



**RESORTS WORLD BHD**

(Incorporated in Malaysia under Company No. 58019-U)  
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**YEAR 2000 (Y2K) DISCLOSURE BY PUBLIC LISTED COMPANIES**

**Contents :-**

1. Details of your company and subsidiaries' progress in relation to its activities to address the Y2K issue.

**RESORTS WORLD BHD GROUP**

	Y2K ready		<i>(To provide the information listed below)</i>
	Non Y2K ready	√	

Description of Non Y2K System	Criticality of System (Critical or not Critical)	Status of readiness (at which stage & percentage of completion)	Estimated date being Y2K Ready	Remarks
Network Equipment - (Routers, switches, hubs, FDDI)	Critical	Completed upgrade, replacement and testing of equipment. 99%	03-Dec-1999	Will go "live" on 03-Dec-1999

**Non Y2K Ready**

Non-IT system				
Rainfall Monitoring system	Critical	Upgrade & replacement in progress 95%	07-Dec-1999	Master Computer and software upgraded. Hardware (Remote Terminal Unit) upgrade is expected to complete by 07-Dec-1999

The above includes all systems which contribute towards 80% of the Group revenue. Y2K readiness includes testing after upgrading but does not cover Business Continuity Plan.

2. The impact of the Y2K issue if your company and/or subsidiaries fail to be Y2K Ready or are unable to achieve full readiness by the estimated date(s) mentioned above.

No impact		<i>(State the reason(s) below)</i>
Yes	√	<i>(State the details of the impact below, particularly on the business, financial position and prospects)</i>

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Network Equipment - (Routers, switches, hubs, FDDI)	-	The whole network will be down and interfaces between systems will not function. Standalone local area network or standalone application system could be set up. The worst case is the standalone local area network and standalone application system may not function and hence, there is a need to revert to manual operation procedures.

<b>Non-IT system</b>	
Rainfall Monitoring System	Alarm may not be triggered which may damage property and result in loss of revenue.

The impact on the business is slower service to customers due to reversion to manual operating procedures. This may result in some loss of revenue from the inability to service customers more efficiently. Prolonged exposure to such inefficiency might lead to lower earnings to the company. Higher operating cost would be incurred from additional overheads needed for day-to-day operations.

3. The exposure of your company and/or subsidiaries to third parties who have material business relationships with your company or subsidiaries in relation to the third parties' Y2K readiness.

No exposure		<i>(State the reason(s) below)</i>
Yes	√	<i>(State the details of the exposure, how material the exposure is to your company and/or subsidiaries and the measures taken to address the impact of the exposure)</i>

Necessary measures taken to minimise the risk exposure comprise the following:

- a. Identification of vendors and their products used by the Resorts World Bhd. Group which are beyond the control of the Group. These products are owned by the vendors and are on loan/leased to the Group. Some of the vendors identified are telecommunication service providers, power supply companies, electronic and computer service providers, and electronic banking.

- b. Notification by mail to confirm the vendors' compliance status of its organization, the measures being taken towards compliance status, and compliance of their products. Failure to response to letters would result in a second letter notifying the possible legal action.
  - c. Invite vendors to conduct joint testing for the Resorts World Bhd. Group.
  - d. Affirmation letters from the Resorts World Bhd. Group on actions in becoming compliant, in response to letters from vendors.
  - e. Evaluate replacement/alternative solutions for non-compliant products and vendor's.
  - f. Plans have also been taken to store up essential operating supplies that may face shortage at the turn of the year.
  - g. Should our business operations be disrupted by Y2K bugs, the Business Continuity Plans (BCP) of all concerned business units will be activated. As such, the following actions will be taken:
    - To prompt and mobilize the technical teams to identify the causes of the disruption.
    - Liaise with the concerned third parties on the problems which have occurred.
    - The concerned business units will continue to operate on manual procedures.
    - Both in-house technical team and third parties will revive the system/critical equipment to enable business continuity.
    - Legal actions shall be taken against the concerned suppliers if the damages are deemed to be Y2K related and detrimental to profit contribution.
4. The total cost of your company and subsidiaries have incurred or is expected to incur to address the Y2K issue.

**Resorts World Bhd.**

1.	Budgeted	RM 3,800,000
2.	Incurred	RM 2,926,193

**Resorts World Bhd Group**

1.	Budgeted	RM 4,200,000
2.	Incurred	RM 3,411,878

5. Describe your company and subsidiaries' contingency plans in relation to the Y2K issue to ensure continued operations.

No contingency plan		<i>(State the reason(s) why contingency plans are needed)</i>
Yes	√	<i>(State the details of the contingency plans)</i>

## **Business Continuity Plan**

Identification of business units belonging to each revenue generating entity is first identified based on the following four main groups:

Casino, Hotel, Theme Park and Supporting

Business functions belonging to each business unit are then identified. Each business process for the business function is further identified. These business processes are ranked based on its impact to the business (failure of these processes will disrupt the business operations with significant degradation to revenue and service levels) as high, medium or low. All business processes are then rated high or low based on their dependency on dates, automation or other systems. Any business process which are ranked high on impact and rated high on their dependency, are considered as critical business processes to the company. All critical business processes are then ranked according to their importance to the business function and unit so that the priority of the Business Continuity Plan (BCP) will be created based on the highest importance. All critical business processes workflow and procedures which depend upon systems or critical equipment are then documented. From this workflow, the critical business processes are subject to further division into minimal required reports for the processes to continue its operations. This is required mainly by I.T. to provide pre-printed reports before hand. Each critical business process is then segregated by their critical survival time.

Each business unit is also required to cater for alternative sites and to identify critical team members for each critical business process along with the members' contact numbers, and their specific roles and responsibilities. A detailed activation and deactivation plan is then documented to ensure all members are fully aware of their functions during the contingency. Having documented all of the above, a detailed manual procedure is compiled showing responsibility areas by job title and by workflow. The manual procedure will also cover the precautionary steps to be taken before, during and after Year 2000 failure.

Based on the manual procedures, training procedures are documented along with tests plans. The completed BCP is tested and re-tested to ensure all members of the BCP are familiar with it and to clarify grey areas. The final BCP is then submitted for review to ensure its completeness.