



**SUSTAINABILITY REPORT 2018**  
**GENTING BERHAD**  
(7916-A)

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# ABOUT THIS REPORT

## Reporting Approach and Standards



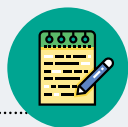
At Genting Berhad, we aim to continue developing our businesses in a sustainable and responsible manner. Our responsible business practices are inculcated since the early years of our operations by instilling the Genting Core Values in our people and business practices. Our social responsibility and community services were first published in the Annual Report in 1982, which expanded to Corporate Social Responsibility reporting in 2007 and thereafter the inaugural Sustainability Report in 2010.

The 2018 Sustainability Report ("Report") is the third annual sustainability report for Genting Berhad, covering its material economic, environmental and social ("EES") topics. It is prepared in accordance to GRI Standards 2016: Core option and the Sustainability Reporting Guide (2nd Edition) 2018 issued by Bursa Malaysia Securities Berhad.

This Report supplements the sustainability disclosures in the 2018 Annual Report of Genting Berhad and provides a comprehensive overview of the Group's EES performance indicators.

This Report is made in accordance with a resolution of the Board of Directors dated 27 February 2019.

## Report Scope



Due to the diverse nature of its conglomerate businesses, Genting Berhad (an investment holding and management company) and its principal operating companies ("Genting Group")<sup>1</sup> have their unique sustainability matters.

The 2018 Sustainability Report is presented similar to the previous year's report. This Report has 4 sections – Overview, Part 1, Part 2 and Appendix. The Overview covers the information about Genting Berhad and the message from its President and Chief Operating Officer.

Part 1 covers the sustainability approach taken to assess the 5 Sustainability Pillars and the management approach on the sustainability performance indicators for Genting Berhad and its wholly owned unlisted subsidiary, Genting Energy Limited ("Genting Energy") and where applicable, the Genting Group.

Part 2 covers the summary of sustainability reports of Genting Berhad's listed companies, namely Genting Singapore Limited ("Genting Singapore"), Genting Malaysia Berhad ("Genting Malaysia") and Genting Plantations Berhad ("Genting Plantations"). Each listed company has produced a detailed sustainability report that provided more information on their sustainability performances in 2018. These reports can be found on their respective corporate websites. The Appendix section includes the GRI Content Index that references this Report to GRI Standards 2016: Core option.

## Reporting Period



In line with the reporting period of the Annual Report, this Report covers the period from 1 January to 31 December 2018 and where applicable, comparative data from preceding years has been included.

## AVAILABILITY & FEEDBACK

In line with our digitisation efforts, there is no printed booklet of this Report. A PDF version is available for download from our website at [www.genting.com](http://www.genting.com). We welcome feedback from our stakeholders on this Report. Please send all feedbacks to [gbinfo@genting.com](mailto:gbinfo@genting.com).

The sustainability reports of Genting Berhad's listed companies can be found on their official websites:

Genting Singapore Limited – [www.gentingsingapore.com](http://www.gentingsingapore.com)  
 Genting Malaysia Berhad – [www.gentingmalaysia.com](http://www.gentingmalaysia.com)  
 Genting Plantations Berhad – [www.gentingplantations.com](http://www.gentingplantations.com)

<sup>1</sup> The term "The Company" refers to Genting Berhad and the terms "We", "Us", "Our", "Group" and "Genting Group" refer to Genting Berhad and its key companies.

# MESSAGE FROM PRESIDENT AND CHIEF OPERATING OFFICER

**“Through our investments in life sciences, we aim to find solutions to improve the quality of life for the ageing.”**

Tan Sri Lim Kok Thay - Chairman and Chief Executive, Genting Berhad

Dear Stakeholders,

On behalf of the Board of Directors, we are pleased to present the 2018 Sustainability Report of Genting Berhad, prepared with reference to the local and internationally recognised sustainability reporting guidelines. This Report highlights the sustainability topics that are considered most material to our Company and Group by our stakeholders. It is not intended to serve as a comprehensive document that covers all aspects of business operations of Genting Berhad and its key companies. Our sustainability reporting will meet the progressive changes in guidelines and standards of local and international sustainability disclosures.

The Genting Founder's Day was inaugurated on 28 February 2018 to commemorate the remarkable legacy of the late Tan Sri Dato' Seri (Dr) Lim Goh Tong. This special day will be celebrated every year by the Genting Group to humbly remind ourselves that the Genting Core Values, espoused by our beloved Founder, namely – Hard Work, Honesty, Harmony, Loyalty and Compassion are wise and enduring, reliable and proven. Guided by our Chairman and Chief Executive Tan Sri Lim Kok Thay, we will ensure that the Genting Core Values remain the underlying ethos in how we conduct our businesses.

Genting Berhad has over the past decade been involved in research and development for new treatments and new ways for early detection of Alzheimer's Disease, through various investments in life sciences companies. We hope to play our part to find solutions that can positively and meaningfully impact human lives. Our investments in companies such as TauRx Pharmaceuticals Ltd, Genting TauRx Diagnostic Centre Sdn Bhd and CorTechs Labs, Inc. support research and clinical trials in the on-going fight against Alzheimer's Disease and will address the disease from the perspective of treatment and early diagnosis.

We hope our investments in these companies will benefit Malaysia, through knowledge transfer via collaborations between these world class companies and researchers with our local universities and local researchers, as well as by bringing cutting edge technology to Malaysia to combat ageing and diseases; and by creating more employment in Malaysia. However, until a cure is found, people with dementia, their family members and caregivers need help and support.

As such, the plan to establish a Dementia Care Centre was announced at the inaugural Genting Founder's Day on 28 February 2018 that would involve the participation of scientists, medical researchers and experts in this field from University of Malaya.

I am pleased to report that in conjunction with Genting Founder's Day 2019, the new Dementia Care Centre is completed and ready to be handed over to the centre's management team, led by the Geriatric division of University of Malaya on 28 February 2019.

The centre is purpose built and will offer day care services to people suffering from dementia, as well as provide training to caregivers, family members and professionals involved in dementia care. It will also serve as a place for caregivers to network and share best practices in the care of people living with dementia. The centre will be operated on a charitable basis as part of the Genting Group's corporate social responsibility.

## OVERVIEW

# MESSAGE FROM PRESIDENT AND CHIEF OPERATING OFFICER (CONT'D)

The centre is designed to accommodate up to 50 patients at any one time. Facilities at the centre include a quiet room, a resting room, a prayer room, a physiotherapy and cognitive stimulation room, consultation rooms, meeting rooms and offices. The costs to build and equip the centre as well as the on-going operational costs will be borne by the Genting Group. The centre will start operations in the near future. We are honoured that Puan Sri Cecilia Lim will serve as patron of the Dementia Care Centre.

An inaugural Eminent Speakers Conference Series, co-organised by Genting Berhad and University of Malaya will be held on 28 February 2019, in conjunction with Genting Founder's Day 2019. Three of the four eminent speakers at the conference are invitees of the Genting Group and they are founders of life sciences companies which the Genting Group has invested in, over the past decade.

We will continue to work closely with our partners, associates and other stakeholders to achieve the best for Genting and contribute towards the betterment of our community.

A big thank you to all stakeholders, especially our government, regulatory bodies, shareholders, business partners, customers and suppliers for the steadfast support and cooperation rendered throughout the years. I look forward to your continued support as we undertake the journey of care and compassion for the ageing, as part of our sustainability roadmap.

### TAN KONG HAN

President and Chief Operating Officer

27 February 2019





# ABOUT GENTING BERHAD

## OUR VISION

We are a leading multinational corporation committed to enhancing shareholder value and maintaining long-term sustainable growth in our core businesses.

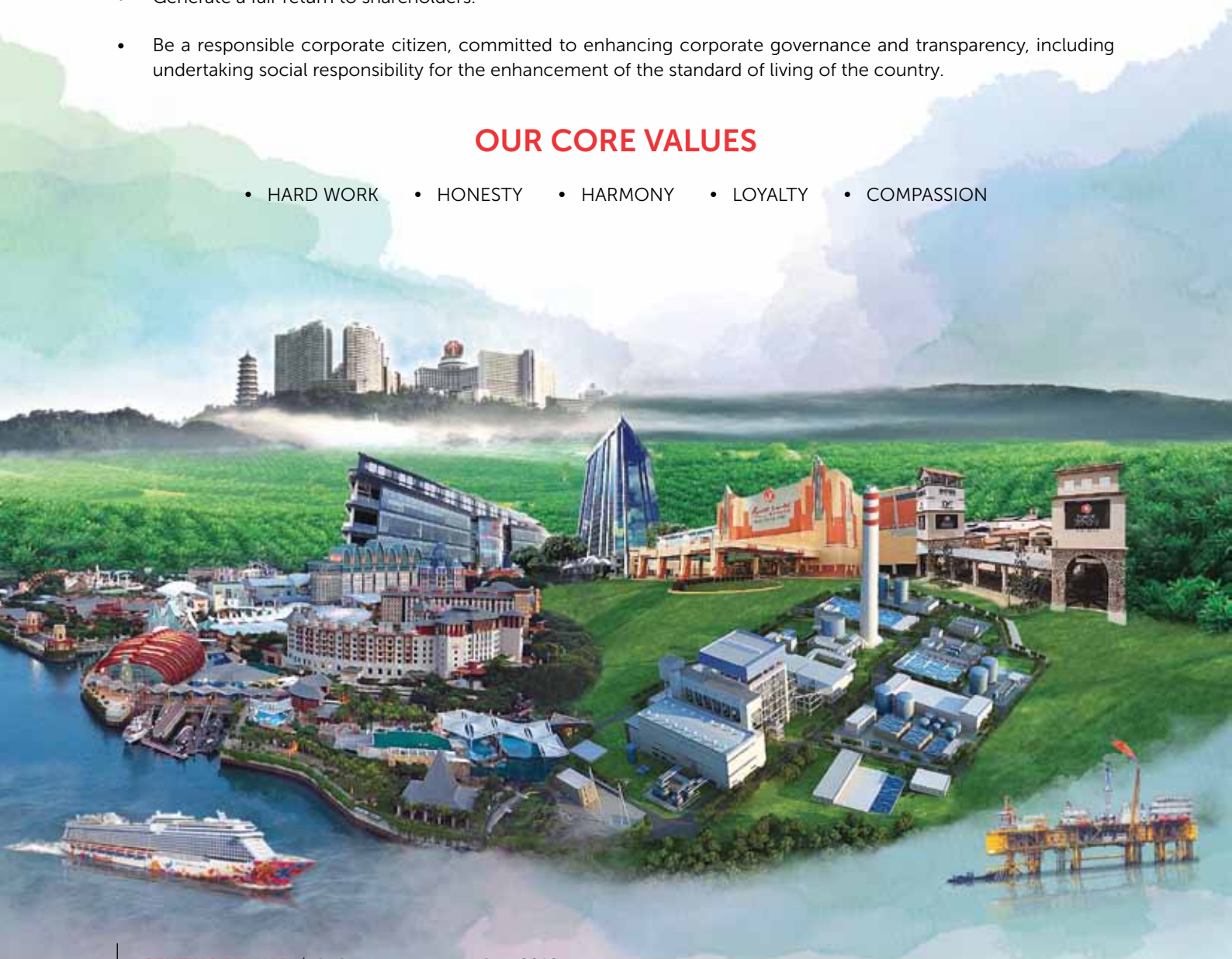
## OUR MISSION

We will:

- Be responsive to the changing demands of our customers and excel in providing quality products and services.
- Be committed to innovation and the adoption of new technology to achieve competitive advantage.
- Pursue personnel policies which recognise and reward performance and contributions of employees and provide proper training, development and opportunities for career development.
- Generate a fair return to shareholders.
- Be a responsible corporate citizen, committed to enhancing corporate governance and transparency, including undertaking social responsibility for the enhancement of the standard of living of the country.

## OUR CORE VALUES

- HARD WORK
- HONESTY
- HARMONY
- LOYALTY
- COMPASSION



## ABOUT GENTING BERHAD

### OUR PROFILE

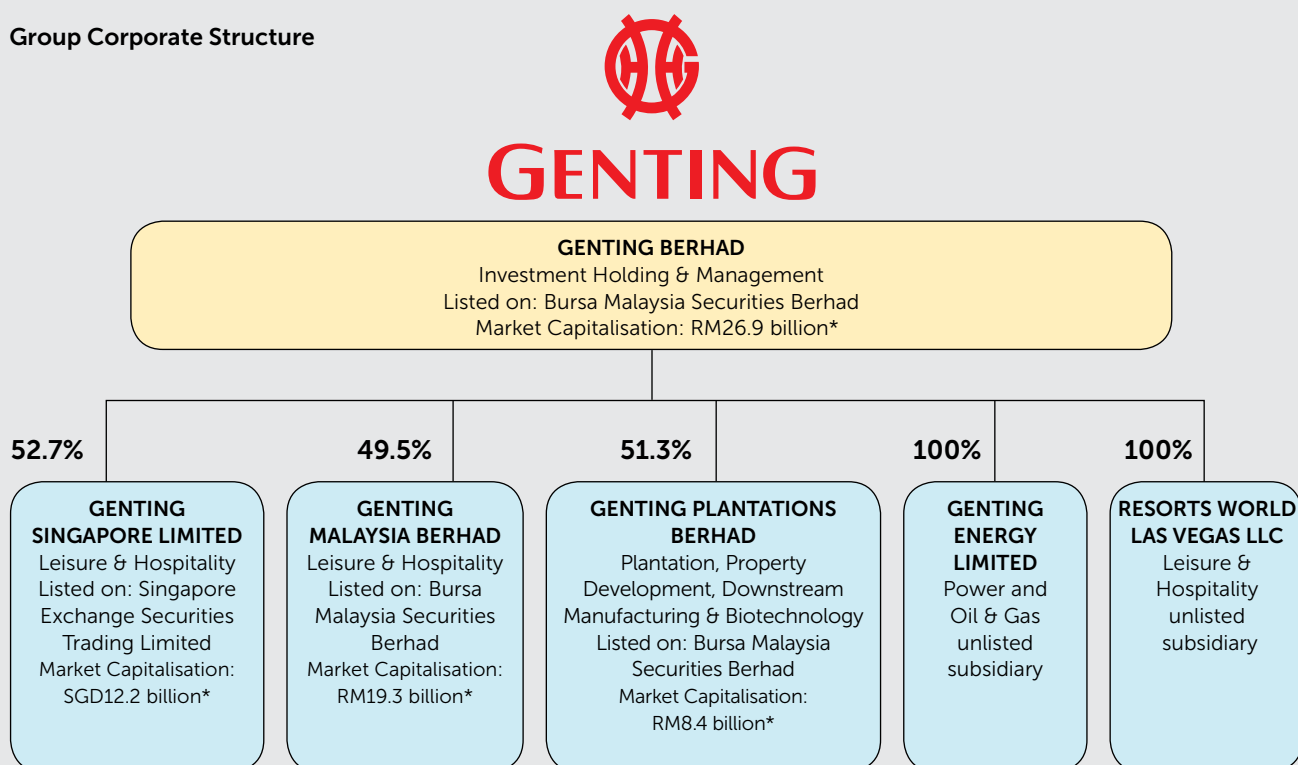
Genting Berhad is principally an investment holding and management company. While the Company was incorporated in 1968 and listed in 1971, the Genting Group was founded in 1965 when its Founder, the late Tan Sri Dato' Seri (Dr) Lim Goh Tong started the journey to realise his vision of building a mountaintop resort in Malaysia.

Today, the Genting Group comprises Genting Berhad and its listed companies; Genting Singapore Limited, Genting Malaysia Berhad and Genting Plantations Berhad as well as its wholly owned unlisted subsidiaries Genting Energy Limited and Resorts World Las Vegas LLC.

Led by Tan Sri Lim Kok Thay, the Group is involved in leisure and hospitality, oil palm plantations, power generation, oil and gas, property development, life sciences and biotechnology activities, with operations spanning across the globe, including in Malaysia (the Group's country of origin), Singapore, Indonesia, India, China, the United States of America, Bahamas, the United Kingdom and Egypt.

In the core leisure and hospitality business, the Genting Group and its brand affiliates similarly controlled by Tan Sri Lim Kok Thay (namely Genting Hong Kong Limited and Empire Resorts, Inc.), market and offer a suite of products under a number of premier brands including **Genting, Resorts World, Genting Grand, Genting Club, Crockfords, Maxims, Crystal Cruises, Dream Cruises** and **Star Cruises**. The Genting Group of companies also have tie ups with established names such as Universal Studios®, Premium Outlets®, Hard Rock Hotel, Zouk and other renowned international brand partners.

#### Group Corporate Structure



#### Notes:

The above chart is a simplified version of the Genting Group's corporate structure

\* as at 14 March 2019

A detailed group corporate structure is disclosed in page 21 of this Report and page 25 of the Annual Report 2018.

## KEY PERFORMANCE HIGHLIGHTS IN 2018

Total Revenue

**RM20.9  
billion**



Employing over

**56,000**  
people globally



Investments with  
operations in

**9 countries**  
across 4 continents



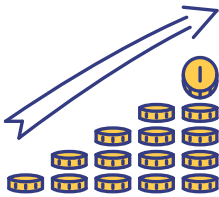
Benefitted over

**115,000**  
people in community  
philanthropy



Total Assets  
Employed

**RM96.1  
billion**



Consistent dividend  
payouts to shareholders

**21.5 sen**  
per ordinary share



Genting Berhad -  
Market Capitalisation

**RM23.5  
billion**  
as at 31 December 2018



Resorts World properties  
attracted more than

**58 million**  
visitors worldwide





## AWARDS AND ACCOLADES

The awards and accolades received by our operating companies every year are good testimonies of our mission to deliver the best of products, services and value to our stakeholders and to create positive economic impacts, manage the environmental impact and contribute towards the social needs of the local community in the jurisdictions where we operate.

## GENTING BERHAD

**Best Taxpayer Award 2018**  
(Inland Revenue Board of Malaysia)

## GENTING SINGAPORE

**Resorts World Sentosa**

Best Integrated Resort - 8th consecutive year  
(TTG Travel Awards 2018)

Best Integrated Resort - Asia Pacific  
(Travel Weekly Asia Readers' Choice Awards 2018)

Charity Platinum Award  
(Community Chest Awards 2018)

Best Corporate MICE Venue  
for large-scale events  
(HRM Asia Readers' Choice Awards 2018)

Top Achievement Award - MNC  
(SPA Awards 2018 by the Singapore Packaging Agreement)

**Universal Studios Singapore®**

Exceptional Achievement Award  
- Universal Studios Singapore's Halloween Horror  
Nights for winning Best Leisure Event  
(2015, 2016 and 2017)  
(Singapore Tourism Awards 2018)

Best Theme Park  
(Travel Weekly Asia Readers' Choice Awards 2018)

No. 1 Amusement Park in Asia  
(TripAdvisor Travellers' Choice 2018)

**Adventure Cove Waterpark**

Top 10 Water Parks in Asia  
(TripAdvisor Travellers' Choice 2018)

**Hard Rock Hotel Singapore**

Best Customer Service (Hotels)  
(Singapore Tourism Awards 2018)

**Beach Villas**

Country Winner for Luxury Villa Resort  
(World Luxury Hotel Awards 2018)

**Crockfords Tower**

Country Winner for Luxury All Suite Hotel  
(World Luxury Hotel Awards 2018)

**Equarius Hotel**

Country Winner for Luxury Hotel  
(World Luxury Hotel Awards 2018)

Best Business Hotel  
(HRM Asia Reader's Choice Awards 2018)

Asia's Leading Hotel Suite  
(2018 World Travel Awards)

**Festive Hotel**

Asia's Leading Family Resort  
(2018 World Travel Awards)

**ESPA**

Country Winner for Luxury Resort Spa  
(World Luxury Spa Awards 2018)

CURATE, Osia Steak and Seafood Grill, Syun  
House of Stars (2 Stars)

Fratelli Trattoria, Ocean Restaurant  
House of Stars (1 Star)  
(Wine & Dine Singapore's Top Restaurants 2018)

CURATE - Best Dining Experience

Syun - Best Customer Service (Food & Beverage)  
(Singapore Tourism Awards 2018)

## ABOUT GENTING BERHAD

## GENTING MALAYSIA

**Genting Malaysia Berhad**

Leading Multinational Corporation of the Year  
(Global Responsible Business Leadership Awards 2018  
by Asia Pacific CSR Council)

Certificate of Membership  
(FTSE4Good Index Series)

Share/Guide Association Malaysia ICT Award 2018

GENM Capital Berhad - Most Innovative Bond Deal  
in Southeast Asia 2018  
(12th Annual Alpha Southeast Asia Deal & Solution  
Awards 2018)

**Genting UK**

Infrastructure Project of the Year  
(SVC Awards 2018 by Angel Business  
Communications)

**Resorts World Birmingham**

The largest single serving of fish and chips  
(Guinness World Records 2018)

Genting Hotel – Best Hotel  
(Midlands Food Drink and Hospitality Awards 2018  
by Birmingham Events Ltd)

Santai Spa, Genting Hotel – Best Day Spa  
(Midlands Beauty Industry Awards 2018  
by Creative Oceanic)

**Resorts World Genting**

Asia's Leading Theme Park Resort &  
Malaysia's Leading Resort  
(2018 World Travel Awards - Asia)

Best Marketing Award  
(Malaysia International Gastronomy Festival 2018  
by Tourism Malaysia)

Genting Grand – 4-Star Rating  
(Forbes Travel Guide Star Ratings  
by Forbes Travel Guide)

Genting Grand – HAPA Housekeeping Excellence &  
HAPA Service Excellence (Accommodation)

Maxims – Best 5-Star Hotel (Exceptional Experience)  
& HAPA Hotel of the Year (Extraordinary Stay)  
(Hospitality Asia Platinum (HAPA) Awards Regional  
Series 2018 by WAP Asia Group)

The Olive – Best use of the Festival Theme &  
Most Outstanding Festival Dining Experience

The Olive & e18hteen – Best Festival Offers

High Line – Most Popular Restaurant Station  
at Taste MIGF 2018  
(Malaysia International Gastronomy Festival 2018  
by Tourism Malaysia)

## GENTING PLANTATIONS

Certificate of Membership  
(FTSE4Good Index Series)

National OSH Excellence Award 2018 for Plantation Sector  
- Genting Bahagia Estate

## GENTING ENERGY

**Banten Power Plant**

Environmentally Friendly Company (Graded as Good)  
(Serang Regency Municipal)

Integrated Management System certification from British Standard Institution group

**Meizhou Wan Power Plant Phase 2**

2018 China Electric Power Project Engineering Excellence Award  
(China Electric Power Construction Association)



# **PART 1**

## **OUR SUSTAINABILITY APPROACH**

# OUR SUSTAINABILITY APPROACH

Genting Berhad recognises the importance of developing its global business investments in a sustainable and responsible manner. As a responsible corporation with diverse business investments, Genting Berhad strives to ensure high standards of governance across its entire operations, promote responsible business practices, manage the environmental impact of its businesses, provide a safe and caring workplace and meet the social needs of the community and nation.

The Genting Core Values, namely Hard Work, Honesty, Harmony, Loyalty and Compassion have always been embedded in our work culture and business practices and they form the underlying workplace principles for our employees, covering professionalism and ethics, efficiency and responsibility and reflect our continuous pursuit to enhance the corporate values of the Genting Group.

We recognise that reporting on a conglomerate basis for the investment holding company can be rather challenging, especially to ensure coherency across the diverse businesses of the Genting Group and to report on topics that matter most to our stakeholders. Genting Berhad's principal operating companies, namely Genting Singapore, Genting Malaysia, Genting Plantations and Genting Energy have distinct sustainability themes that are applicable to their respective operations.

The 2018 Sustainability Report is presented similar to the previous year's report. This Report has 4 sections – Overview, Part 1, Part 2 and Appendix. The Overview covers the information about Genting Berhad and the message from its President and Chief Operating Officer.

Part 1 covers the sustainability approach taken to assess the 5 Sustainability Pillars and the management approach on the sustainability performance indicators for Genting Berhad and its wholly owned unlisted subsidiary, Genting Energy and where applicable, the Genting Group.

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## OUR SUSTAINABILITY APPROACH

### SUSTAINABILITY GOVERNANCE

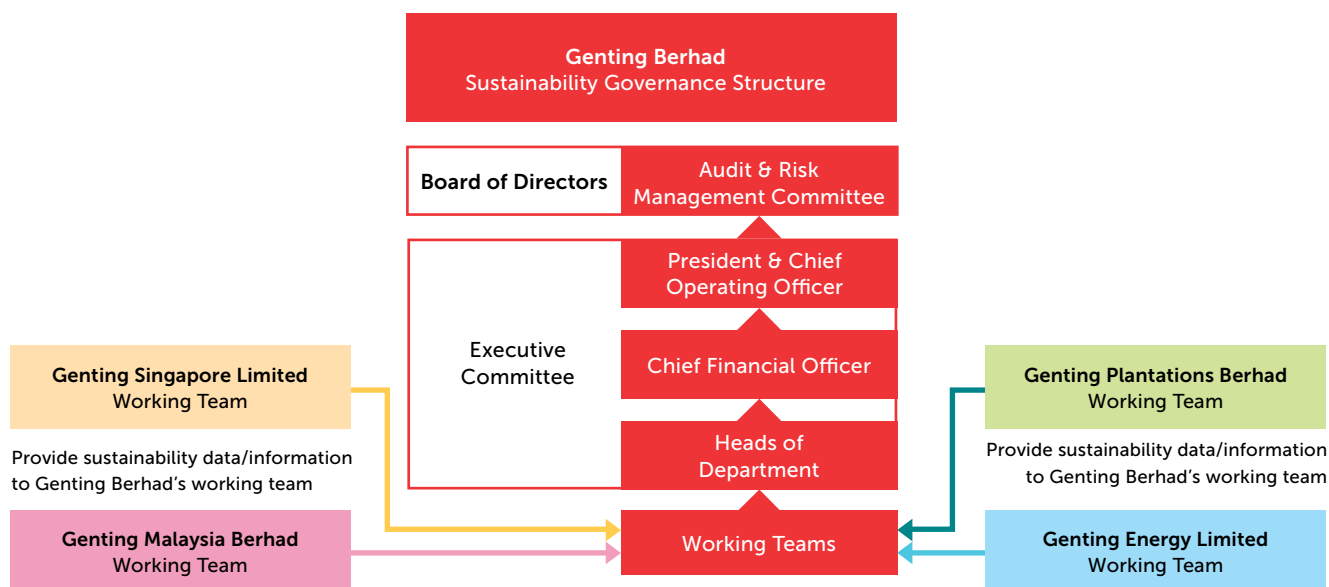
Upholding high standards of sustainability governance is vital for us to operate in an accountable and transparent manner with effective oversight of our operations. It gives accountability to our stakeholders on how we manage material economic, environmental and social matters within our organisation to translate our aspirations into action.



*Board of Directors, Genting Berhad*

### BOARD OF DIRECTORS

Setting the tone from the top, the Board of Directors, as represented by the Audit & Risk Management Committee of Genting Berhad oversees the integration of sustainability reporting of the Company. The Audit & Risk Management Committee also reviews the sustainability report of the Company on a yearly basis, as part of the annual report of the Company for endorsement by the Board of Directors.





## OUR SUSTAINABILITY APPROACH

### SUSTAINABILITY GOVERNANCE (CONT'D)

#### EXECUTIVE COMMITTEE

Genting Berhad's Executive Committee is chaired by the President and Chief Operating Officer ("PCOO") of Genting Berhad and comprises the Company's Chief Financial Officer ("CFO") and other heads of departments, as well as the Chief Executive Officer of Genting Energy. The Executive Committee meets every month to review and make decisions on material issues and strategies pertaining to the Company, Genting Energy and its direct unlisted subsidiaries, including sustainability related matters.

The sustainability report of Genting Berhad is reviewed by the CFO, approved by the PCOO and thereafter reviewed by the Audit & Risk Management Committee.

#### GROUP EXECUTIVE COMMITTEE

The Genting Group Executive Committee comprises the Executive Committee members of Genting Berhad and its key companies. The Genting Group Executive Committee meeting is a monthly gathering of the PCOOs, CFOs and other representatives from Genting companies, who meet to share and discuss on material issues, strategies and group related matters. Decision-making is done collectively by all PCOOs on group-related matters principally to coordinate or achieve some consistency in actions, with each PCOO and relevant staff deciding for their own company's sustainability matters. The PCOO of Genting Berhad normally chairs the Genting Group Executive Committee meetings.

#### WORKING COMMITTEES

Each key company of Genting Berhad has autonomy over the decision-making process within its own organisation, including the management of its sustainability matters.

Within its own sustainability governance structure, each key company of Genting Berhad has its own Sustainability Working Team/ Sustainability Department to manage its sustainability initiatives and oversee the preparation of its sustainability report. This report is then summarised and provided to Genting Berhad's Sustainability Working Committee to facilitate and complete the sustainability report of Genting Berhad.

## OUR SUSTAINABILITY APPROACH

### STAKEHOLDER ENGAGEMENT

We engage regularly with our stakeholders to obtain their constructive feedbacks.

At Genting Berhad and Genting Energy, we engage regularly with our stakeholders to gain better understanding of their interests and concerns about issues that they consider important to our businesses. With this, we are able to obtain their constructive feedbacks on issues that could impact our businesses. The stakeholders engaged in 2018 can be grouped into 7 main categories, namely government and regulators; investors (shareholders, equity analysts and potential investors); lenders (bankers, bondholders and rating agencies); employees; joint venture partners; suppliers and service providers; and relevant interest groups.

#### Our Stakeholder Engagement

STAKEHOLDERS <sup>A</sup>	ENGAGEMENT METHODS	FREQUENCY	AREAS OF INTEREST	OUR GOALS
<b>Government and Regulators</b>	<ul style="list-style-type: none"> <li>Official meetings and visits</li> <li>Consultative and statutory reporting</li> <li>Participation in industry events and seminars</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with applicable laws and regulations</li> <li>Overall Economic, Environmental and Social impact of our organisation</li> </ul>	To engage with government and regulatory bodies, by providing regular updates through statutory reporting and responding to any of their query. Our objective is full compliance with all applicable laws and regulations in order to maintain operating licences.
<b>Investors (Shareholders, equity analysts and potential investors)</b>	<ul style="list-style-type: none"> <li>Shareholder General Meetings (AGMs)</li> <li>Annual Reports</li> <li>Analyst briefings</li> <li>One-on-one and small group meetings</li> <li>Corporate announcements</li> <li>Corporate website</li> <li>Investor relations team</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Quarterly</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Strong financial performance</li> <li>Sustainability reporting</li> <li>Shareholder value</li> </ul>	To maintain open and regular communications with investors, and provide regular updates on our business performance and strategies.
<b>Lenders (Bankers, bondholders and rating agencies)</b>	<ul style="list-style-type: none"> <li>Regular communication, including responding to all due diligence and account relationship enquiries</li> <li>Submission of financial reports</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Creditworthiness</li> <li>Timely repayment of loan principal and interest</li> <li>Fulfilment of loan covenants</li> </ul>	To build good working relationships with our lenders, protect our strong credit standing and ensure continuity of our operations. Ensuring clear terms, timely repayment and compliance with loan conditions are key priorities.
<b>Employees</b>	<ul style="list-style-type: none"> <li>Annual appraisals</li> <li>Employee intranet portal</li> <li>Employee knowledge-sharing platforms</li> <li>Evening talks</li> <li>New employee induction programme</li> <li>Staff annual dinner</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Employee development</li> <li>Remuneration</li> <li>Healthy and safe work environment</li> <li>Ethics and Code of Conduct</li> <li>Job satisfaction</li> </ul>	To create the best workplace with high performance culture, good employee welfare, open communication and career advancement based on meritocracy.

# OUR SUSTAINABILITY APPROACH

## STAKEHOLDER ENGAGEMENT (CONT'D)

### Our Stakeholder Engagement (Cont'd)

STAKEHOLDERS <sup>^</sup>	ENGAGEMENT METHODS	FREQUENCY	AREAS OF INTEREST	OUR GOALS
<b>Joint Venture Partners</b>	<ul style="list-style-type: none"> <li>Regular meetings and dialogues</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Achieve Joint Venture business objectives</li> </ul>	To forge strong strategic partnerships and advocate sustainability practices to achieve mutual business objectives and performance targets.
<b>Suppliers and Service Providers</b>	<ul style="list-style-type: none"> <li>Supplier selection through pre-qualification and tendering process</li> <li>Briefings and meetings</li> <li>Relationship management</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Fair and mutually agreeable contract terms</li> <li>Compliance with company policies and sustainability requirements</li> <li>Timely payments</li> </ul>	To drive sustainability practices across our supply chain.
<b>Relevant Interest Group</b>	<ul style="list-style-type: none"> <li>Employee volunteerism</li> <li>Donations and other philanthropic contributions</li> <li>Sponsorships</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Impact on community investments</li> <li>Creation of employment</li> <li>Better understanding of the environment and social impact of our contribution</li> </ul>	To support local communities in economic, environmental and social development.

<sup>^</sup> the list of stakeholders is not in any order of priority

## REGULAR ENGAGEMENT WITH STAKEHOLDERS

At Genting Berhad, we publish all material announcements through Bursa Malaysia and this information is also made available on our corporate website to ensure our shareholders, investors, lenders, business partners and the public are updated with the latest developments in a timely and consistent manner. Over 200 meetings were held with our lenders (bankers, bondholders and rating agencies) and investors in 2018.

Genting Berhad's Annual General Meeting ("AGM") is an important yearly forum for dialogue with shareholders. Shareholders are encouraged to participate in the proceedings and they have the opportunity to ask any relevant questions pertaining to the company's annual report, the resolutions being proposed and on the operations of the Group. As in previous years, we received a letter in 2018 from the Minority Shareholders' Watchdog Group with a list of shareholder questions that were answered and disclosed by our senior management to shareholders at the AGM. No questions were raised by our shareholders in 2018 with regards to the 2017 Sustainability Report.

Our corporate website ([www.genting.com](http://www.genting.com)) has a dedicated investor relations section where shareholders and other interested parties can find useful information relating to the latest company's share price, financial results, announcements, annual report and other news.

The regular communications with stakeholders provided our senior management team with the necessary feedbacks in 2018 to internally conduct the materiality assessment process.

## PART 1

# OUR SUSTAINABILITY APPROACH

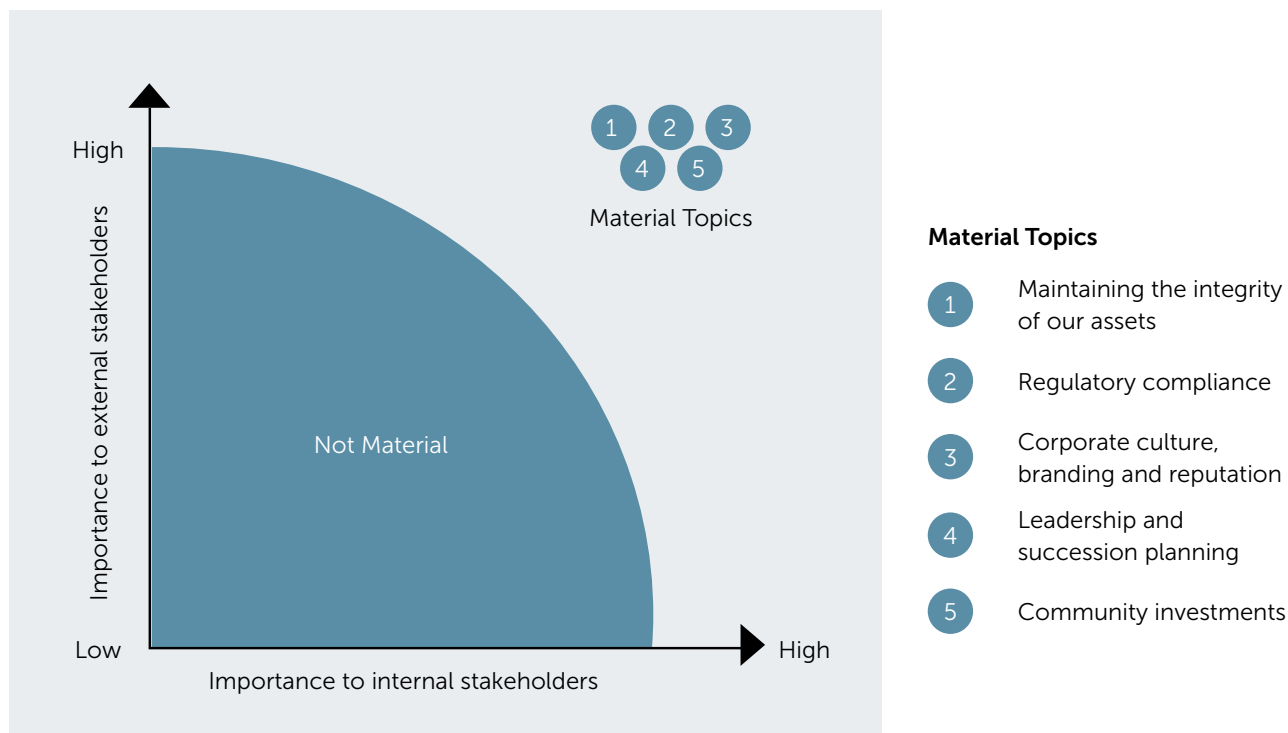
## MATERIALITY ASSESSMENT PROCESS

Materiality assessment is an integral part of Genting Berhad's approach to sustainability, as it assists to identify the significance of the economic, environment and social impacts.

A materiality assessment was coordinated by the sustainability team of Genting Berhad to review the 5 sustainability pillars of Genting Berhad and Genting Energy in 2018. This was done through an online survey with directors and relevant management teams as well as a review discussion with the senior management of Genting Berhad and Genting Energy.

For the online survey, a five-level Likert scale was used and survey respondents were asked to rate the level of importance of each of the identified sustainability topics to the Group. The survey results and review discussion with senior management confirmed that the material topics that formed the 5 sustainability pillars in 2017 remained valid in 2018 with a refinement to the naming of the fifth pillar from "Community Care" to "Community Investments".

### Materiality Matrix of Genting Berhad and Genting Energy in 2018



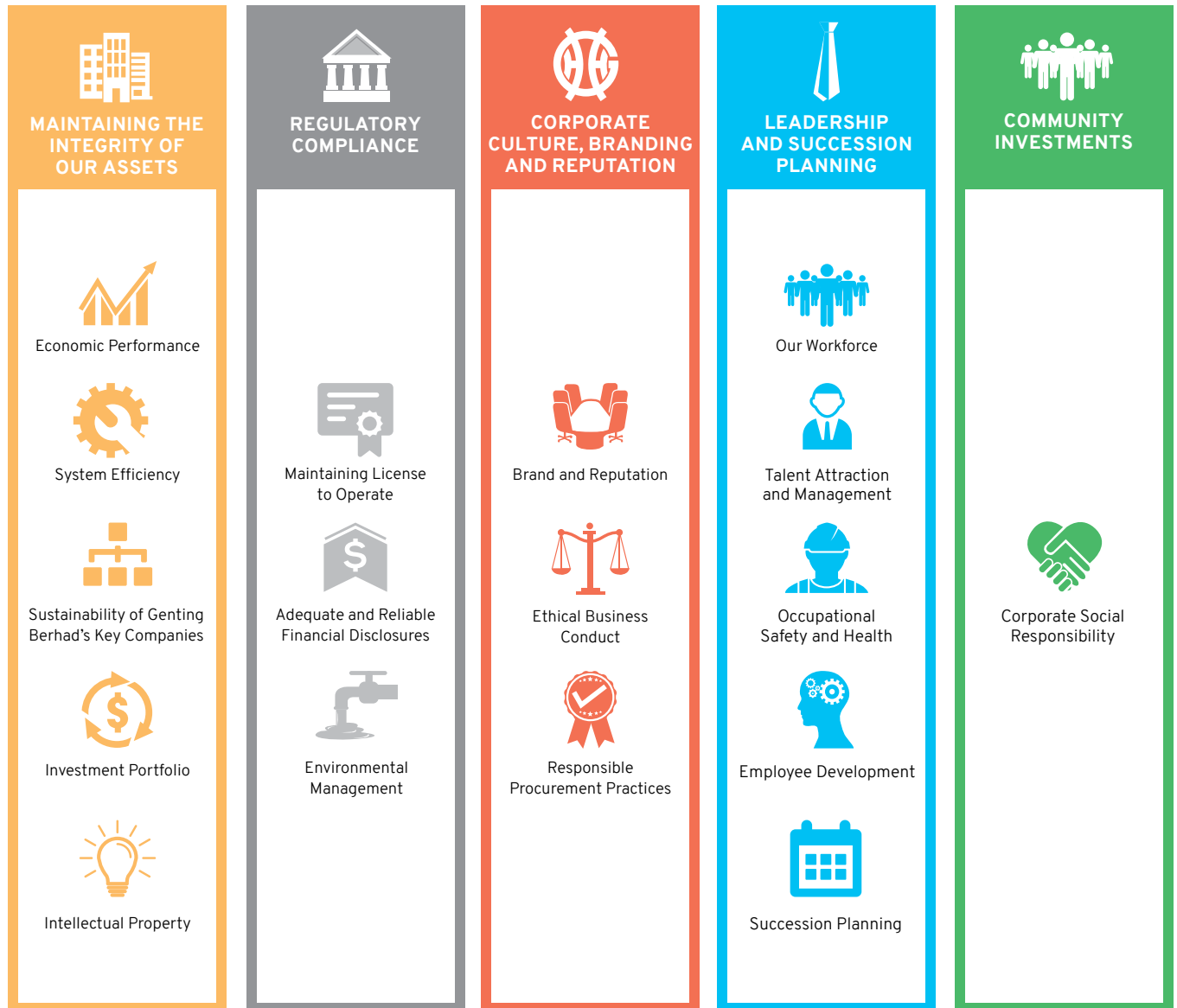
## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS

The 5 Sustainability Pillars in 2018 supported the overall sustainability direction of Genting Berhad and Genting Energy, with common core values and sustainability principles that transcended across the Genting Group.

### 5 Sustainability Pillars of Genting Berhad and Genting Energy in 2018





## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

In addition to the 2018 assessment, we have referenced our material topics to GRI Standards 2016: Core option and Bursa Malaysia's Sustainability Reporting Guide (2nd edition) 2018 on EES for easier mapping, as shown in the table below.

### 2018 Material Topics

NO.	SUSTAINABILITY PILLAR	TOPICS	MAPPING TO:	
			GRI STANDARDS 2016: CORE OPTION ON GRI TOPIC	BURSA MALAYSIA'S SUSTAINABILITY REPORTING GUIDE (2nd EDITION) 2018 ON EES
1	MAINTAINING THE INTEGRITY OF OUR ASSETS	Economic performance	• Economic performance	• Economic
		System efficiency	• System efficiency	• Economic
		Sustainability of Genting Berhad's key companies	• Economic performance	• Economic
		Investment portfolio of Genting Berhad	• Economic performance	• Economic
		Intellectual property of Genting Berhad	• Non-GRI Topic	• Economic
2	REGULATORY COMPLIANCE	Maintaining license to operate	• Compliance	• Economic
		Adequate and reliable financial disclosures	• Compliance	• Economic
		Environmental management	• Energy • Emissions • Effluents and waste • Water • Compliance	• Environment
3	CORPORATE CULTURE, BRANDING AND REPUTATION	Brand and reputation	• Non-GRI Topic	• Social – marketplace
		Ethical business conduct	• Anti-corruption	• Social – workplace
		Responsible procurement practices	• Supplier assessment for labour practices	• Social – marketplace
4	LEADERSHIP AND SUCCESSION PLANNING	Our workforce	• Employment	• Social – workplace
		Talent attraction and management	• Employment • Training and education	• Social – workplace
		Occupational safety and health	• Occupational safety and health	• Social – workplace
		Employee development	• Training and education	• Social – workplace
		Succession planning	• Non-GRI Topic	• Social – workplace
5	COMMUNITY INVESTMENTS	Corporate social responsibility	• Local communities • Relevant interest groups	• Social – marketplace

The management approach for each of the 5 Sustainability Pillars and their material topics, is disclosed in the following pages of this Report.

## OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

## PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS

We are accountable to our investors for the management of our assets and capital. Measuring the economic and financial performance is important to evaluate the effectiveness of our assets and capital management, and ensure we are on track to achieve our financial goals.

## Economic Performance

As Genting Berhad is an investment holding and management company, we measure economic performance based on the effectiveness of our assets and capital management.

Genting Berhad has a strong financial track record with consistent growth in revenue and assets since its incorporation in 1968. Group revenue increased by 4% to register RM20.9 billion in 2018. Group EBITDA has been consistently maintained at above RM6 billion since year 2010.

The table below highlights Genting Berhad's financial performance in 2018. More information on the financial performance is disclosed in Genting Berhad Annual Report 2018 and available at [www.genting.com](http://www.genting.com).

2018

## Total Revenue



## EBITDA



## Total Assets Employed



## Employee Wages and Benefits

Market Capitalisation<sup>^</sup>Payments to providers of capital<sup>\*</sup>

<sup>\*</sup> defined as debt & equity, interest & dividends

<sup>^</sup> as at 31 December 2018

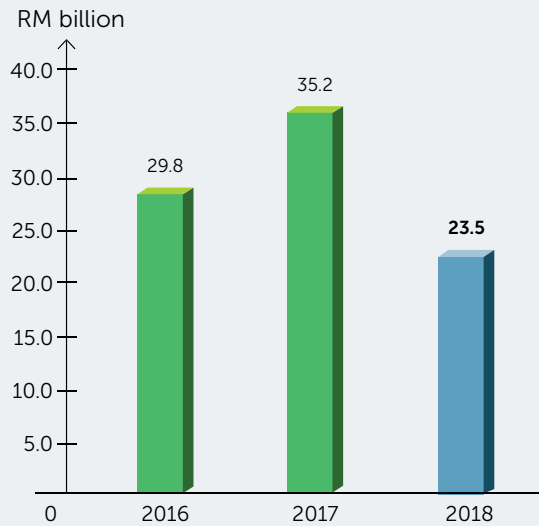
## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

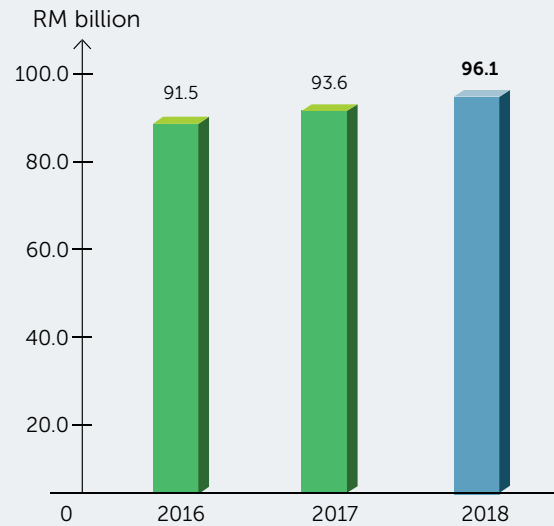
### PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS (CONT'D)

#### MARKET CAPITALISATION <sup>^</sup>

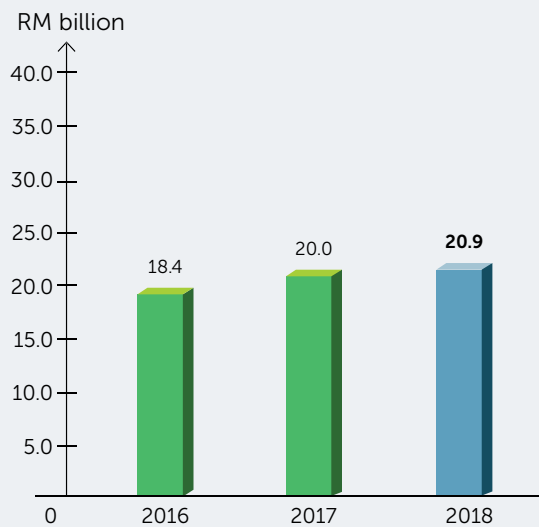


<sup>^</sup> as at 31 December 2018

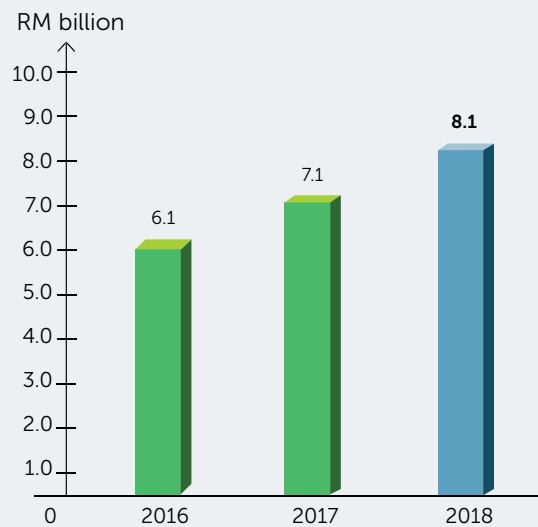
#### TOTAL ASSETS EMPLOYED



#### REVENUE



#### EBITDA



# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS (CONT'D)

#### System Efficiency

We aim to achieve the highest efficiency in our operating systems and technology to support the daily business activities across our Group.

In 2018, the 660MW<sup>2</sup> Banten power plant produced over 4,492 million kWh<sup>3</sup> of electricity in Indonesia, compared to 3,397 million kWh produced in 2017. Equipped with its supercritical technology, the plant has achieved near to 90% availability since the commencement of its commercial operations in March 2017.

Genting Energy's wholly owned 91.8MW wind farm in Jangi village, Gujarat, India ("Jangi wind farm") produced 222 million kWh in 2018. This amount was equivalent to the electricity consumption of more than 193,000<sup>4</sup> residents in India for a year.

Genting Berhad's information technology ("IT") resources provide daily support services to ensure the business systems run smoothly and are risk-protected. They ensure the connectivity between Genting employees with our stakeholders through emails, mobile and web-based communications are maintained at all times. Annual surveys were conducted to gather feedback from employee users, covering office automation tools, the effectiveness of IT systems or applications efficiency and effectiveness, IT personnel's competency in providing IT services and effectiveness of employee awareness on the topic of cybersecurity. The constructive feedbacks and suggestions have enabled our IT resources to improve and finetune business processes and upgrade specific IT facilities to provide quality and timely services. No major downtime or service interruption was reported in 2018.

#### Sustainability Of Genting Berhad's Key Companies

As Genting Berhad is an investment holding company, the sustainability of its key companies' businesses is of utmost importance for growth and continuity. Our listed companies in the leisure and hospitality businesses, namely Genting Malaysia and Genting Singapore are the major contributors to the Group's financial performance.

In 2018, Genting Malaysia contributed 48% of group revenue and 33% of group assets, Genting Singapore contributed 37% of group revenue and 31% of group assets and Genting Plantations contributed 9% to group revenue and 8% group assets. Genting Energy which contributed 7% of group revenue and 12% of group assets, is our unlisted subsidiary.

While each of our listed companies operates independently, we regularly engage with them to understand how their latest corporate strategies and business operations reinforce the overall strategies of the Group to achieve operational excellence and sustainable business practices.

<sup>2</sup> MW refers to megawatt

<sup>3</sup> kWh refers to kilowatt hour

<sup>4</sup> All India annual per capita consumption of electricity for year 2017-18 amounted to 1,149 kWh. This was retrieved from "Executive Summary on Power Sector" (December 2018) issued by India's Central Electricity Authority ([www.cea.nic.in/reports/monthly/executivesummary/2018/summary-12.pdf](http://www.cea.nic.in/reports/monthly/executivesummary/2018/summary-12.pdf)).

## PART 1

# OUR SUSTAINABILITY APPROACH

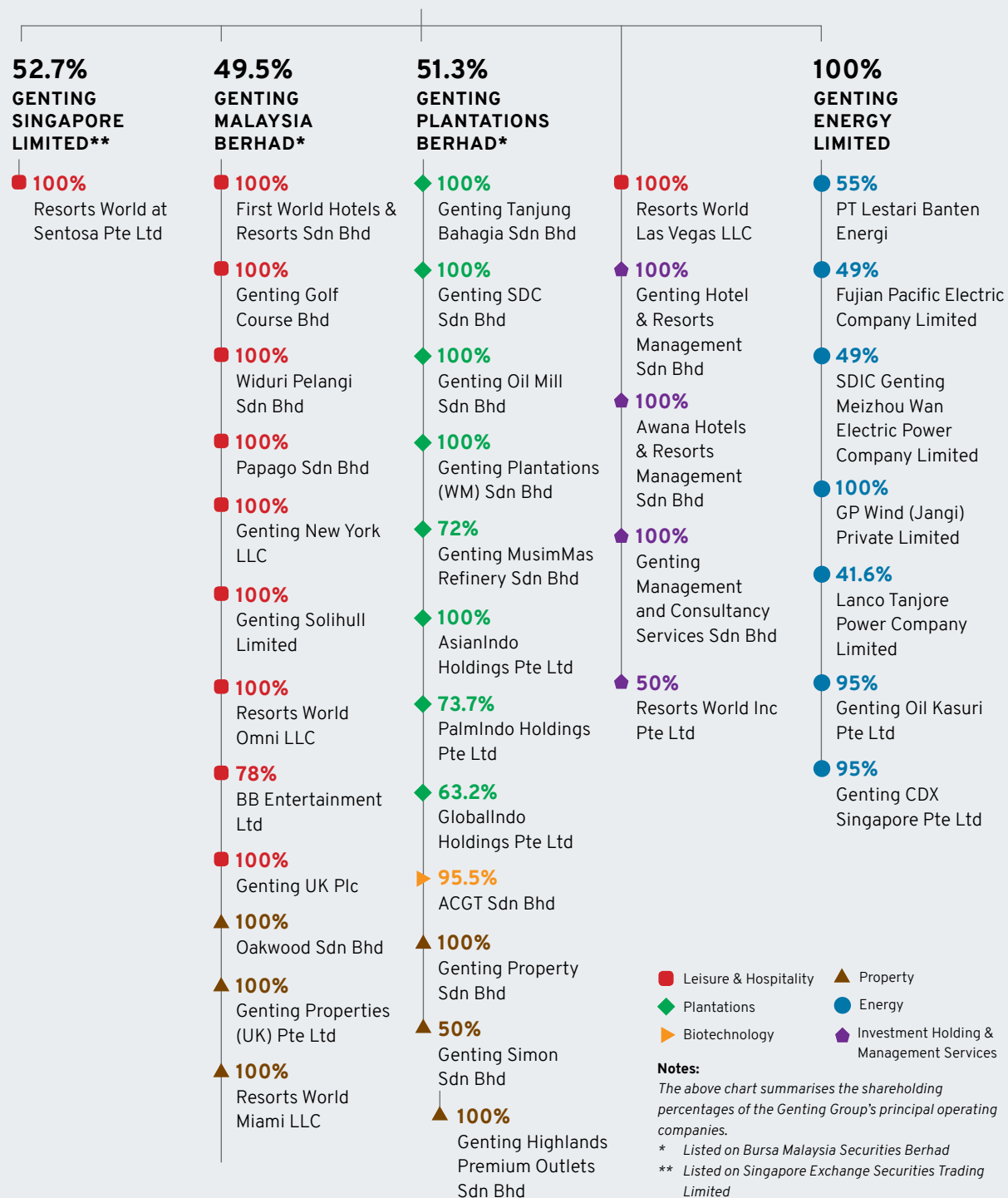
## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS (CONT'D)

#### Group Corporate Structure



and its Principal Subsidiaries, Joint Ventures and Associate as at 14 March 2019



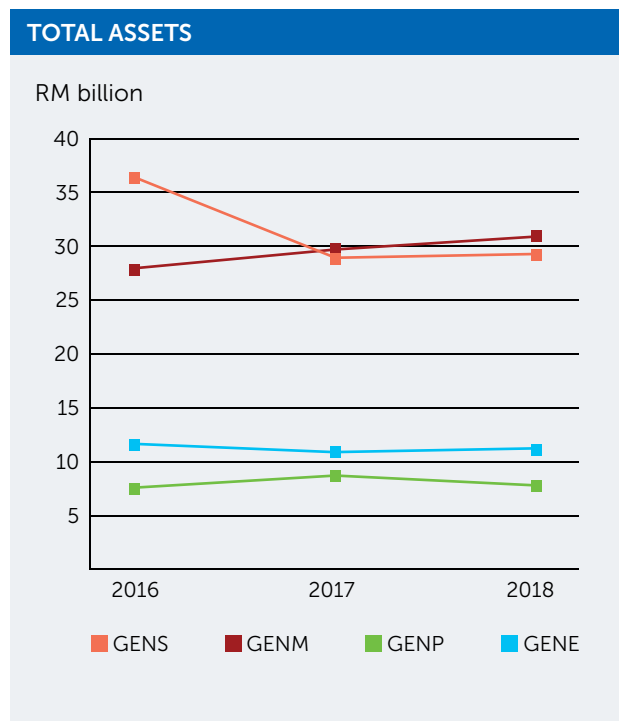
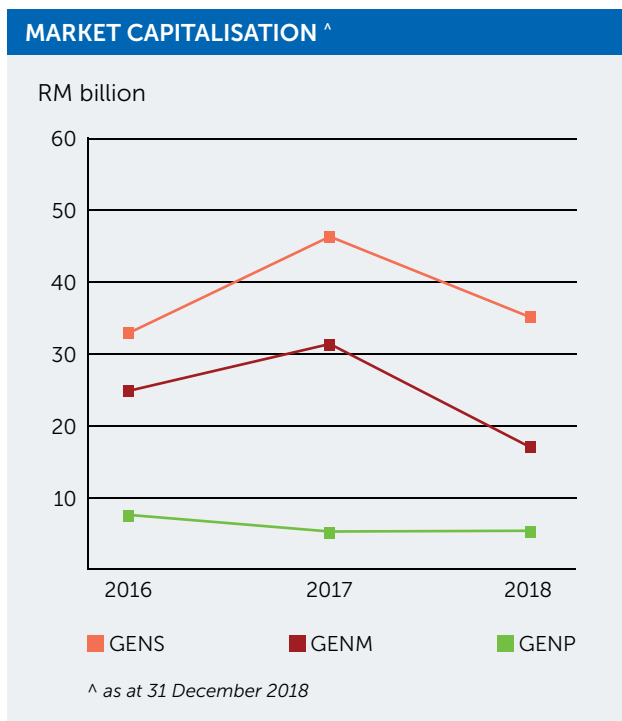


## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS (CONT'D)



- GENS : Genting Singapore Limited
- GENM : Genting Malaysia Berhad
- GENP : Genting Plantations Berhad
- GENE : Genting Energy Limited

Part 2 of this Report highlights the sustainability summary and EES performances of Genting Berhad's three listed companies, namely Genting Singapore, Genting Malaysia and Genting Plantations.

## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 1: MAINTAINING THE INTEGRITY OF OUR ASSETS (CONT'D)

#### Investment Portfolio Of Genting Berhad

Genting Berhad has over the past decade been involved in research and development for new treatments and new ways for early detection of Alzheimer's Disease through various investments in biotechnology and life sciences companies. Our investment portfolio includes a number of life sciences and biotechnology companies that are at different levels of research and development ("R&D") stages.

We acknowledge that investments in any R&D can pose more risks than other investments, as the results and success rates are uncertain and the gestation period to any breakthrough discovery can be long. Though certain companies may find it not economically viable to invest in R&D companies, we, as a responsible corporation, are committed to find new solutions to improve the quality of health of mankind and the world that we live in.

Our investments in biotechnology have given a platform to the Genting Plantations team to conduct research and development with the aim of increasing yield and productivity of oil palm. Our investments in life sciences companies such as TauRx Pharmaceuticals Ltd, Genting TauRx Diagnostic Centre Sdn Bhd and CorTechs Labs, Inc. support research and clinical trials in the on-going fight against Alzheimer's Disease and will address the disease from the perspective of treatment and early diagnosis. We also have investments in Human Longevity, Inc., DNAe Group Holdings Ltd, Multimodal Imaging Services Corporation (HealthLytix) and Celularity Inc. Through these investments, we aim to find new treatments and new ways for early detection for neuro-degenerative diseases such as dementia in general and Alzheimer's Disease in particular.

Genting Berhad's biotechnology and life sciences partners:



#### Intellectual Property Of Genting Berhad

At Genting Berhad, our intellectual property ("IP") rights, in particular our "RESORTS WORLD" and "GENTING" trademarks and brand names, are valuable company assets. Our IP rights support the continuation and growth of various businesses of the Genting Group across many jurisdictions which the Group and its affiliates operate in. Our brands are trusted by our customers.

We aim to protect our IP rights and use them effectively. We are firm in enforcing our IP rights and actions are taken against third parties who infringe on our IP rights in order to protect our brand value and reputation. We also respect third parties' IP rights. For 2018, there was no material litigation involving IP rights infringement that was outstanding.

**PILLAR 2: REGULATORY COMPLIANCE**

Complying with laws, rules and regulations and effective management of natural and human resources are elemental to our organisation.

**Maintaining License To Operate**

We comply with all regulatory requirements to ensure business continuity. Failure to do so may result in the revocation of licenses that are required to carry out our core business activities. This would undermine our ability to operate as a going concern, thereby lowering our investors' confidence in our organisation.

Ensuring casino gaming regulatory compliance is a responsibility that we do not compromise on. Some jurisdictions also require licensing of our individual Board members and senior management and therefore, they have to be vigilant and knowledgeable at all times to ensure compliance with conditions imposed by regulators.

Our internal systems and processes help to track and monitor all applicable regulatory requirements. In addition, frequent engagement with regulators helps us to better understand these requirements. In the event that we face practical issues and concerns in meeting any requirements, these would also be highlighted and discussed with regulators to jointly find an appropriate solution. We did not incur any significant fines and non-monetary sanctions for non-compliance with laws and regulations in 2018.

**Adequate And Reliable Financial Disclosures**

We strive to uphold the integrity in our financial reporting. Our board of directors have the responsibility to ensure that the quarterly reports, annual financial statements as well as the annual review of operations in the annual reports are presented in a manner which provides a balanced and comprehensive assessment of the Group's performance and prospects.

Our financials are disclosed in accordance to the Malaysian Financial Reporting Standards and International Financial Reporting Standards, which give a true and fair view of the state of affairs of the Group and Company at the end of the financial year and the cash flows of the Group and the Company for the financial year.

**Environmental Management**

The energy sector landscape is shifting towards cleaner, more efficient and affordable energy for everyone. In line with this, we strive to explore cleaner and more efficient ways to reduce our carbon footprint resulting from our daily operations. We will continue to provide reliable and sustainable cost-efficient energy through operational excellence.

In this section, our reporting is on Genting Energy, as its power generation and oil & gas businesses naturally call for greater responsibilities in managing the environmental impact from its operations. Genting Energy's environmental management is based on energy consumption and carbon emissions, greenhouse gas emissions as well as effluents and waste.

## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 2: REGULATORY COMPLIANCE (CONT'D)

#### Energy Consumption And Carbon Emissions

FIGURE A: DIRECT ENERGY CONSUMPTION

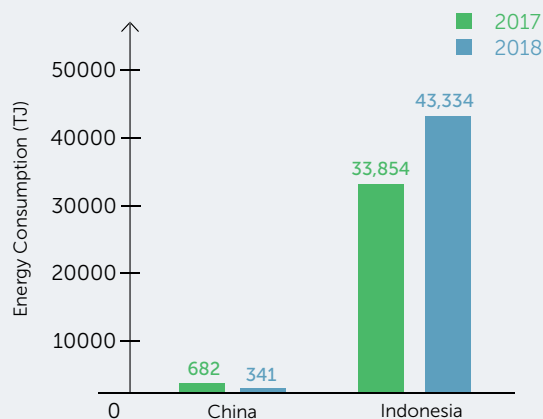
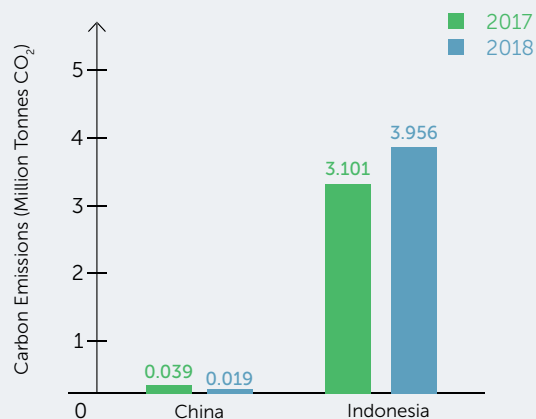


FIGURE B: DIRECT CARBON EMISSIONS



As shown in Figure A and Figure B, Genting Energy recorded in 2018 a total direct energy consumption of 43,675 TJ<sup>5</sup> from coal, natural gas and fuel; of which over 99% or 43,334 TJ came from coal consumption in Indonesia. The carbon emission correlated to such direct energy consumption translated to 3.975 million tonnes of carbon dioxide (CO<sub>2</sub>) in 2018. 2018 saw a first full year operations of Genting Energy's 660MW supercritical coal-fired Banten power plant located in Banten Province, West Java, Indonesia which directly translated to full year coal consumption as compared to 9-month operations in 2017. In addition, the increase was also due to the additional power produced as the plant was being despatched beyond its contracted capacity to generate additional power for its buyer.

Genting Energy's wholly owned Jangi wind farm is the Group's first renewable project. It is part of the Group's efforts to balance its power generation mix to include clean energy within its portfolio of power plants. The Jangi wind farm in India does not contribute to either Figure A or Figure B as it does not consume fuel to generate electricity. Jangi wind farm has produced over 1,587 GWh<sup>6</sup> of clean energy since its inception, thereby contributing towards the Government of India's clean energy programme.

FIGURE C: ELECTRICAL ENERGY CONSUMPTION

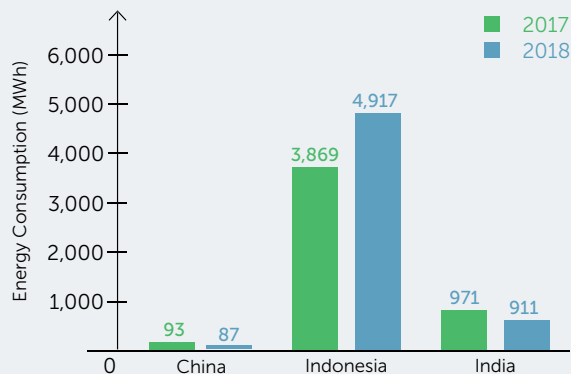
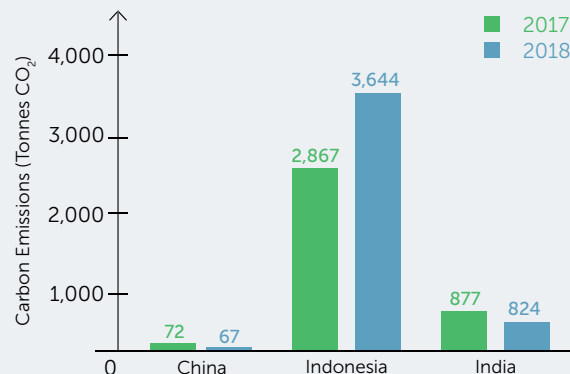


FIGURE D: INDIRECT CARBON EMISSIONS



<sup>5</sup> TJ refers to terajoule

<sup>6</sup> GWh refers to gigawatt hour

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 2: REGULATORY COMPLIANCE (CONT'D)

As shown in Figure C and Figure D, the overall electrical energy consumption and the resulting carbon emissions increased in 2018 as compared to 2017. This was mainly attributable to the increase in import power (i.e. the electricity purchased from the state utility company) as a result of the planned outage for Banten power plant in March/April 2018, which required the plant to be fully shut down for its first annual inspection. First annual inspection usually has longer maintenance cycle for complete and thorough check. The reserved shutdown<sup>7</sup> requested by the state utility company also added to the overall increase in indirect carbon emissions. In comparison, there was no reserved shutdown and the minor maintenance cycle was shorter in 2017. For the China and India operations, the electrical energy consumption and indirect carbon emissions in 2018 were consistent with 2017.

#### Greenhouse Gas Emissions

We are committed to reduce environmental footprint while operating our businesses. Our power plants are continuously improving their operational efficiencies and adopting industry best practices. We aim to reduce the emissions per unit of electricity and hydrocarbon that are produced by our power plants by introducing and investing in environmental-friendly green technologies.

For instance, Banten power plant uses supercritical technology designed with priorities on operational efficiency and emissions reduction. Supercritical technology is more efficient in using less coal to produce each megawatt hour of power and emitting less greenhouse gases such as nitrogen dioxide (NO<sub>2</sub>), sulphur dioxide (SO<sub>2</sub>) and particulate matter. Furthermore, the Banten power plant which is fitted with clean coal technology, is operating well within Indonesia's regulatory limits of gas emissions.

Genting Energy successfully attained ISO 14001 Environmental Management System (EMS) certification in 2018. This international accreditation underscores our commitment towards improving environmental aspects and impacts from our operations. We believe our green efforts have contributed positively to the environment as Banten power plant was also graded as a Good Environmentally Friendly Company in 2018 by the Serang Regency Municipal. This was the second consecutive year that Banten power plant was recognised for its best environmental practices. As we venture forward, we remain committed in maintaining good environmental measures.

#### Effluents And Waste

The management of effluents and waste plays a vital part in an effective environmental stewardship. The wastewater effluents are largely attributed to the Banten power plant which draws seawater for its operations. All the effluents are treated to meet highest applicable regulatory requirements in the respective countries of operation prior to discharge. Genting Energy generated 868.6 million m<sup>3</sup> of wastewater effluents in 2018.

In 2018, Genting Energy generated 85,932 tonnes of waste as compared to 46,811 tonnes of waste in 2017. This was mainly attributable to the increase in industrial waste generated by Banten power plant in line with the increase in total power generation in 2018. Also, Banten power plant recorded a full year generation of industrial waste in 2018 as compared to a 9-month generation in 2017.

Proper waste management policy is in place for the treatment, storage and disposal of hazardous and non-hazardous waste. The hazardous waste are properly stored and handled by authorised vendors for proper disposal or subsequent usage. Non-hazardous waste are reused or recycled where possible.

<sup>7</sup> Reserved shutdown refers to a state in which the power plant is available for service but not electrically connected to the transmission system at the request of the state utility company. This is usually temporary and happens when the demand for electricity is low.



## OUR SUSTAINABILITY APPROACH

### 5 SUSTAINABILITY PILLARS (CONT'D)

#### PILLAR 3: CORPORATE CULTURE, BRANDING AND REPUTATION

Since its founding in 1965, the Genting brand has grown steadily in Malaysia and across the world. With every milestone achieved, our brand presence is further established. Maintaining a consistent brand image across all our businesses is integral for us to enter new markets and to thrive in those we are operating in.

#### Genting Core Values



The principles and values espoused by the late Tan Sri Dato Seri (Dr) Lim Goh Tong, the Founder of the Genting Group throughout his lifetime, are simple yet profound. The Genting Core Values, namely Hard Work, Honesty, Harmony, Loyalty and Compassion have always been embedded in our work culture and business practices.

They form the underlying workplace principles for our employees, covering professionalism and ethics, efficiency and responsibility and reflect our continuous pursuit to enhance the corporate values of the Genting Group.

#### Brand And Reputation

Our identity is entrenched in the many brands<sup>8</sup> that we carry. Hence, it is essential that we protect our brands at all times. While our operating teams have their own brand and marketing strategy to promote their products or services, a consistent corporate logo and brand image is encouraged across all Genting companies. All our trademarks and IP<sup>9</sup> are safeguarded at Genting Berhad. Our Genting brand is one of the most recognisable brands in the region and among Malaysia's top brands<sup>10</sup>.

Our reputation remains one of our greatest attributes and we value constructive feedbacks that can enhance our brand reputation. We maintain open and regular communications with our regulators and the professional investment community through periodic briefings, face-to-face meetings, conference calls and site visits.

As transparency and accountability are imperative for effective stakeholder engagement, we aim to disclose all material corporate information through the appropriate channels in a timely, accurate and complete manner. Our annual general meeting is a useful and interactive forum for direct engagement with shareholders.

<sup>8</sup> These brands include "Resorts World", "Maxims", "Crockfords" and "Genting Club".

<sup>9</sup> See more in "Maintaining the Integrity of Our Assets" section.

<sup>10</sup> Please refer to Awards and Accolades on pages 7-8.

## OUR SUSTAINABILITY APPROACH

### 5 SUSTAINABILITY PILLARS (CONT'D)

#### PILLAR 3: CORPORATE CULTURE, BRANDING AND REPUTATION (CONT'D)

##### Ethical Business Conduct

Ethical business conduct is of vital importance to us in staying true to our roots and values. Our policies set out in the Code of Conduct and Code of Ethics combat corruption and reinforce our commitment to the vision and values of the Genting Group. We have a group-wide Whistleblower Policy that sets out procedures for any employee, director, contractor, consultant and vendor to raise concerns regarding actual or suspected unethical, unlawful, illegal, wrongful or other improper conduct. The Policy also sets out the process for managing any action, intimidation or harassment against a whistleblower.

We communicate and institutionalise these Codes to every new and current employee to ensure they uphold and align themselves with our ethical standards. We have a 'zero-tolerance' policy for corruption and breaches of our Code of Conduct. There are programmes, processes and systems in place to promote and monitor compliance. In 2018, there were no confirmed incidents of corruption or breaches of our Code of Conduct.

Genting Berhad has a committee known as the Whistleblower Committee, comprising the PCOO of Genting Berhad, the CFO of Genting Berhad and the Chief Executive Officer of Genting Energy. The Secretariat of this committee is the Legal Department of Genting Berhad.

A complaint may be made in several ways:

- By completing the forms and submitting the completed forms in a sealed envelope marked "Private & Confidential" to the Secretariat of the Whistleblower Committee;
- By making a complaint to the head of department;
- By making a complaint directly to any Whistleblower Committee member or the Secretariat; or
- By sending an email to [whistle@genting.com](mailto:whistle@genting.com).

All matters discussed during investigations are kept confidential. There was no reported case through the whistleblowing channel in 2018.

##### Responsible Procurement Practices

Our procurement systems and processes ensure we uphold responsible procurement practices. This starts at the supplier selection process, where sustainability considerations including fair labour practices and safety requirements are embedded into our terms and conditions.

Ensuring that our supplies and services are ethically sourced is of paramount importance. The suppliers we work with must meet standards of ethics and business integrity on both social and environmental criteria. Our procurement resources prioritise minimising such risks in the supply chain and encourage our business partners to make continuous improvement towards sustainable business conduct.

## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 4: LEADERSHIP AND SUCCESSION PLANNING

People are our most valuable assets. Our ultimate success and achievements are a result of their high-performance and commitment. As an equal opportunity employer that embraces diversity in the workplace, we strive to maintain an inclusive work culture that supports diverse talent to contribute positively to the growth and productivity of our Group.

#### Our Workforce

Employees form an integral part of the Genting Group and we remain committed to human resource development. The Genting Group in 2018 provided full time employment to over 56,000 people<sup>11</sup> of diverse nationalities across the world with 34% Malaysians<sup>12</sup> and the remaining 66% from other countries including but not limited to Singapore, Indonesia, India, China, United States of America, Bahamas, United Kingdom and Egypt. The male to female employee ratio was 67:33 with age below 30 years (43%), between 30 to 55 years (53%) and above 55 years (4%). The jobs generated by the Group increased by an average of 2% in 2018, due mainly to Genting Malaysia and Genting Plantations.

Genting Berhad comprised 185 employees and Genting Energy comprised 781 employees in 2018. The combined number of employees in 2018 was 966, which was 19% lower compared to 2017, due mainly to attrition and retirement in 2018. All of Genting Berhad's employees are based in the corporate head office in Wisma Genting, Malaysia. All of its senior management are Malaysians. For Genting Energy, 93.9% of its employees are based in operating units in Indonesia, India and China.



<sup>11</sup> Full-time employees from Genting Berhad, Genting Malaysia, Genting Singapore, Genting Plantations and Genting Energy as at 31 December 2018.

<sup>12</sup> Malaysians comprised Malays (39%), Chinese (49%), Indians (8%) and Others (4%) as at 31 December 2018.

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 4: LEADERSHIP AND SUCCESSION PLANNING (CONT'D)

#### Fair Employment Practices

At the Genting Group, we believe diversity is a competitive advantage for our organisation. Hence, we strive to create the ideal workplace where people from diverse ethnicities and cultures, with multiple talents and passion, come together to work successfully as a team.

Our Code of Conduct prohibits all forms of discrimination in the workplace – every individual has an equal right and voice to make a difference. Fair treatment and equitable opportunities are given to all employees regardless of their background.

We advocate fairness in the workplace. Our employees can voice their grievances through various communication channels. Our human resource team closely monitors any concerns and will address them jointly with the respective Supervisors and Heads of Department, which may include disciplinary actions within the framework of local laws and practices, if necessary.

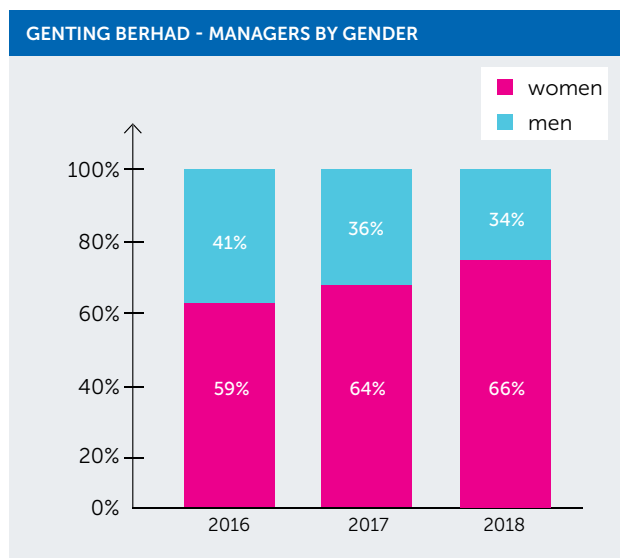
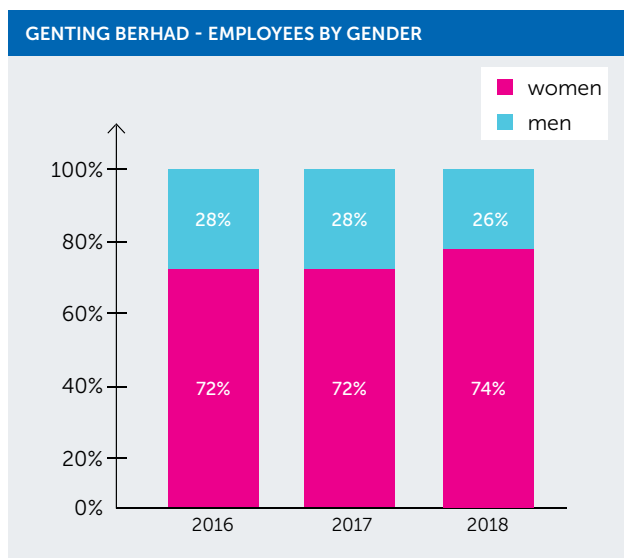
#### Talent Attraction And Management

At Genting Berhad and Genting Energy, we focus on talent acquisition, talent engagement and talent retention. We strive to acquire the right talents, engage and retain our employees with on-going initiatives and activities to create a positive and productive work culture. Employee initiatives in 2018 included employee volunteerism and participation in the Genting Founder's Day Charity Bazaar 2018, Bursa Bull Charge Run 2018, PERKESO Activ@Work Challenge, blood donation drives, as well as periodical knowledge sharing to encourage continuous learning among employees. Such initiatives help to nurture teamwork, group synergy and build a culture of unity among employees from diverse background, ethnicity and gender.

#### Gender Diversity

The Genting Group strongly believes that employees at all levels, both female and male should enjoy equality in the workplace.

At Genting Berhad, the female gender composition in the board of directors remained at 12.5% in 2018 with the appointment of a female director in 2017. Women comprised 74% of Genting Berhad's employees and 66% of its management team in 2018. As women comprised 72% of Genting Berhad's employees and 64% of the management team in 2017, there was a 2% increase in the proportion of women employees and managers in Genting Berhad in 2018.



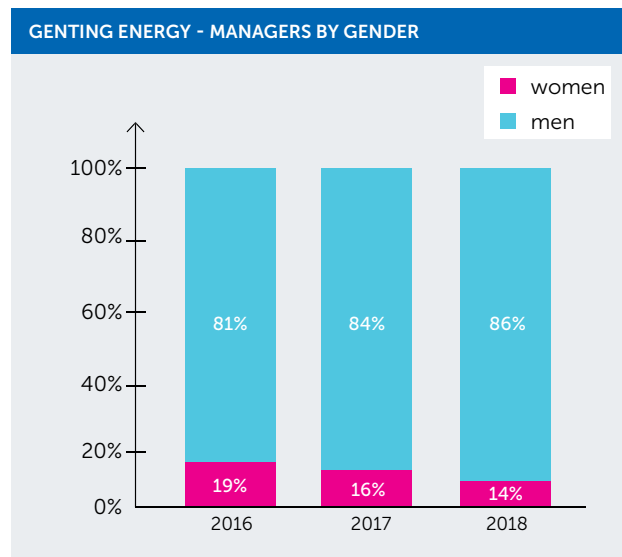
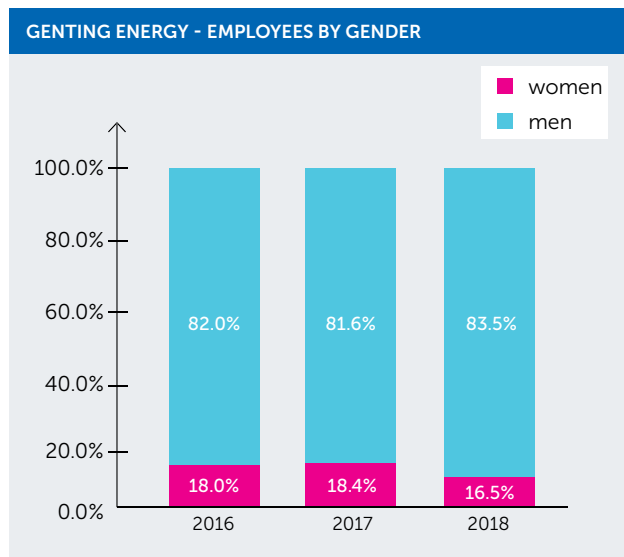
## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 4: LEADERSHIP AND SUCCESSION PLANNING (CONT'D)

At Genting Energy, women comprised 16.5% of its employees and 14% of its management team in 2018, in line with the power generation and oil & gas operations, which are generally male-dominated industries.



The employee turnover rate based on the combined number of employees of Genting Berhad and Genting Energy, averaged at 39.5% in 2018 compared to 11% in 2017. The high turnover rate was mainly due to attrition and retirement in 2018. The employee hiring rate based on the combined number of employees of Genting Berhad and Genting Energy, averaged 18% in 2018 compared to 23% in 2017.

#### Benefits



#### Employee Turnover Rate:

**39.5%** in 2018  
(2017: 11.0%)



#### Employee Hiring Rate:

**18%** in 2018  
(2017: 23%)

Our benefit programmes differ by employment category and country. We have standard practices to participate in market surveys to assess and benchmark the adequacy and competitiveness of our benefits on a country-specific basis. The programmes include health care and insurance, disability and invalidity coverage, study and parental leaves, retirement gratuity, long service awards and others.

#### Recruiting The Millennials

Almost half (49%) of our recruits in 2018 were millennials. With the growing number of younger workforce, the need arises to develop new engagement models to bridge the generational differences. Our talent attraction and acquisition plans include structured internship programme, partnership with university on scholarship programme, combined effort on group wide career fairs and engagement through social media such as the Genting Careers Facebook page.

The Universiti Malaya – Tan Sri (Dr) Lim Goh Tong Endowment Fund, which was established by Genting Berhad in 2009 with a seed capital of RM1 million, has benefitted over 2,500 students from the university's Faculty of Business & Accountancy, by providing sustainable funding every year to sponsor scholarships, international student exchanges, overseas study trips and other educational programmes.



## OUR SUSTAINABILITY APPROACH

### 5 SUSTAINABILITY PILLARS (CONT'D)

#### PILLAR 4: LEADERSHIP AND SUCCESSION PLANNING (CONT'D)

##### Occupational Safety And Health

The Genting Group advocates a workplace culture that emphasises on the importance of Occupational, Safety and Health ("OSH") in the daily operations with focus on aligning to industry's best practices. This is achieved through a combination of risk assessment, identification of occupational hazards, safety trainings, development and communication of OSH policies, as well as effective implementation of OSH standard operating procedures. More importantly, open dialogues with employees are inculcated to instil a sense of responsibility for their own safety and that of others.

##### Employee Wellness

A healthy mind and body reduces the risk of accidents due to inattention and lack of focus. Our employees are entitled to a panel of approved clinic doctors, executive medical health checks and other health benefits. We also spend considerable resources to educate our employees on healthy nutritional habits. For example, in 2018, a series of evening talks on Health & Wellness were held by Genting Berhad at its corporate head office in Wisma Genting to promote knowledge sharing and encourage healthy lifestyle among employees. We have also participated in PERKESO Activ@Work Challenge to encourage employees to practise healthy lifestyle.

There was zero workplace fatality recorded by Genting Berhad and Genting Energy in the last 4 years. Genting Energy's Banten power plant recorded a single non-fatal injury incident in 2018. Appropriate steps were taken following thorough investigation to prevent similar incidents within the Genting Energy group. The target for Genting Energy remains zero reportable serious work-injury related incident.



*Genting Founder's Day Charity Bazaar 2018*



*Zumba workout by employees of the Genting Group*

## PART 1

# OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

### PILLAR 4: LEADERSHIP AND SUCCESSION PLANNING (CONT'D)

#### Employee Development

We constantly invest in employees' personal development as we believe employees play vital roles in advancing the Genting Group's businesses. Employees are strongly encouraged and motivated to improve their skill sets to harness their potential to the fullest and deliver superior results.

##### Engaging Our Employees

We recognise that good employee relations are crucial for employees to stay engaged and committed to their jobs. Hence, our leaders and managers are fully empowered to manage and build healthy and productive working relationships with their employees. There are various employee engagement activities held in 2018 which included departmental festivities and celebrations, evening talks, annual dinners, charity events and sports club tournaments. More engagement initiatives are being developed to foster valuable relationships with our employees.



##### Education And Training

At the Genting Group, we champion the idea of continuous learning for our employees to enhance their knowledge, skills and competencies in their current and future roles. Our Group is committed to provide in-house and cross-functional training and give opportunities to our employees to achieve accredited work related certifications and attend other external programmes. Our employees in Genting Berhad and Genting Energy have increasingly invested their time in various formal training programmes. The average hours of formal training per employee was 22 hours in 2018, as compared to 13 hours in 2017.

##### Career Advancement

We provide career advancement opportunities to all employees based on their performance and potential. While our leaders and managers are empowered to manage and coach employees in their career development, individual employees are strongly encouraged to take ownership in planning their own career. We have put in place a process in the existing performance management system to facilitate the career planning. Our leaders and managers play vital roles in helping our employees achieve their career aspirations.

#### Succession Planning

We recognise that a systematic approach is necessary to ensure leadership continuity. We have assessed the high performers and established the talent inventory for Genting Berhad in 2018. Our leaders and managers are responsible to continuously engage and develop the identified talents to enable them to achieve their career aspirations.

We have implemented a workforce planning process in 2018 to facilitate a more structured succession planning for key positions in Genting Berhad. Our existing performance management system and department performance matrix by job levels guide our leaders and managers to review and measure job performance by employees. We continuously review our succession planning strategy to identify and develop high potentials to ensure sufficient talent pool for future succession and leadership needs.



## OUR SUSTAINABILITY APPROACH

## 5 SUSTAINABILITY PILLARS (CONT'D)

## PILLAR 5: COMMUNITY INVESTMENTS

Our community investments are aimed for the betterment of the society and reflected in the corporate social responsibility or community philanthropy activities undertaken.

## Corporate Social Responsibility

Our Group contributes regularly in cash and in-kind to various charities, foundations and sectors of the community to support the underprivileged and the less fortunate, reaching out to different sectors of the community irrespective of race creed or religion. Over 115,000 people benefitted from our Group's corporate social responsibility ("CSR") activities in 2018.

The CSR activities of our listed companies, namely Genting Singapore, Genting Malaysia and Genting Plantations are detailed in their sustainability reports, which are available on their respective corporate websites. The key CSR activities of Genting Berhad and Genting Energy in 2018 are summarised in the table below.

## Key CSR Activities in 2018 – Genting Berhad &amp; Genting Energy

<b>GENTING FOUNDER'S DAY CHARITY BAZAAR 2018</b>	<ul style="list-style-type: none"> <li>Genting Berhad's employees and friends organised a charity bazaar in Wisma Genting, in conjunction with the inaugural Genting Founder's Day celebrations to commemorate the compassion of the late Tan Sri Dato' Seri (Dr) Lim Goh Tong and his dedication in giving back to charity.</li> </ul>
<b>BURSA BULL CHARGE RUN 2018</b>	<ul style="list-style-type: none"> <li>Genting Berhad's employees took part in this annual charitable run organised by Bursa Malaysia to raise funds for Yayasan Bursa Malaysia (Bursa Malaysia Foundation). A total of RM58,000 was contributed by Genting to support the local underprivileged community in Malaysia.</li> </ul>
<b>UNIVERSITI MALAYA - TAN SRI (DR) LIM GOH TONG ENDOWMENT FUND</b>	<ul style="list-style-type: none"> <li>Since 2009, the establishment of Universiti Malaya-Tan Sri (Dr) Lim Goh Tong Endowment Fund by Genting Berhad and Universiti Malaya has provided annual funding to students from the Faculty of Business &amp; Accountancy on scholarships and sponsorships for international educational and research-based programmes. The endowment fund sponsored a group study trip to Vietnam benefitting 20 students in 2018.</li> </ul>
<b>BLOOD DONATION</b>	<ul style="list-style-type: none"> <li>88 pints of blood were collected from Genting Energy's employees.</li> <li>Replenished the local community blood supply for Teluk Bintuni Hospital in West Papua and Red Cross Society in Cilegon City, Java, Indonesia.</li> <li>Each pint of donated blood collected could potentially save up to 3 lives.</li> </ul>
<b>COMMUNITY OUTREACH</b>	<ul style="list-style-type: none"> <li>Sponsored local community activities such as religious festivities, National Day celebrations, Lombok Earthquake Disaster Relief, sports, local culture and mass circumcision activities in Indonesia.</li> <li>Aided funding to repair and provide building materials for the poor.</li> </ul>
<b>SCHOOLS</b>	<ul style="list-style-type: none"> <li>Educational support by sponsoring achievement awards to Primary School and Secondary School students at Salira Village.</li> <li>Sponsored scholarships for Institute of Technology Bandung (ITB) University.</li> <li>Provided necessities to Al Muttaqien Orphanage at Panimbang Village.</li> <li>Provided transportation mode (lent bus) to orphans for their activity.</li> <li>Aided funding to repair the Kindergarten Bina Darma facilities damaged by flood.</li> </ul>
<b>NUTRITION AID</b>	<ul style="list-style-type: none"> <li>Participated and provided assistance in Nutrition Improvement Programme for babies in Posyanndu Anyelir, Sumur Lubang Village and Psyanndu Akasia, Salirah Tengah Village.</li> </ul>



# **PART 2**

## **SUSTAINABILITY SUMMARY**

- **GENTING SINGAPORE LIMITED**
- **GENTING MALAYSIA BERHAD**
- **GENTING PLANTATIONS BERHAD**

# GENTING SINGAPORE LIMITED

## SUSTAINABILITY SUMMARY



## PART 2

# SUSTAINABILITY SUMMARY

## GENTING SINGAPORE LIMITED

### ABOUT GENTING SINGAPORE

Genting Singapore is a renowned worldwide brand leader in sustainable integrated resort development, widely recognised for its award-winning flagship project Resorts World Sentosa. Genting Singapore is one of the largest companies in Singapore listed on the Mainboard of Singapore Exchange Securities Trading Limited, and a constituent stock of the Financial Times Stock Exchange 100 Index ("FTSE") Straits Times Index, MSCI Singapore Free Index, Nikkei Asia300 Investable Index, and the iEdge Singapore ESG Leaders Index. Through its commitment to sustainable development, Genting Singapore aims to develop world-class integrated resorts that transform destinations, create jobs and re-invest in local economies.

### ABOUT RESORTS WORLD SENTOSA



#### WORLD-CLASS ATTRACTIONS

Resorts World Sentosa is home to Southeast Asia's first and only Universal Studios theme park, S.E.A. Aquarium, Adventure Cove Waterpark, Dolphin Island and Maritime Experiential Museum.

#### AWARD-WINNING LUXURIOUS HOTELS

Resorts World Sentosa offers more than 2,000 hotel rooms across six award-winning luxurious hotels on Sentosa island and a deluxe hotel in the Jurong Lake District in Singapore.

#### DINING DESTINATION FOR GOURMANDS

Resorts World Sentosa has many award-winning restaurants with celebrity chefs offering exquisite dining experience with delectable cuisine from around the world. The resort has also established itself as a key player in Singapore's vibrant and diverse dining scene and a leading gourmet destination in Asia with curated premium food festivals held annually throughout the year.

#### BEST INTEGRATED RESORT

Resorts World Sentosa was named the "Best Integrated Resort" for the eighth consecutive year in 2018 at the TTG Travel Awards which recognises the best of Asia Pacific's travel industry.

#### MEETINGS AND EVENTS

Award-winning Green Mark Platinum meeting facilities with a capacity of up to 35,000 delegates are available across the integrated resort, including Asia's largest column-free ballroom that is equipped with super wide 270-degree angle projector screens and can accommodate 6,500 guests.

#### ENTERTAINMENT

Guests to Resorts World Sentosa can look forward to world-class entertainment including spectacular shows and events ranging from original productions, concerts to public shows.

#### 15,000 M<sup>2</sup> GAMING SPACE

A venue providing guests with a holistic entertainment experience through a variety of treats.

#### RELAXATION

Resorts World Sentosa is home to the Asian award-winning flagship of ESPA, a world-renowned destination spa.

#### RETAIL

A diverse mix of luxury brands with themed retail options.



## PART 2

# SUSTAINABILITY SUMMARY

## GENTING SINGAPORE LIMITED

### SUSTAINABILITY21 STRATEGY

To maintain brand leadership as a world-class sustainable integrated resort, Genting Singapore analysed its operations across the value chain and identified key Environment, Social and Governance ("ESG") risks and opportunities. Four of these key ESG risks and their potential impacts were re-assessed in 2018 to gain a comprehensive overview of mitigation approaches and how to turn them into opportunities.

#### Sustainability Risks and Opportunities

WHAT IS OUR KEY ESG RISK?	WHERE ARE THE ESG OPPORTUNITIES?
<b>1. PUBLIC HEALTH HAZARDS</b>	
Health hazards can arise from seasonal haze, mosquito-borne diseases and flu pandemics, which may lead to a fall in visitor numbers.	In staying ahead in the <b>MARKETPLACE</b> through achieving high standards of not just safety but business conduct. <i>(More details can be found in "Guest Health and Safety" and "Workplace Health and Safety" sections of Genting Singapore's Sustainability Report 2018.)</i>
<b>2. HEALTH AND SAFETY OF MARINE ANIMALS</b>	
Marine animals in our care might be exposed to disease outbreaks and this has regulatory and social implications to our business.	In conserving and protecting our <b>ENVIRONMENT</b> by providing a healthy and comfortable living condition for all marine animals under our care. <i>(More details can be found in "Biodiversity" section of Genting Singapore's Sustainability Report 2018.)</i>
<b>3. SAFETY OF GUESTS AND TEAM MEMBERS</b>	
Accidents that might occur from the use of our facilities.	In creating safe and enjoyable environment for <b>PEOPLE</b> to work and play in. <i>(More details can be found in "Emergency Preparedness and Response" and "Workplace Health and Safety" sections of Genting Singapore's Sustainability Report 2018.)</i>
<b>4. PROBLEM GAMBLING</b>	
Societal harm might arise from problem gambling at our casino premises and such incidents might lead to sanctions from authorities and reputational damages.	In preventing problem gambling through exercising suitable controls and programmes within our premises to contribute to our responsibility to the <b>COMMUNITY</b> . <i>(More details can be found in "Advocacy" section of Genting Singapore's Sustainability Report 2018.)</i>

In response to the key ESG risks identified, Genting Singapore had re-assessed its Sustainability21 Strategy which comprises four main pillars. Genting Singapore's five-year Sustainability21 Strategy framework is in line with national and international commitments and serves as the roadmap on how Genting Singapore operates and runs its business. While maintaining the performance in areas which it has excelled in, Genting Singapore's strategy also aims to set targets and action plans for improvement to bring the company closer to achieving sustainable growth by 2020.

## PART 2

# SUSTAINABILITY SUMMARY

## GENTING SINGAPORE LIMITED

### SUSTAINABILITY21 STRATEGY (CONT'D)

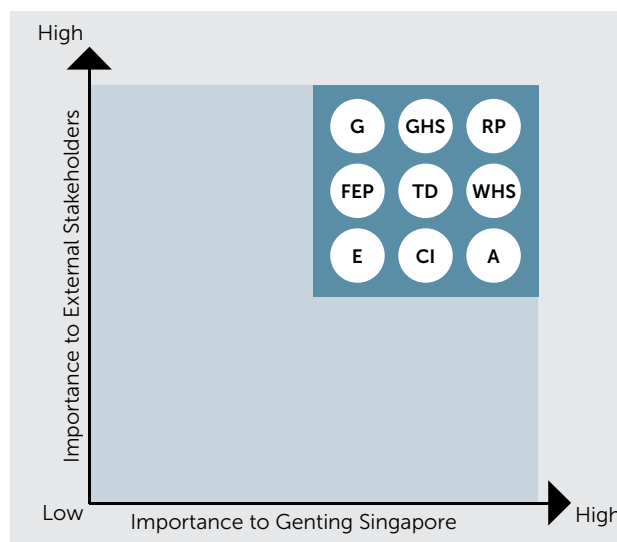
#### The Four Pillars of Genting Singapore's Sustainability21 Strategy



Genting Singapore has a sustainability team working to ensure its business is aligned with the Sustainability21 Strategy. Genting Singapore's Sustainability Working Committee, comprising a team of senior management members, is responsible for overseeing and driving the implementation of the Sustainability21 Strategy across all business units. The Sustainability Working Committee meets quarterly to review the progress and performance of the Sustainability21 Strategy.

### MATERIALITY ASSESSMENT

Genting Singapore's materiality assessment was done through a workshop with its senior management in 2016 to formulate the material topics. These material topics have been reviewed annually since 2016 and have remained valid in 2018. It also took into account external stakeholders' concerns or interests collected during the year from existing engagement channels embedded in daily operations.



Materiality Matrix

PART 2  
**SUSTAINABILITY SUMMARY**  
**GENTING SINGAPORE LIMITED**

FOUR PILLARS OF GENTING SINGAPORE'S SUSTAINABILITY21 STRATEGY	MATERIAL TOPICS	MAPPED GRI G4 ASPECTS
MARKETPLACE	<b>G Governance</b>	<ul style="list-style-type: none"> <li>• Anti-Corruption</li> <li>• Anti-Competitive Behaviour</li> <li>• Grievance Mechanisms for Impacts on Society</li> <li>• Environmental Grievance Mechanisms</li> <li>• Labour Practice Grievance Mechanisms</li> <li>• Human Rights Grievance Mechanisms</li> <li>• Compliance</li> <li>• Product and Service Labelling</li> <li>• Marketing and Communications</li> <li>• Customer Privacy</li> </ul>
	<b>GHS Guest Health and Safety</b>	<ul style="list-style-type: none"> <li>• Customer Health and Safety</li> <li>• Product and Service Labelling</li> </ul>
	<b>RP Responsible Procurement</b>	<ul style="list-style-type: none"> <li>• Procurement practices</li> </ul>
PEOPLE	<b>FEP Fair Employment Practices</b>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Non-Discrimination</li> <li>• Forced or Compulsory Labour</li> <li>• Human Rights Grievance Mechanisms</li> </ul>
	<b>TD Talent Development</b>	<ul style="list-style-type: none"> <li>• Training and Education</li> </ul>
	<b>WHS Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety</li> </ul>
ENVIRONMENT	<b>E Environment</b>	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Emissions</li> <li>• Water</li> <li>• Effluents and Waste</li> <li>• Biodiversity</li> </ul>
COMMUNITY	<b>CI Community Involvement</b>	<ul style="list-style-type: none"> <li>• Local Communities</li> </ul>
	<b>A Advocacy</b>	<ul style="list-style-type: none"> <li>• Public Policy</li> </ul>



## SUSTAINABILITY HIGHLIGHTS 2018

### ECONOMIC PERFORMANCE

#### Revenue



**SGD2.5**  
billion

#### Total Operating Cost



**SGD1.6**  
billion

#### Payments to Providers of Capital



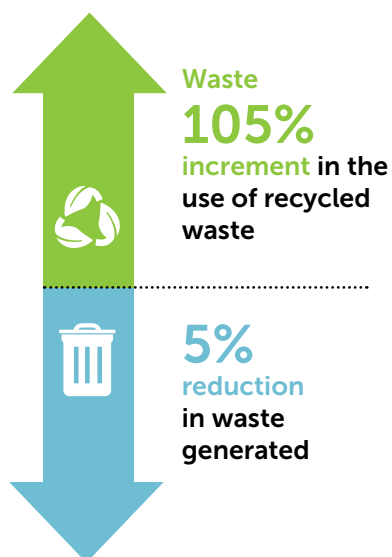
**SGD448**  
million

#### Employee Wages and Benefits



**SGD508**  
million

### ENVIRONMENTAL PERFORMANCE



**Energy**  
**3.1mil kWh**  
 of energy saved  
 equivalent to the average  
 monthly electricity  
 consumption of about  
 5,535 households

**Water**  
 Cumulative  
 water savings of  
**30.2%**  
 with 2015 as  
 baseline



#### Biodiversity

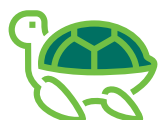
Protecting **80 marine species**  
 on International Union for Conservation of Nature (IUCN) Red  
 List and **66 marine species** on Convention on  
 International Trade in Endangered Species (CITES) I and II lists



Spearheaded by Guardians of the S.E.A.A., the conservation outreach arm of S.E.A. Aquarium, the five themed attractions and dining establishments at Resorts World Sentosa have phased out the use of single-use plastic straws to protect the ocean.



First lifestyle and leisure resort destination in Singapore to introduce BlueSG electric car-sharing services.



S.E.A. Aquarium provided specialised care and rehabilitation to two rescued sea turtles and then returned them to the wild.

## SUSTAINABILITY HIGHLIGHTS 2018 (CONT'D)

### SOCIAL PERFORMANCE

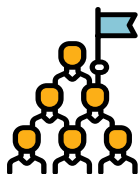


**12%**  
 reduction relating  
 to total lost day  
 incidents

**22**  
 hours on  
 average  
 of training  
 hours



Support for local talent =  
**54%**  
 of our team members are  
 Singaporeans



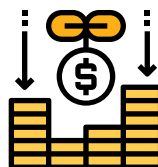
Over  
**86%**  
 customer satisfaction results across  
 Resorts World Sentosa

### COMMUNITY

More than  
**40,000**  
 people impacted



Contributed to and  
 supported with over  
**SGD8.4**  
**million**  
 cash and in-kind donations



Clocked more than  
**8,500**  
**Man Hours**  
 in volunteerism  
 through RWS Cares



Achieved highest score in RG Check accreditation  
 in December 2018 amongst more than 150 venue  
 accreditations and reaccreditations.

## AWARDS & ACCOLADES

### GENTING SINGAPORE

#### Resorts World Sentosa

Best Integrated Resort - 8th consecutive year  
*(TTG Travel Awards 2018)*

Best Integrated Resort - Asia Pacific  
*(Travel Weekly Asia Readers' Choice Awards 2018)*

Charity Platinum Award  
*(Community Chest Awards 2018)*

Best Corporate MICE Venue  
*for large-scale events*  
*(HRM Asia Readers' Choice Awards 2018)*

Top Achievement Award - MNC  
*(SPA Awards 2018 by the Singapore Packaging Agreement)*

#### Universal Studios Singapore®

Exceptional Achievement Award  
 – Universal Studios Singapore's Halloween Horror  
 Nights for winning Best Leisure Event  
*(2015, 2016 and 2017)*  
*(Singapore Tourism Awards 2018)*

Best Theme Park  
*(Travel Weekly Asia Readers' Choice Awards 2018)*

No. 1 Amusement Park in Asia  
*(TripAdvisor Travellers' Choice 2018)*

#### Adventure Cove Waterpark

Top 10 Water Parks in Asia  
*(TripAdvisor Travellers' Choice 2018)*

#### Hard Rock Hotel Singapore

Best Customer Service (Hotels)  
*(Singapore Tourism Awards 2018)*

#### Beach Villas

Country Winner for Luxury Villa Resort  
*(World Luxury Hotel Awards 2018)*

#### Crockfords Tower

Country Winner for Luxury All Suite Hotel  
*(World Luxury Hotel Awards 2018)*

#### Equarius Hotel

Country Winner for Luxury Hotel  
*(World Luxury Hotel Awards 2018)*

Best Business Hotel  
*(HRM Asia Reader's Choice Awards 2018)*

Asia's Leading Hotel Suite  
*(2018 World Travel Awards)*

#### Festive Hotel

Asia's Leading Family Resort  
*(2018 World Travel Awards)*

#### ESPA

Country Winner for Luxury Resort Spa  
*(World Luxury Spa Awards 2018)*

CURATE, Osia Steak and Seafood Grill, Syun  
 House of Stars (2 Stars)

Fratelli Trattoria, Ocean Restaurant  
 House of Stars (1 Star)  
*(Wine & Dine Singapore's Top Restaurants 2018)*

CURATE - Best Dining Experience  
 Syun - Best Customer Service (Food & Beverage)  
*(Singapore Tourism Awards 2018)*

# GENTING MALAYSIA BERHAD

## SUSTAINABILITY SUMMARY





## PART 2

# SUSTAINABILITY SUMMARY

### GENTING MALAYSIA BERHAD

#### ABOUT GENTING MALAYSIA

A member of the Genting Group, Genting Malaysia was incorporated in 1980 and subsequently listed on Bursa Malaysia's Main Market in 1989. Genting Malaysia envisions to be the leading integrated resort operator in the world.

Genting Malaysia's business operations are primarily located in Malaysia, the United Kingdom, the United States of America and the Bahamas, with over 21,000 employees. Its 2018 Sustainability Report provides a holistic view of its sustainability practice throughout its operations.



Genting Malaysia is headquartered in Wisma Genting in Kuala Lumpur, Malaysia.

In Malaysia, Genting Malaysia owns three operations namely Resorts World Genting, Resorts World Kijal and Resorts World Langkawi. The Group has more than 40 casinos in the United Kingdom ("Genting UK"), including Resorts World Birmingham, the first integrated resort in the United Kingdom. Genting UK also operates Crockfords Cairo, an exclusive casino situated inside The Nile Ritz-Carlton Hotel in Cairo, Egypt. In addition, the Group owns Resorts World Casino New York City in the US ("Genting US") as well as Resorts World Bimini in the Bahamas.

Resorts World Genting is a premier integrated family leisure and entertainment resort situated at the peak of Genting Highlands in Malaysia. One of the country's most popular destinations, Resorts World Genting welcomed 25.9 million visitors in 2018 while Genting UK and Genting US (including Resorts World Bimini) attracted over 4.1 million and 8.3 million visitors respectively.

## PART 2

# SUSTAINABILITY SUMMARY

## GENTING MALAYSIA BERHAD

### OUR SUSTAINABILITY STATEMENT



Our Sustainability  
Logo & Tagline

*"As a responsible company, we strive to achieve the highest levels of sustainability in everything that we do, from looking after our employees and customers, to contributing towards the economic prosperity of our local community and protecting the environment."*

*To promote our sustainability programme, we have crafted this logo to reflect that we are cultivating a generation that will make a difference towards sustainable development in the present and the future."*

#### Genting Malaysia's Sustainability Policy Statement

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

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

Towards this end, we strive to achieve the following:

ECONOMIC	ENVIRONMENT	SOCIAL		
<h4>CORPORATE GOVERNANCE</h4> <ul style="list-style-type: none"> <li>✓ To undertake sustainable and responsible business practices through integrity, good business ethics and exemplary business conducts.</li> <li>✓ To comply with relevant business rules, regulations and guidelines.</li> <li>✓ To engage stakeholders in a responsible, fair and reasonable manner.</li> </ul>	<h4>ENVIRONMENTAL STEWARDSHIP</h4> <ul style="list-style-type: none"> <li>✓ To undertake responsible sustainability practices to mitigate the direct and indirect environmental impacts of our developments and operations.</li> <li>✓ To be committed in using our resources wisely, thereby ensuring protection and conservation of the natural environment.</li> </ul>	<h4>WORKPLACE OF CHOICE</h4> <ul style="list-style-type: none"> <li>✓ To create a conducive and well-balanced workplace with emphasis on health, safety and wellbeing of employees.</li> <li>✓ To attract and retain talents by providing an environment where our employees have the opportunity to grow.</li> <li>✓ To improve competencies through training, learning and development.</li> <li>✓ To recognise and reward outstanding performance.</li> </ul>	<h4>CUSTOMER ORIENTATION</h4> <ul style="list-style-type: none"> <li>✓ To engage our employees to deliver service excellence.</li> <li>✓ To be our customers' preferred resort by providing an enjoyable and memorable experience.</li> <li>✓ To deliver our products and services in a responsible manner to our customers.</li> </ul>	<h4>COMMUNITY CARE</h4> <ul style="list-style-type: none"> <li>✓ To improve the quality of life and enrich the communities that we do our business in through monetary contributions and humanitarian efforts.</li> <li>✓ To support the underprivileged communities including charities, welfare homes and disabled groups.</li> <li>✓ To support the development and promotion of sports so as to promote a healthy lifestyle and foster ties.</li> </ul>

The entities that are included in Genting Malaysia's consolidated financial statements, equivalent documents and Sustainability Report are at the following regions: Malaysia, the United Kingdom, Egypt, the United States of America and the Bahamas.

This Sustainability Summary highlights the key sustainability performance of Genting Malaysia. For the sustainability reporting of overall operations, please refer to Genting Malaysia's Sustainability Report 2018 at <http://www.gentingmalaysia.com/sustainability/sustainability-reports/>

## PART 2

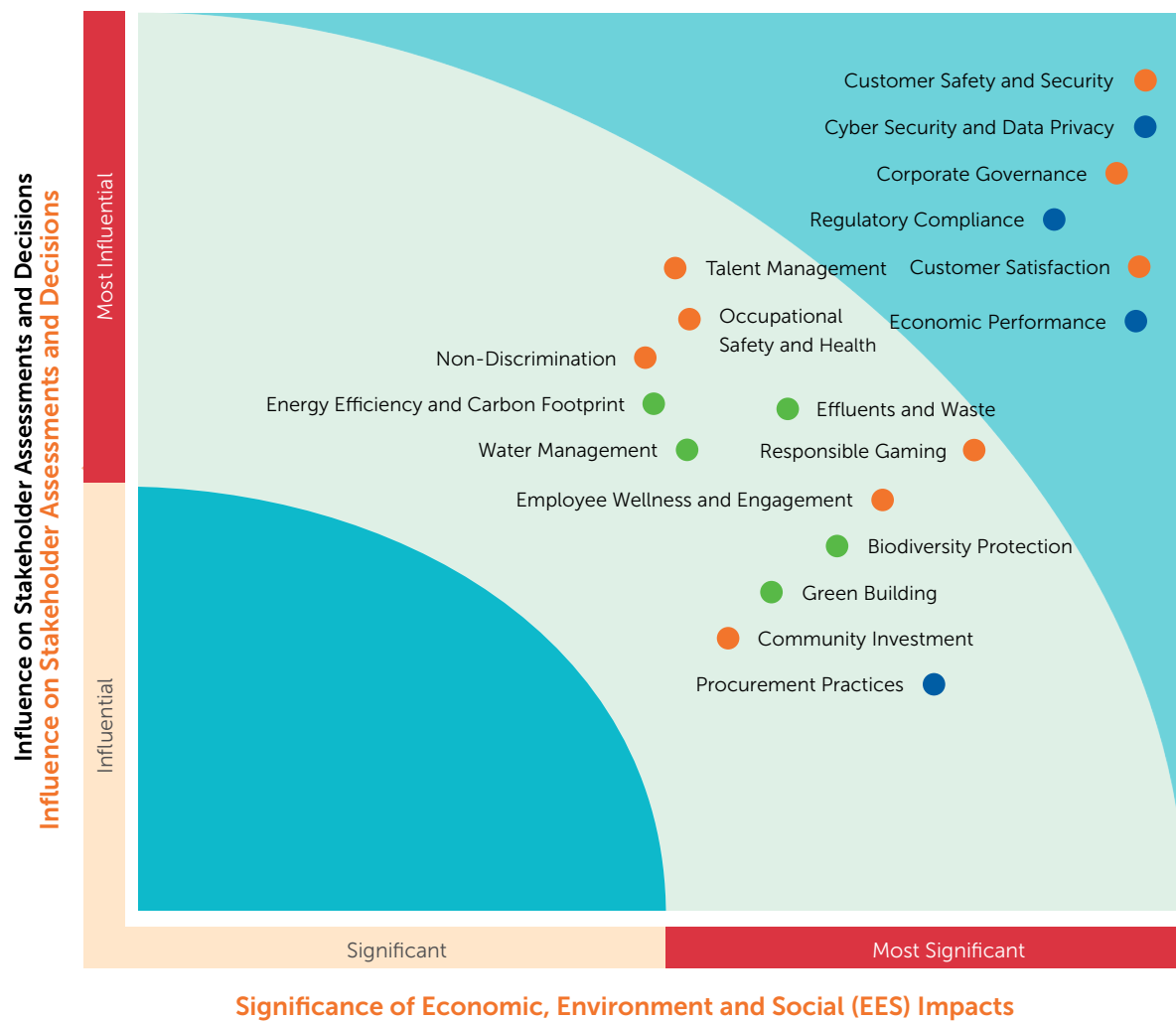
# SUSTAINABILITY SUMMARY

## GENTING MALAYSIA BERHAD

### MATERIALITY MATRIX

Materiality assessment is an integral part of Genting Malaysia's approach to sustainability as it helps in the identification of the significance of economic, environment and social impacts. In 2017, a materiality assessment was conducted by engaging its stakeholders, which resulted in identifying 18 material issues. Each of these material issues was then individually evaluated.

In 2018, Genting Malaysia reused the materiality matrix from 2017 and will review the materiality matrix in 2019 to reassess the materiality biennially.



Legend

● Economic    ● Environment    ● Social



## SUSTAINABILITY HIGHLIGHTS 2018

### ECONOMIC PERFORMANCE

Genting Malaysia's core operations remained strong in 2018 despite the challenging operating environment as it exercised caution and prudent financial management practices while upholding good corporate governance. Genting Malaysia will endeavour to weather the economy in 2019 to ensure continual sustainable growth and long-term profitability to enhance stakeholder value.

Total Revenue

**RM9.9**  
billion

(2017: RM9.3 billion)



Total Operating Costs

**RM8.3**  
billion

(2017: RM8.4 billion)



Attracted over

**38 million**  
visitors worldwide.  
An increase in 3 million  
visitors compared  
to 2017

(2017: 35 million visitors)

Total Employee  
wages & benefits

**RM2.2**  
billion

(2017: RM2.3 billion)



Total Payments to  
Providers of Capital

**RM1.4**  
billion

(2017: RM1.2 billion)



Total Tax Contribution



**RM4.7**  
billion

(2017: RM4.8 billion)

Over  
**RM800 million**

total monetary value spent  
on procurement of products and  
services from local suppliers.

[Resorts World Genting (RWG)]



FTSE4Good

FTSE4Good Index Series  
Genting Malaysia Berhad –  
Certificate of Membership

Note: Unless specified otherwise, information presented in the Sustainability Summary represents Genting Malaysia Berhad as a Group.

## SUSTAINABILITY HIGHLIGHTS 2018 (CONT'D)

### ENVIRONMENTAL PERFORMANCE

Genting Malaysia recognised the impact of its development on the delicate environment and strived to mitigate environmental footprint with various cost-effective initiatives. Its proactive approach has resulted in energy saving and waste reduction while simultaneously lowering our operating cost. Genting Malaysia will continue to engage all stakeholders – from suppliers to employees and customers – in its sustainability initiatives to conserve its natural resources.



Total volume of water saved & recycled  
**26,197m<sup>3</sup>**

Equivalent to the average daily water consumption of 215,648 people with an estimated cost savings of RM100,000 (2017: 38,721m<sup>3</sup>)



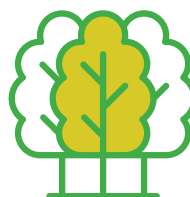
Recycled more than  
**1,000kg**  
 of soap, which were collected and distributed to the needy in Asia



**CO<sub>2</sub>** **0.435 mmtCDE\***

Reduction of carbon footprint  
 (2017: 0.440 mmtCDE\*)

(\* million metric tonnes of carbon dioxide equivalents)



**1,853** trees  
 planted absorbing carbon dioxide released by a car driven around the Earth 14 times



Savings of  
**29 TJ**  
 which is equivalent to approximately RM3.6 million in cost savings



**94%**  
 of virgin rainforest remains undeveloped in RWG



100% of plastic straws phased out in RWG food and beverage outlets.  
 All food boxes replaced with biodegradable and compostable food containers in all RWG food and beverage outlets



Over **600** employees registered with Genting Green Generation (G3) Volunteer Programme (Malaysia)

Note: Unless specified otherwise, information presented in the Sustainability Summary represents Genting Malaysia Berhad as a Group.

## SUSTAINABILITY HIGHLIGHTS 2018 (CONT'D)

### SOCIAL PERFORMANCE

Genting Malaysia continues to invest in its employees to deliver value and maintain world-class service for customers. As a leading multinational corporation, Genting Malaysia places as much priority in the well-being of its employees as in the community through monetary contribution and charitable programmes. With more initiatives to come, Genting Malaysia will strive to inspire its employees and keep supporting the community in 2019.

Created jobs for over

**21,000**

employees worldwide

(2017: Over 20,000 employees worldwide)



**13%**

reduction in

occupational accident from 2017

(2018: 243, 2017: 280)



**Zero reported**

incident of discrimination in 2018



**RM8.2 million**

total investment in employee training in Malaysia and UK

(2017: RM6.9 million)



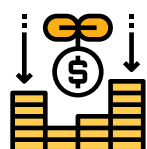
**100%**

of employees received regular performance and career development review



**64,100**

people benefitted from our philanthropy efforts



Over **RM5 million** worth of community investment

benefitting a total of **165** organisations



**Zero reported**

cases of occupational fatalities involving our employees since 2016

Note: Unless specified otherwise, information presented in the Sustainability Summary represents Genting Malaysia Berhad as a Group.

PART 2  
**SUSTAINABILITY SUMMARY**  
**GENTING MALAYSIA BERHAD**

**AWARDS & ACCOLADES**

**GENTING MALAYSIA**

**Genting Malaysia Berhad**

Leading Multinational Corporation of the Year  
*(Global Responsible Business Leadership Awards 2018  
 by Asia Pacific CSR Council)*

Certificate of Membership  
*(FTSE4Good Index Series)*

Share/Guide Association Malaysia ICT Award 2018

GENM Capital Berhad - Most Innovative Bond Deal  
 in Southeast Asia 2018  
*(12th Annual Alpha Southeast Asia Deal & Solution  
 Awards 2018)*

**Genting UK**

Infrastructure Project of the Year  
*(SVC Awards 2018 by Angel Business  
 Communications)*

**Resorts World Birmingham**

The largest single serving of fish and chips  
*(Guinness World Records 2018)*

Genting Hotel – Best Hotel  
*(Midlands Food Drink and Hospitality Awards 2018  
 by Birmingham Events Ltd)*

Santai Spa, Genting Hotel – Best Day Spa  
*(Midlands Beauty Industry Awards 2018  
 by Creative Oceanic)*

**Resorts World Genting**

Asia's Leading Theme Park Resort &  
 Malaysia's Leading Resort  
*(2018 World Travel Awards - Asia)*

Best Marketing Award  
*(Malaysia International Gastronomy Festival 2018  
 by Tourism Malaysia)*

Genting Grand – 4-Star Rating  
*(Forbes Travel Guide Star Ratings  
 by Forbes Travel Guide)*

Genting Grand – HAPA Housekeeping Excellence &  
 HAPA Service Excellence (Accommodation)

Maxims – Best 5-Star Hotel (Exceptional Experience)  
 & HAPA Hotel of the Year (Extraordinary Stay)  
*(Hospitality Asia Platinum (HAPA) Awards Regional  
 Series 2018 by WAP Asia Group)*

The Olive – Best use of the Festival Theme &  
 Most Outstanding Festival Dining Experience

The Olive & e18hteent – Best Festival Offers

High Line – Most Popular Restaurant Station  
 at Taste MIGF 2018  
*(Malaysia International Gastronomy Festival 2018  
 by Tourism Malaysia)*



# GENTING PLANTATIONS BERHAD

## SUSTAINABILITY SUMMARY





## PART 2

# SUSTAINABILITY SUMMARY

## GENTING PLANTATIONS BERHAD

### ABOUT GENTING PLANTATIONS BERHAD

Genting Plantations has a landbank of about 247,400 hectares, comprising 64,600 hectares in Malaysia and 182,800 hectares (including the *Plasma* scheme) in Indonesia. It owns seven oil mills in Malaysia and four in Indonesia with a total milling capacity of 550 metric tonnes ("MT") of fresh fruit bunches ("FFB") processed per hour. Since commencing operations in 1980, Genting Plantations has now ventured into manufacturing of downstream palm-based products, property development, and biotechnology.



### SUSTAINABILITY STATEMENT

Genting Plantations aspires to achieve a balanced integration of ethical, social, environmental and economic considerations in the way its businesses are conducted to create sustainable long-term value for stakeholders.

Genting Plantations is fully cognisant that it is imperative for businesses to forge mutually-desirable outcomes founded on shared values for its stakeholders, and seeks to pay as much heed to continuously raising the sustainability performance to meet its commercial goals.

Hence, Genting Plantations is always guided by the core commitments of its four-pillared sustainability agenda, encompassing Environment, Community, Workplace and Marketplace.

### GENTING PLANTATIONS' FOUR-PILLARED SUSTAINABILITY AGENDA

#### ENVIRONMENT

- To practise responsible stewardship of the environment given that our business is closely related to nature
- To strive to adhere to the principles of sustainable development for the benefit of current and future generations

#### COMMUNITY

- To build mutually beneficial relationship with the communities where we operate and with society at large through active engagement
- To enrich the communities where we operate

#### WORKPLACE

As our people is our most important asset, we strive

- To create a conducive and balanced working environment encircling good practices, safety and well-being of employees
- To attract and retain talent, and nurture our employees to enable them to realise their full potential
- To remunerate employees commensurating to their academic and work achievements
- To provide continuous development through training and further academic learning

#### MARKETPLACE

- To conduct our business with honesty, integrity and a commitment to excellence
- To personify exemplary corporate governance and transparent business conduct

Genting Plantations' Sustainability Report is available for download from [www.gentingplantations.com/sustainability](http://www.gentingplantations.com/sustainability)

PART 2  
**SUSTAINABILITY SUMMARY**  
**GENTING PLANTATIONS BERHAD**

**Genting Plantations' Sustainability Policy**

"We shall endeavour to harmonise our operations and business growth with the principles and criteria that defines sustainability. Our commitment to sustainable development is to ensure that decisions made today shall be beneficial for both the present and future generations."

We shall:

- ▶ Ensure that all our operations are managed efficiently with the highest possible level of transparency, integrity and accountability;
- ▶ Ensure that all our operations comply with all applicable legal requirements;
- ▶ Recognise that all conflicts and negotiations with our stakeholders shall preferably be conducted in a free, prior and informed manner;
- ▶ Continue to invest in and develop our human capital;
- ▶ Institute systematic development and training programmes to develop highly skilled and competent employees;
- ▶ Provide a safe and healthy environment for all our employees, contractors, suppliers and visitors;
- ▶ Strive to achieve long-term economic and financial viability;
- ▶ Adopt effective and practical best management practices in all our operations;
- ▶ Implement good agricultural practices, good manufacturing processes and preventive measures to avoid any adverse impact to the environment and ecosystem within and around our operations;
- ▶ Strive to conserve and protect any valuable natural resources and biodiversity within our landholdings; and
- ▶ Advocate local community development through social and educational initiatives.





## PART 2

# SUSTAINABILITY SUMMARY

## GENTING PLANTATIONS BERHAD

### MATERIALITY ASSESSMENT

In preparation for this year's report, Genting Plantations engaged various stakeholder groups to identify concerns about its business and its impact especially in relation to the society and environment. Genting Plantations' stakeholders are inclusive of its workforce, suppliers, contractors, local communities, smallholders, government, industry bodies, trade associations, non-governmental organisations, shareholders, investors, banks, financial analysts, and members of the public.

The concerns are then aligned with topics important to Genting Plantations' business strategy while guided by the Genting Core Values and its Vision, Code and Four-Pillared Sustainability Agenda. The topics identified are then classified according to risk, opportunities and solvability.

In the course of the materiality review exercise, Genting Plantations has determined that the majority of material topics presented in 2017 still holds relevance and even more so with the expanded scope and boundary of the report to include its Indonesian operations. The material topics reported herein is representative of topics highly significant to Genting Plantations' stakeholders and business.



## SUSTAINABILITY HIGHLIGHTS 2018

### ECONOMIC PERFORMANCE



**RM147** million  
 net profit in 2018



**RM7.94** billion  
 Total Market Capitalisation  
 (31 December 2018)

#### Quantity of Products



Fresh Fruit Bunches • 2.08 million MT  
 Crude Palm Oil • 0.5 million MT  
 Refined Products • 0.3 million MT  
 Biodiesel & Crude Glycerine • 0.1 million MT

### ENVIRONMENTAL PERFORMANCE



**Certification**  
 for 6 palm oil mills  
 and their supply  
 bases, and 1 refinery



**Certification**  
 for 5 Malaysian  
 oil mills and their  
 supply bases



**Certification**  
 for all 7 Malaysian palm  
 oil mills and their supply  
 bases, 2 biodiesel plants  
 and 1 refinery



**ISPO certification**  
 for 1 Indonesian oil mill  
 and its supply bases



**~17,500**  
 hectares of High Conservation  
 Value Areas



**~1.12 million MT**  
 of biomass is recycled  
 (equivalent to ~54% of FFB  
 produced)



**~8%** reduction in  
 Greenhouse Gas emissions  
 compared to 2016 (base year)

## SUSTAINABILITY HIGHLIGHTS 2018 (CONT'D)

### SOCIAL PERFORMANCE



**~15,300** hectares  
 in Indonesia allocated for  
*plasma* scheme



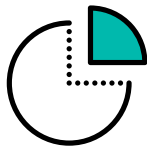
Over  
**23,700**  
 workforce



Over  
**5,000**  
 women in our  
 workforce



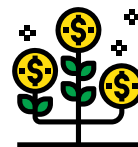
Hiring Rate:  
**16%**  
 Turnover Rate:  
**12%**



**21%**  
 Women in management  
**13%**  
 Women in Board of Directors



Lost Time Injury  
 Frequency Rate  
**5.9**  
 injuries for every one million  
 man-hours worked



**RM6.6** million  
 Community Investments



**10** Humana  
 Schools



**7** Community  
 Learning Centres



**10** scholars  
 of Tan Sri (Dr) Lim Goh  
 Tong Endowment Fund



**3** Fatalities  
 in Indonesia

### AWARDS & ACCOLADES

#### GENTING PLANTATIONS

Certificate of Membership  
 (FTSE4Good Index Series)

National OSH Excellence Award 2018 for Plantation Sector  
 - Genting Bahagia Estate

The background of the page is a repeating pattern of stylized leaves and branches in various shades of teal and light green. The leaves are mostly elongated and pointed, while the branches are thin and curvy, some bearing small circular berries or buds.

# APPENDIX

# GRI CONTENT INDEX

This report has been prepared in accordance with GRI Standards 2016: Core option.

GRI Standard	Disclosure		Page number (s)
General Disclosures			
GRI 102: General Disclosures 2016	Organisational Profile		
	102-1	Name of the organisation	1
	102-2	Activities, brands, products, and services	5
	102-3	Location of headquarters	32
	102-4	Location of operations	5
	102-5	Ownership and legal form	
	102-6	Markets served	
	102-7	Scale of the organisation	5-6
	102-8	Information on employees and other workers	29
	102-9	Supply chain	14, 28
	102-10	Significant changes to the organisation and its supply chain	None
	102-11	Precautionary Principle or approach	Annual Report 2018, Corporate Governance Overview Statement and Statement on Risk Management and Internal Control
	102-12	External initiatives	Not applicable
	102-13	Memberships of associations	
	Strategy		
	102-14	Statement from most senior decision-maker	2-3
	102-15	Key impacts, risks and opportunities	2-3, 9-17
	Ethics And Integrity		
	102-16	Values, principles, standards and norms of behaviour	27-28
	102-17	Mechanisms for advice and concerns about ethics	
	Governance		
	102-18	Governance Structure	11-12
	102-19	Delegating authority	
	102-20	Executive-level responsibility for economic, environmental and social topics	
	102-21	Consulting stakeholders on economic, environmental and social topics	13-14
	102-22	Composition of the highest governance body and its committee	Annual Report 2018
	102-23	Chair of the highest governance body	
	102-24	Nominating and selecting the highest governance body	
	102-25	Conflicts of interest	
	102-26	Role of highest governance body in setting purpose, values, and strategy	
	102-27	Collective knowledge of highest governance body	
	102-28	Evaluating the highest governance body's performance	
	102-29	Identifying and managing economic, environmental, and social impacts	15-17

## GRI CONTENT INDEX

GRI Standard	Disclosure		Page number (s)
General Disclosures			
GRI 102: General Disclosures 2016	Governance (CONT'D)		
	102-30	Effectiveness of risk management processes	11-12
	102-31	Review of economic, environmental and social topics	15-17
	102-32	Highest governance body's role in sustainability reporting	11-12
	102-33	Communicating critical concerns	
	102-34	Nature and total number of critical concerns	Annual Report 2018
	102-35	Remuneration policies	
	102-36	Process for determining remuneration	
	102-37	Stakeholders' involvement in remuneration	
	102-38	Annual total compensation ratio	
	102-39	Percentage increase in annual total compensation ratio	
	Stakeholder Engagement		
	102-40	List of stakeholder groups	13-14
	102-41	Collective bargaining agreements	Not applicable
	102-42	Identifying and selecting stakeholders	13-14
	102-43	Approach to stakeholder engagement	
	102-44	Key topics and concerns raised	
	Reporting Practice		
	102-45	Entities included in the consolidated financial statements	5
	102-46	Defining report content and topic Boundaries	1, 10
	102-47	List of material topics	15-17
	102-48	Restatements of information	29-33
	102-49	Changes in reporting	10, 15-17
	102-50	Reporting period	1
	102-51	Date of most recent report	
	102-52	Reporting cycle	
	102-53	Contact point for questions regarding the report	
	102-54	Claims of reporting in accordance with the GRI Standards	
	102-55	GRI Content Index	58-64
	102-56	External Assurance	To be applied in the future



## GRI CONTENT INDEX

GRI Standard		Disclosure	Page number (s)
Material Topics			
GRI 200: Economic Standard Series			
Economic Performance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	18
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	18-19
	201-2	Financial implications and other risks and opportunities due to climate change	20, 24-26
	201-3	Defined benefit plan obligations and other retirement plans	31
	201-4	Financial assistance received from government	Annual Report 2018, Government Grant
Market Presence			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	29
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Not applicable
	202-2	Proportion of senior management hired from local community	29
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	34
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	
	203-2	Significant indirect economic impacts	
Anti-corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	27-28
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	
	205-2	Communication and training about anti-corruption policies and procedures	
	205-3	Confirmed incidents of corruption and actions taken	
GRI 300: Environmental Standard Series			
Materials			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	24-26
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	
	301-2	Recycled input materials used	
	301-3	Reclaimed products and their packaging materials	Not applicable

## GRI CONTENT INDEX

GRI Standard		Disclosure		Page number (s)	
Material Topics					
GRI 300: Environmental Standard Series					
Energy					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary		24	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 302: Energy 2016	302-1	Energy consumption within the organisation			
	302-2	Energy consumption outside the organisation			Not applicable
	302-3	Energy intensity			24-26
	302-4	Reduction of energy consumption			20, 25
Water					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary		24-26	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 303: Water 2016	303-1	Water withdrawal by source			Not applicable
	303-2	Water sources significantly affected by withdrawal of water			None
	303-3	Water recycled and reused			41, 49, 56
Biodiversity					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary		41, 49, 56	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
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			
	304-2	Significant impacts of activities, products and services on biodiversity			
	304-3	Habitats protected or restored			
	304-4	IUCN Red List species and national conversation list species with habitats in areas affected by operations			
Emissions					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary		24-26	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions			
	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			
	305-6	Emissions of ozone-depleting substances (ODS)			Not applicable
	305-7	Nitorgen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ), and other significant air emissions			26

## GRI CONTENT INDEX

GRI Standard		Disclosure	Page number (s)
Material Topics			
GRI 300: Environmental Standard Series			
Effluents and Waste			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	24-26
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quantity and destination	24-26
	306-2	Waste by type and disposal method	
	306-3	Significant spills	None
	306-4	Transport of hazardous waste	26
	306-5	Water bodies affected by water discharges and/or runoff	None
Environmental Compliance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	24
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	
Supplier Environmental Assessment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	28
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 308: Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	
GRI 400: Social Standard Series			
Employment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	29-33
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	29, 31
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	31
	401-3	Parental leave	
Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	32
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 403: Occupational Health and Safety 2016	403-1	Workers representation in formal joint management-worker health and safety committees	32
	403-2	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities	
	403-3	Workers with high incidence of high risk of diseases related to their occupation	
	403-4	Health and safety topics covered in formal agreements with trade unions	

## GRI CONTENT INDEX

GRI Standard	Disclosure		Page number (s)
Material Topics			
GRI 400: Social Standard Series			
Training and Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	33
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	
	404-2	Programs for upgrading employee skills and transition assistance programs	
	404-3	Percentage of employees receiving regular performance and career development reviews	
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	29-31
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	
Non-discrimination			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	30
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	
Local Communities			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	34
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	

# GLOSSARY

ABBREVIATION	REFERENCE
AGM	Annual General Meeting
CFO	Chief Financial Officer
CO <sub>2</sub>	Carbon dioxide
CSR	Corporate social responsibility
EES	Economic, Environment and Social Topics
FFB	Fresh fruit bunches
GHG	Greenhouse gas
GRI	Global Reporting Initiative
GWh	Gigawatt hour
IP	Intellectual property
IT	Information technology
ISCC	International Sustainability and Carbon Certification
ISPO	Indonesian Sustainable Palm Oil
kg	Kilogramme
kWh	Kilowatt hour
m <sup>2</sup>	Square metre
m <sup>3</sup>	Cubic metre
mmtCDE	Million metric tonnes of carbon dioxide equivalents
MT	Metric tonnes
MW	Megawatt
MWh	Megawatt hour
NO <sub>2</sub>	Nitrogen dioxide
OSH	Occupational, Safety and Health
PCOO	President and Chief Operating Officer
R&D	Research and development
RM	Ringgit Malaysia
SGD	Singapore Dollar
SO <sub>2</sub>	Sulphur dioxide
TJ	Terajoule

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