more information, please refer to the Detailed Sustainability Performance Data Table from pages 69 to 78.

N2: Total Hours of Training by Employee Category comprises Malaysia only.

Internal assurance

External assurance

No assurance

(\*)Restated



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