



**GENTING**  
BERHAD



## SUSTAINABILITY REPORT 2022

**GENTING BERHAD**  
196801000315 (7916-A)

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# ABOUT THIS REPORT



## REPORTING APPROACH

This is the seventh annual edition of Genting Berhad's Sustainability Report, covering the company and its portfolio of companies ("Group"). This report supplements the Sustainability Statement in the Annual Report 2022 of Genting Berhad.

Genting Berhad has published its sustainability activities annually since 1982 and the sustainability reporting journey continues with this report.

This report provides an account of the Group's ongoing Environmental, Social and Governance ("ESG") journey and details the sustainability approach, commitments, performance and progress in relation to ESG undertaken in 2022 and beyond. A materiality assessment exercise was conducted in 2022. The affirmed material ESG topics set the chapters of this report and will guide the next phase of sustainability reporting in 2023.



## SCOPE & BOUNDARY

The scope of this report covers Genting Berhad and its portfolio of companies, namely:-

listed principal operating subsidiaries:

- Genting Singapore Limited ("Genting Singapore")
- Genting Malaysia Berhad ("Genting Malaysia")
- Genting Plantations Berhad ("Genting Plantations")

unlisted principal operating subsidiaries:

- Genting Energy Limited ("Genting Energy")
- Resorts World Las Vegas LLC ("Resorts World Las Vegas").

Unless otherwise specified, the boundary of this report includes the operations of the aforesaid operating subsidiaries and the data presented encompasses the Group.

The content of this report is aligned with the published annual reports of Genting Malaysia, Genting Singapore and Genting Plantations, and includes the reporting of Genting Energy and Resorts World Las Vegas. Examples via "Our feature" sections are disclosed to highlight the material ESG topics and initiatives by our business divisions.



## REPORTING PERIOD

The reporting period is from 1 January 2022 to 31 December 2022 and where applicable, historical data from preceding years have been included for comparison. Material events up to the date of approval of this report have also been included.



## GUIDELINES

This report has been prepared in accordance with the international and local standards and regulatory guidelines:

- Global Reporting Initiative ("GRI") Universal Standards 2021
- Bursa Malaysia Sustainability Reporting Guide – third edition
- Bursa Malaysia Corporate Governance Guide – fourth edition
- Malaysia Code of Corporate Governance 2021
- FTSE4Good methodology
- United Nations Sustainability Development Goals

This report also considers the feedbacks and performance indicators suggested by our stakeholders, including ESG rating agencies and investors.



## ABOUT THIS REPORT



### RELIABILITY OF INFORMATION & DATA ASSURANCE

This report has been endorsed by the Board of Directors of Genting Berhad via a resolution dated 23 March 2023.

This report was prepared by the Sustainability Working Team, reviewed and approved by the Executive Committee and Board of Directors of Genting Berhad. The financial information in this report can be cross-referenced with the financial statements in the Annual Report 2022 of Genting Berhad which have been audited by the appointed independent auditors.

For the Group's operations in Singapore, an external verifier has been engaged to undertake a limited assurance on selected environmental and social sustainability data and information in their reporting. The rest of the Group has not sought external assurance for the non-financial data in this reporting period and will consider this in future reporting.



### LIMITATIONS & DISCLAIMER

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

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



### AVAILABILITY & FEEDBACK

This report is available in digital form only. This report, the Sustainability Policy and any other reporting disclosures relating to Genting Berhad are available on the corporate website at [www.genting.com](http://www.genting.com).

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

The sustainability reports of the listed companies of Genting Berhad are available on their official websites:

Genting Singapore Limited  
Genting Malaysia Berhad  
Genting Plantations Berhad

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



# MESSAGE FROM PRESIDENT & CHIEF OPERATING OFFICER

Dear Stakeholders,

We are pleased to present this report detailing our ESG management and initiatives undertaken in the financial year ended 31 December 2022 ("2022") and our ongoing sustainability reporting journey.

2022 saw the relaxation of COVID-19 movement control restrictions in many countries, as the situation became more endemic. Nevertheless, the emergence of new COVID-19 variants continued to disrupt travel, supply chain and economic activities in some countries such as China. Extreme weather has become more prevalent, causing severe floods and droughts in various parts of the world. Malaysia encountered one of its worst landslides on 16 December 2022, with a collapsed slope that trapped 92 people in campsites of an organic farm. The accident caused the deaths of 31 people and led to the suspension of all outdoor recreational activities in Batang Kali and temporary closure of all picnic and camping sports throughout the state of Selangor. These unfortunate health and climate related disasters remain a strong reminder to all parties concerned to take more effective actions to protect our people, environment and planet.

Globally, there are increasing calls for actions on climate change, better ESG practices and governance to address ongoing issues such as energy shortage, extreme weather leading to environmental crisis and rising material costs.

From the perspective of an investment holding company, Genting Berhad does not pose any significant environmental risk or impact. However, any significant environmental impact from our operating units will affect the Group's economic performance. Group-wise, our Genting vision, mission and values are common and shared across our portfolio companies, although they have sustainability matters that are unique to their operations. We support and engage regularly with our portfolio companies on their ESG related initiatives, commitments and targets to reduce resource consumption and emissions in our Group.

We are supportive of the national climate targets and initiatives in the countries where we operate. All nine countries where we operate are signatories to the Paris Agreement, which aims to keep the increase in global average temperature to well below 2°C above pre-industrial levels and to pursue efforts to limit the temperature increase to 1.5°C. These countries have submitted their revised Nationally Determined Contribution ("NDC") to the United Nations Framework Convention on

Climate Change. Their economy-wide targets and initiatives, which are unique to each country, are aimed to reduce gas emissions ("GHG") by year 2030. Malaysia, Singapore, United States of America and United Kingdom have announced their mitigation targets to achieve carbon neutrality by 2050. We are reviewing our operational ESG targets accordingly to ensure our sustainability roadmaps are aligned with the respective national targets of the different countries. Decarbonisation efforts are being done within our Group.

Our leisure-based operations in Singapore under Genting Singapore have seen a reduction in carbon emission intensity by 38% in 2022, using a 2015 base year. The decarbonisation efforts will be further enhanced by quadrupling the solar panel capacity, reviewing a pilot of tidal turbines at the Sentosa Boardwalk, upgrading the district cooling plant for Resorts World Sentosa and driving energy efficiency through a new cloud-based Building Management System. Our focus areas and targets in Singapore are set out in the 2030 Sustainability Master Plan which lays out a blueprint for Resorts World Sentosa to be a carbon neutral destination by 2030 and to create positive socio-economic impact. The ongoing RWS 2.0 expansion build takes into consideration key factors such as climate change, health and wellbeing, resources and circularity during the design and construction phase to create builds that have minimal impact to the environment, yet remaining practical, economical and comfortable.

The same approach is applied to our other Resorts World properties in their expansion projects and new builds. For example, Resorts World Las Vegas which opened in June 2021 has earned the gold certification under the Leadership in Energy and Environment Design ("LEED") programme for all of its three hotels. LEED certification is considered the benchmark in the green building industry, providing building owners and operators with a framework for identifying and implementing practical and measurable green building strategies. This gold certification positions the resort amongst the best energy-efficient facilities in the world.

We have received numerous sustainability related awards of excellence throughout the years, re-affirming our position as a responsible corporation and industry leader. Our GENTING brand was selected as "Malaysia's Most Successful Sustainable Valuable Brand" in The BrandLaureate Sustainable Business & Brands Inspirational Achievement Awards 2022-2023.

## MESSAGE FROM PRESIDENT & CHIEF OPERATING OFFICER

Resorts World Sentosa in Singapore received the Special Award for Sustainability for the second consecutive year at the Singapore Tourism Awards 2022. The resort became the first in the world to achieve the Platinum Level certification under the new 2022 Sustainable Events Standards – Venue by the Events Industry Council. This is the highest rating possible which recognises organisations with significant and measurable environmental or social performance. As an employer of choice that emphasises on skills development, the resort received the SSG SkillsFuture Employer Awards (Gold) in 2022.

The Banten power plant has received multiple awards of excellence including the Programme for Pollution Control, Evaluation and Rating (rated as Blue) for the fourth consecutive year by the Ministry of Environment and Forestry of Indonesia. The plant has successfully recertified and maintained all existing ISO certifications, underscoring its ongoing commitments towards work quality, health, safety, environment and continuous improvement in its business processes, especially from the environmental aspects and the impacts from its business operations.

We will continue to do our part to preserve the planet and people. Many of our Group's ESG initiatives, such as conserving the surrounding environment of our business properties, raising awareness of threatened marine species in Singapore, producing clean energy through wind farm project in India and supporting local communities are ongoing and managed closely by our operating teams. Our Group will continue to use innovation and technology to complement our businesses with the environment.

Our energy operations under Genting Energy will jointly develop a 100 MWp aquaculture-complementary solar project with SDIC Power Holdings Co. Ltd. The project site will be located at Meizhou Wan, Putian, Fujian, China and is targeted to start commercial operation by early 2024. This will be our Group's second renewable energy project, after Jangi wind farm in India. Upon completion, this solar plant will add another 100 MWp of gross installed capacity to our portfolio of power-based assets.

We have and will continue to manage our global business investments responsibly to achieve sustainable growth, in line with our sustainability agenda. We endeavour to meet the ever-increasing requests from regulatory bodies and institutional investors seeking for more ESG reporting disclosures from corporations. We target to adopt integrated reporting in the financial year of 2023. As a start, we have developed a value creation model that will be used as the framework for our integrated report.

We adhere to all applicable laws and the principles of fair competition in our business dealings. Our Code of Business Conduct and Ethics guide us to maintain high standards

of corporate governance with zero tolerance against bribery, corruption and unethical conduct.

Our audit and whistleblowing functions are robust, with zero legal action on anti-competitive behaviour and zero violation of anti-trust and monopoly legislation recorded in 2022.

We continue to invest in human capital, as a healthy and productive workforce is vital to ensuring strong business continuity. Our Group recorded a good recovery in 2022, with total economic value generated of RM22.4 billion, an increase of 65% year-on-year. The good operational performance was supported by the focused and dedicated work of our directors, management teams and employees.

We adopt a balanced work culture and provide a modern and safe working environment for our employees. We recorded zero fatalities at our corporate offices, leisure and hospitality and energy divisions in 2022 and we strive to achieve zero fatalities across the Group. Our operating teams have established annual safety and health objectives and targets towards driving improvements in their occupational safety and health performance, which are subject to performance management reviews every year.

We advocate diversity and inclusion at all levels in our workplace. We ensure our employees have access to training and career development opportunities as we aim to attract and retain the best talents.

We supported the local communities where we operate, with a total of RM17.8 million of cash and in-kind given for various community causes in 2022.

We appreciate and value the strong support and longstanding good relationships with all our stakeholders. My appreciation to our Board, management and staff for their collaborative support and engagement throughout the years. My appreciation is also extended to our government, regulators, investors, lenders, business partners, customers, suppliers, employees and other stakeholders. Their steadfast support and cooperation have kept our Group resilient during the extremely challenging recent years, enabling a strong recovery in 2022. I look forward to their continuous collaboration, support and trust in our Group. By continuing to work together and prioritising sustainability, we will do our part to ensure a greener tomorrow for future generations to come.

**DATO' SRI TAN KONG HAN**

Executive Director, President & Chief Operating Officer



2022 SUSTAINABILITY  
HIGHLIGHTS

Community investments  
**RM17.8 million**



**100%**  
of employees received anti-corruption  
training and awareness  
at Genting Berhad

**0**

**ZERO fatalities**  
at our corporate offices, leisure &  
hospitality and energy divisions



Resorts World Las Vegas

**Gold Certification**  
- LEED Programme  
for all hotels



Genting Berhad

**Malaysia's Most Successful  
Sustainable Valuable Brand**

- The BrandLaureate Sustainable  
Business and Brands Inspirational  
Achievement Awards 2022-2023



**190 GWh** of  
Clean energy produced at  
Jangi Wind Farm



Resorts World Sentosa

**38%**  
reduction in carbon emission intensity  
(2015 as base year)



Resorts World Sentosa

**protects 51**  
threatened marine species

**0**

**ZERO**

major incidents of corruption,  
bribery, non-compliance  
and human rights violations



**ZERO exceedance**  
in local environmental compliance  
at Banten power plant  
since commercial  
operations in March 2017



First **ZERO discharge**  
palm oil mill in Malaysia  
- Genting Jambongan Oil Mill



New investment  
in **solar energy**  
project in China



## OVERVIEW

# 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

Founded in 1965 by the late Tan Sri Lim Goh Tong when he brought his vision of building a temperate mountaintop resort in tropical Malaysia to life, Genting Berhad has evolved from its entrepreneurship roots to an investment holding and management company with sustainable value creation at its core.

Since its incorporation in 1968 and subsequent listing in 1971, Genting Berhad has grown into one of Asia's leading and best-managed multinationals with investments in the leisure and hospitality, oil palm plantations, power generation, oil and gas, property development, life sciences and biotechnology industries.

Our portfolio spans 9 countries around the world, managed by our listed subsidiaries Genting Singapore Limited, Genting Malaysia Berhad and Genting Plantations Berhad, as well as our principal unlisted subsidiaries Genting Energy Limited and Resorts World Las Vegas LLC.

Genting Berhad is led by Tan Sri Lim Kok Thay, who is a son of our beloved Founder. The family heritage provides Genting Berhad with a unique multi-generational perspective in value creation. This has translated into a long-term investment approach in stewarding our portfolio towards delivering strong financial returns to shareholders while preserving the ecosystem of our planet and supporting our local communities.

Genting Berhad and its portfolio companies are also known as the Genting Group. In its core leisure and hospitality business, the Genting Group markets and offers a suite of leisure products under a number of premier brands including Genting, Resorts World, Genting Grand, Genting Club, Crockfords and Maxims.

The Genting Group has tie ups with established names such as Universal Studios, Premium Outlets, Zouk, Hard Rock Hotel, Hilton and other renowned international brand partners.

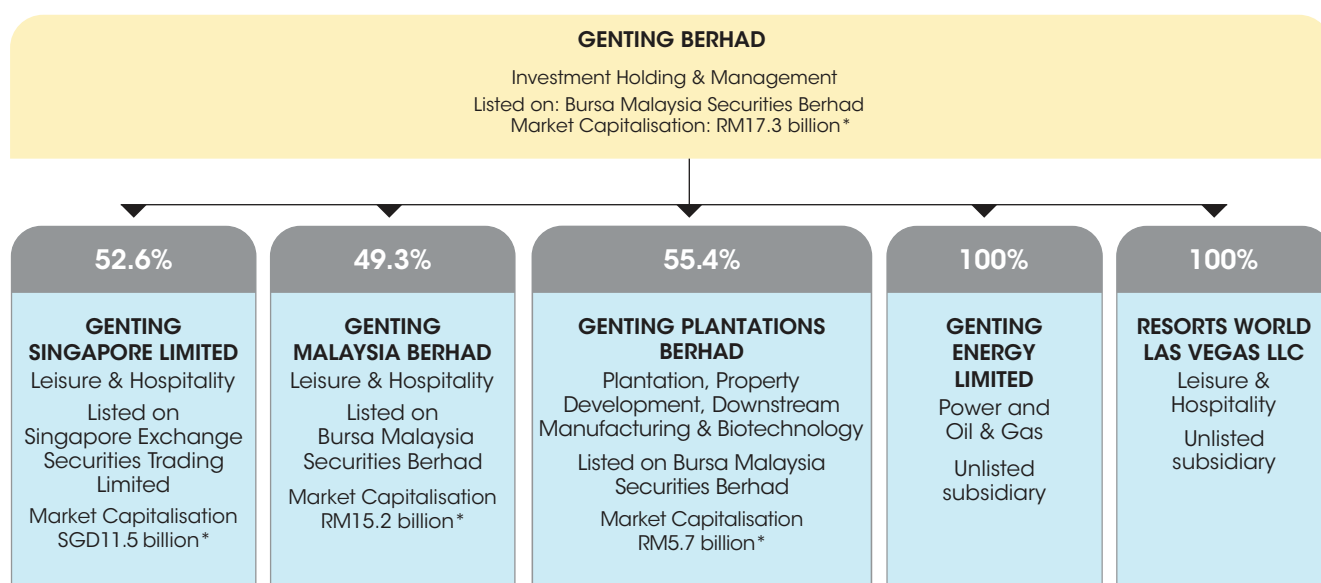
The intellectual property rights of Genting Berhad, in particular "Genting" and "Resorts World" trademarks and brand names are valuable company assets that have grown in line with the expansion of the Group's businesses.

Genting Berhad is committed to continue managing its global business investments in a sustainable and responsible manner.

The market capitalisation of Genting Berhad was RM17.3 billion as at 31 December 2022. The company is listed on the Main Market of Bursa Malaysia Securities Berhad ("Bursa Malaysia") under the Consumer Products and Services sector. It is a constituent stock in the FTSE Bursa Malaysia KLCI Index. The company's corporate offices are based in Wisma Genting.



## GENTING



### Notes:

The above chart is a simplified version of the Genting Group's corporate structure. A detailed corporate structure is disclosed in the Annual Report 2022.  
\* as at 31 December 2022.

## ABOUT GENTING BERHAD



## OUR GLOBAL FOOTPRINT

Operating in

**9**

countries

About **52,000** full time employees  
of diverse nationalities across the world

Leisure & hospitality • power generation • oil & gas • oil palm plantations  
• property development • life sciences & biotechnology



# ABOUT GENTING BERHAD



## Leisure & Hospitality

10 Resort World properties with 3 mega resorts in Malaysia, Singapore and Las Vegas

- about 26,000 employees
- over 18,000 hotel rooms

### Genting Berhad

**1 Resorts World Las Vegas, US**

### Genting Singapore Limited

**2 Resorts World Sentosa, Singapore**

### Genting Malaysia Berhad

**3 Resorts World Genting, Malaysia**

**4 Resorts World New York City, US**

**5 Resorts World Catskills, US**

**6 Resorts World Hudson Valley, US**

**7 Resorts World Bimini, Bahamas**

**8 Resorts World Birmingham, UK**

**9 Resorts World Langkawi, Malaysia**

**10 Resorts World Kijal, Malaysia**

**11 Genting UK – over 30 casino properties**

**12 Crockfords Cairo, Egypt**

**13 Resorts World Awana, Malaysia**

**14 Hilton Miami Downtown Hotel, US**

## Energy

### Genting Energy Limited

- about 600 employees

### Power

- over 3,600 megawatts total gross installed capacity
- over 1,800 megawatts net attributable operating capacity
- 4 power plants

**15** Banten power plant, Indonesia

**16** Meizhou Wan power plant, China

**17** Jangi wind farm, India

**18** Tanjore Power power plant, India

### Oil & Gas

**19** Chengdaoxi Block, China

– average output: 8,000 barrels of oil/day

**20** Kasuri PSC, Indonesia

## Plantations

### Genting Plantations Berhad

Palm oil producer with operations covering downstream palm-based products, property development and agriculture technology ventures.

- over 25,000 employees

**21** Valuable plantation and property development land bank in Malaysia and Indonesia totalling about 243,400 hectares

- 13 oil mills with total milling capacity of 705 metric tonnes/hour

**22** Johor Premium Outlets® & Genting Highlands Premium Outlets®, Malaysia

**23** Property development: Genting Indahpura & Genting Pura Kencana

## OUR PORTFOLIO COMPANIES

### GENTING SINGAPORE LIMITED



- ▶ Genting Singapore is 52.6% owned by Genting Berhad.
- ▶ The market capitalisation of Genting Singapore was SGD11.5 billion as at 31 December 2022. The company is listed on the Main Market of Singapore Stock Exchange Securities Trading Limited under the Cyclical Consumer Services and Casinos & Gaming industry. It is a constituent stock of the Strait Times Index and is one of the largest companies in Singapore by market capitalization. The principal activities of Genting Singapore and its subsidiaries are in the development, management and operation of integrated resort destinations including gaming, attractions and hospitality, MICE, leisure and entertainment facilities.
- ▶ Genting Singapore owns and operates Resorts World Sentosa, an award-winning destination resort in Singapore spanning 49 hectares, and one of the largest integrated resort destinations in Asia. Resorts World Sentosa is home to world-class attractions including Universal Studios Singapore, S.E.A. Aquarium, Dolphin Island and Adventure Cove Waterpark, six unique luxury hotels, Resorts World Convention Centre, a casino, award-winning celebrity chef restaurants and specialty retail outlets.

## OUR PORTFOLIO COMPANIES

### GENTING MALAYSIA BERHAD



- ▶ Genting Malaysia is 49.3% owned by Genting Berhad.
- ▶ Started as Resorts World Sdn. Bhd., a private company limited by shares, which was incorporated on 7 May 1980. The Company's name was changed to Resorts World Bhd (1989-2009), and subsequently Genting Malaysia Berhad ("Genting Malaysia") in 1989. Genting Malaysia and Genting Berhad underwent a restructuring exercise, in which the former acquired Genting Berhad's entire gaming, hotel and resort related operations, inclusive of goodwill and other relevant assets.
- ▶ The market capitalisation of Genting Malaysia was RM15.2 billion as at 31 December 2022. The company is listed on the Main Market of Bursa Malaysia under the Consumer Products and Services sector. It is a constituent stock in the FTSE Bursa Malaysia KLCI Index and the FTSE4Good Bursa Malaysia Index.
- ▶ Genting Malaysia owns and operates major resort properties including Resorts World Genting in Malaysia, Resorts World New York City as well as Resorts World Catskills and Resorts World Hudson Valley (which is 49%-owned via an associate company) in the US, Resorts World Bimini in the Bahamas, Resorts World Birmingham and over 30 casinos in the UK and Crockfords Cairo in Egypt.
- ▶ Resorts World Genting is the Genting Group's first integrated resort and Malaysia's premier integrated resort destination. The resort has about 10,500 rooms, seven hotels and features wide-ranging leisure and entertainment facilities, including gaming, theme park and amusement attractions, dining and retail outlets, as well as international shows and business convention facilities. Genting Skyworlds, the highly anticipated first-class, world-class theme park soft opened on 8 February 2022, adding to the extensive entertainment offerings at the resort.
- ▶ Genting Malaysia also owns and operates two beautiful seaside properties in Malaysia, namely Resorts World Kijal in Terengganu and Resorts World Langkawi on Langkawi island.



## OUR PORTFOLIO COMPANIES

### GENTING PLANTATIONS BERHAD



- ▶ Genting Plantations is 55.4% owned by Genting Berhad.
- ▶ The market capitalisation of Genting Plantations was RM5.7 billion as at 31 December 2022. The company is listed on the Main Market of Bursa Malaysia under the Plantation sector.
- ▶ Commenced operations in 1980 as the plantation arm of Genting Berhad, Genting Plantations is now one of the country's leading oil palm plantation companies.
- ▶ Its plantation operations consist of approximately 243,400 hectares of oil palm estates and 13 palm oil mills spread across Malaysia and Indonesia with a combined milling capacity of 705 metric tonnes per hour.
- ▶ Its business activities extend to:
  - Downstream activities related to the manufacturing and sale of palm-based products;
  - Property development and investment, leveraging on its strategically located landbank; and
  - Agriculture technology ("AgTech") activities relating to optimising yield, improving operating efficiency, enabling traceability and enhancing sustainability.
- ▶ Genting Plantations has released its seventh standalone Sustainability Report 2022 in which the sustainability progress and issues material to its stakeholders are discussed in detail.
- ▶ Genting Plantations is a member of the Roundtable on Sustainable Palm Oil ("RSPO").
- ▶ It has received strong ESG external ratings from ZSL SPOTT Ranking, and MSCI ESG Ratings.

## OUR PORTFOLIO COMPANIES

### GENTING ENERGY LIMITED



- ▶ Genting Energy is unlisted and wholly owned by Genting Berhad.
- ▶ Genting Energy comprises the power and oil & gas business activities of the Group.
- ▶ Power division was founded in 1995 when the Group invested in its first power plant and became one of the original five independent power producers in Malaysia. It was also the first thermal plant to provide its own water supply and supply steam to other industries in Malaysia. Today, the power division has equity stakes in four power plants across Asia. This includes wind power, coal-fired and gas-fired power plants in China, Indonesia and India with total net attributable operating capacity of 1,872MW.
- ▶ Power division will jointly develop a 100MWp aquaculture-complementary solar plant with SDIC Power Holdings Co., Ltd. in China. It is targeted to achieve commercial operation by early 2024.
- ▶ Good track record of generating significantly more value on its investments and have a strong network of business ties in the power industry in China, Indonesia and India – three of the fastest growing power industries in the region.
- ▶ Genting Oil & Gas Limited spearheads the oil and gas businesses of the Group.
- ▶ Oil & gas division was founded in 1996 and has developed nine projects across three countries, mostly 100% owned and operated.
- ▶ Oil & gas division has developed a significant reputation in:
  - (a) Identification or acquisition of good exploration & production acreage.
  - (b) Safe operation of over 30 onshore and offshore exploration & producing wells.
  - (c) A high exploration success rate to generate value.
  - (d) Fractured reservoirs.
  - (e) Heavy oil development.
- ▶ Its existing oil & gas assets consist of an oil producing Chengdaoxi Block in the shallow waters of Bohai Bay, China and a gas development field under the Kasuri production sharing contract in West Papua, Indonesia.



## OUR PORTFOLIO COMPANIES

### RESORTS WORLD LAS VEGAS LLC



- ▶ Resorts World Las Vegas LLC is a wholly owned unlisted principal subsidiary of Genting Berhad.
- ▶ The company develops and operates Resorts World Las Vegas, which opened its doors on 24 June 2021.
- ▶ As the newest resort property on the Las Vegas strip and the third mega integrated resort of the Genting Group, Resorts World Las Vegas is tech-forward, innovative and inclusive, standing on the pillars of elevated service, harmony, loyalty and luxury.
- ▶ Resorts World Las Vegas integrates three of Hilton's premium brands, including Las Vegas Hilton, the resort's full-service brand; Conrad Las Vegas, Hilton's lifestyle luxury brand; and LXR, Hilton's network of independent luxury properties, which operates as Crockfords Las Vegas, Genting's internationally renowned ultra-luxury brand.
- ▶ Resorts World Las Vegas features 3,506 guest rooms and suites, an innovative, next-generation gaming floor, world-class food and beverage options, a 5,000-capacity theatre, distinct nightlife venues, high-end retail outlets and 250,000 square feet of meeting and event space.
- ▶ The integrated resort weaves time-honoured traditions of the international Resorts World brand into the fabric of Las Vegas, introducing a bold, fresh take on hospitality to the city with stunning design, progressive technology and world-class guest service.



## OUR PORTFOLIO COMPANIES

### LIFE SCIENCES AND BIOTECHNOLOGY INVESTMENTS

- ▶ TauRx Pharmaceuticals Ltd conducts Tau-based research and develops potential therapy to target the Tau pathology of Alzheimer's Disease.
- ▶ Genting TauRx Diagnostic Centre Sdn Bhd ("GT Diagnostics") develops readily deployable e-platform tools that range from well-being apps that can be used at home to comprehensive tools for clinical use, targeting the diagnosis and monitoring of dementia.
- ▶ DNAe Group Holdings Limited ("DNAe") is a next-generation company developing novel diagnostics for use at the point-of-need. DNAe secured a multi-year contract from the Biomedical Advanced Research and Development Authority of the United States of America to further develop its proprietary technology in the field of DNA sequencing.
- ▶ Cortechs Labs, Inc, doing business as Cortechs.ai ("Cortechs") is a leader in radiology AI applications, using cutting-edge advances in medical imaging to revolutionize disease screening and early detection so that patients can enjoy longer and better lives.
- ▶ Celularity, Inc ("Celularity") is a clinical stage biotechnology company leading the next evolution in cellular medicine by developing allogeneic cryopreserved off-the-shelf placental-derived cell therapies for cancer, infectious and degenerative diseases. Celularity also develops and manufactures innovative biomaterials derived from the postpartum placenta.
- ▶ INEX Innovate Pte Ltd ("INEX") develops and commercialises new technologies to address unmet needs in women's and foetal health. INEX operates a next-generation sequencing laboratory that provides diagnostic testing, clinical research and COVID-19 testing services.
- ▶ Viridos, Inc (formerly known as Synthetic Genomics, Inc) is a biotechnology company harnessing the power of photosynthesis to create transformative solutions to mitigate climate change.
- ▶ Human Longevity, Inc is a leading-edge precision health care company.
- ▶ Genting Dementia Care Centre is the result of a collaboration between the Genting Group and University of Malaya's Faculty of Medicine. Located in Kuala Lumpur, the centre operates on a charitable basis to offer day care services to people suffering from dementia, as well as to provide information through webinars and training to caregivers, family members and professionals involved in dementia care. The centre strives to help persons living with dementia to achieve the best possible quality of life and provide support and training to their families and caregivers.



## OVERVIEW

# OUR ESG RECOGNITIONS

We have received multiple sustainability awards and accolades across our businesses, in recognition of our longstanding commitment to drive sustainability and create positive socio-economic impact.

### GENTING BERHAD

- Genting Berhad was recognised as **Malaysia's Most Successful Sustainable Valuable Brand** at the BrandLaureate Sustainable Business and Brands Inspirational Achievement Awards 2022 – 2023.



### GENTING SINGAPORE

#### Awards:

- Resorts World Sentosa became the **first destination in the world to be certified to both Global Sustainable Tourism Council (GSTC) Destination Criteria and GSTC Industry criteria** for hotels, and to achieve the Events Industry Council's 2022 Sustainable Events Standards Platinum certification for Venue.
- Genting Singapore received the **Special Award for Sustainability** at the Singapore Tourism Award for 2 consecutive years (2021-2022), organised by Singapore Tourism Board.
- Genting Singapore was awarded the **Gold Recipient at SSSG SkillsFuture Employer Awards 2022** for exemplary performance in championing skill mastery and lifelong learning.
- Genting Singapore received the **Partner of Labour Movement Award 2022** at the National Trades Union Congress May Day Awards.
- Genting Singapore was the **Overall Winner** for 2 consecutive years (2021-2022) and **Best Use of Digital Technology (2022)** from the CIPS Asia Excellence in Procurement Awards, in recognition of the procurement excellence in the region.
- Genting Singapore was placed **top 10 worldwide venues accredited by Responsible Gaming Council**.

#### Leadership engagement:

- Founding member, Sentosa Carbon Neutral Network
- Co-Chair, Hotel Sustainability Committee
- Member, MICE Sustainability Sub-committee

#### Disclosure Framework & Ratings:

- Global Reporting Initiative
- Task Force on Climate-related Financial Disclosures
- Carbon Disclosure Project
- Morgan Stanley Capital International ESG Ratings
- Sustainalytics ESG Risk Ratings
- Corporate Knights

### RESORTS WORLD LAS VEGAS

- Resorts World Las Vegas' three hotel brands, namely Las Vegas Hilton, Conrad Las Vegas and Crockfords Las Vegas, LXR Hotels & Resorts, have earned **Gold Certification under the LEED** programme. Developed by the U.S. Green Building Council LEED certification is considered the benchmark in the green building industry, providing building owners and operators with a framework for identifying and implementing practical and measurable green building strategies. The Gold Certification positions the resort amongst the best energy-efficient facilities in the world.
- The resort's environmental management system has been third-party and independently **ISO certified** (ISO 9001 Quality Management; ISO 14001 Environmental Management; ISO 50001 Energy Management).
- The resort achieved **GBAC STAR accreditation**, which demonstrates that a comprehensive programme is in place supporting a high-performance cleaning and maintenance regimen for the built environment.
- The resort is **Sharecare Health Security VERIFIED** with Forbes Travel Guide, a trusted third-party seal of approval that signals to guests and employees that the facility complies with public health protocols and best practices.

# OUR ESG RECOGNITIONS

## GENTING MALAYSIA

- Genting Malaysia is a constituent member of the FTSE4Good Bursa Malaysia Index since 2018 and achieved a 4-star rating in 2022.
- Genting Malaysia was awarded the **Enterprise Innovation Award for Virtual Queue Solution**, by ASEAN Innovation Business Platform 2022.
- Genting Malaysia was awarded **ASEAN Asset Class** at the ASEAN Corporate Governance Scorecard Award by ASEAN Capital Markets Forum 2021.
- Resorts World Genting was awarded **Malaysia's Leading Resort** by World Travel Awards 2022.
- Genting Malaysia won the **Genting Skyworlds Virtual Queue** in the Consumer Category (Tourism & Hospitality) by MSC Malaysia Asia Pacific ICT Alliance 2022 Awards.
- Genting Malaysia was the **Merit Winner for AI driven Virtual Queue Solution**, awarded by 21<sup>st</sup> Asia Pacific ICT Alliance.
- Resorts World Catskills is **LEED-certified**, recognised for its green buildings that are healthy, energy efficient as well as cost effective.
- Genting Malaysia's biodiversity efforts have been formally recognised by the Malaysian Nature Society along with the Department of Agriculture Malaysia and the Department of Wildlife.

## GENTING PLANTATIONS

- Genting Plantations achieved an overall score of 78.9% in the ZSL SPOTT assessment and was ranked 18 out of 100 palm oil companies in 2022.
- Genting Plantations received a rating of BB (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment in 2022. MSCI ESG Research provides MSCI ESG Ratings on global public and a few private companies on a scale of AAA (leader) to CCC (laggard), according to exposure to industry-specific ESG risks and the ability to manage those risks relative to peers.

## GENTING ENERGY

- Jangi wind farm is registered with the **United Nations Framework Convention on Climate Change** under Clean Development Mechanism.
- The Banten power plant has recorded zero exceedance in its local environmental compliance since its commercial operations in March 2017.
- The Banten power plant has received the following awards:
  - **Programme for Pollution Control, Evaluation and Rating (Rated as Blue)** for fourth consecutive year since 2019 by Ministry of Environment and Forestry, Indonesia
  - **Environmentally Friendly Company (Graded as Good)** for third consecutive year (2017, 2018 & 2019) by Serang Regency Municipal, Indonesia
  - Indonesia Best Electricity Award 2017 - The **Best Efficiency Power Plant** by Ministry of Energy and Mineral Resources, Indonesia
  - Indonesia Best Electricity Award 2017 - **Top 5 Environmentally Concerned Company** by Ministry of Energy and Mineral Resources, Indonesia
- The Banten power plant has successfully **recertified and maintained all existing ISO certifications**:
  - PAS 99:2012 Integrated Management System
  - ISO 9001:2015 Quality Management System
  - ISO 14001:2015 Environmental Management System
  - ISO 45001:2018 Occupational Health and Safety Management System
  - ISO 50001:2018 Energy Management System
  - ISO/IEC 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories



## OVERVIEW

# INDUSTRY GROUP MEMBERSHIPS

Our industry group memberships (at least one of our companies is a member) include but not limited to the following:

### Singapore

- United Nations Global Compact Signatory
- Global Sustainable Tourism Council Member
- World Association of Zoos and Aquariums
- Packaging Partnership Programme Member

### Malaysia

- Malaysian Employers Federation
- Malaysian Advertisers Association
- Malaysian Association of Hotel Owners
- IT Users Association
- Malaysian Association of Hotels
- The International Association of Amusement Parks and Attractions
- Malaysian Association of Themepark & Family Attractions
- Malaysia Gaming Industry Association
- Institute of Chartered Accountants in England and Wales
- Association of Chartered Certified Accountants
- International Air Transport Association
- Malaysian Chinese Tourism Association
- Malaysian Association of Tour & Travel Agents
- Malaysia Inbound Chinese Association
- Malaysian Association of Convention and Exhibition Organisers and Suppliers
- Malaysian Palm Oil Association
- Malaysian Estate Owner Association
- Malaysian Biodiesel Association
- Palm Oil Refiners Association of Malaysia
- Real Estate & Housing Developers' Association Malaysia

### Indonesia

- Gabungan Pengusaha Kelapa Sawit Indonesia
- Indonesian Petroleum Association
- Jakarta Scout Check

### US

- Association for a Better New York
- Hudson Valley Pattern for Progress
- National Council on Problem Gambling
- NYC & Company – Marketing arm for the city of New York
- Queens Tourism Council
- Queens Chamber of Commerce
- Queens Economic Development Corporation
- New York Council on Responsible Gaming Association
- Office of Alcoholism & Substance Abuse Services
- Orange County Partnership
- The Business Council of New York State
- NY Council on Problem Gambling
- Sullivan County Partnership
- Sullivan County Chamber of Commerce
- Sullivan County Visitors Association

### UK

- Association of Chartered Certified Accountants
- Chartered Institute of Management Accountants
- Chartered Institute of Taxation
- Chartered Institute of Personnel and Development
- Association for Project Management
- Chartered Institute of Information Security
- International Compliance Association
- Institute of Money Laundering Prevention Officers
- Institute of Chartered Accountants in England and Wales
- Betting and Gaming Council

### China

- China Electric Power Construction Association
- Fujian Province Electric Power Enterprise Association
- Fujian Province Electric Power Industry Association
- The Price Association of Fujian
- Fujian Electrical Engineering Association
- Putian Electric Power Industry Association

# HOW GENTING BERHAD CREATES VALUE

As Genting Berhad has evolved from its entrepreneurship roots to an investment holding and management company, we attribute sustainable value creation at the core of our organisation. Being one of Asia's leading and best-managed multinationals with investments in the leisure and hospitality, oil palm plantations, power generation, oil and gas, property development, life sciences and biotechnology industries, we have defined our unique and all-encompassing value creation model that is essential to optimise value to stakeholders and the business.

We engage and communicate the significance of our sustainability matters to our portfolio companies without impeding their respective strategies and efforts to drive their sustainability agenda. This is supported by our Sustainability Policy and strategies in creating value through sustainable means.

At Genting Berhad, we are also committed to progressing our sustainability agenda and hence, have been adopting ESG frameworks including GRI Sustainability Reporting Standards, United Nations Sustainability Development Goals and FTSE4Good. Our sustainability commitment has also led us to embark on the Integrated Reporting journey through which we are creating value via six core capitals to our stakeholders.

## Genting Berhad's Six Capitals of Value Creation



### Financial

Funds available for use in the operations of our diversified business portfolios as a Group.



### Manufactured

Our global network of manufactured physical properties including hotels, casinos, power plants, wind farms, land banks and oil mills.



### Intellectual

Unique knowledge-based intangibles that include our intellectual properties, partnerships, brand and reputation, licenses and digital capabilities that are utilised throughout our diversified ecosystem.



### Human

The competencies, capabilities and experience of our employees and how they execute our mission, vision and values.



### Natural

The finite resources that we utilise and conserve that facilitate the past, current and future prosperity.



### Social

The partnerships and relationships built with customers and communities to fulfil our corporate responsibility goals.

By effectively and responsibly managing our six capitals listed above, we are able to harness and maintain value for our group and key stakeholders. Our value creation model exhibits how we create value through the translation of various inputs via our business activities and key organisational elements into outputs and outcomes that generate sustainable and meaningful value for our stakeholders.

# HOW GENTING BERHAD CREATES VALUE

## VALUE CREATION MODEL

### INPUTS



#### FINANCIAL CAPITAL

- A strong capital base, supported by our long-term investors and assets across our diversified businesses globally, that generate significant economic value



#### INTELLECTUAL CAPITAL

- Established Resorts World and Genting brand equity of over 50 years
- Suite of leisure products under premier brands including Genting, Resorts Worlds, Genting Grand, Genting Club, Crocords and Maxims
- International brand partners such as Universal Studios, Premium Outlets, Zouk, Hard Rock Hotel and Hilton
- Implementation of new technology and intellectual properties to business activities



#### MANUFACTURED CAPITAL

- Established leisure properties across the world including three mega resorts in Malaysia, Singapore and Las Vegas, four Resorts World properties in the US and Bahamas and over 30 casino properties in the UK
- Energy generating assets comprise power plants, oil and gas fields, wind farm and exploring other ventures
- Valuable plantation and property development land bank in Malaysia and Indonesia totalling about 243,400 hectares with 13 oil mills



#### HUMAN CAPITAL

- Effective talent management focusing on acquisition, engagement and retention



#### NATURAL CAPITAL

- Environmental stewardship for efficient water, energy and other natural resources consumption
- Enhancing sustainable value through internal initiatives and renewable energy ventures



#### SOCIAL CAPITAL

- Supporting the communities where we operate, for the betterment of the society

### VALUE CREATION APPROACH

Our value creation approach, driven by our Vision and Mission, encapsulates how we create sustainable value

#### SUSTAINABILITY AGENDA

Managing our global business activities responsibly by adhering to the 5 Sustainability or ESG Pillars in our strategies to attain long term growth.

##### OUR ESG PILLARS



Empowering  
Good  
Governance



Sustaining  
Economic Value  
Creation



Driving  
Environmental  
Stewardship



Safeguarding  
Community  
Welfare



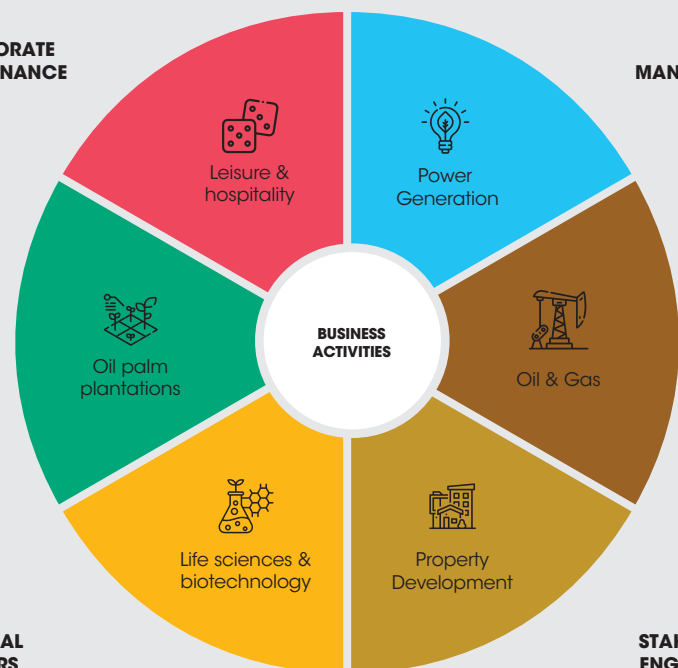
Enhancing  
Workplace  
Practices

#### CORPORATE GOVERNANCE

#### RISK MANAGEMENT

#### MATERIAL MATTERS

#### STAKEHOLDER ENGAGEMENT



##### OUR STRATEGIES

- Operational excellence
- Innovate and adopt new technology for competitive advantage
- Talent management and development
- Generate fair returns to shareholders
- Enhance corporate governance and risk management
- Support the communities where we operate



# HOW GENTING BERHAD CREATES VALUE

## VALUE CREATION MODEL

### OUTPUTS

#### FINANCIAL CAPITAL

- Revenue of RM22.4 billion
- Market capitalisation of RM17.3 billion
- Total dividend declared/payout of RM693.1 million

#### INTELLECTUAL CAPITAL

- Increased brand equity and opportunities from partnerships and premier brands association
- Attained multiple awards of excellence in business and sustainability practices
- Unique mobile-driven technology, cashless wagering and seamless gaming implementation in the Group's leisure-based properties
- Yield Booster™ biofertiliser product
- Advanced molecular breeding techniques for new generation of high yielding oil palm planting materials

#### MANUFACTURED CAPITAL

- Total assets employed of RM102.5 billion
- Total hotel rooms of over 18,000
- Total clean energy generated of 190 GWh
- Total fresh fruit bunch output of 2.0 million MT

#### HUMAN CAPITAL

- Total of over 52,000 full time employees
- Total wages and benefits expenses of RM5.1 billion
- Total new hires of about 18,400 globally

#### NATURAL CAPITAL

- Our leisure teams educates and raise awareness on threatened marine species through S.E.A. Aquarium; maintains and restores about 10,000 acres of tropical forest in Malaysia
- Genting Plantations recycled 1.2 million MT of biomass
- Genting Energy's mangrove conservation programme increased to 4,000 trees

#### SOCIAL CAPITAL

- Over 741,000 people benefitted from our community-based initiatives
- Community investments of over RM17.8 million
- Established Genting Dementia Care Centre with continued support and its maintenance

### OUTCOMES

#### IMPACT TO KEY STAKEHOLDERS

##### Investors and Lenders

- Continuous investor and financial market confidence, enabling access to funds for business growth and resilience

##### Joint Venture Partners

- Mutually beneficial relationships which foster strategic long term growth

##### Portfolio Companies

- Growing synergies among segments which boost Genting as a brand, group and holding company

##### Employees

- Talented, capable and committed employees
- Systematic succession planning
- Positive work culture and conducive workplace for employee satisfaction and retention, vital to all operations of our Group

##### Government & Regulators

- Full compliance to international and internal laws and regulations while supporting economic growth

##### Suppliers and Service Providers

- Consistency in quality of products and services

##### Interest Groups

- Improve the standard of living of local communities where we operate
- Enhanced reputation as a socially responsible corporate citizen

#### OUR STRENGTHS

- Robust corporate governance structure and risk management

- A conglomerate with global presence in nine countries

- Over 57 years of proven leadership and management track record

- Sustainability or ESG focused practices have been advocated since the founding of our Group






- Prominent brand equity and trademarks

- Strong financials and asset base

# OUR STAKEHOLDERS

We define stakeholders as parties who are impacted by our organisation's business decisions and activities, and as groups whose actions and decisions will influence our business growth. It is important to understand our stakeholders' needs so that we can work together along the value chain, find opportunities and address risks.




We have mapped our stakeholders' concerns and our responses against our sustainability material matters, which has allowed us to identify any associated risks and opportunities arising from these concerns.

STAKEHOLDERS <sup>a</sup>	ENGAGEMENT METHODS	AREAS OF INTERESTS/ IMPACTS & BOUNDARIES	OUR GOALS
<b>Portfolio Companies</b> 	<ul style="list-style-type: none"> <li>Regular meetings and discussions</li> <li>ESG data collection &amp; materiality assessment</li> </ul>	<ul style="list-style-type: none"> <li>Business model continuity</li> <li>Alignment of policy and practices</li> <li>Economic performance</li> </ul>	Monitor the financial performance of our portfolio companies and their ESG impacts that are primarily indirect – to achieve long term sustainable growth.
<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>Compliance with applicable laws and regulations</li> <li>Overall Economic, Environmental and Social impact of our organisation</li> </ul>	Engage with government and regulatory bodies, by providing regular updates through statutory reporting and responding to their queries – to ensure full compliance with all applicable laws and regulations in order to maintain operating licenses.
<b>Investors (Shareholders, equity analysts, business media and potential investors)</b> 	<ul style="list-style-type: none"> <li>Annual General Meetings ("AGMs") for Shareholders</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> <li>Business media</li> </ul>	<ul style="list-style-type: none"> <li>Strong financial Performance</li> <li>Sustainability reporting</li> <li>Shareholder value</li> <li>Business strategies</li> <li>Dividends</li> </ul>	Provide timely updates on our business performance and strategies – to maintain open and regular communications with the investment and media communities.
<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>Creditworthiness</li> <li>Timely repayment</li> <li>of loan principal and interest</li> <li>Fulfillment of loan covenants</li> </ul>	Build good working relationships with our lenders and protect our strong credit standing – to 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>Individual development plan</li> <li>Employee knowledge-sharing platforms</li> <li>Employee well-being webinar</li> <li>New employee induction programme</li> </ul>	<ul style="list-style-type: none"> <li>Remuneration</li> <li>Employee development and career planning</li> <li>Healthy and safe work environment</li> <li>Ethics and Code of Conduct</li> </ul>	Engage employees to create high performing work culture, good employee welfare, open communication and continuous learning.

■ Annually 
 ■ Quarterly 
 ■ Ongoing

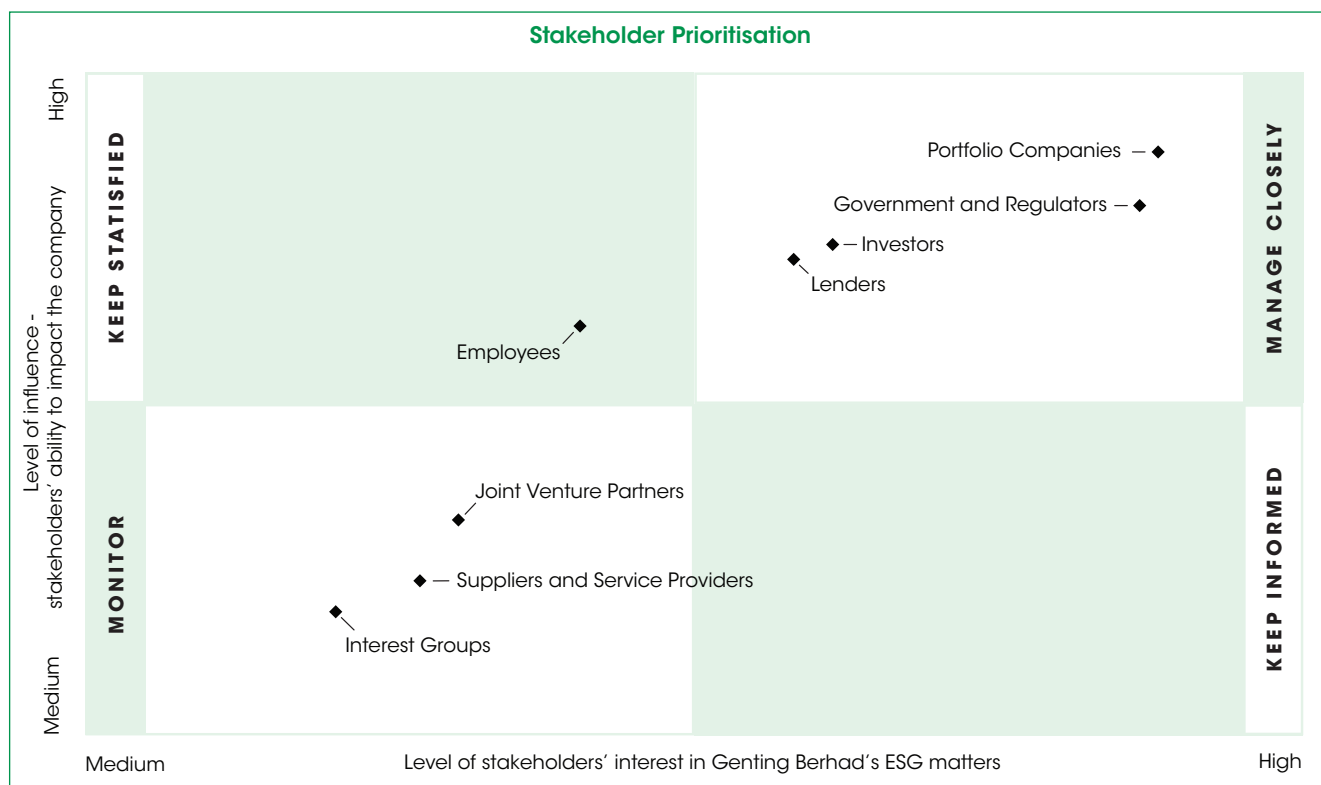
■ Internal Stakeholders 
 ■ External Stakeholders

# OUR STAKEHOLDERS

STAKEHOLDERS <sup>^</sup>	ENGAGEMENT METHODS	AREAS OF INTERESTS/ IMPACTS & BOUNDARIES	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>Achieve joint venture business objectives</li> </ul>	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 prequalification and tendering process</li> <li>Briefings and meetings</li> <li>Relationship management</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>	Drive sustainability practices across our supply chain.
<b>Interest Groups</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>Impact on community investments</li> <li>Creation of employment</li> <li>Better understanding of the environment and social impact of our contribution</li> </ul>	Support local communities in the jurisdictions where we operate.

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

These stakeholder groups have been identified based on their direct impact on, and interest in, Genting Berhad's business activities and have been further affirmed during the materiality assessment process undertaken in 2022. The following stakeholder prioritisation matrix shows the importance of our respective stakeholders and our management approach for each group.





## OVERVIEW

# OUR STAKEHOLDERS

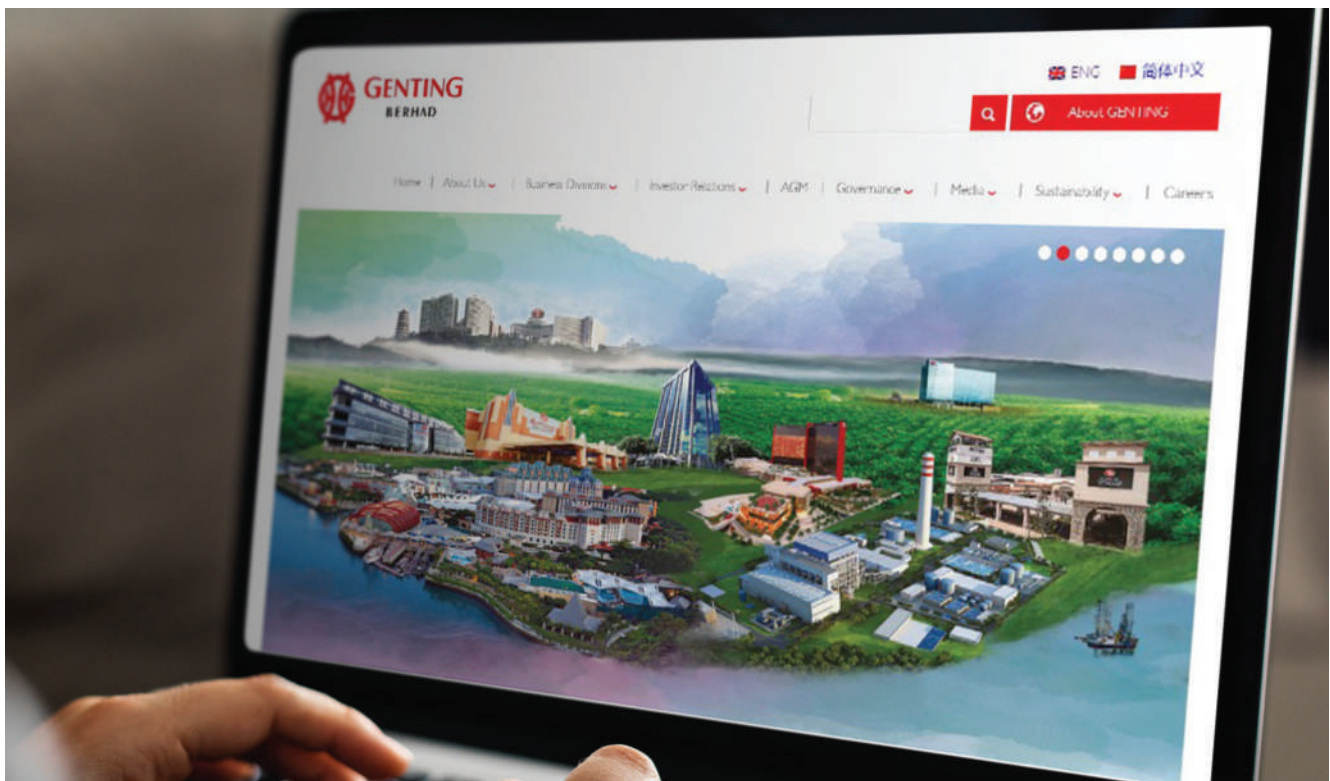
As part of its stakeholder engagement, Genting Berhad held more than 120 meetings with lenders (bankers, bondholders and rating agencies) and investors (shareholders, equity analysts and potential investors) in 2022.

Our AGM was held virtually for the third consecutive year in 2022, in compliance with the Securities Commission Malaysia's guidelines. We engage frequently with lenders and investors to ensure that we remain in a strong financial position to face any risks or opportunities ahead.

All material company announcements are published through Bursa Malaysia. Stakeholders and the public can also access these company announcements and other corporate information about the Company and the Group at Genting Berhad's official corporate website at [www.genting.com](http://www.genting.com).

Genting Berhad also keeps abreast on regulatory updates and shareholders' concerns through its membership in associations such as the Federation of Public Listed Companies and Minority Shareholders Watch Group.

**Genting Berhad's official corporate website: [www.genting.com](http://www.genting.com)**




# OUR MATERIAL MATTERS

Materiality assessments are integral to Genting Berhad's sustainability reporting journey and are conducted yearly since the launch of the Company's standalone sustainability report, seven years ago. The process allows the Company to accurately identify and assess key topics of material concern to its businesses and stakeholders within the context of its operating environment.

Following a comprehensive materiality assessment conducted by an appointed external sustainability consultant in December 2021, which findings were validated in February 2022, a follow-up materiality assessment was conducted to determine whether the key materials that were identified and validated in February 2022 remained valid in the fourth quarter of 2022.

- An online materiality assessment survey was held in October 2022, where opinions were gathered from the Board of Directors and Management of Genting Berhad and our portfolio companies to rank and rate the topics from their standpoint, and the deemed interest and importance of these topics to Genting Berhad's other stakeholders.
- The feedbacks gathered from the survey were tabulated using statistical analysis with varying weightage scores for different stakeholder groups' feedback for stronger validity of the results.
- The material matters were plotted on a materiality matrix to determine its priority to the sustainability of Genting Berhad.
- The materiality matrix and findings from the survey were discussed at Exco and thereafter were presented to the Board for review and validation in November 2022.
- The findings showed the 16 key material matters identified in December 2021 remained valid in 2022.

Based on the five Sustainability or ESG pillars of governance, economic, community, environment and workplace, the 16 key materials matters are referenced to the specific topics of our portfolio companies.

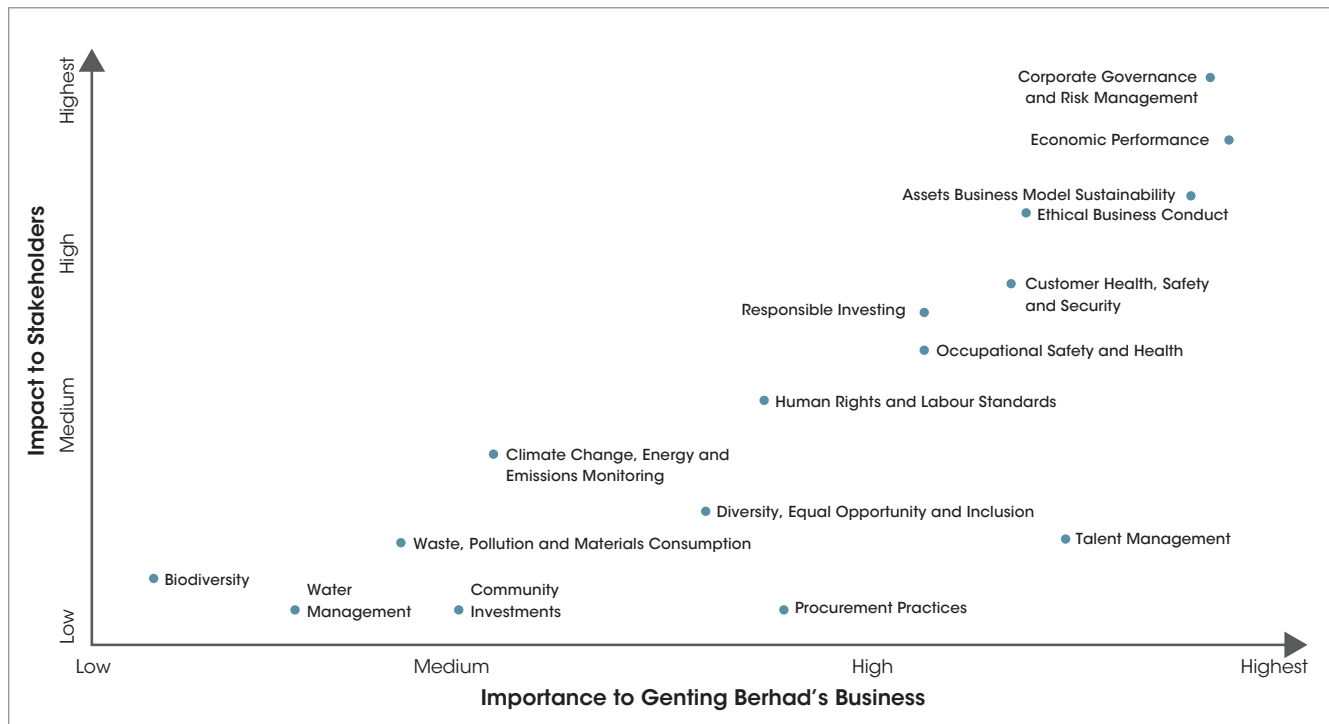
 <b>GENTING</b> <b>BERHAD</b>				
GOVERNANCE	ECONOMIC	COMMUNITY	ENVIRONMENT	WORKPLACE
Corporate Governance and Risk Management Ethical Business Conduct Procurement Practices	Responsible Investing Assets Business Model Sustainability Economic Performance	Customer Health, Safety and Security Community Investments	Waste, Pollution and Materials Consumption Water Management Climate Change, Energy and Emissions Monitoring Biodiversity	Human Rights and Labour Standards Diversity, Equal Opportunity and Inclusion Talent Management Occupational Safety and Health
Referencing the disclosures of specific topics to the portfolio companies				
GENTING SINGAPORE	GENTING MALAYSIA	GENTING PLANTATIONS	GENTING ENERGY	RESORTS WORLD LAS VEGAS
Customer Health, Safety and Security	Customer Health, Safety and Security	Human Rights	Climate Change, Energy and Emissions Monitoring	Customer Health, Safety and Security
Climate Change, Energy and Emissions Monitoring	Biodiversity	No deforestation, Conservation and Biodiversity	Community Investments	Climate Change, Energy and Emissions Monitoring
Water Management	Community Investments	Emission Management	Waste, Pollution and Materials Consumption	Community Investments
Diversity, Equal Opportunity and Inclusion	Diversity, Equal Opportunity and Inclusion	Safety & Health	Diversity, Equal Opportunity and Inclusion	Diversity, Equal Opportunity and Inclusion
		Supply Chain		

# OUR MATERIAL MATTERS

The material matters were prioritised in a materiality matrix and the findings helped to validate the Sustainability Framework for Genting Berhad that outlines its sustainability agenda, commitments and strategies. Economic performance, corporate governance & risk management and assets' business model sustainability remained the top three most important material matters to the company, while corporate governance & risk management, ethical business conduct and assets' business model sustainability were deemed the top three material matters with the most impact to our stakeholders in 2022.

Details of the management approach and performance data are disclosed in the subsequent pages of this report.

## Materiality Matrix



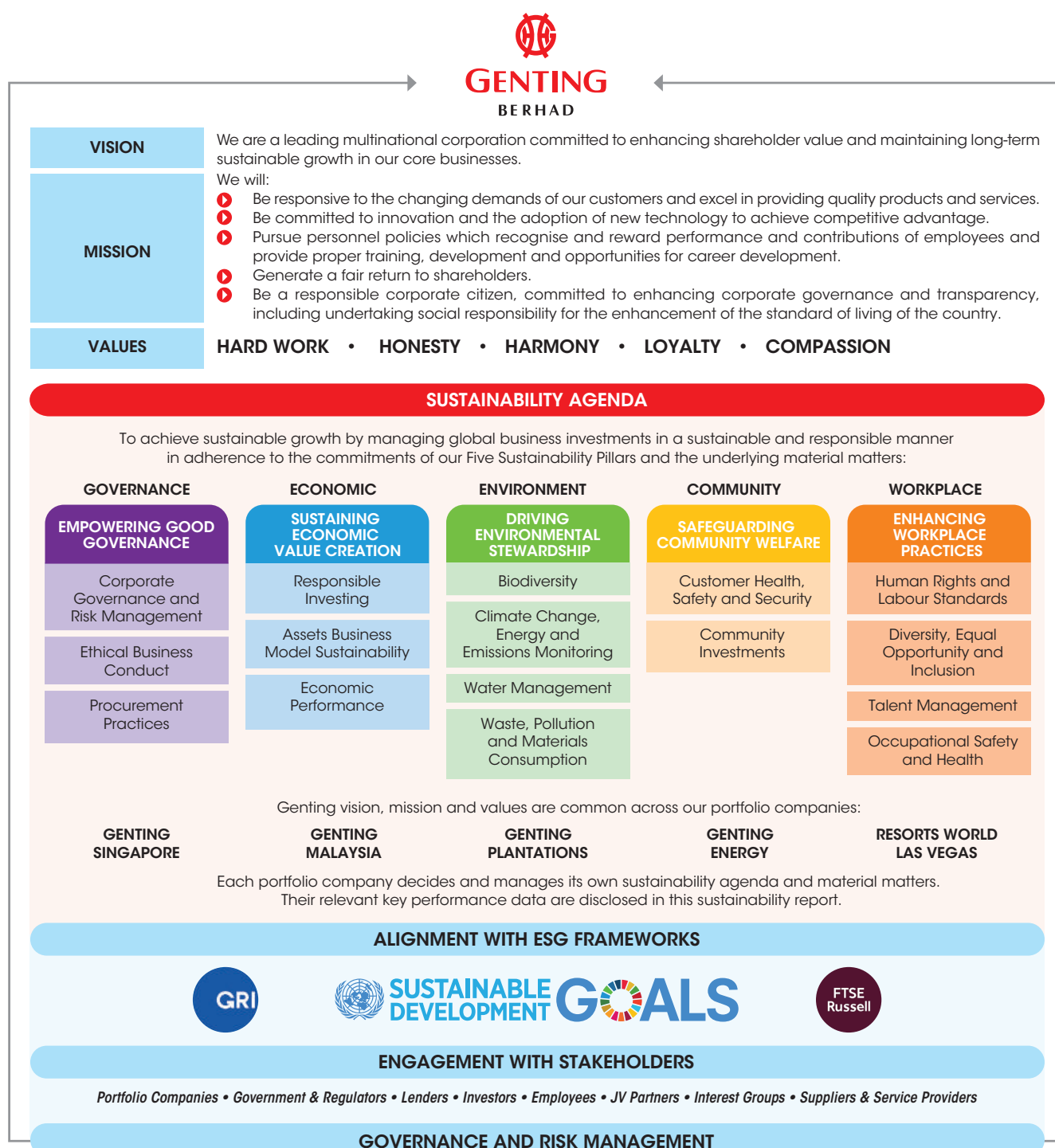


# OUR MATERIAL MATTERS

Our portfolio companies have the autonomy to decide and manage their respective material issues some of which are unique to their operations. At Genting Berhad, we engage and communicate the importance of our sustainability matters to our portfolio companies without hampering their respective strategies and efforts to drive their sustainability agenda.










This is supported by Genting Berhad's Sustainability Policy, which outlines the commitments and strategies of our Board and Management in managing global business investments in a sustainable and responsible manner.

## SUSTAINABILITY FRAMEWORK





# OUR MATERIAL MATTERS

## SUMMARY OF KEY MATERIAL MATTERS

Material Matters	Risk	Opportunities	Why it Matters	Our Strategic Response	UNSDG Linkages
<b>EMPOWERING GOOD GOVERNANCE</b>					
<b>Corporate Governance and Risk Management</b>	<ul style="list-style-type: none"> <li>May result in monetary losses, reputation losses and reprimands from regulators</li> <li>Failure to create value for the business, society and environment</li> </ul>	<ul style="list-style-type: none"> <li>Build trust and confidence among our stakeholders</li> <li>Established record in governance will result in improvement in the Group's operations and performance</li> </ul>	To regulate business risks and ensure compliance with all laws and regulatory requirements.	Appropriate internal control, policies and procedures are in place to minimise business sustainability risks.	 
<b>Ethical Business Conduct</b>	<ul style="list-style-type: none"> <li>Loss in customers' confidence</li> <li>Significant business and financial risks</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining stakeholders' trust and confidence</li> </ul>	To promote trust and longstanding partnerships with all stakeholders while reducing systemic risks.	All employees, directors, vendors, suppliers and business partners are to adhere strictly to our Code of Business Conduct and Ethics. A whistleblowing channel is available for reporting of potential misconduct. Refresher training on the Company's Anti-Bribery and Corruption System was conducted in 2022 for all employees.	
<b>Procurement Practices</b>	<ul style="list-style-type: none"> <li>Rise to reputational risks and loss of stakeholder confidence</li> <li>Result in higher supply chain and potential operational disruptions</li> </ul>	<ul style="list-style-type: none"> <li>Will help ensure continuous supplies from responsible sources</li> <li>Involvement unsustainable and responsible value chains will safeguard Group's business image and better appeal to investors</li> </ul>	To ensure products and services procured are from vendors or suppliers with good ESG track record that best fit our needs, while invigorating the local economy.	At company level, 92% of our procurement spending was awarded to local suppliers. At group level, 93% suppliers were sourced locally in 2022.	
<b>SUSTAINING ECONOMIC VALUE CREATION</b>					
<b>Responsible Investing</b>	<ul style="list-style-type: none"> <li>Give rise to credit and reputational risks to the Group</li> </ul>	<ul style="list-style-type: none"> <li>More holistic and integrated view of the companies we invest in.</li> <li>Increase green assets in our portfolio as well as improve and enhance income stream for ESG assets</li> </ul>	To incorporate ESG factors into the investment decision-making that will minimise sustainability risks and enhance financial returns in the long term.	Regular engagement with our portfolio companies to monitor their ESG initiatives and performance.	 
<b>Assets Business Model Sustainability</b>	<ul style="list-style-type: none"> <li>Affect brand image and reputation</li> <li>Inefficient digital planning and implementation may result in security concerns and frequent services downtimes.</li> </ul>	<ul style="list-style-type: none"> <li>Allow us to respond and innovate quickly to business environment changes</li> <li>Remain relevant and competitive</li> </ul>	To continue the wealth creation of our businesses for long term sustainable growth.	Regular engagement with our portfolio companies to monitor business continuity risks such as maintaining business licence, adhering to all relevant laws and regulations and ensuring our intellectual property rights are protected.	 
<b>Economic Performance</b>	<ul style="list-style-type: none"> <li>Adverse financial impacts</li> <li>Disruption to business operations</li> <li>Impact to potential customer base</li> </ul>	<ul style="list-style-type: none"> <li>Explore more opportunities in sustainable finance</li> <li>Strengthen financing risk assessment</li> <li>Maximise shareholders' wealth</li> </ul>	To ensure strong financial performance that will generate strong economic value and its distribution to our stakeholders, and support the local economy.	Regular engagement with our portfolio companies to monitor the financial performance of their operations.	
<b>DRIVING ENVIRONMENTAL STEWARDSHIP</b>					
<b>Biodiversity</b>	<ul style="list-style-type: none"> <li>Affect livelihoods, income and may cause exacerbate political conflict.</li> <li>Reputational risk</li> <li>Affects economic prosperity</li> </ul>	<ul style="list-style-type: none"> <li>Minimises the degradation of the environment</li> <li>Promotes healthy and improved environment for all forms of life</li> <li>Conserves natural resources</li> </ul>	While Genting Berhad does not have any significant direct impact on biodiversity, our portfolio companies have operations that have direct impact on biodiversity.	Regular engagement with our portfolio companies to monitor their biodiversity conservation efforts.	 
<b>Climate Change, Energy and Emissions Monitoring</b>	<ul style="list-style-type: none"> <li>Lower business growth</li> <li>Brand and image reputational risk</li> <li>Regulatory and policy risks intervention from regulators</li> <li>Increase in operational and investment costs</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate business alignment with climate change initiatives</li> <li>Access to green projects, partnerships and markets</li> <li>Leverage new and green technologies with government support and initiatives</li> </ul>	To reduce the carbon footprint and protect our environment.	Regular engagement with our portfolio companies to monitor their sustainability efforts to reduce carbon emissions from their operating properties. These efforts include our power plants using sustainable technology solutions to improve their operational efficiency and to reduce GHG emissions.	

# OUR MATERIAL MATTERS

Material Matters	Risk	Opportunities	Why it Matters	Our Strategic Response	UNSDG Linkages
<b>DRIVING ENVIRONMENTAL STEWARDSHIP (CONT'D)</b>					
<b>Water Management</b>	<ul style="list-style-type: none"> <li>Unnecessary consumption of resources and wastage</li> </ul>	<ul style="list-style-type: none"> <li>Sound management on water usage will help reduce operational costs and instil environmentally friendly culture amongst the workforce</li> </ul>	To conserve water, a finite resource and derive financial savings from reduced water consumption.	Monitor and track our water consumption at company level and by our portfolio companies.	  
<b>Waste, Pollution and Materials Consumption</b>	<ul style="list-style-type: none"> <li>Risks to ecosystem and human health</li> </ul>	<ul style="list-style-type: none"> <li>Proper waste and pollution management will help reduce operational costs and instil environmentally friendly culture amongst the workforce</li> </ul>	To reduce resource consumption and minimise the impact on the environment, including the reduction of GHG emissions.	Implementation of gradual digitalisation of our operations and recycling efforts to reduce consumption. Monitor and track the waste management performance of our portfolio companies.	
<b>SAFEGUARDING COMMUNITY WELFARE</b>					
<b>Customer Health, Safety and Security</b>	<ul style="list-style-type: none"> <li>Jeopardize the health, safety and security of customers</li> </ul>	<ul style="list-style-type: none"> <li>Better quality and more efficient services to customers through developing more convenient and responsible services</li> </ul>	The hotel and casino operations of our portfolio companies come with inherent risks to gambling addiction, site security and customer data privacy which may negatively impact their customers' wellbeing.	Monitor and track our portfolio companies' adoption of responsible practices such as responsible gaming practices by our leisure-based subsidiaries and the safety and security measures that are in place.	 
<b>Community Investment</b>	<ul style="list-style-type: none"> <li>Reputation and branding damage</li> <li>Lead to breakdown in relationship with surrounding community and potential loss of trust and business</li> </ul>	<ul style="list-style-type: none"> <li>Optimise community contributions by investing in impactful community programmes and initiatives</li> <li>Help resolve social and economic issues</li> </ul>	To support the underprivileged and the needy in our local communities.	We support our local communities through various forms that include donations in cash and in kind, employee volunteerism, fundraising events and other CSR projects.	
<b>ENHANCING WORKPLACE PRACTICES</b>					
<b>Human Rights and Labour Standards</b>	<ul style="list-style-type: none"> <li>May give rise to workforce disputes and talent related risks</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to productive working environment, increase staff morale, improve workforce productivity and operating efficiency</li> </ul>	To protect the rights of our employees.	Policies, codes of conduct and SOPs are in place to safeguard the rights of our employees and workers in accordance with the national laws where we operate. Whistleblowing mechanisms is available to prevent the violation of these rights.	     
<b>Diversity, Equal Opportunity and Inclusion</b>	<ul style="list-style-type: none"> <li>May lead to low morale, low productivity and adverse loss of talents</li> </ul>	<ul style="list-style-type: none"> <li>Create a diverse and inclusive environment for our employees, with opportunities for personal and professional growth.</li> <li>Instil the sustainability DNA through our core values.</li> </ul>	Genting Berhad values equality, diversity and inclusion as a key driver of productivity, innovation and workplace cohesion.	People related policies are in place to ensure fair treatment and equitable opportunities for all employees and job applicants, regardless of their background.	
<b>Talent Management</b>	<ul style="list-style-type: none"> <li>Impedes succession planning and business growth</li> <li>Employees face the risk of resentment if they are not equipped with the required skillsets in today's operating environment</li> </ul>	<ul style="list-style-type: none"> <li>Workforce can be reskilled, upskilled to improve the quality of our services, efficiency of operations and increased output.</li> <li>Improve staff retention, employee morale and succession planning programmes</li> </ul>	To ensure business continuity and succession planning.	We invest significant efforts in talent acquisition, engagement, development, retention and succession planning to build the required pool of talent to sustain and grow the business for the Company and the Group.	
<b>Occupational Safety and Health</b>	<ul style="list-style-type: none"> <li>Affects opportunities of economic and social development</li> <li>Increase of work-related accidents</li> </ul>	<ul style="list-style-type: none"> <li>Safe and decent work environment</li> <li>Improve work performance</li> </ul>	To ensure a safe workplace environment where health and safety hazards are minimised to prevent illnesses, injuries, loss of lives, and operational disruption.	Monitor and track Occupational Safety and Health ("OSH") practices that are in place to reduce potential OSH incidents and accidents. The OSH performance data is provided in this report.  Robust Covid-19 pandemic prevention procedures are implemented at our workplace and operating premises.	



# EMPOWERING GOOD GOVERNANCE

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# CORPORATE GOVERNANCE AND RISK MANAGEMENT



## BOARD OF DIRECTORS

Genting Berhad has established a robust sustainability governance structure involving the Board, which is the highest governance level in the Company, to set the strategic sustainability direction and ESG agenda.

The Board has oversight over all sustainability matters of Genting Berhad, as part of its Corporate governance and risk management functions. The Board members are highly qualified professionals who bring a wealth of industry experience and expertise combined with financial and related skills to lead the Company towards achieving its long-term goals. In line with the Malaysian Code on Corporate Governance, we practise non-discrimination in any form by ensuring due consideration is given to identify suitably qualified candidates if there is a need to appoint a new director.

Genting Berhad recognises the importance of Corporate Governance and Risk Management as a crucial process in creating a healthy and dynamic corporate culture through robust audit and risk management functions. Additional information on the corporate governance and risk management functions of Genting Berhad can be found in the 2022 Annual Report.

The Board has established the Board Committees, comprising Audit Committee, Risk Management Committee, Nomination Committee and Remuneration Committee to carry out its duties and responsibilities. The Board takes into account sustainability considerations when exercising its duties, including among others, the development and implementation of company strategies, business plans, major plans of action and risk management. The Board is assisted by the executive committees and sustainability working teams in carrying out its sustainability responsibilities.

## EXECUTIVE COMMITTEE ("COMPANY EXCO")

The strategic management of material sustainability matters is driven by the Company Exco, comprising the senior management of Genting Berhad. The Company Exco engages with the Group Executive Committee, guides its sustainability working team and reports all relevant matters to the Board for deliberation. The Company Exco meets every month with the heads of departments of the Company and business units to review and make executive decisions on material issues and business strategies including ESG related matters. The President and Chief Operating Officer who is an executive director of the Company, normally chairs the Company Exco meetings. He is the designated person within the senior management to provide dedicated focus to manage sustainability strategically, including the integration of sustainability considerations in the operations of the Company.

## GROUP EXECUTIVE COMMITTEE ("GROUP EXCO")

The Group Exco comprises the Executive Committee members of Genting Berhad and its key subsidiary companies. The Group Exco meeting is a monthly gathering of the executive directors, presidents and chief operating officers, chief financial officers and other senior executive officers from Genting companies, who meet to discuss and decide on material issues and strategies on a group basis, including ESG related matters. The President and Chief Operating Officer who is an executive director of the Company, normally chairs the Group Exco meetings.

## RISK & BUSINESS CONTINUITY MANAGEMENT COMMITTEE ("RBCMC")

The RBCMC institutionalises the risk management practices in the respective business units of Company; ensures the effectiveness of the risk management policies and processes; identifies and reviews relevant material risks including sustainability risks and ensures appropriate actions are taken. The committee meets on a quarterly basis in a year to ensure the continual effectiveness, adequacy and integrity of the risk management system and any key risk matters including sustainability risks are escalated to the risk management committee and the Board for deliberation and approval.

RBCMC comprises the senior management of the Company and is chaired by the President and Chief Operating Officer of Genting Berhad, who is an executive director of the Company.

# CORPORATE GOVERNANCE AND RISK MANAGEMENT

## SUSTAINABILITY GOVERNANCE

### SUSTAINABILITY WORKING TEAMS

The sustainability working team of the Company comprises all departments that handle ESG data and information and is managed by the Curation and Communications department to prepare the annual sustainability report. The Curation and Communications department engages with the sustainability working teams of portfolio companies or subsidiaries to collate their ESG data and information for reporting as well as presents any material ESG findings and proposed actions to Company Exco for deliberation and guidance. The sustainability working teams from subsidiaries manage their respective sustainability initiatives, some of which are unique to their operations.

### HEADS OF DEPARTMENTS

The heads of departments of Genting Berhad are responsible to execute and integrate the sustainability initiatives of the Company as part of the daily operations. They monitor and communicate feedbacks to the Company Exco and the sustainability working team of Genting Berhad.

GENTING BERHAD	GOVERNANCE BODY	ROLES & RESPONSIBILITIES
<b>Group Executive Committee</b> Senior Management from Genting Berhad and key subsidiaries	<b>BOARD OF DIRECTORS</b>  <b>Board Committees</b> Executive & Non-Executive Directors	<ul style="list-style-type: none"> <li>Has oversight of all sustainability matters of Genting Berhad, as part of its corporate governance and risk management functions.</li> <li>Reviews and endorses the sustainability agenda, sustainability framework, sustainability policy and the annual sustainability report.</li> <li>Established Board Committees to carry out its duties and responsibilities.</li> <li>Assisted by the Executive Committees and sustainability working teams in carrying out its sustainability responsibilities.</li> </ul>
	<b>EXECUTIVE COMMITTEE</b>  Senior Management	<ul style="list-style-type: none"> <li>Drives the strategic management of material sustainability matters of Genting Berhad.</li> <li>Engages with the Group Executive Committee, guides its sustainability working team and reports all relevant material matters to the Board for deliberation.</li> <li>The President and Chief Operating Officer is the designated person within senior management to provide dedicated focus to manage sustainability strategically, including the integration of sustainability considerations in the operations of Genting Berhad.</li> </ul>
	<b>RISK &amp; BUSINESS CONTINUITY MANAGEMENT COMMITTEE</b>  Senior Management	<ul style="list-style-type: none"> <li>Institutionalises the risk management practices in the respective business units of Genting Berhad, ensures the effectiveness of the risk management policies and processes, identifies and reviews relevant material risks including sustainability risks and ensures appropriate actions are taken.</li> </ul>
<b>Sustainability Working Team - subsidiaries</b> Genting Malaysia Berhad Genting Plantations Berhad Genting Singapore Limited Genting Energy Limited Resorts World Las Vegas	<b>SUSTAINABILITY WORKING TEAM</b>  Heads of Departments	<ul style="list-style-type: none"> <li>Comprises all departments of Genting Berhad that handle ESG data and information and is managed by the Curation and Communications department to prepare the annual sustainability report.</li> <li>Curation and Communications department engages with sustainability working teams of subsidiaries to collate ESG data and information for reporting and presents any material findings and proposed actions to the Executive Committee of Genting Berhad for deliberation and guidance.</li> <li>Sustainability working teams from subsidiaries manage their respective sustainability initiatives, some of which are unique to their operations.</li> </ul>
	<b>HEADS OF DEPARTMENTS</b>  Executives and Staff	<ul style="list-style-type: none"> <li>Execute and integrate sustainability initiatives as part of the daily operations.</li> <li>Monitor and communicate feedbacks to the Executive Committee and the sustainability working team of Genting Berhad.</li> </ul>



# ETHICAL BUSINESS CONDUCT

## ANTI-CORRUPTION AND WHISTLEBLOWING

As an investment holding company, Genting Berhad holds the Group to the highest standard of integrity and advocates ethical business principles, fair practices and professional conduct in all our financial and non-financial dealings. This is outlined in our Code of Business Conduct and Ethics for Employees and Directors, which sets out a comprehensive list of expected behaviour among all employees and directors of the Group and its unlisted subsidiaries, governing:

- A safe and fair workplace.
- Protection of company information, records and assets.
- Duties of good faith, diligence and integrity, including conflict of interest, gifts, bribery and corruption, insider trading, money laundering, punctuality and attendance, fraud, purchasing and sourcing, and unfair competitive advantages.
- Interaction on social media and with members of the traditional media.
- Expected conduct with internal and external parties.
- Security responsibility.
- Whistleblower procedures.

Additionally, all directors and employees of Genting Berhad have signed an Integrity Pledge and have declared conflicts of interests. Directors are also required to observe the Company Directors' Code of Ethics established by the Companies Commission of Malaysia. Third parties engaged to conduct business on behalf of or provide services to Genting Berhad are also required to acknowledge and adhere to the Code of Conduct for Third Parties to formalise the engagement.

### ANTI-BRIBERY AND CORRUPTION SYSTEM

Genting Berhad's Anti-Bribery and Corruption System ("ABCS") was established on 1 June 2020. The ABCS Manual, is designed to provide a frame of reference and guidance to all persons working for and with the company in observing and complying with the applicable laws on anti-bribery and corruption. It covers all forms of bribery and corruption, i.e. the offering, promising, giving, accepting or soliciting of an undue advantage or gratification of any value, financial or non-financial, directly or indirectly, irrespective of location.

Annual refresher training is conducted and for 2022, it was conducted in June and July. ABCS awareness has also been made a part of the induction programme of new employees. Awareness is further emphasized with e-posters on the key aspects of ABCS shared on a quarterly basis to all employees.

As Genting Berhad is an investment holding company, it has no departments or operations that are deemed to be at a higher risk of susceptibility for corruption. Departmental SOPs help to ensure compliance with the ABCS, and annual audits on ABCS compliance are conducted at all departments of Genting Berhad. There was zero case of anti-bribery and corruption recorded in 2022.

Third parties are required to complete a Due Diligence Questionnaire, provided together with a copy of the company's Code of Conduct for Third Parties, and sign an acknowledgement declaring an undertaking, amongst others, that they will not commit acts of bribery and corruption, they will comply with the Code of Conduct for Third Parties and report any acts of bribery and corruption through the Company's Whistleblower channels.

## ETHICAL BUSINESS CONDUCT ANTI-CORRUPTION AND WHISTLEBLOWING

### WHISTLEBLOWING POLICY AND PROCEDURES

The whistleblowing mechanism was established to ensure our employees and other stakeholders have an avenue to report their concerns on improper conduct freely without fear of reprisal or intimidation. The process is guided by our Whistleblower Policy which is disseminated to all employees and made available on the Company's website at [www.genting.com](http://www.genting.com) and overseen by the Whistleblower Committee.

The Whistleblower Committee comprising the Executive Director, President and Chief Operating Officer of Genting Berhad, the Chief Financial Officer of Genting Berhad and such other person as the President shall determine from time to time, are tasked with reviewing complaints received through the Whistleblower Committee.

Complaints and concerns of potential misconduct can be directed to the Whistleblower Committee through the following means:

- 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 complaint directly to any Whistleblower Committee member or the Secretariat; or
- By sending an email to [whistle@genting.com](mailto:whistle@genting.com)

These anti-corruption measures are further augmented with due diligence reviews, clear limits of authority and clear guidelines on what is acceptable conduct for employees, as well as warning of consequences for failure to comply. Oversight is provided by the Risk Management Committee of the Board and the Risk and Business Continuity Management Committee comprising senior management of the Company.

### ANTI COMPETITIVE BEHAVIOUR

Genting Berhad is in compliance with the Malaysian Competition Act 2010 which prohibits anti-competitive agreements and the abuse of a dominant position in a market in Malaysia.

We do not practice or condone collusion with potential competitors. Neither do we abuse our market position to gain an unfair advantage nor participate in anti-competitive behaviour or actions such as price fixing, coordinating bids, creating market or output restrictions, or allocating customers, suppliers, geographic areas and product lines.

We are committed to comply with all applicable laws and adhere to the principles of fair competition in all of our business dealings, as espoused by Genting Berhad's Code of Business Conduct and Ethics. This commitment is monitored and managed by robust audit and whistleblowing functions, which resulted in zero legal action on anti-competitive behaviour and zero violation of antitrust and monopoly legislation in 2022.

# PROCUREMENT PRACTICES

## RESPONSIBLE SOURCING AND SUPPLY CHAINS

As our Group has diverse businesses in multiple countries, we have a wide range of suppliers, business partners and service providers ("vendors") across the world that we work together to create long term value. We operate an effective supply chain of about 13,000 vendors in 2022, covering in 9 countries, of which 75% are vendors contracted for our leisure & hospitality division, 15% for our plantations division, 8% for our energy division and 2% for our Malaysian-based head office.

We firmly believe that sustainability is a collective responsibility that must be shouldered by every member of our organisation and our supply chain. We are cognisant that working closely with our supply chain providers is key to mitigating any supply chain or procurement risks.

### OUR APPROACH

As major purchasers of goods and services in the countries where we operate, we are aware that our purchases play a significant impact in supporting the local economies. Local vendors are engaged wherever possible. A high composition of local vendors are contracted within our Group. 91% of local vendors were contracted by our head office in 2022 (2021: 90%). Our business units in Malaysia have high composition of local vendors ranging from 91% to 97% in 2022.

All our business units have stringent procurement systems in place to ensure our vendors conduct their businesses in an ethical and responsible manner. Our supply chain management takes a holistic approach, starting from the selection to registration process where sustainability matters such as fair labour practices, business integrity and ethical standard as well as safety requirements are considered; risk assessment that includes ESG related risks and operational controls. All business transactions are conducted electronically to ensure full compliance, governance, transparency and for an audit trail. We have adopted high compliance standard in all our operations. There were no violations of material laws and regulations concerning our operations, the provisioning of information, or marketing communication, particularly in the social and economic areas in 2022.

General expectations for our vendors			
<b>Legal obligations</b>	Suppliers shall comply with all applicable laws, legal regulations, directives and guidelines; and all obligations in any contract that a supplier may have with our company/Group.	<b>Certifications</b>	If our company/Group requires additional certifications, such as ISO, MSPO, ISPO, ISCC, RSPO or other relevant accreditations, suppliers shall make good faith efforts to obtain such certifications in a timely manner. Suppliers need to ensure their products and services are responsibly sourced according to applicable national regulations as well as regional and international standards.
<b>Responsible Sourcing</b>	Suppliers need to ensure their products and services are responsibly sourced according to applicable national regulations as well as regional and international standards.	<b>Information disclosure</b>	Suppliers shall accurately disclose information regarding their labour, health and safety, environmental practices, business activities, structure, financial situation and performance, in accordance with prevailing industry practices.
<b>Work on our premises</b>	Suppliers working in our properties or facilities shall comply with all our applicable policies and requirements.	<b>Cooperation</b>	Suppliers shall cooperate with any information requests or audits that our company/Group may initiate to confirm their fulfilment of these responsibilities. Though we seek to work with suppliers to improve conditions, we may terminate the relationship with any supplier that fails to meet these responsibilities.

### Sustainable sourcing is practised across all business units of our Group

Our sustainable sourcing practices integrate social, ethical and environmental factors into selecting suppliers to understand and manage risks more clearly, while tapping into significant opportunities. These risks include the possibility of supply disruption, cost volatility, threats to brand reputation and challenges related to compliance with local laws and regulations. The ultimate goal of our sustainable sourcing is to build solid and long-term relationships with suppliers. As our leisure and hospitality division has the highest number of vendors in our Group, the features in this section are on Genting Malaysia and Genting Singapore.



# PROCUREMENT PRACTICES

## RESPONSIBLE SOURCING AND SUPPLY CHAINS

### OUR FEATURE: GENTING MALAYSIA

### Our leisure team in Malaysia spent about 90% locally on procurement

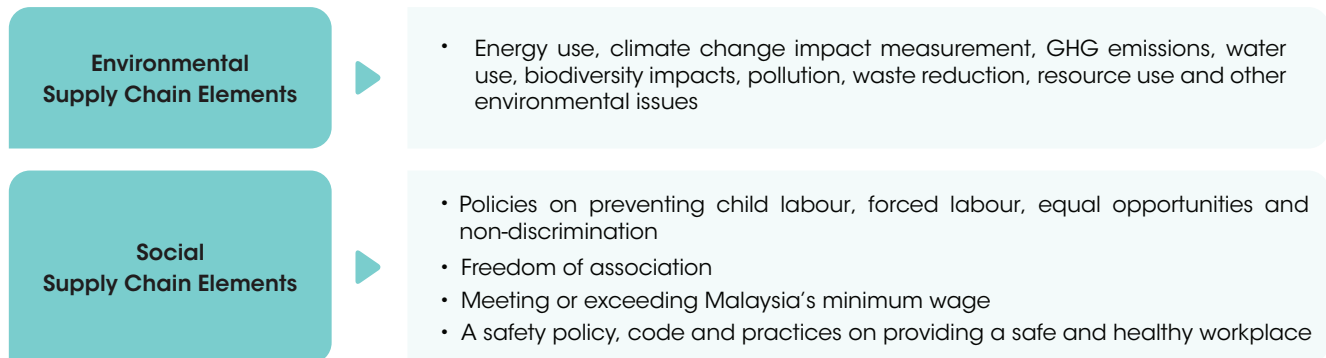
Our leisure business division in Malaysia (under Genting Malaysia) operates an effective supply chain of about 4,000 global suppliers. A Procurement Eco-System using SAP Ariba technology is used to provide our team and the vendors with greater control and visibility on all transactions done. Genting Malaysia engaged local contractors wherever possible for its projects to procure local products, materials and subcontractors where feasible. Items that cannot be manufactured or sourced locally, such as gaming products, are sourced from overseas from ethical suppliers. Our leisure team also seeks opportunities to develop local suppliers and promote local hiring as appropriate to meet its growing business needs. Genting Malaysia spent about 84% of its procurement expenditure on local suppliers in 2022, equivalent to a total spend value of RM2.1 billion on local procurement as of 31 December 2022.

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

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

Our team in Genting Malaysia familiarises all suppliers with the Group's ethical supply chain principles and requires each supplier to acknowledge the Group's commitment upon engagement. Genting Malaysia hopes to encourage and help its suppliers improve their practices. Genting Malaysia is committed to its supplier-sourcing assessment processes, which include social and environmental elements.

### Social and Environmental Supply chain - Genting Malaysia



### Social And Environmental Supply Chain Initiatives



## OUR FEATURE: GENTING SINGAPORE

Award-winning procurement practices  
by our leisure team in Singapore

Our leisure team in Singapore (Genting Singapore) has been awarded Overall Winner for two consecutive years (2021-2022) and Best Use of Digital Technology (2022) from the CIPS Asia Excellence in Procurement Awards in recognition of our procurement excellence in Singapore. The Best Use of Digital Technology award highlights our team's successful implementation of procurement technology with sustainability and business efficiency in mind, saving about 60kg of paper per year through the conversion of procurement manual forms into digitised forms with e-workflow.

## Resorts World Sentosa to be the sustainable destination of choice

Genting Singapore aims to set Resorts World Sentosa as the sustainable destination of choice – promoting conscious products and experiences, prioritising suppliers with shared ambitions and collaborating with the wider ecosystem to build a more diverse and sustainable choices for all. 70% of its seafood resort-wide is responsibly sourced in 2022, surpassing its target of 63%.

Our responsible sourcing strategy in Singapore is anchored on three focus areas:

1. **Investing in sustainable sourcing:** We are dedicated to ensuring that the products and services that we procure originate from environmentally friendly and sustainable sources, especially for major purchases and key material categories such as food and beverage, cleaning, and transport. We are also a strong advocate of local sourcing as it can help to stimulate the national economy and reduce our carbon footprint.
2. **Advocating within our supply chain:** We select and collaborate with suppliers with the shared values and ambition of being the sustainable choice. We also advocate within our supply chain for sustainable business practices via joint supplier development projects to create innovative solutions.
3. **Enhancing compliance and corporate governance:** We adopt fair and ethical tendering and supplier selection processes and abide by a rigorous set of criteria for evaluation of all potential suppliers including price, quality, track record, technical competency, financial stability, service support and sustainability initiatives. All business transactions are conducted electronically to ensure full compliance, governance, transparency and for an audit trail. To manage financial, regulatory, fraud and reputational risks, we engage a third-party risk database service provider, World-Check by Refinitiv, in addition to executing adverse news screening via public sources, to screen all bidders participating in tenders and all new suppliers at registration point. In addition, we also put selected suppliers on active monitoring.

# PROCUREMENT PRACTICES

## RESPONSIBLE SOURCING AND SUPPLY CHAINS

### OUR FEATURE: GENTING SINGAPORE (Cont'd)

#### OUR PROGRESS

**Sustainable sourcing:** We have identified 22 key material categories, comprising our major purchasing categories, with the aim to maximise the impacts that we can deliver to people and the planet. Since then, we have made steady progress in our transition towards more sustainable and responsible use of materials, especially for our top three key material categories – food and beverage, cleaning and transport. Given the accelerated advancement of our initiatives, we will be reviewing and revising our targets to continue pushing the boundaries.

**Food and Beverage:** 70% of our seafood resort-wide is responsibly sourced, surpassing our target of 63%. We have also converted 94% of our plastic disposable ware and amenities in our hotels and convention centre into their respective environmentally friendlier alternatives, exceeding the original target of 80%.

**Seafood:** S.E.A Aquarium strives to have a fully sustainable seafood menu, and the Conservation & Research team continues to act as the internal advisor for Ocean Restaurant on sustainable seafood and procurement practices. We take guidance from knowledge partners such as the Marine Stewardship Council for advice on our sustainable food choices, while at the same time educating the public on unsustainable fishing practices and encouraging them to make well-informed food choices in their daily lives.

**Cleaning:** We have replaced 100% of the chemical-based agents with environmentally friendly cleansing agents for kitchen pipe cleaning. Across the resort, 72% of the cleaning chemicals used are now eco-friendly.

**Transport:** We have reduced 72% of previously required trips by utilising trip optimisation technology and the provision of complimentary shuttle buses for our team members.

**Supporting Local First:** We believe that local businesses are more sustainable, requiring less transportation, and our purchases help to support the wider local economy. Where possible, we take a local-first approach in our procurement.

**Increasing overall spend:** In 2022, 90% of Genting Singapore's purchases came from local spend. This is part of our initiative to support the local supply chain and reduce our environmental footprint.

**Supporting local farms:** We are accorded the highest tier Logo Recipient for the Singapore Food Agency's Farm-to-Table Recognition Programme, which recognises businesses that support local farms by ensuring that at least 15% of their supplies are minimally from three local produce categories such as (hen shell eggs, leafy vegetables, beansprouts, and fish). This programme is in line with Singapore's 30-by-30 goal, which is to be able to sustainably produce 30% of Singapore's nutritional needs by 2030.

**Supply chain advocacy:** Beyond changing our sources, we also invest resources in engaging our existing supply chain. Our supply chain engagement initiatives are guided by an updated Sustainable Procurement Policy and enhanced Supplier Code of Conduct, with a stronger focus on data protection, labour and human rights, effective waste management, and monitoring and evaluation exercises.

Some of our initiatives include:

- Exploring opportunities to remove secondary plastic packaging to further reduce packaging waste
- Collaborating with key transport vendor to improve their ESG performances by test-bedding electric shuttle buses at our resort
- Adding trade-in and buyback as part of the sourcing requirements for the information technology and audio-visual categories
- Mandating our scenic construction work suppliers and service providers to be minimally bizSAFE 3 accredited.

To launch suppliers in their respective sustainability journeys, our team has started a pilot project to track and monitor the carbon emissions of our suppliers from the top three key material categories in Singapore. All supplier engagement efforts such as suppliers' emission data collection, action plans tracking, and monitoring will be done via a Software-as-a-Service (SaaS) platform. With the proposed action plans and timelines, we will then work together with the suppliers to identify areas of impact and improvement. Through this supplier engagement programme, the suppliers will have the opportunity to learn about sustainability best practices through trainings and webinars organised by our team in Singapore.

# PROCUREMENT PRACTICES

## SUSTAINABLE BUILDING DESIGNS AND FACILITIES

Globally, the building sector accounts for about 40% all energy-related carbon emissions. Adapting new builds and upgrading existing buildings with the use of the right design is necessary.

### OUR APPROACH

We aim to integrate sustainability principles and innovation into our new builds and upgrades to decarbonize as we work towards carbon neutrality by year 2050.

#### OUR FEATURE: GENTING SINGAPORE

In Singapore, with RWS 2.0 expansion plans underway, it is critical that we continuously adopt green building technologies and sustainability principles to new builds and existing buildings. We look at this in the following ways:

1



#### Innovations

We keep abreast on latest building innovation and technologies, test bed and assess its suitability for wide scale adoption across our properties

2



#### Design Principles

We are committed to integrating sustainable design principles into how we build. These include integrating design solutions or passive design strategies that help us reduce our carbon footprint across the domains of energy, water and waste

3



#### Partnerships and Collaborations

We partner with like-minded organisations to develop innovative building and facilities solutions, and test bed them at our sites for scalability in future expansion settings

#### Sustainable design at Ocean Restaurant

We incorporate a wide range of sustainable and ethically sourced materials in the recent redesign of Ocean Restaurant, such as a certified environmentally friendly premium alternative to timber for the ceiling and wall finishes; stone tiles in the restaurant that comprise up to 40% recycled material; and the banquette seats that are enveloped in deep aquamarine fabrics certified Made in Green by OEKO-TEX, a traceable product label that has been manufactured in environmentally friendly facilities under safe and socially responsible working conditions.



## PROCUREMENT PRACTICES

### SUSTAINABLE BUILDING DESIGNS AND FACILITIES

#### OUR FEATURE: GENTING SINGAPORE (Cont'd)

Green Mark  
re-certification in  
progress, will  
**exceed**  
**target of**  
**75% by**  
**2030**  
(64% in 2022)

#### OUR PROGRESS

Since its inception, Genting Singapore has achieved minimally BCA Green Mark Certified for all owned buildings. As of 2022, 64% of our buildings by gross floor area are Building and Construction Authority ("BCA") Green Mark certified, in pace with and will exceed the national Green Building Masterplan's (fourth edition) target of 75% by 2030. At the time of writing, Festive Hotel, Beach Villas and Equarius Hotel are undergoing recertification. Pending BCA's confirmation and response, we will welcome our first zero energy building at our warehouse in Pandan Gardens, powered by solar energy through the building's solar panels.

RWS 2.0 is set to bring about new and exciting visitor offerings, and as we make headway through our expansion plans, we ensure that we uphold ourselves to high sustainable standards for new buildings.

Some of the ongoing work in progress includes:

- **Thermal Energy Storage:** We completed our thermal energy storage ("TES") study, with results confirming that it can effectively serve to complement the installation of a second district cooling plant to support RWS 2.0 cooling needs. The new TES will be 14,000m<sup>3</sup> in size, and will support 25% of the new RWS 2.0 expansion's cooling during the day for up to 10 hours consecutively. TES 2.0 will take advantage of cooler night temperatures, charge up chilled water to be released at night, which will lead to efficiency and an estimated electrical savings a year or avoided emissions. This will help to reduce chiller demand in the day and avoid 1,772 kWh demand charges, which will lead to an estimated savings of SGD244,500 per year.
- **Green Mark Platinum:** All upcoming new builds under our expansion plan are being designed and planned to be certified Green Mark Platinum. In addition, we will continue to strive for the new Research Learning Centre which will be part of the Singapore Oceanarium to be carbon neutral and for Universal Studios Singapore's Minion Land to be Singapore's first attraction to be 100% powered by renewable energy.



Genting Hotel Jurong which is certified Green Mark Platinum



Resorts World Sentosa's warehouse in Pandan Garden to be powered by solar energy.

## OUR FEATURE: GENTING SINGAPORE (Cont'd)

**Sustainable Outfitting**

Our Building Enhancement team, in close collaboration with other relevant business units, embed sustainability principles in their enhancement plans and apply passive sustainable design elements from design to build. Some best practices the team has been following include:

**Design concept:** The team incorporates key sustainability elements at the design phase such as naturally ventilated spaces or biophilic designs, which will be present in some of the builds at our upcoming RWS 2.0 expansion.

**Use of materials:** The buildings make use of certified green construction purchases, such as silestone, carpets, wall coverings, low Volatile Organic Compounds ("VOC") paint and others in locations such as rooms and public areas. Energy- and water efficient fittings, such as two-tick hand showers and basins, are also incorporated into the rooms.

**Green covers:** Green infrastructure provide natural cooling to surface temperatures while being aesthetically attractive whether placed indoors or outdoors. At the newly renovated Soi Social Restaurant, outdoor fans, trellis and outdoor greenery were installed, with more plans to increase more green cover around Festive Walk.



Our plans:

- For all upcoming new builds under the RWS 2.0, we plan to be certified with Green Mark Platinum. We have already commenced testing some promising innovations, such as the outdoor cooling at the Forum and Festive Walk, which if successful, can be rolled out across the resort.
- Submitted Hotel Michael to be part of Singapore's Building and Construction Authority's Innovation Challenge to seek new innovations in the industry to help achieve 75% energy savings from national 2005 baseline.
- We have committed for all new builds to integrate sustainability principles in their design. For example, the upcoming Research and Learning Centre will aim to be a carbon neutral building.
- In the renovation of Festive Hotel, now renamed as Hotel Ora, we invested in more certified green construction materials, such as wall coverings, vinyl and low VOC paints. Visitors to the refreshed Forum will also enjoy more naturally ventilated dining spaces, an ETFE system to improve thermal comfort among many other features.



## PROCUREMENT PRACTICES

### SUSTAINABLE BUILDING DESIGNS AND FACILITIES

#### OUR FEATURE: RESORTS WORLD LAS VEGAS

#### Green Buildings – GOLD Certification under LEED

Resorts World Las Vegas' three hotel brands, namely Las Vegas Hilton, Conrad Las Vegas and Crockfords Las Vegas, LXR Hotels & Resorts, have earned Gold Certification under the LEED programme. Developed by the U.S. Green Building Council LEED certification is considered the benchmark in the green building industry, providing building owners and operators with a framework for identifying and implementing practical and measurable green building strategies. The Gold Certification positions the resort amongst the best energy-efficient facilities in the world.



Developed by the U.S. Green Building Council, LEED certification is considered the benchmark in the green building industry, with only six other LEED Gold buildings within the hospitality and lodging sector in Nevada. LEED certification provides building owners and operators with a framework for identifying and implementing practical and measurable green building strategies. The LEED Gold Certification encompasses nearly four million square feet of gross floor area within the Resorts World Las Vegas complex.

One of the key pillars in Resorts World Las Vegas strategic plan for sustainability at the Resort is integrating practices that have positive effects on the environment throughout all operations. The LEED Gold Certification is a testament to the resorts' long-term commitment to help improve the environment while still offering premium accommodations and experiences for its guests.

Since the initial stages, the development of Resorts World Las Vegas was rooted in the concept of green building. The property's design team aimed to reduce environmental impact and achieve long-term sustainability through eco-friendly design. Resorts World Las Vegas will continue to integrate environmentally responsible practices into day-to-day operations and future planning for the resort.

## OUR FEATURE: GENTING MALAYSIA



Genting Gardens Hotpot, one of the latest gastronomical additions to Resorts World Genting, won the Bronze Award at the Build4Asia Awards 2022. Build4Asia is an award organised by Build4Asia and PRC Magazine, celebrating the most exemplary developments, innovations and standards of excellence in the building industry. This restaurant is designed to be mainly self-sustaining with the adjoining indoor vertical farming being the primary source of farm-fresh ingredients for the restaurant's menu, minimising the carbon footprint.

Resorts World New York City, which opened the 400-room Hyatt Regency JFK Airport in 2021, was honoured at the Queens Chamber of Commerce's Building Recognition Awards. The property won Best New Construction and Best Interior Design in the hotel categories.

Resorts World Catskills has been LEED-certified by the U.S. Green Building Council. The resort includes 332 hotels suites, 6 restaurants, 2,000-seat events centre, spa, entertainment and gaming area that are developed with energy efficiency and comfort focused.





# SUSTAINING ECONOMIC VALUE CREATION

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# RESPONSIBLE INVESTING

As an established investment holding company listed on the local bourse since 1971, we are aware that our continued success is intrinsically linked with our role as a responsible investor.

Our focus on the long-term investment horizon has grown over time to incorporate ESG factors into our investment decisions and the management of our portfolio. This investment and management philosophy has helped us to better anticipate risks and improve returns, and make a difference to the people where our businesses operate.

Our portfolio companies' businesses thrive better with ESG factors embedded in the company culture and strategy to drive sustainable growth

Their customers enjoy experiences, services, solutions and products that help meet their needs

Our employees find fulfilment in an equal opportunity and safe workplace where everyone can thrive

Our suppliers gain the opportunity to compete in a level playing field

Our marketplaces flourish with the economic injection

Our shareholders and lenders gain peace of mind in knowing that our businesses will generate sustainable long-term returns

As an engaged investor with long-term assets, our aim is to integrate ESG considerations into the practices of our portfolio companies and play the role of an active steward, through engagement and influence, to encourage positive ESG actions that translate into long-term value.

Our responsible stewardship process can be summed up as follows:

## MONITOR

Ongoing due diligence to assess business performance, governance practices, risks and opportunities

## ENGAGE

Communicate regularly with Board, Management and senior executives on ESG matters and influence actions

## ACT

Leverage equity holdings to vote on ESG issues, drive outcomes and increase or decrease our holdings as needed

Genting Berhad's commitment to responsible investing have also driven us to venture into impact investing, primarily in life science and biotechnology companies that are in various stages of research and development ("R&D") to find new treatments and new ways to improve society's health and lifestyle.

Our investments in life science companies such Genting TauRx Diagnostics Centre Sdn Bhd, TauRx Pharmaceuticals Ltd ("TauRx"), Celularity Inc. and DNAe Group Holdings Limited are in various stages of research and development to find new treatments and ways to improve our society's health and lifestyle. While the success rates of these investments are less certain than traditional investments with potentially longer gestation periods before any breakthrough discovery, we believe the potential impact on human health and organisational wealth justifies our investments in this industry.

In October 2022, TauRx announced encouraging top-line results from their Phase 3 Alzheimer's study, LUCIDITY, the only late-stage clinical trial specifically targeting the tau pathology of Alzheimer's disease.

Addition data analysis is ongoing and TauRx is expected to announce further data on the completion of their 24-month study by mid-2023.

Our commitment to responsible investing also provides a platform for Genting Plantations to conduct R&D aimed to increase yield and productivity of its oil palm estates.

Further investment considerations in these and other sectors of businesses will continue to be driven by our ESG considerations to strengthen and complement our diversified portfolio and be ready to capitalise on new growth opportunities.

# ASSETS BUSINESS MODEL SUSTAINABILITY

As an investment holding company, Genting Berhad's wealth creation ability relies on the business model sustainability of our investment assets. Hence, maintaining the brand integrity, system efficiency and operational approvals of our portfolio companies is central to the Group's continued financial performance.

## APPROVALS AND LICENSES TO OPERATE

Genting Berhad and our subsidiaries comply with all regulatory requirements and licensing conditions to ensure continuity of operating licenses and approvals granted to carry out the core businesses of the Group. As any non-compliance with reporting obligations, gaming regulations and laws exposes us to potential penalties, sanction and/or a review of findings of suitability or revocation of licenses issued, we have internal systems in place to track and monitor our reporting obligations and continued compliance with the relevant requirements.

This includes the provision of adequate and reliable financial and corporate governance disclosures in adherence to the relevant laws, regulations and/or listing requirements of Genting Berhad and our respective portfolio companies, which is overseen by their audit functions and Boards.

A comprehensive Nevada casino licensing process has already been undertaken by Genting Berhad, to ensure that its directors and key officers and the relevant subsidiaries in connection with the development and construction of Resorts World Las Vegas, including findings of suitability for certain officers and directors of Genting Berhad and the registration of Genting Berhad as a public traded corporation by the Nevada Gaming Commission.

In addition, Genting Berhad, the relevant entities holding or operating gaming businesses, as well as the relevant directors and senior management have been found suitable and/or are licensed under gaming regulations and laws in several other jurisdictions, including the gaming regulatory authorities in Singapore, the Bahamas and the New York State.

We are pleased to note that Genting Berhad has not been fined or censured for any environmental or socioeconomic non-compliance for the past three years.

## BRAND AND REPUTATION

At Genting Berhad, our intellectual property ("IP") rights, in particular our "RESORTS WORLD" and "GENTING" brand names are valuable company assets. These brand names have strong brand recognition, particularly in the Asian markets that have come to be associated with premier leisure destinations. Our Genting brand, in particular ranks among Malaysia's top brands.

Hence, it is important to protect our brand assets and IP rights to ensure that the brand value remains strong to support the growth of our businesses globally. The use of these brand assets is regulated by compliance with their respective brand guidelines and manuals.

The Genting Group markets and offers a suite of products under a number of leisure premier brands including Genting, Resorts World, Genting Grand, Genting Club, Crockfords and Maxims. The Genting Group also have tie ups with established names such as Universal Studios, Premium Outlets, Zouk, Hard Rock Hotel, Hilton and other renowned brand partners.

We constantly monitor unauthorised use of our IP by third parties in order to protect the IP rights and reputation, by taking legal action taken against infringers. We see these actions as critical to the preservation of a good business reputation.

In 2020, cease and desist letters were issued and a legal suit was commenced against a third party for unauthorised use of the IP. The legal suit was settled in our Company's favour in 2021. There was no new legal suit in 2022.



## ASSETS BUSINESS MODEL SUSTAINABILITY

### SYSTEM EFFICIENCY

#### Data security and cybersecurity

The efficiency of our operating systems and information technology ("IT") resources are very vital to support our daily work activities and maintain the connectivity between Genting Berhad and its portfolio companies. Our corporate offices at Wisma Genting have put in place robust processes and risk management practices to protect the integrity of our systems and IT resources towards achieving no major interruption of business activities at all times.

Genting Berhad's Privacy Policy acts as a framework for personal data management to protect the rights of customers, shareholders, employees and other stakeholders in compliance with personal data protection laws.

Securing communications, ensuring data security, monitoring and preventing cybersecurity threats and conducting regular maintenance of systems were regularly carried out in 2022 to prevent any loss of data or productivity. There was no major downtime or service interruption reported in the past three years.

The Genting Berhad IT committee is chaired by the President and Chief Operating Officer and comprises the heads of departments and IT support teams. The Genting Berhad IT committee meeting was held every quarter in 2022 to review on all key IT-related matters pertaining to the Company. To enhance system efficiency, regular engagements through feedback channels on operating systems as well as the awareness and prevention initiatives of latest cybersecurity threats were provided to our employees in 2022.

### Project e-Leisure to enhance customer experience through technology and innovation

#### ENHANCE BUSINESS MODELS VIA TECHNOLOGY AND INNOVATION

As part of our leisure team's ongoing efforts to deliver exceptional customer experience at Resorts World Genting, Project e-Leisure 2.0 was launched in October 2022. The project aims to modernise the resort's technology infrastructure and improve sales through its online booking engine. This initiative fundamentally changes the backend architecture from a monolithic design to microservices, enabling Resorts World Genting to deliver a more seamless and personalised experience to its customers, making it easier for them to book attractions, events, dining, shopping and unique experiences online.

With a robust and scalable infrastructure, Resorts World Genting will be able to handle large volumes of traffic and transactions, ensuring customers can easily book the experiences that they want and when they want them. Additionally, our team is investing in an Application Programming Interface management system, enabling Resorts World Genting to introduce more new features and functionalities to external partners.

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

In 2022, Resorts World New York City introduced two major digital initiatives:

A hotel room booking engine that integrates with the guests' loyalty system

The JoinGo virtual player's card system that allows guests to access their points and rewards through their phones



### Unprecedented technology and innovation at Resorts World Las Vegas - including one of the largest exterior LED building displays in the United States

Resorts World Las Vegas offers unprecedented technology and innovation to showcase brands, engage with attendees, and enhance meeting experiences. The Resort's space is built using the latest sound-dampening and secure space technology, fully integrated LED signage, and dynamic wayfinding that allow for streamlined attendee flow from elevator to meeting rooms. In addition, the resort offers the latest advancements in keyless access, digital concierge, "Red," and one-stop engagement with a dedicated conference service team.

In January 2022, the Strip's newest integrated resort unveiled GLOW (a one-of-its-kind video content and multimedia experience) by using the property's technologically advanced architecture including one of the largest exterior LED building displays in the United States - ranging from the 100,000-square-foot West Tower display to the iconic 50-foot diameter interior globe.



# ECONOMIC PERFORMANCE

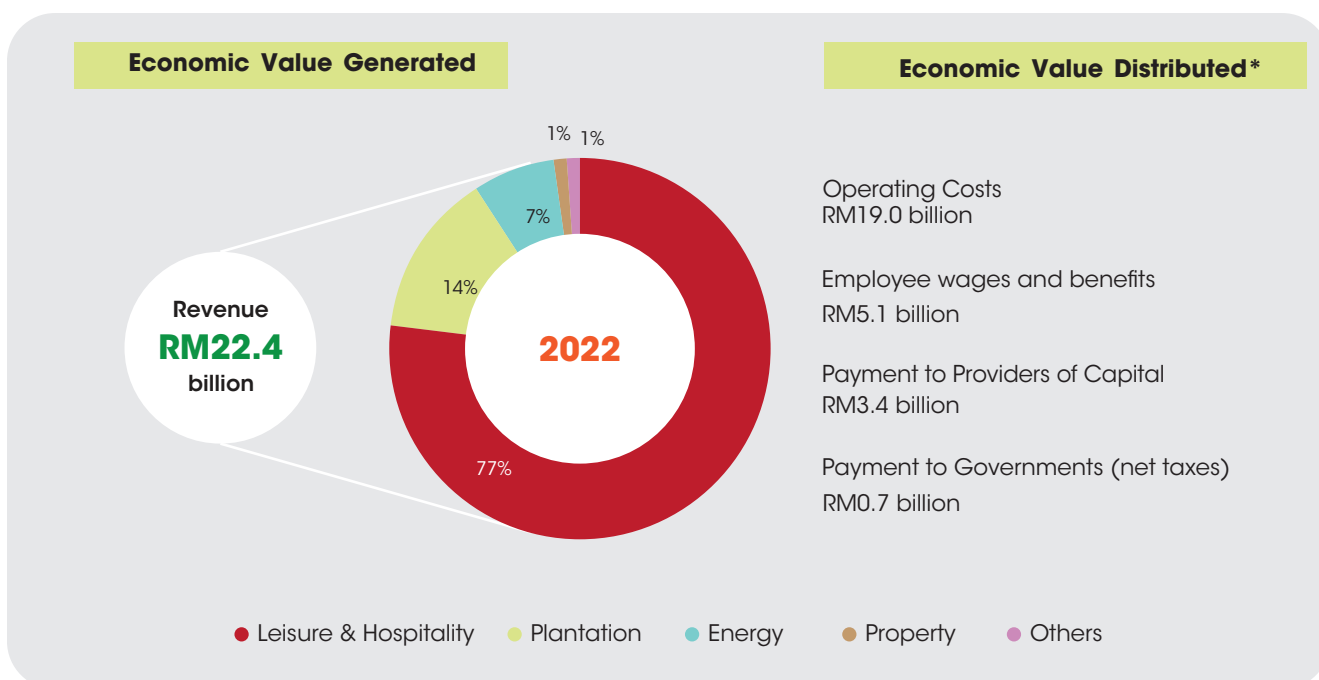
Our economic performance is a key influential factor in our decision-making and the implementation of our ESG strategies. It is rated as one of the most important ESG matters in Genting Berhad's materiality assessment in 2022.

Our Group's operations which span across nine countries, generate significant economic benefits for our stakeholders. The direct economic value generated by the Group contributes towards nation building and support the socio-economic development.

The main contributor to our economic performance is our leisure and hospitality division, which contributed 77% of our Group's economic value generated in 2022. This division, which has leisure and entertainment operations in Malaysia, Singapore, Las Vegas, US, Bahamas and the UK, has and will continue to play a significant role in supporting the tourism industry and local economy of their respective countries.

Our economic performance is dependent upon the six capitals of value creation business model (namely financial, intellectual, manufactured, human, natural and social) to create financial value for our stakeholders. Details of the six capitals are disclosed in the "Value Creation Model" section of this report.

The financial information is disclosed in detail in the audited financial statements of Genting Berhad's Annual Report 2022.



Notes:

\* Based on consolidated group data. Operating costs refer to cost of sales, selling and distribution costs, administrative expenses and other expenses. Payment to providers of capital is based on the payment of dividends and finance costs. Payment to governments refers to net income taxes paid.

# DRIVING ENVIRONMENTAL STEWARDSHIP

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## BIODIVERSITY

Climate change is an ever-growing concern that has threatened our local and global environment with extreme weather. We acknowledge the existence of climate related risks that would directly and indirectly impact our Group's businesses. We view biodiversity as a critical sustainability matter to safeguard our planet and its ecosystem. Water, land and air pollution all together play a crucial role in the health of ecosystems which we endeavour to protect.

While our corporate offices in Malaysia (with leased office space in Wisma Genting, located in the central business district of Kuala Lumpur) have minimal direct impact to biodiversity, our resorts, plantation and energy operate in areas that are located within or near rich bio-diverse habitats. Our Group aims to maintain and protect these rich bio-diverse habitats through various conservation, protection and awareness initiatives that are implemented by our operating teams.

## OUR APPROACH

## Responsible development

We target to maintain a sustainable balance between our development projects and the conservation of the ecosystems where we operate.

Our biodiversity commitments are common across the Group covering:

- Conservation** ► implementing activities concerning habitats within the surrounds of our operations and biodiversity.
- Preservation** ► preserving resources, such as ensuring land kept as forest reserves remain not developed.
- Sustainability** ► rejuvenating and rehabilitating plants and wildlife where there is collateral damage.
- Education** ► research collaboration and partnership and sharing of information to the public.

**Biodiversity target – to maintain a sustainable balance between development projects and the conservation of ecosystems where we operate.**

## Sustainable resource utilisation and emissions

We are committed to ensure all our business divisions do their part to maintain the balance in their ecosystems and minimise any adverse biodiversity impact. Our business teams adopt environmental management practices that conserve resources and develop innovative energy-efficient products.

Biodiversity considerations are incorporated into their environmental impact assessments for any current and new development projects. Anything that attempts to alter the balance of the ecosystem where we operate is a potential threat to the health and existence of that ecosystem and our operations. These potential threats will be monitored closely by our operating teams for possible mitigation actions.

We have regular engagements with our business divisions and any significant biodiversity matters is communicated to our Group Exco and the Board of Directors of Genting Berhad, via the sustainability governance approach.



## BIODIVERSITY

### OUR BIODIVERSITY INITIATIVES

#### Nurturing the environment

is the **backbone** of our Group's success since our founding.

#### OUR FEATURE: GENTING MALAYSIA

Nurturing the environment is the backbone of our success since the founding of our Group in 1965 when our Founder the late Tan Sri Lim Goh Tong developed Genting Highlands and its namesake resort (now known as Resorts World Genting, one of Malaysia's most popular resort destinations) with strong emphasis and care towards nurturing and minimising the impact to the environment. The construction of the highlands resort from the access road at the foothills to the mountain top and the development of its facilities at the hilltop was carefully planned and properly executed to minimise the impact to the environment. Only about 4% of its total land bank was utilised to construct the needed road infrastructure and facilities at Resorts World Genting. The rest remains tropical mountain jungle. To this day, our team at Resorts World Genting continues to maintain and restore about 10,000 acres of tropical rainforest in its surround.

#### ISO 14001

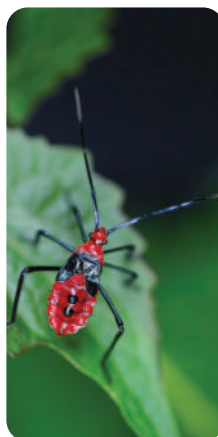
**Environmental Management Systems** accreditation for some of our resort operations in Malaysia.

Some of our resort operations in Malaysia are accredited with ISO 14001 Environmental Management Systems. Conducting a scheduled environmental audit to monitor performance and identify corrective actions stimulates the continual improvements required to qualify and maintain this accreditation.



#### Partnerships to **protect endangered flora, fauna** and **wildlife** in Resorts World Genting, Malaysia

A wealth of flora and fauna, including several endemic, rare and native species of plants and wildlife reside in Genting Highlands' tropical montane rainforests. Our team in Resorts World Genting continues to maintain and restore the 10,000-acre forest of diverse flora and fauna surrounding Genting Highlands, which is home to 40 families of Siamang (Wild Black Gibbons), more than 254 species of birds and endangered Serow (wild mountain goats) including Dusky and Suruli Leaf Monkeys, endemic and rare montane Pitcher Plants, Conifer and Wild Highland Tea. Our team via Genting Malaysia works closely with conservation partners to protect the flora and fauna in and around the lush surrounds where our resort properties are located. Their conservation activities support the Red List of Threatened Species and the National Conservation List of the International Union for Conservation of Nature ("IUCN"). These efforts have been formally recognized by the Malaysian Nature Society along with the Department of Agriculture and the Department of Wildlife of Malaysia.



## OUR FEATURE: GENTING MALAYSIA (Cont'd)



Discovery of a  
**new plant species** provisionally  
classified as critically endangered  
in Genting Highlands and  
protection

The surrounds of Resorts World Genting (our first and flagship integrated resort in Malaysia) is home to a newly discovered *Thismia limkokthayi*, a distinct mitriform plant species of the mycoheterotrophic genus *Thismia* that was discovered on 1 April 2022. The species can be found only in Genting Highlands, Pahang, in the lower montane forest and upper dipterocarp forests, near Chin Swee Temple. This species was named in honour of our Chairman and Chief Executive Tan Sri Lim Kok Thay, who is closely involved in efforts to develop eco-tourism facilities and amenities supporting the preservation and sustainability of important biodiversity assets and sites in Genting Highlands. This species is provisionally classified as Critically Endangered according to the IUCN Red List Categories and Criteria (Siti Munirah et al., 2022). We are committed to respecting the legally-designated protected areas. Our assets are developed in a way to avoid the loss of any IUCN Red List threatened species. Offsetting measures are applied if significant biodiversity impacts cannot be avoided or mitigated.

The use of  
**Life Cycle**  
**Analysis** in  
resort design  
and planning

Our resorts operations under Genting Malaysia adopt the Life Cycle analysis before any project is implemented. The analysis focuses on identifying, quantifying and evaluating the environmental impacts (inputs and outputs) or from the sourcing of materials to project completion. Refurbishment works follow the same concept. For example, in the UK, our operations' planning and design work include a ten-year projection of life cycle analysis before refurbishment.

Introducing the  
**Genting Nature**  
**Adventures**  
in Malaysia for  
awareness of our  
natural habitat

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

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



## BIODIVERSITY

### OUR FEATURE: GENTING SINGAPORE

#### Decade-long biodiversity conservation

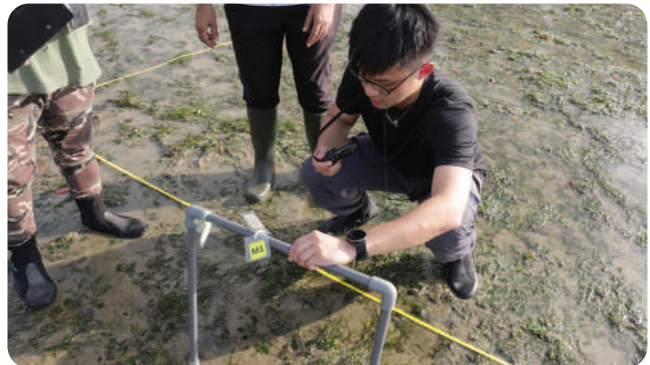
efforts are ongoing in  
Singapore

Our second integrated resort, namely Resorts World Sentosa is located on the island of Sentosa, at the southern part of Singapore. The integrated resort is home to 2.9 hectares of coastal forest, located at the lowermost part of Mount Imbiah. It is adjacent to rich marine ecosystems and a patch of tropical lowland rainforest.

The biodiversity conservation efforts for this resort, which began more than a decade ago, are done through several key avenues such as monitoring its terrestrial forest patch, marine diversity protection and outreach, as well as having impactful collaborations and partnerships in research and conservation. Its conservation efforts cover 73 critically endangered to vulnerable plant species recorded under Singapore Red Data Book and 51 threatened marine species recorded under Convention on International Trade in Endangered Species ("CITES") I or II Lists.



#### Terrestrial conservation of Resorts World Sentosa's surrounds.



#### Terrestrial conservation

With the support of partners like Nature Society and National Parks Board of Singapore, the resort's landscape team monitors, tracks and protects the resort's forest surrounds. Through surveys carried out by the Nature Society in 2005, 2012 and 2022, 93 plant species were identified of which more than one-third are designated as threatened, an unusually high proportion, which indicates the forest is an important refuge not only for these rare species, but for all the plants and animals that call it home. The 2022 survey supported the development of a digital map of trail alignments and large trees, which allows for future monitoring of trees. The resort's landscape team keeps a database of the trees identified to be locally threatened such as the large monocotyledonous tree *Dracaena maingayi* (Dragon Blood Tree), the primary forest tree *Bhesa robusta* (Biku-biku), lowland forest tree *Palaquium obovatum* (Nyatoh) and native ornamental tree *Alstonia angustiloba* (Common Pulai) planted for landscaping.

Our teams at Resorts World Sentosa proactively upkeep the health of plants and trees on its premises, including the Heritage Tree *Garcinia hombroniana* (Seashore Mangosteen). A least-chemical approach is used in landscaping maintenance to maintain good soil quality and clean groundwater. Natural ingredients are used such as compost and used coffee grounds collected from the resort's establishments and operations to ameliorate soil condition and serve as mulch layer for plants.

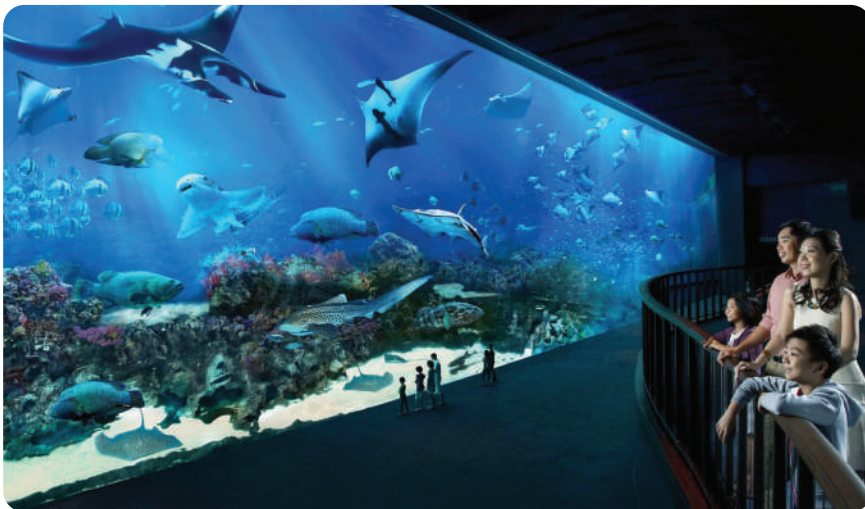
## OUR FEATURE: GENTING SINGAPORE (Cont'd)

Our **marine research and conservation efforts in Singapore are accredited for global best practices in animal care and welfare**

**Marine conservation**

As a resort with one of the world's biggest aquarium and home to over 100,000 marine animals, representing 1,000 species across 40 diverse habitats, conservation of marine environment and diversity is a key focus. The S.E.A. Aquarium team coordinates and enables projects in marine research and conservation, working with collaborators to positively impact the marine environment. The resort's conservation efforts comprise in-the-wild and in-the-aquarium initiatives, with four key foci identified, namely sharks and rays, corals, mangroves and dolphins.

The S.E.A. Aquarium is accredited by the Association of Zoos & Aquariums for being in line with global best practices, based on the latest science and technology to maximise capacity for excellence in animal care and welfare. In December 2022, as a first, the S.E.A. Aquarium team was invited to present its in-house jellyfish breeding programme at the World Aquaculture Singapore conference, as part of an effort to promote sustainable practices in marine life cultivation.



**RWS-NUS  
Living Laboratory  
launched in 2022 for  
collaborative research  
on biodiversity,  
decarbonisation and  
nature-based solutions**

**Biodiversity research and partnerships**

Resorts World Sentosa has partnered with various national institutions to deepen its collective knowledge of its local biodiversity.

On 5 January 2022, Resorts World Sentosa launched the RWS-NUS Living Laboratory in partnership with the National University of Singapore. This five-year SGD10 million applied research collaboration is focused on biodiversity, decarbonisation and nature-based solutions with direct contributions towards the tourism economy and environmental education. As part of the research, NUS will be recruiting and training S.E.A. Aquarium volunteers for biodiversity surveys, NUS Living Lab expeditions and other survey opportunities. These planned NUS expeditions will help collect data, that over the long term can contribute to a deeper understanding of the marine biodiversity and the impact of the resort's conservation efforts.

Resorts World Sentosa is also working closely with James Cook University, Singapore to support the research projects focused on marine animal observation and behavioural studies in the aquarium. Two research papers were presented in 2022, namely on Bumphead Parrotfish and Scalloped Hammerhead Shark by students from this university.



## BIODIVERSITY

### OUR FEATURE: RESORTS WORLD LAS VEGAS

Over **300 trees** were salvaged during the construction of **Resorts World Las Vegas** in US



At Resorts World Las Vegas, over 300 trees were salvaged from the original site before its construction and incorporated into the resort property upon its completion. Some trees on the site are up to 60 years old. These trees have become natural green features at the resort.



Release of **lady bugs** across **Resorts World Las Vegas** as natural pest control management



On Earth Day 2022, Resorts World Las Vegas partnered with Park West (the resort's landscape management company) to release 100,000 lady bugs across the resort's 88-acre property.

Each year, Las Vegas is plagued with aphids that attack the city's oaks, pines, citrus, flowers, herbs and vegetables. The city's landscape of plants and foliage are also threatened by other insects such as mealybug, scale, leaf hoppers, mites. The ladybugs will singlehandedly take care of a major portion of these insects, traveling up to 75 miles away from the resort's campus to eat the bugs and reduce the average Las Vegas homeowner's maintenance costs

and exposure to pesticides. This initiative is a part of our resort's integrated pest management programme to minimise the use of pesticides and to protect the landscape of the Las Vegas Valley.

Resorts World Las Vegas reported zero instances of non-compliance and environmental fines/penalties. This includes both construction phase and ongoing operations. 100% of the resort's site is ISO certified via the environmental management system.

**OUR FEATURE: GENTING PLANTATIONS**

Our plantations team (via Genting Plantations) takes a strong stance against deforestation and is committed to ensure no deforestation occurs within our plantation operations or in our supply chain. Our plantation team works closely with all suppliers of fresh fruits bunches ("FFB") to ensure that no FFB processed at our palm oil mills has contributed to deforestation.

Our team conducts assessments prior to any land clearing to ensure the new developments are protective of the invaluable flora and fauna. Any new planting conducted by our team is done according to the RSPO's New Planting Procedure and the HCS Approach and its Toolkit.

Our team ensures that no development is conducted on High Conservation Value ("HCV"), High Carbon Stock ("HCS") and peatland. This planting approach ensures areas with HCV and HCS such as primary forest and peatlands are identified and conserved. For these assessments, our team is committed to only engage with licensed HCV and HCS assessors accredited by the HCV Resource Network's Assessor Licensing Scheme, and this also applies to our third-party suppliers of Plasma schemes smallholders.

Our team monitors about 30,000 hectares of conservation areas, inclusive of HCV and HCS areas. Areas identified as HCV are conserved in its natural state and continue to be an important part of the ecosystem. We have internal policies, procedures and training to manage these HCV areas in our land bank. No HCV, HCS and peat was cleared in 2022. The HCV sites are mapped and demarcated for protection with signage indicating their status and are consistently monitored by trained personnel to ensure continuous protection and conservation of these sites.



## **'No deforestation, no peat, no exploitation and zero burning'**

stance in our plantation activities  
(Malaysia and Indonesia)



All illegal activities that can jeopardise the status of these sanctuaries such as hunting, poaching, encroachment and burning are strictly prohibited. Where rare, threatened and endangered species of wildlife are found within these sites or nearby our plantation, appropriate management and wildlife monitoring plans are implemented, which include collaborating with local NGOs and state wildlife agencies for staff training and the potential translocation of these endangered species. Conservation policies are in place to reduce or avoid human-wildlife conflicts.

Peatlands have tremendous value for its ability to act as carbon storage and play a major role in climate change. Improper management of peatlands could lead to massive ecological impact. To-date, about 7,724 hectares or 3% of our total plantation land bank are identified as peat, of which 7,597 hectares or 99% was developed for oil palm before year 2009. Since 2009, there has been no new development on peat land for oil palm. As such, the planted peat areas are expected to decrease further as and when, and where feasible. Thereafter, our team will rehabilitate these areas to leverage on its ability to sequester carbon dioxide. In existing planted peat areas, our team ensures the best management practices and proper water table management are implemented by adopting the RSPO Best Management Practices to prevent peatland fires and no accelerated degradation, as well as subsidence of peatlands.

Additional biodiversity measures in place include collaborating with government agencies and NGOs on wildlife conflict management, creation of wildlife sanctuaries, corridors and initiate habitat restoration and enrichment with animal food plants. Genting Plantations is also a member of the RSPO.

## BIODIVERSITY

## OUR FEATURE: GENTING PLANTATIONS (Con't'd)



## Habitat restoration projects in Sabah, Malaysia

Our plantation team (Genting Plantations) is collaborating with Borneo Rhino Alliance Berhad to initiate habitat restoration and enrichment with orangutan food plants in its estates in Sabah, namely at Genting Layang Estate, Genting Tenegang Estate and Genting Tanjung Estate. To-date, about 60 *Ficus racemose* seedlings (also known as tangkol, nunuk ragang and red river) were planted on the west side of Tenegang Besar river, within Genting Layang estate and the northern boundary of Genting Tenegang Estate.

Our plantation team monitors the buffer zones within our plantation land bank through a reforestation project in partnership with HUTAN's reforestation team with a long term mission to rehabilitate crucial wildlife habitat in the lower Kinabatangan, aimed at recreating a functional forest ecosystem along the Kinabatangan river.

The Keruak Wildlife Corridor near the village of Sukau, is where Genting Plantations has allocated an area of 110 acres covered with mature oil palm for this project. To ensure a gradual return of the area to natural forest, native tree seedlings were planted in between the mature oil palms. The result of these plantings are very encouraging with very high survival and growth rates of seedlings. A total of about 45,975 seedlings of 29 native tree species were successfully planted, covering 16 acres of the corridor. Seedlings maintenance are carried out every second month, consisting of manual weeding around the planted seedlings by using grass cutters to remove grass and shrubs in between. No fertilizer, pesticides or chemical products were used during the process. Maintenance was conducted quarterly for the next two years and then once a year up until the young trees are mature enough. The seedlings were purchased from a network of home nurseries in the Kinabatangan region named Kapok, which provide an alternative income to the community. In addition, ongoing training programmes were conducted for nursery operators to enable work done in a highly professional manner.



## OUR FEATURE: GENTING PLANTATIONS (Cont'd)

## Kinabatangan River of Life

Our oil palm operations are located in one of the world's most biodiverse regions. As an environmentally conscious Group, we strive towards contributing to the protection and preservation of wildlife and rare species in and around the areas where we operate. Our conservation efforts in plantation activities have a long history of supporting biodiversity projects -notably being the first plantation company to participate in the Kinabatangan Corridor of Life project in Sabah back in 1999. The project, initiated by the World Wildlife Fund ("WWF"), involved 84 hectares of riparian reserves along the Tenegang Besar River, a major tributary of the Kinabatangan River, being dedicated to rehabilitation and restoration. With over 23,000 native tree species planted, the area now thrives as a wildlife corridor along the Tenegang Besar River.

## Kinabatangan River of Life



## Managing Borneo pygmy elephants via collaborative research in Sabah, Malaysia



## Borneo Pygmy Elephant

We are privileged to have the Borneo Pygmy Elephant ("BPE"), the smallest elephant in the world and the biggest mammals in Borneo, as a prevalent species near our operations in Kinabatangan, Sabah. The BPE is listed as Endangered on the IUCN red list of threatened species and only found on the island of Borneo in Southeast Asia. The population is further limited to the northeast of Borneo. These elephants live in several locations in Sabah with the largest population found in the central forest of Sabah and the Kinabatangan flood plain. It is estimated 2,040 pygmy elephants left in the wild, with over 95% of them found in Malaysia. The human-wildlife conflicts in our Sabah plantation mainly involve the interaction of humans and elephants, with elephants posing the higher risk.

Following recent drastic land-use changes in Kinabatangan, the elephants in the Keruak Wildlife Corridor spend more time in the mixed forest agricultural landscape, dominated by oil palm plantations. We understand that elephant human conflict is of concern to many stakeholders. On this note, our plantation team has formed a strategic partnership with Seratu Aatai, HUTAN, and SWD in a mission to mitigate elephant-human conflicts. Following the sponsorship of a satellite collar for a young male elephant named Vina, the team is able to identify the elephant's movement thus facilitating a better understanding of the underlying reasons for their movements through the forest and plantation areas. Such invaluable information of the animal ventures will assist efforts to mitigate these conflicts peacefully.



## BIODIVERSITY

## OUR FEATURE: GENTING ENERGY



Our energy team (via Genting Energy) recognises the importance of conserving biodiversity and habitats in its operating sites. Kasuri Production Sharing Contract ("Kasuri PSC") in West Papua, Indonesia has considered biodiversity protection from the earliest stages of exploration and development through production, closure, and abandonment to address and offset potential environmental impacts. Environmental Impact Assessment ("EIA") has been conducted as part of the project site evaluation, selection, and risk assessment.

As part of its sustainability commitment, the Kasuri PSC is funding the Green School Programme in Sumuri district, an education programme that aims to create environmental awareness at early age and bring about personal and societal transformation that is necessary to shape a sustainable future. The programme engages the younger generation via action-based learning such as participating in plants nursing as well as trees planting. Under this programme, a total of 120 trees have been planted around Sumuri District in 2022.

Kasuri PSC team further expands its green initiatives from classrooms to the greater communities in Sumuri and Babo districts. The team collaborates with the local communities, government, and non-governmental organisations to plant 1,000 different types of trees across several villages within the districts. It covers an area of about 10 hectares. This is a joint environmental programme with the state-owned Oil & Gas Special Task Force, SKK Migas. The highlight of this programme is "Green Productivity" whereby fruit tree saplings were provided to local communities to attract their interest in planting and nursing fruit trees. Potential future economic rewards from the fruits will be obtained if the fruit trees are well taken care of. This effort develops and shares good environmental practices while enhancing overall socio-economic development.

## OUR FEATURE: GENTING ENERGY (Cont'd)



As for the Banten power plant, it submits quarterly environmental reports to the authorities reporting on environmental matter.

Over the years, the number of flora species monitored have improved, and the Banten power plant continues to work together with relevant government bodies to improve the surrounding environment through activities such as mangroves planting with the local community and Banten regency municipal, supplying and planting of endemic and fruit plants. The Banten Power Plant participates in Indonesia's Programme for Pollution Control, Evaluation and Rating ("PROPER") which is a national level public environmental reporting initiatives.

### Quarterly **submissions of environmental reports** to authorities on Banten power plant, Indonesia

### **Reforestation initiatives** – planting mangroves and endemic trees within the surrounds of **Banten power plant, Indonesia**

In 2022, the Banten power plant team continued the mangrove reforestation effort by planting 4,000 mangroves covering 0.40 hectare along the power plant's coastal area. This is the fourth consecutive year that the Banten power plant participated in the Mangrove Conservation Programme. To date, it has planted a total of 11,500 mangroves covering a total area of 1.15 hectare. The Banten power plant was recognised by the Serang Regency Municipal for its planting initiatives towards mangrove reforestation.

The Banten power plant team is passionate about environmental sustainability and dedicates themselves to making a difference to climate change. The team further planted 120 self-nurtured trees in the biodiversity park in Salira village. These trees were nurtured and cared for by the team in the power plant area and were migrated to the biodiversity park after it reach maturity. Additionally, during the World Environmental Day 2022, the Banten power plant donated 500 endemic trees to be planted around Salira village.



# CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

We recognise the urgency to combat global warming which is threatening our world with catastrophic environmental consequences. The United Nations Climate Report stated that "it's now or never" to limit global warming to 1.5°C<sup>1</sup>. The Intergovernmental Panel on Climate Change has reported in April 2022 that global temperatures will stabilise when carbon dioxide emissions reach net zero. For 1.5°C (2.7°F) temperature goal, this means achieving net zero carbon dioxide emissions globally in the early 2050s, for 2°C (3.6°F), it is in the early 2070s<sup>2</sup>.

We will do our part to combat global warming. We support the national climate targets and initiatives in the countries where we operate. All nine countries where we operate are signatories to the Paris Agreement. The Paris Agreement aims to keep the increase in global average temperature to well below 2°C above pre-industrial levels and to pursue efforts to limit the temperature increase to 1.5°C.

These countries have submitted their revised NDC to the United Nations Framework Convention on climate change. Their economy-wide initiatives, unique to each country, are aimed to reduce GHG emissions by 2030. Malaysia, Singapore, United States of America ("US") and United Kingdom ("UK") have announced their targets to achieve carbon neutrality or net zero emission by 2050, China and Indonesia by 2060 and India by 2070.

**Carbon emission target**  
– to achieve **carbon neutrality** by 2050.



## OUR APPROACH

At Genting Berhad, we target to achieve carbon neutrality by 2050 and reduce carbon emission (against GDP) by 45% in 2030, compared to 2005 levels. This is in line with the government of Malaysia's carbon emission targets, as our Group is headquartered in Malaysia. To begin our journey towards carbon neutrality, our subsidiaries Genting Singapore and Genting Plantations have set their sustainability roadmaps and implemented climate actions to achieve carbon neutrality by 2030. Genting Malaysia has a set of annual targets to reduce energy consumption by 3% in 2019 and 1% for each consecutive year from 2020 until 2023 at Resorts World Genting and will re-assess their annual targets thereafter.

To achieve our carbon reduction targets, our climate related strategy is focused on mitigating carbon emissions from our operations, enhancing the energy efficiency of our operating assets and investing in viable renewable energy projects.

We aim to improve our environmental stewardship through more engagements with regulators and investors to meet their expectations, and to improve on our environmental reporting on relevant performance indicators and measures across our businesses.

Our climate actions are implemented by our key operating units that are monitored and assessed through a robust sustainability governance to ensure our sustainability roadmaps are met.

## OUR CLIMATE INITIATIVES

### OUR FEATURE: GENTING SINGAPORE

Our leisure operations in Singapore (under Genting Singapore) have seen a reduction in carbon emission intensity by 38% in 2022, using a 2015 base year. The decarbonization efforts will be further enhanced by quadrupling their solar panel capacity, reviewing a pilot of tidal turbines at the Sentosa Boardwalk, upgrading the district cooling plant at Resorts World Sentosa and driving energy efficiency through a new cloud-based Building Management System. Our focus areas and targets in Singapore are set out in Genting Singapore's 2030 Sustainability Master Plan which provides a blueprint for Resorts World Sentosa to be a carbon neutral destination by 2030 and to create positive socio-economic impact.

**Carbon emission intensity reduced by 38% in our Singapore operations (2022)**

<sup>1</sup> Source: UN climate report: It's 'now or never' to limit global warming to 1.5 degrees | UN News, <https://news.un.org/en/story/2022/04/1115452>

<sup>2</sup> Source: The Sixth Assessment Report of the UN Intergovernmental Panel on Climate Change (IPCC-AR6), <https://www.ipcc.ch/assessment-report/ar6/>

## CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

### OUR FEATURE: GENTING SINGAPORE (Cont'd)

Our team in Singapore is working towards greening the resort's transport network such as utilising 100% Electric Vehicle ("EV") vehicle charging stations and converting 15% of the resort's parking lot capacity to EV chargers by 2030. As of 2022, there are a total of nine EV fast chargers and four EV car sharing lots in the resort. The resort has a fleet of 105 buggies that service the entire resort, of which over 95% are powered by electricity. Plans in 2023 include introducing the resort's first EV shuttle bus as a pilot project to assess the suitability of converting the remaining shuttle buses in its fleet to EVs when the contracts are due for renewal. The ongoing RWS 2.0 expansion takes into consideration key factors such as climate change, health and wellbeing, resources and circularity during the design and construction phase to create builds that have minimal impact to the environment, yet remaining practical, economical and comfortable.

### OUR FEATURE: RESORTS WORLD LAS VEGAS

Amongst **world's best energy efficient facilities - LEED Gold certification** for Resorts World Las Vegas' hotels in US.

The same environmental approach is applied to our other Resorts World properties in their expansion projects and new builds. Resorts World Las Vegas which opened in 2021 has earned the gold certification under the LEED programme for all its three hotels. LEED certification is considered the benchmark in the green building industry, providing building owners and operators with a framework for identifying and implementing practical and measurable green building strategies. This gold certification positions the resort amongst the best energy-efficient facilities in the world.

### OUR FEATURE: GENTING ENERGY

We focus on increasing the energy efficiency of our energy generating assets. The Banten power plant in Indonesia is equipped with supercritical boiler technology which requires less coal per megawatt-hour, leading to lower emissions and higher efficiency. Genting Energy team periodically upgrades and maintains the equipment and facilities of this plant to achieve higher plant efficiency, resulting in the plant being consistently well ranked merit order for dispatch from the state utility off-taker.

The Banten power plant uses clean coal technology such as electrostatic precipitator ("ESP"), flue-gas desulfurisation facility ("FGD") and low nitrogen oxides burners to maintain emissions within local permitted environmental emission limits. The power plant's ESP has a particles collection efficiency of up to 99.8% with residual ash transferred to the ash silos, whilst FGD uses seawater as the scrubber medium instead of hazardous chemicals.

The operating team at Banten power plant regularly assesses the operational modes and configurations to identify areas of improvement. A coal dome is under construction to reduce the moisture content of coal stored, especially during the monsoon season. It helps to improve the combustion process of coal and thus reduces emission due to burning efficiency.

Improve emission via  
**clean coal technology**  
- Banten power plant in Indonesia

### Zero exceedance in local and world bank's environmental compliance and ISO environmental management accreditations - Banten power plant in Indonesia

We adhere strictly to local and international environmental laws and regulations. Maintaining and upholding high compliance standards form the core practices of our Group.

The Banten power plant in Indonesia has recorded zero exceedance in all local environmental compliance since commercial operations in 2017. This demonstrates the recognition of the strong quality management of our team in maintaining high environmental standards at the plant.

The plant has successfully maintained all existing ISO certifications in 2022, including ISO 14001 Environmental Management Systems and the recertification of ISO 15001 Energy Management System. These international accreditations acknowledge the Banten power plant's ability to properly implement and enforce documented processes.

# CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

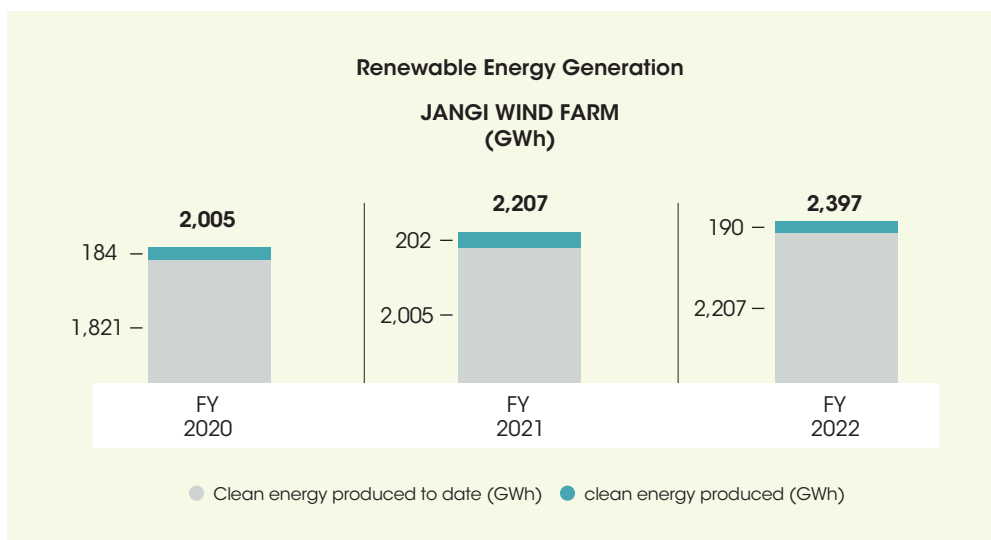
## OUR FEATURE: GENTING ENERGY (Cont'd)

Our **first renewable energy project** that produces clean energy - **Jangi wind farm in India**

### OUR CLEAN ENERGY INITIATIVES

The first renewable energy project is an onshore 91.8MW Jangi wind farm in India that harnesses wind energy and turns mechanical power into electricity.

The Jangi wind farm is a reliable and inexhaustible source of energy which has minimal impact on the environment. The wind farm produced about 190GWh of clean energy in 2022, a marginal drop of 5.9% compared to 2021, due to lower wind speed. The wind farm has cumulatively supplied about 2,397GWh of clean energy to India's electricity grid which is estimated to offset over 178 thousand tonnes equivalent of carbon dioxide emissions in 2022 and over 2 million tCO<sub>2</sub>e emissions since its commissioning in December 2011. The electricity that Jangi wind farm generated in 2022 was equivalent to the electricity consumption of more than 150,000<sup>3</sup> residents in India for a year.



New investment in **solar energy** project in **China**

The energy division (under Genting Energy) will jointly develop a 100MWp aquaculture-complementary solar project with SDIC Power Holdings Co. Ltd. The project site will be located at Meizhou Wan, Putian, Fujian, China and is targeted to start commercial operation by early 2024. This will be the Group's second renewable energy project, after Jangi wind farm in India. Upon completion, this solar plant will add another 100MWp of gross installed capacity to the portfolio of power-based assets.

<sup>3</sup> All India annual per capita consumption of electricity 2021-22 - 1255kWh ([https://cea.nic.in/wp-content/uploads/executive/2022/12/Executive\\_Summary\\_Dec\\_2022.pdf](https://cea.nic.in/wp-content/uploads/executive/2022/12/Executive_Summary_Dec_2022.pdf))



# CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

## OUR FEATURE: GENTING PLANTATIONS

The Group's Genting Jambongan Oil Mill is the first oil mill in Malaysia that has successfully achieved zero discharge in 2015. This was achieved through a composting plant that utilises 100% of the waste and by-products from the oil mill i.e. shredded empty fruit bunches, decanter slurry and palm oil effluents ("POME") and converting it into biofertiliser. This system is able to evaporate all the effluent produced by the oil mill and thus eliminate the need for effluent treatment plant and land irrigation. The biofertiliser produced is able to replace about 80% of the inorganic fertiliser applied previously.

**Reducing  
emissions**  
from palm oil mill  
effluents using  
technologies

First  
**zero  
discharge**  
palm oil mill in  
Malaysia –  
Genting  
Jambongan  
Oil Mill

The largest contributors to GHG emissions are derived from POME followed by fertiliser application. POME is the wastewater discharged from the milling process and it produces methane gas from its anaerobic digestion. Methane from POME can be utilised as fuel for power generation and cogeneration. The Group's mill management team have implemented several action plans towards tapping the energy from waste generation. These efforts help ensure our compliance with the regulatory requirements besides environmental conservation. Innovative mill technologies and designs are incorporated to reduce oil mills' energy consumption and waste generation such as zero dilution mill processing, water recycling programme and composting systems to reduce GHG emissions besides enhancing palm nutrient recycling and uptake.

These technologies include:

- Installing mixers and aerators in the effluent ponds to improve mixing efficiency and to sustain the anaerobic and aerobic digestion activities.
- Maintaining effective Hydraulic Retention Time ("HRT") of POME in the effluent ponds through both conventional and continuous desludging using Geotube.
- Online desludging using belt press sludge dewatering system which filters and separates solids from the effluent. The filtrate effluent is channelled back to existing effluent treatment ponds whilst the solid cake produced is utilised as organic fertiliser in our Group's estates.
- Increasing the effective HRT of effluent treatment by expanding the land irrigation system and by constructing additional flatbeds and effluent treatment ponds.
- Commissioning advance effluent treatment systems utilising bioflow and membrane bioreactor plants to achieve and maintain the final discharge with BOD < 20 mg/l.
- Composting to reduce the organic load to the effluent treatment system and to produce biofertiliser. The compost produced is high in nutrients and is applied as a replacement for inorganic fertiliser.



Bioflow and membrane bioreactor plant at Genting Mewah Oil Mill



Mixers and aerators installed in effluent ponds

## CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

### GHG Emissions

On a group-wide basis, our total GHG Emissions (Scope 1 and 2) was about 4.03 million tonnes of carbon dioxide equivalent in 2022 due to the nature of our power plant business. About 90% of the total GHG emissions in 2022 are mainly from the fuel or coal consumption by the Banten power plant in Indonesia. Nevertheless, the Banten power plant is one of the most fuel-efficient power plants in Indonesia that has specific emissions recorded below the local and international environmental limits (such as the Environmental, Health and Safety Guidelines for Thermal Power Plants by the World Bank Group). The Group's total GHG Emissions in 2022 reduced by 7% year-on-year and 4% using 2019 as base year, mainly due to longer scheduled outages at the Banten power plant in 2022.

For leisure operations, there was a 4% reduction year-on-year in electricity consumption in the Singapore operations despite ramping up their operations since the pandemic. Other leisure operations saw year-on-year increases in the energy consumption as operations returned to normal.

Base year 2019 is used to measure group data performance and to represent 'business-as-usual' prior to the onset of COVID-19 pandemic in 2020. Newer properties like Resorts World Las Vegas which started operations in June 2021 are baselining its carbon data. Hence, we will re-assess the base year for the next reporting. Direct GHG emissions (scope 1) and indirect GHG emissions (Scope 2) are detailed in the performance data section of this report. Scope 3 data is based on leisure operations in Singapore (Genting Singapore) and plantation operations in Malaysia (Genting Plantations). We strive to expand the scope 3 data to cover all key business units in the near future.

GHG emissions on Genting Plantations are from its plantations in Malaysia and are measured using toolkits that are aligned with the calculation methodology guided by the EU Renewable Energy Directive. These data points are verified externally during the annual ISCC re-certification audits of our plantations. Additionally, GHG emissions by our RSPO certified oil mills and estates are further measured using RSPO's PalmGHG toolkit. We plan to include GHG emissions data from our Indonesian plantations in the near future.

# WATER MANAGEMENT

We recognize that water security is a growing climate change concern that affects our people and planet. Extreme water supply (whether excessive or shortage) can have a significant impact to our global operations. Hill operations carry an elevated erosion risk from heavy rain if not managed properly, while irregular water supply can severely affect crops and the agricultural communities. According to the World Resources Institute, Singapore will be one of the most water-stressed countries in the world by 2040<sup>1</sup>, putting more pressure on water supplies. It is therefore crucial for businesses like ours to develop sustainable, integrated and holistic water management.

## OUR APPROACH

Efforts are being undertaken across global operations to solve water challenges with various water management strategies implemented by the operating teams. Risks to water quality and accessibility are regularly reviewed, and recycled water or other alternatives are considered, whenever possible. This year's report covers water performance data on a group consolidated basis.

Total water consumption from all our business divisions reduced by 6% year-on-year to 807 million m<sup>3</sup> in 2022 and 11% reduction compared to the base year of 2019. While a significant portion of the Group's water consumption came from our Energy division (which operates power plants, and oil and gas), The division recorded a 5% lower consumption in 2022 of 789 million m<sup>3</sup> versus 835 million m<sup>3</sup> in 2021. There was an increase in water consumption in 2022 by the Leisure and hospitality division, arising from increased business activities as the COVID-19 situation that started in 2020, became more endemic in 2022. The opening of the new Resorts World Las Vegas in June 2021 and water consumption for Resorts World New York City and Resorts World Catskills collectively decreased in 2022.

Business divisions are at various stages of implementing water saving and alternative water sourcing initiatives to solve water challenges.

### Rainwater harvesting project at Resorts World Genting, Malaysia



## WATER MANAGEMENT INITIATIVES

### OUR FEATURE: GENTING MALAYSIA

Resorts World Genting, the first resort property was built from scratch with its own supply of water and electricity. The resort supplies visitors with some of the purest water in Malaysia from mountain streams. The resort draws water from various rivers nearby as the municipal suppliers do not provide service to our resort. Currently three pumping stations extract raw water from the Sungai Cheroke dam to our resort's six water treatment plants. Detailed assessments on the environmental and social impact are regularly conducted to determine the water risks for the resort's operations. Evaluating the long term sustainability of water resources have helped us understand options that minimise environmental disturbances. Water quality and accessibility risks are assessed and alternatives such as recycled water are considered, whenever feasible.

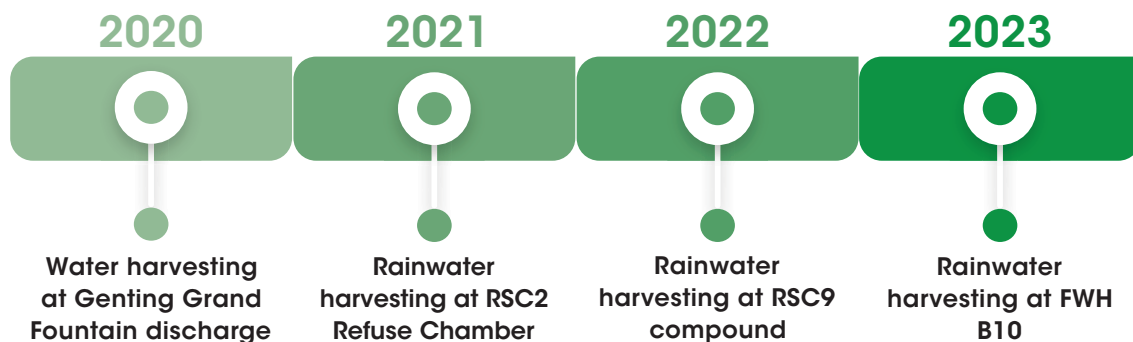
Beyond relying on dams and making significant investments in tackling water scarcity through infrastructure projects, the team at Resorts World Genting practices wastewater recycling through rainwater harvesting project/catchment system that collects and stores rainwater for daily cleaning purposes as it can be used directly from containers without being purified or filtered. A five-year water conservation plan to harvest rainwater at various locations within the resort has been place since 2019. Submeters have been installed at its residential complexes to accurately measure water consumption, while daily maintenance and inspection are conducted to mitigate leakage and illegal tapping. The resort's 9.14 sq km water catchment area contains approximately 26.5 million litres of water per day. In 2022, the resort recycled 2,200 m<sup>3</sup> of water for reuse (2021: 2,000 m<sup>3</sup>) across its operations.

<sup>1</sup> <https://www.wri.org/insights/ranking-worlds-most-water-stressed-countries-2040>

## WATER MANAGEMENT

### OUR FEATURE: GENTING MALAYSIA (Cont'd)

Resorts World Genting's water conservation plan:



### OUR FEATURE: GENTING SINGAPORE

#### Building up **alternative water sources** at Resorts World Sentosa, Singapore

With Resorts World Sentosa based in Singapore, we aim to prioritise an efficient and effective water management system, while conserving the water source as prudently as possible. The resort primarily draws from municipal water source i.e, the Public Utilities Board ("PUB") and have been building up capability to draw from four alternative sources - seawater, NEWater, reclaimed water, and rainwater which constitute 51% of the total water consumption. Water is used for the business operations and to cool the buildings at Resorts World Sentosa.

The resort team in Singapore has managed to reduce its total potable and NEWater consumption by 52% since 2015<sup>2</sup>. Some of the key contributions to this reduction are:

1. Installing a water reclamation plant at the resort's District Cooling Plant ("DCP") to reclaim cooling tower blowdown water, reducing almost 8% of NEWater consumption.
2. Installing a wireless water consumption tracking system to monitor leaks that enables speedy response and action.
3. Optimising swimming pool water levels to fully maximise rainwater reclamation for our resort's swimming pools.

**52% reduction  
in consumption  
of potable  
water and  
NEWater**

at Resorts World Sentosa  
(from 2015 base line)



**Potable  
Water (49%)**

We use city water across our hospitality and entertainment venues, via water efficient taps, showers and systems



**NEWater  
(15%)**

We draw on NEWater to support the district cooling system in RWS and chiller plant in Genting Hotel Jurong



**Seawater  
(27%)**

We process seawater for use at S.E.A. Aquarium's life support system for our marine animals



**Harvested  
Rainwater (8%)**

We harvest rainwater for irrigation and as a standby irrigation for fire-fighting



**Reclaimed  
Water (1%)**

We deploy a water reclamation system for the DCP to recycle and reuse the cooling tower blow-down reducing NEWater intake by almost 8%

<sup>2</sup> Compared to 2015 as baseline year.



WATER  
MANAGEMENT

## OUR FEATURE: GENTING SINGAPORE (Cont'd)

### Managing water usage at Resorts World Sentosa through Integrated Utilities Monitoring System



#### Managing our water usage

To be able to reduce our water consumption, we need to have access to reliable data. Through our wider Building Management System enhancement project, we will be able to derive deeper insights into our water consumption patterns and user behaviour, which we can use to engage relevant business units to reduce our water usage. In Singapore, we monitor water consumption through our Integrated Utilities Monitoring System and conduct monthly meetings to identify new opportunities to conserve water. We also actively look out for new innovations and upgrades to improve our water efficiency.

The measures that we are rolling out progressively and monitoring include the installation of more sub-water meters and seawater flowmeters to improve our monitoring capabilities and supporting efforts to eliminate water wastage and allow for early response to issues. At the S.E.A. Aquarium, we have invested in seawater flowmeters to track consumption and monitor leakage levels from sand filters and foam fractionators processes, reducing unnecessary seawater losses and chilled water consumption.

Seawater and rainwater are two naturally occurring water sources easily accessible to us, and beyond reducing water consumption. Our team in Singapore has been exploring how these natural resources can be tapped further.

**Seawater desalination:** Currently, seawater is drawn from Keppel Harbour for use in the Life Support System which supports our aquatic animals at the S.E.A. Aquarium. Used seawater is discharged back to Keppel Harbour as backwash after it goes through our sand filters. To further reduce our water dependency, we are reviewing the feasibility of installing a small-scale seawater desalination system within Resorts World Sentosa.

**Water Audit:** Our team in Singapore has received funding confirmation from PUB to conduct a study on Resorts World Sentosa's water distribution network. The study will include mapping out major streams and flows, studying water utilisation and developing a comprehensive water balance chart. The results will drive development and prioritisation of innovative technology, such as seawater desalination and rainwater harvesting, to achieve our water conservation goals in Singapore.

### Expanding alternative water sources in Singapore

## OUR FEATURE: RESORTS WORLD LAS VEGAS

Resorts World Las Vegas is dedicated to preserving our planet's natural resources; seeking to both adapt to the challenges present today and mitigate adverse effects for the future. Located in southern Nevada, water conservation is imperative to the resort's operational resilience. Resorts World Las Vegas actively monitors and minimizes water usage at the resort, with an ultimate goal of reducing consumptive water use.

Annualised savings of  
**18 million gallons**  
of water at Resorts World Las Vegas

Efficiency and conservation strategies include metering water use across the property, prioritising water efficient equipment and appliances, and investing in smart technologies. In 2022, the resort's investment in water conservation resulted in annualized savings of 18 million gallons of water.

# WATER MANAGEMENT

## OUR FEATURE: GENTING PLANTATIONS

**Our Plantations division targets to improve its water use intensity by 2050**



Our plantation division (Genting Plantations) has set a goal to improve its water use intensity across all operations by 2050. A comprehensive set of measures are being implemented to preserve water quality and safety, augment water efficiency, and optimise its water management system. These measures are designed to mitigate the potential negative effects of its operations on waterways, taking into account the existing land conditions, topography, and climate fluctuations.

Data measurement are being reviewed to enhance the accuracy and precision of water utilisation measurement systems and baselines. As the scope and parameters of water usage in our operations, particularly in our derivatives, continue to evolve, we anticipate that a more accurate assessment of our plantations' water-use intensity will be available in the coming years. However, it is worth noting that our oil mills and downstream operations have already made significant strides in optimising and reducing their water-use intensity.

## Water risk analysis conducted at our Plantations division to meet the water use intensity target

The ongoing escalation of global temperatures continues to result in climatic changes, creating water-related hazards for our plantation operations, stakeholders and supply chain, through increasingly recurrent natural disasters such as floods, droughts, storms, and wildfires. As a result, our plantation team has undertaken an in-depth examination of water hazards to its business, the communities in which it operates, the environment surrounding its operations, and its supply chain.

Our plantation operations in Malaysia and Indonesia were evaluated for water risk using WWF Water Risk & World Resource Institute's Aqueduct 3.0. Based on this risk projection, Genting Plantations will review and verify the probability of the water risk identified in each location.

It is projected that the overall water risk for our plantation operations in Malaysia is low. However, a majority of our plantation operations in Indonesia are predicted to have a high overall water risk, primarily attributed to risks related to coastal floods and riverine floods. A few areas have been identified as having risks of seasonal flooding, and measures and controls are in place to ensure that the impacts of floods on our operations, workforce and surrounding communities are mitigated. Our plantations operations primarily rely on surface water sources such as rain-fed ponds, rivers, and lakes. Wherever applicable, the remaining water demands are met by water supplied by utility companies. Ensuring the availability of fresh and clean water for the surrounding environment and communities is imperative towards retaining our plantation business license to operate.

Drought **mitigation** measures to ensure a **sustainable balance** of **freshwater** availability at our plantations



The water risk assessment conducted revealed that a majority of our plantations are at a moderate to substantial risk of drought. To address this vulnerability, Genting Plantations has implemented a comprehensive water management and risk mitigation strategy to ensure a sustainable balance of freshwater availability for our operations, local communities, and the natural environment, while also preserving the water resource itself. Regular monitoring of the quality of water bodies and rivers flowing through our operations is conducted to ensure that our plantation activities do not have any detrimental impact on the environment and the neighbouring communities. The plantation team engage in active consultation and collaboration with local communities and stakeholders to ensure operations do not encroach upon their right to access clean and fresh water.

WATER  
MANAGEMENT

## OUR FEATURE: GENTING PLANTATIONS

Additionally, since 2019, rainfall collection stations have been established throughout our plantation operations to monitor moisture levels and forecast weather patterns. Despite the presence of a few operations that are prone to prolonged dry months, large-scale droughts have not yet been observed arising from our current practices.

To mitigate water scarcity, the plantation team has implemented various strategies such as the construction of water catchments, use of water gates, silt pits, and furrows to store water for irrigation, planting of leguminous cover crops, stacking of oil palm fronds, and application of EFB as mulch to enhance soil moisture retention. In operations where natural lakes, ponds, streams, and rivers are present, the team maintains riparian buffer zones to prevent contamination from fertilizers, pesticides, or effluent runoff and to avoid soil erosion. In flood-prone operations, we have constructed drainage systems with water gates and pumps, as well as bunds to manage the associated risks. In areas without access to treated potable water, the team builds and maintains water treatment plants to provide workers with clean and safe drinking water.

### Water harvesting and water saving technologies adopted to minimise water usage at our palm oil mills

A notable example of our water management efforts can be observed at our oil mills, where all operations utilise rainwater and the design of the oil mill complex, including the roofing structure, is optimised to collect and channel rainwater to reservoirs. Furthermore, the oil mills adopt water-saving technologies and innovations such as automatic pumps, steam management systems, dry pneumatic separation systems for palm kernel recovery, and zero dilution systems for optimal oil separation in the pressing station.

The projection of the deviation from historical baselines to 2030, indicated a select few of the plantation operations located in Peninsular Malaysia will experience a significant increase in water stress. This projection is contingent upon the anticipated migration and urbanisation of these areas. Nevertheless, the plantation team maintains that this projection of water stress is unfounded, as the provision of potable water in these regions is primarily supplied through piped utility companies. As such, the potential competition for access to clean water between our operations and human consumption is not anticipated to be a significant concern.

## OUR FEATURE: GENTING ENERGY

99%

### of treated water discharged back to the sea to conserve water at Banten power plant, Indonesia

The power division (Genting Energy), by the nature of its power generation operations, contributes significantly to the Group's water consumption. To ensure responsible water stewardship and effective water management measures, the energy team has applied a range of water assessment and action policies across operating facilities. The Banten power plant ensures safe return of seawater withdrawn for its cooling system, with 99% of the treated water discharged back to the sea as a way to conserve water. The energy team consistently monitors the usage of demineralised water, service water and potable water daily to avoid wastage. Investigation and appropriate rectification actions are carried out pursuant to address any abnormal water usage readings.

#### Producing drinking water for consumption at Banten power plant, Indonesia

The Banten power plant also produces its own drinking water for consumption via its certified drinking water station. The drinking water produced meets the stringent hygiene standards in drinking water management and is certified by the Disease Prevention and Control

Office from the Ministry of Health of Indonesia. Maintaining a drinking water system not only eliminates the disposable plastic wastes but also reduce water used during the plastic bottle manufacturing process.

In 2022, the produced water from Genting Energy's offshore oil producing facilities in China was approximately 2.4 million m<sup>3</sup>. The produced water was re-used by way of environmentally acceptable direct reinjection to the injection wells to supplement the reservoir pressure for better oil recovery.

# WASTE, POLLUTION AND MATERIALS CONSUMPTION

Tackling the challenge of waste is integral in sustainable development and the Group takes a holistic approach towards waste and resource management. As our business activities continue to increase, we are mindful of the waste which would increase in tandem. The increased use of single-use plastic items has become a global sustainability issue, contributing to pollution and negatively impacting wildlife and increasing GHG emissions.

## OUR APPROACH

The business units, manage waste throughout the life cycle of their operations, prioritizing prevention, minimization, reuse and recycling. Each business division plans their waste management that include detailed waste inventory and associated indicators that measure performance, analyse improvement areas and propose specific actions that support the waste management hierarchy and minimise the environmental impact. We are exploring the adoption of new technologies and innovation to support us in this process of resource management and to accelerate the adoption of our waste management hierarchy. The operating team work closely with their stakeholders (including suppliers, tenants, business partners and team members) to practise good waste management across the Group.



Providing water carafes instead of water bottles



Removing bin liners in all in-room bins, and providing recyclable bins to encourage waste segregation

## Genting Singapore Waste Management Hierarchy

- 1  **Prevention**  
Rethink, redesign and change behaviour
- 2  **Reuse**  
Reuse materials to maximise useful lives
- 3  **Recycle**  
Normalise recycling activities
- 4  **Recover**  
Recover resources and energy
- 5  **Disposal**  
Minimise waste to landfill

Our total waste diverted from disposals (recycle waste) from all our business divisions increased by 20% year-on-year to 1.99 tonnes in 2022, i.e. 58% increase compared to the base year of 2019. A significant portion of the Group's waste diverted was from Genting Plantations, which constitutes 98% of the total wastes consolidated. There was an increase in water consumption in 2022 by the Leisure and hospitality division, arising from increased business activities as the COVID-19 situation that started in 2020, became more endemic in 2022. The opening of the new Resorts World Las Vegas in June 2021 and the launch of a new hotel at Resorts World New York City in August 2021 contributed further to the increase in water consumption in 2022.



## WASTE, POLLUTION AND MATERIALS CONSUMPTION

### OUR INITIATIVES

#### OUR FEATURE: GENTING SINGAPORE

Target to achieve

**50%  
reduction**

in Genting  
Singapore's  
operational **waste-  
to-landfill** intensity  
by 2030 (base year  
2015)



In Singapore, we aim to achieve a reduction of 50% of our resort's operational waste-to-landfill intensity by 2030, as compared to the 2015 baseline year, in line with Singapore's Zero Waste Masterplan. To achieve this, waste management hierarchy is integrated into our teams' day-to-day planning and operations. Priority is given to identifying opportunities in waste reduction via a deliberate shift towards more sustainable production and consumption, followed by reusing, recycling and recovery.

Resorts World Sentosa achieved a 49% reduction in operational waste-to-landfill per gross floor area ("GFA"), as compared to the 2015 baseline year. As the resort business recovers from the pandemic, we are assessing how to improve diversion from landfill. In early 2023, a third party waste consultant was engaged to conduct a waste profiling exercise to help identify new opportunities to divert more waste away from the landfill. Food waste and packaging waste are identified as key waste streams that Resort World Sentosa can improve on. Our team has started engagement with relevant business units and tenants to work on potential solutions such as food waste segregation and installation of more food waste bins.

### Combining creativity and resourcefulness to reduce waste at Resorts World Sentosa's themepark attractions (Universal Studios Singapore)

At Resorts World Sentosa, their Creative department will explore re-using assets in inventory during the creative process. As a result, we are able to halve the purchase of new props, costumes, equipment and structure for the Halloween Horror Nights and Christmas themed events at the Universal Studios Singapore since 2011. For example, floor decking purchase from previous years were re-used for Halloween Horror Nights haunted houses and this effort helped to reduce construction waste.

A three-time winner of the Singapore Packaging Award Top Achievement award, Resorts World Sentosa's range of initiatives from removing plastic packaging for retail products to implementing reusable tableware such as cups and sauce dishes have been documented as part of NEA 3R Guidebook for Packaging, as guidance for corporates to reduce their packaging waste. Our team in Singapore will continue to make good strides in reducing their packaging waste in line with NEA's Mandatory Packaging Reporting scheme by tracking packaging waste in greater detail and regularly with Procurement unit to explore ways to minimize packaging waste.

**79%**

of construction waste  
generated at Resorts  
World Sentosa was sent  
for **recycling**.

In view of the upcoming RWS 2.0 expansion, we acknowledge the significance of managing construction waste and are committed to doing so effectively. We are committed to monitor construction waste regularly and find ways to minimise construction waste where possible. In 2022, about 79% (3,276 tonnes) of construction waste generated was sent for recycling.

**Accredited for  
exemplary  
practices in  
reducing  
packaging  
waste at Resorts  
World Sentosa**



## WASTE, POLLUTION AND MATERIALS CONSUMPTION

### OUR FEATURE: GENTING MALAYSIA

#### Reducing plastic waste, oil waste and chemical waste

at Resorts World Genting



**Plastic waste:** In Malaysia, the bathroom amenities at Resorts World Genting have been replaced with kraft paper packaging materials in four of its hotels, namely Crockfords, Genting Grand, Highlands Hotel and First World Hotel. This initiative has avoided 10 tonnes of plastic waste. The remaining two hotels, Resort Hotel and Genting SkyWorlds Hotel will follow suit in 2023. The plastic drinking bottles at our resort's F&B outlets are also replaced with porcelain cups from 15 September 2022, saving 560,791 bottles.

**Oil waste:** All used cooking oil at our resort is recycled by a licensed company. 6,314 drums of used cooking oil were recycled which equates to about 107,338 kg in 2022.

**Chemical waste:** Resort World Genting has partnered with Soap Cycling, a non-profit organisation that works with the hospitality industry to collect, process and distribute lightly used soap bars and bottled amenities. The soap is sorted, recycled, and distributed in local communities. This environmentally friendly process helps reduce chemical waste from landfills.

All our operations in Malaysia manage scheduled waste according to the First Schedule of the Environmental Quality (Scheduled Wastes) Regulations 2005. All scheduled wastes are properly handled, labelled and safely stored in dedicated locations. Licensed collectors, approved by the Department of Environment, dispose of this waste. Ten sewerage treatment plants ("STPs") at Resorts World Genting treat sewage before releasing it back into the natural waterways. The effluent from all STPs in our resort meets the Effluent Discharge Standards to Malaysian Inland Waters Standard A in the Environmental Quality Act 1974.

#### Scheduled waste and regulated effluent management in Malaysia

### OUR FEATURE: RESORTS WORLD LAS VEGAS

**Maximising waste diversion from landfill using a single-stream recycling programmes that hand-sorts waste onsite at Resorts World Las Vegas.**

Resorts World Las Vegas maximises waste diversion from the landfill using a single-stream recycling programme that hand-sorts waste on-site. By partnering with external waste management experts and trained recyclers on-site and off-site, Resorts World Las Vegas seeks to achieve the highest possible diversion rates. Specific programming targets the most impactful materials, including food scraps. Recovered food scraps are converted to animal feed, in partnership with a local livestock operation. This method of disposal is an environmentally preferred alternative, as noted by the U.S Environmental Protection Agency.

Although the waste generated and materials consumed at our corporate offices at Wisma Genting is not significant compared to our operating units, we believe that every responsible action taken to minimize waste and maximise the use of the resources will contribute towards in the fight against climate change and environmental degradation. The most significant waste generated in our corporate offices is paper. Our waste reduction efforts are focused on minimising the use of paper among our employees. Best practices encouraged and communicated to employees include:



**PRINTING ONLY WHEN NECESSARY**



**EDITING DOCUMENTS ON COMPUTERS BEFORE PRINTING**



**PRINTERS SET TO PRINT DOUBLE SIDED AS THE DEFAULT TO SAVE PAPER**

The gradual digitalisation of our operations over the years has reduced the need for physical paper at our offices, and we will continue to explore ways to digitise more facets of our workflow to enhance productivity and curb paper usage. The waste generated from our corporate offices are not considered hazardous.

# WASTE, POLLUTION AND MATERIALS CONSUMPTION

## OUR FEATURE: GENTING PLANTATIONS

### Prudent management of waste by our plantation division

Our plantation division adopts prudent management of waste for both environmental conservation and human well-being. All forms of waste at the plantation operations including domestic, agricultural, biomass, and industrial by-products, are subject to safe disposal methods in compliance with relevant regulations.

#### WASTEWATER

##### Implementing rigorous protocols to manage POME

The processing of Fresh Fruit Bunches ("FFB") results in the generation of Palm Oil Mill Effluent ("POME"), a highly contaminated water source that poses a risk to the environment if not properly managed. At the Group, we are acutely aware of the potential negative impacts of POME and have implemented rigorous protocols to mitigate the potential for contamination of waterways and groundwater.

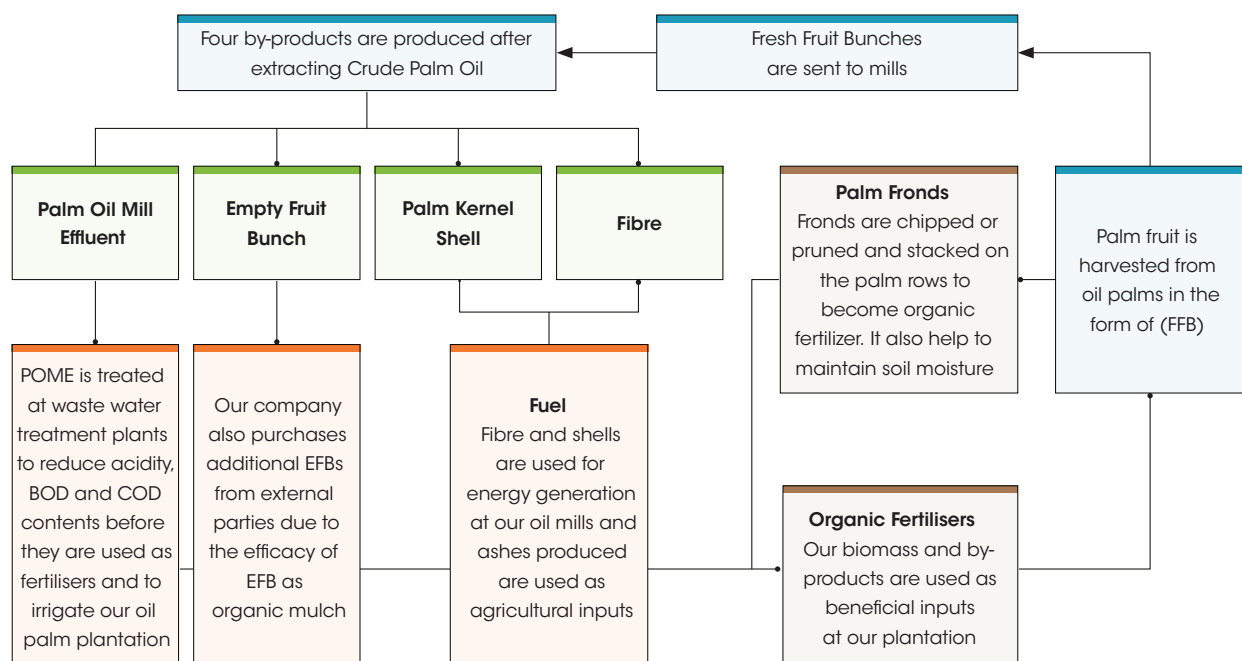
A significant portion of the effluents are generated from our mills, primarily in the form of POME, which represents approximately 50% of the total water consumed by these facilities. We have implemented a number of strategies for managing POME, including treatment and utilisation for land application and composting, as well as repurposing it as a fertiliser. By using POME as a soil amendment, we are able to provide moisture, nutrients, and organic matter that enhance the soil, while reducing our reliance on inorganic fertilisers.

Additionally, we treat effluents generated from our downstream operations to meet local regulatory requirements prior to discharge, with the goal of minimising any risk of groundwater pollution or disturbance to aquatic life. Furthermore, we are committed to reducing the levels of Biological Oxygen Demand and Chemical Oxygen Demand in our effluents to an acceptable level as part of our goal to improve water quality by 2050.

#### Effluents and Waste Management



#### WASTE AND HAZARDOUS MATERIAL MANAGEMENT



## WASTE, POLLUTION AND MATERIALS CONSUMPTION

### OUR FEATURE: GENTING PLANTATIONS (Cont'd)

**1.21**  
**million mt**  
of bio mass recycled  
from our plantations

The utilisation of biomass by-products is a fundamental principle of waste management, as it allows for both recycling and recovery of energy, ultimately reducing the overall volume of waste produced. In the context of oil palm cultivation and milling, the ability to recycle waste biomass presents a valuable opportunity for resource utilization and aligns with our economic and sustainability objectives. In 2022, Genting Plantations capitalised 1.21 million mt of biomass.

The secure and effective management of Scheduled Wastes ("SWs") is of paramount importance in order to ensure compliance with regulations and to safeguard the health of both human population and natural environment. At Genting Plantations, we take great care to ensure that all SWs produced by our derivatives are collected and disposed of in accordance with the guidelines and regulations of the Malaysia Department of Environment ("DOE"), which include the Environmental Quality (Scheduled Waste) Regulations 2005, the Environmental Quality (Scheduled Waste) (Amendment) Regulations 2007 and the Indonesian "Peraturan Pemerintah PP Nomor 22 Tahun 2021." We engage the services of licensed contractors, registered with the DOE, to ensure that SWs are transported and disposed of in a proper and safe manner.

### Scheduled wastes management by our plantations division

### OUR FEATURE: GENTING ENERGY

Industrial wastes  
generated from our  
energy operations  
**reduced by**  
**10.3%**

The energy team (Genting Energy) manages waste through its waste management programme designed to comply with all applicable regulatory requirements as well as to protect human health and the surrounding environment. Specific key performance metrics were developed to drive and track improvements in environmental performance at operational levels.

In 2022, Genting Energy generated 57,472 tonnes of industrial wastes, 10.3% lesser than the industrial wastes generated in 2021. These industrial wastes mainly consist of fly ash, bottom ash, glass wool, used oils and expired chemicals generated from the Banten power plant. The reduction in industry wastes was attributable to the decrease in power generation which directly reduced the coal burning. However, the energy operations in China accounted for 1,737 tonnes of industrial wastes in 2022, an increase from 100 tonnes in 2021. This was mainly attributed to the drilling mud and drill cuttings generated during the wells drilling activities. All of these discharges were in compliance with applicable regulations.



## WASTE, POLLUTION AND MATERIALS CONSUMPTION

### OUR FEATURE: GENTING ENERGY (Cont'd)

**39,381 tonnes**  
of waste from energy operations  
were recycled and diverted from disposal

Genting Energy continues to improve its solid waste management by identifying key waste streams to reduce the amount of waste produced as well as recycling waste generated as much as possible. The hazardous wastes will be properly stored and handled by government authorized vendors for proper disposal or for subsequent usage. Non-hazardous wastes were reused or recycled where possible. In 2022, Genting Energy's waste recycling efforts resulted in 39,381 tonnes of waste being diverted from direct disposal.

Maintaining  
**strict ash storage**  
and handling procedures  
**at Banten power plant**  
despite the easing of ash  
categorisation to  
non-hazardous waste

Our energy team is committed to upholding good environmental practices to help reduce potential ecological footprint to the surrounding environment. Fly ash and bottom ash from the burning of coal in power plants or other industrial facilities in Indonesia are now deemed inert or non-hazardous waste, under a new government regulation issued in February 2022. Despite the easing of ash categorisation in Indonesia, the Banten power plant remained committed to its strict ash storage and handling procedures. It opts to voluntarily observe the ash storage limit set prior to the changes in regulation to prevent potential contamination of nearby soil and groundwater.

**Rated 'blue' for outstanding performance**  
in environmental practices for pollution control  
– Banten power plant

To achieve greater environmental accountability practice, our team at Banten power plant participates in Indonesia's Programme for Pollution Control, Evaluation and Rating ("PROPER") governed by Ministry of Environment and Forestry, Indonesia. PROPER is a national-level public environmental reporting initiative to promote industrial compliance with pollution control regulations and to ensure better environmental management system. This is the fourth consecutive year that the Banten power plant was rated "blue" by PROPER, recognising its outstanding performance in environmental practices.

# SAFEGUARDING COMMUNITY WELFARE

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# CUSTOMER HEALTH, SAFETY & SECURITY

## SITE SAFETY AND SECURITY

We acknowledge the important role that customers play in the success of our leisure business division that is the largest contributor to the financial performance of our Group. Our leisure businesses are managed by Genting Malaysia, Genting Singapore and Resorts World Las Vegas that offer a myriad of the leisure and entertainment facilities including hotels, casino facilities, theme park, concerts and shows, retail shopping as well as food and beverage outlets, attracting millions of visitors annually. The COVID-19 pandemic is a great reminder for us to remain vigilant in monitoring and ensuring our health and safety measures in place to prevent the risk of its recurrence or occurrence of any other health crisis that could adversely impact the lives of our customers and workforce.



### OUR APPROACH

**We aim to provide safe, secure, fun and entertaining moments at our resorts.**

The health, safety and security of our customers are of utmost importance to our Group. Our teams are committed to safeguard our customers while they enjoy the attractions and entertainment facilities at our resort properties. Our leisure strategies are aimed to create exceptional customer experience, responsible gaming, sustainable procurement and positive economic impact.

Our leisure properties operate with strict safety protocols that surpass standard safety guidelines with additional measures implemented to ensure a worry-free experience. Our customer safety and security measures include customer data privacy, cybersecurity and providing accessibility for all including the disabled. These overall strategies are common across our leisure properties. Through our sustainability governance process, the Board and management of Genting Berhad are briefed on any significant impact of the risks on the customers' health, safety and security of our leisure businesses that could impact the overall performance of the Group.

CUSTOMER HEALTH,  
SAFETY & SECURITY

## SITE SAFETY AND SECURITY

Creating unparalleled customer experience	Responsible gaming ("RG")	Sustainable procurement	Positive economic impact
<ul style="list-style-type: none"> <li>Developing an integrated customer feedback management system that monitors customer satisfaction scores across various operations</li> </ul>	<ul style="list-style-type: none"> <li>Developing a comprehensive responsible gaming programme that promotes a safe gaming environment and supports our guests in making informed choices in managing their gaming behaviour</li> <li>Initiatives include:               <ul style="list-style-type: none"> <li>A dedicated team to manage the RG programme</li> <li>Provision of yearly training to all casino-related employees</li> <li>An enhanced RG awareness programme</li> <li>Making self-exclusion more accessible via hotline, website, mobile apps and dedicated RG areas</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Promoting sustainable and responsible procurement practices that support the development of local sources by:               <ul style="list-style-type: none"> <li>Allocating a majority of procurement expenditure to local sources</li> <li>Channelling a majority of the local procurement expenditure to small-medium enterprises</li> <li>Procuring from micro and small-sized suppliers where possible</li> <li>Holding showcase events annually to showcase local products</li> <li>Upskilling SME suppliers on areas of governance, environment and human rights</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Making positive contributions to the economic growth of our host countries through our investments and efforts made in the hospitality and tourism industry</li> <li>Closely monitoring the economic value generated &amp; distributed to stakeholders on various aspects such as job creation, providing employee wages &amp; benefits, shareholder returns, tax contributions and community investments.</li> </ul>

## Site safety and security

Our leisure teams under Genting Malaysia, Genting Singapore and Resorts World Las Vegas are established award-winning leading resort operators. They work closely with their regulators, brand partners and other stakeholders as well as leverage on technological advancements to provide the best of their leisure-based facilities, products and services to customers. Our leisure teams are committed to ensuring the safety, security and comfort of the customers and guests at their premises. Comprehensive safety protocols and procedures are in place to ensure the wellbeing of guests at their hotels, food and beverage outlets, theme parks and casinos, including but not limited to:

- Pandemic prevention procedures and response protocol
- Hotel room safety and cleanliness
- Safe food handling procedures
- Theme park rides and attractions maintenance and upkeep
- Casino security and threat preparedness; and
- Fire safety compliance and drills.

In this section, we feature Genting Malaysia to elaborate on the initiatives undertaken.



## CUSTOMER HEALTH, SAFETY & SECURITY

### SITE SAFETY AND SECURITY

#### OUR FEATURE : GENTING MALAYSIA

### Creating exceptional customer experience at Resorts World Genting

Our leisure team in Malaysia (Genting Malaysia) is fulfilling a promise that our founder, the late Tan Sri Lim Goh Tong made to himself and his peers - the realisation of a fully integrated, self-sufficient entertainment city and its continuity.

It started with an ambitious idea and humble beginnings by building a hotel and casino on a remote mountaintop. It is now the region's premier resort and a fun-filled destination for the whole family. Resorts World Genting aims to continue providing customers with the most delightful and memorable experiences. All operations are designed to offer patrons with safe, secure, fun and entertainment moments.

As a premier integrated resort operator, Genting Malaysia is synonymous with exceptional hospitality and unforgettable experiences. Each time a customer pays for a room, meal or ride, it is much more than that – they are paying for the experience, atmosphere and service. This is Genting Malaysia's promise to every patron. Across its operating countries, Genting Malaysia delivers an optimal experience that makes customers feel unique in the resort. Several feedback processes are utilised to capture and measure all aspects of customer communication, satisfaction and relationships.

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

### Genting Malaysia's promise to every patron



Number of  
Genting Rewards Members  
**5.5 million**  
as of 31 Dec 2022  
(2021: 5.1 million)



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

## CUSTOMER HEALTH, SAFETY & SECURITY

### SITE SAFETY AND SECURITY

#### OUR FEATURE : GENTING MALAYSIA (Cont'd)

Creating exceptional customer experience in Genting Malaysia's overseas operations:

##### UK



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

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

##### Genting Hotel, Resorts World Birmingham



Excellent rating of

**4.5**

on TripAdvisor



Rank

**#11**

out of 129 Birmingham hotels

##### US



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

##### BAHAMAS



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

## Accessibility through technology - the VQ experience

Genting SkyWorlds utilises state-of-the-art technology in Southeast Asia's first deployment of AI-powered Virtual Queue ("VQ") solutions. The VQ technology utilises the latest cloud-based technology to provide guests with a seamless and engaging entertainment experience through Genting SkyWorlds' mobile app. The VQ solution leverages AI to enable more efficient crowd management and dynamically reduce waiting time. This solution allows our operations to control crowd distribution effectively and optimise ride capacity.

Through our digitalisation efforts, theme park visitors can download the Genting SkyWorlds mobile app, which is free and gives a comprehensive guide to the attractions with real-time information. This app enables guests to navigate and experience the park virtually before arrival, giving a head-start on Genting SkyWorlds. Other features include reserving preferred rides, attractions and entertainment based on their preferred time slots, creating groups for multiple ticket holders, and receiving real-time alerts for VQ reservations. The technology also drives ride capacity optimisation at Genting SkyWorlds by influencing guest behaviour using gamification and incentive recommendations to divert the crowd to the various attractions at the theme park. Genting SkyWorlds Virtual Queue "VQ" Experience received various awards and recognition, including at the ASEAN Innovation Business Platform 2022, the MSC Malaysia Asia Pacific ICT Alliance 2022 Awards and the 21<sup>st</sup> Asia Pacific ICT Alliance Award.

## CUSTOMER HEALTH, SAFETY & SECURITY

### SITE SAFETY AND SECURITY



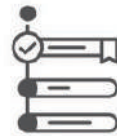
#### VQ reservation features



Reserve time slots before or during your visit to Genting SkyWorlds and experience your favourite attractions without the need to physically queue.



Make reservations for multiple guests and enjoy your favourite attractions at the time you choose!



Automatically suggests a personalised itinerary based on your preferences.

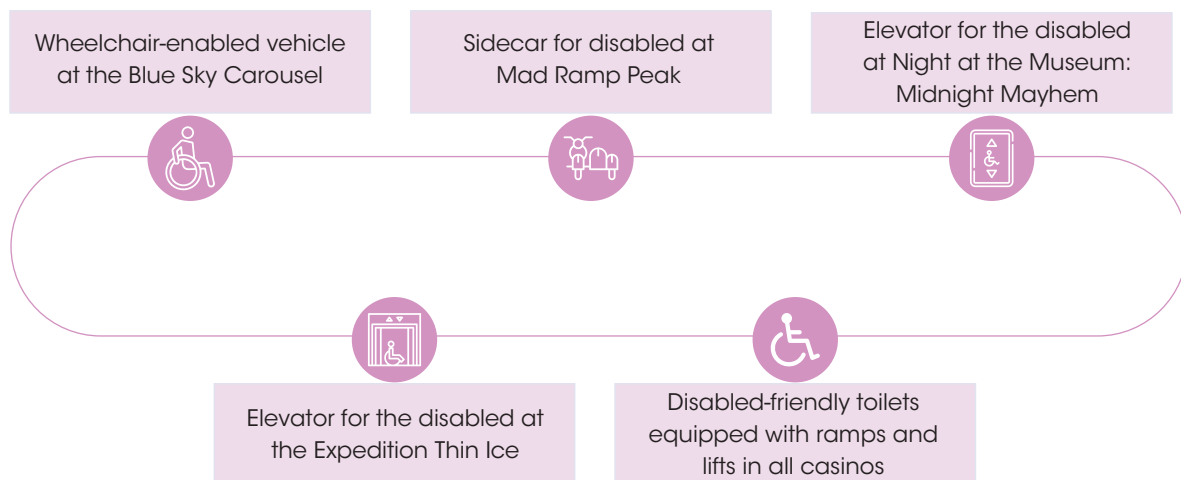
## CUSTOMER HEALTH, SAFETY & SECURITY

### SITE SAFETY AND SECURITY

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

#### FOR THE DISABLED

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



#### AMERICANS WITH DISABILITIES ACT

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

#### FOR YOUNG FAMILIES

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

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

#### Resorts World Genting Hotels

- ✓ Crockfords is the only hotel in Malaysia to receive the Five-Star award in the Forbes Travel Guide 2022 Star Awards
- ✓ Genting Grand received the Four-Star award in the Forbes Travel Guide 2022 Star Awards
- ✓ The Forbes Travel Guide 2022 Star Awards named Highlands Hotel as a Recommended hotel
- ✓ Crockfords, Genting Grand and Highlands Hotel received the Sharecare VERIFIED™ health security badge from Forbes Travel Guide



# CUSTOMER HEALTH, SAFETY & SECURITY

## SITE SAFETY AND SECURITY

### SAFETY FIRST

The safety and security of patrons are our number one priority. Strict safety protocols can never be compromised as Genting Malaysia surpasses standard safety guidelines and has implemented additional measures to ensure a worry-free experience while having fun.

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

## CUSTOMER HEALTH, SAFETY & SECURITY

### RESPONSIBLE GAMING

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

#### OUR APPROACH

We have responsible gaming strategies in all our casino operations which focus on building long-term relationships, rooted in shared values with governments, regulators, the community and other key stakeholders in the gaming industry. These strategies and related policies are implemented globally in all jurisdictions where we operate, subject to local regulations.

Our casino businesses under established casino resort operators (Genting Malaysia, Genting Singapore and Resorts World Las Vegas) aim to provide patrons with enjoyable gaming experiences and encourage responsible gaming. They are committed to ensuring compliance with all applicable legislations and collaborating with their respective government, Responsible Gambling ("RG") bodies and the community to prevent problem and underage gambling.

The responsible gaming practices adopted by our casino resort operators include:

- Adherence to their respective operating countries' or states responsible gaming laws and regulations
- A commitment to market and advertise responsibly to protect children and other vulnerable persons from the harm or exploitation from gambling
- Ensuring staff are trained following industry best practices with the knowledge and tools to effectively promote responsible gaming
- Implementation of a self-exclusion programme where customers can voluntarily exclude themselves from gaming activities
- Partnering with local regulatory councils and NGOs to improve gambling safety efforts, for example, Resorts World Bimini's collaboration with Florida Council on Compulsive Gambling and Genting Singapore's partnership with National Addictions Management Service
- Responsible Gaming Resource Centre is available at Resorts World Catskills to help patrons and employees with gambling problems.
- Resorts World Las Vegas complies with the AGA Code of Conduct for Responsible Gaming and has a pledge to its team members, patrons and the community to make responsible gambling an integral part of its daily operations. Team members at the resort receive training on responsible gaming during new hire orientation and periodic refresher training. The resort will make reasonable efforts to honour a patron's written request to be self-limited from gambling activities and to reserve the right to exclude a patron from gambling. The resort will make diligent efforts to prevent individuals under 21 years of age from participating in any gambling or sports betting, loitering in the gambling area of the casino, or from gaining access to online, mobile or in-room gambling opportunities.

# CUSTOMER HEALTH, SAFETY & SECURITY

## RESPONSIBLE GAMING

### OUR FEATURE: RESORTS WORLD SENTOSA

Resorts World Sentosa is the top accredited gambling venue in the world by RG Check. Our team in Singapore continuously review the RG Framework against other jurisdictions, casino operators and RG bodies for best practices. Our RG Framework is focused on three key goals.

- 1 To implement a plan to identify patrons with observable problem gambling behaviours and provide information and referral to help services.
- 2 To deliver ongoing responsible gambling education programme that promotes safer attitudes and gambling practices to enable patrons to make an informed choice.
- 3 Collaborate with the government and stakeholders to build a responsible gambling culture based on continuous improvement and the adoption of best practices.

Our RG Framework, which incorporates the RG Check standards, covers the following core areas:



**RG policies** - integrated corporate policies and strategies to actively address problem gambling



**Staff training** - strong focus on training to ensure employees are well-equipped when carrying out their role



**Casino exclusions** - robust and comprehensive self-exclusion framework which facilitates access to help and support



**Assisting patrons** - readily available help for patrons, with clear policies and procedures



**Informed decision making** - easily accessible information to help patrons make objective decisions including access to setting voluntary spend and time limits, and tracking game play



**Advertising and promotions** - socially responsible advertising and promotions that do not mislead or target potentially vulnerable patrons



**Access to money** - controls for access to money that do not encourage excessive spending



**Venue and game features** - safe environment including promoting awareness of passage of time and responsible use of alcohol

### Manage Game Play Programme

Our 'Manage Game Play' ("MGP") programme facilitates patrons' informed gaming decisions by providing information on real-time play across more than 2,400 Electronic Gaming Machines in our casino. The MGP tool is a free-to-use programme for our members and enrolment is conveniently available at Membership Hub terminals.



Patrons enrolled in the MGP can set the length of time that they wish to play and/or the amount that they intend to spend. At selected notification intervals, patrons will receive personalised SMS notifications on their mobile phones.

Patrons may also select the option to have one of our trained RG Ambassadors ("RGAs") to provide them a "shoulder tap" reminder if 200% of their self-determined limit is reached. RGAs would then take action by reminding the patrons and providing RG information or assistance, if required.

To-date, nearly 1,200 patrons have enrolled into the MGP. From a survey in 2021, more than 90% of respondents indicated that the programme is easy to use and is an effective tool to monitor and track their activities, and majority expressed that they do take a break or stop gambling when they receive the SMS notifications.

## CUSTOMER HEALTH, SAFETY & SECURITY

### RESPONSIBLE GAMING

#### OUR FEATURE: RESORTS WORLD SENTOSA (Cont'd)

##### Accreditation by RG Check

RG Check is the world's most comprehensive and rigorous responsible gaming accreditation programme that has been developed by the Responsible Gambling Council Centre for the Advancement of Best Practices. As part of RG Check's accreditation, our RG programme assessment is based on eight core standards that include 47 criteria.

At Resorts World Sentosa, we are committed to providing a safe gambling environment for our patrons. We are proud that our RG programme has achieved and maintained the highest worldwide RG Check accreditation score for seven consecutive years, demonstrating our leadership in responsible gambling marketing, policy, management and programmes.

##### Responsible Gambling Ambassadors

Resorts World Sentosa has over 600 RGAs who are specially trained to provide assistance to patrons, promote and raise awareness of responsible gambling, provide tips for safe gambling and inform of various player safeguard options available at the resort. Patrons are able to directly approach the RGAs, who are identifiable by their badges.

##### Responsible Advertising

We are committed to socially responsible advertising and promotions. We have a stringent regime and processes in place to ensure that our advertisements and promotions do not mislead, contain any express or implied inducement or encouragement to play casino games, and do not target our domestic market, which includes Singapore Citizens and Permanent Residents, as well as individuals with gambling problems, under casino exclusion orders or minors. Our responsible advertising policy can be found on the Genting Rewards webpage.

All casino advertisement and promotions undergo a screening process to ensure adherence to the policy that:

- Marketing communications do not reinforce misconceptions about gambling.
- Marketing communications do not target at-risk groups or promote risky behaviours.
- Precautions are in place to limit marketing communications to high-risk players.

We also provide each patron with an RG kit that contains information on RG programmes, education materials on signs of problem gambling and help services available. The RG kit is provided upon enrolment into any of our casino membership programmes.

##### Player Education and Safeguards

RWS provides high-quality resources with wide coverage throughout the venue to maximise player reach. The RG Ambassador programme is a key resource for player education, as well as for access to help. The casino entrances are designed to ensure that gambling activities cannot be viewed by anyone outside of the casino, including families and minors (under 21 years) who may be visiting the resort.

##### Self-service Membership Kiosks

We provide self-service Membership Kiosks to enable patrons to check their gaming activity records such as visit frequency, duration of stay, and win/loss, as well as other useful RG resources like information on how gambling works, tips on safe gambling, and a problem gambling self-check test.



**OUR FEATURE: RESORTS WORLD SENTOSA (Cont'd)**

**Self-Exclusion Programme**

Resorts World Sentosa is the only casino in Singapore to offer variable ban length options for patrons who make a request for self-exclusion. This is in line with international RG best practices. The enhancement considers that a non-permanent exclusion period lowers the psychological barrier for patrons who may wish to make a self-exclusion request. It also empowers patrons with decision-making options for them to initiate the application and revocation of self-exclusion.

**Casino Entry Checks**

The casino entry system is designed to ensure that all patrons entering the casino are screened to prevent entry by minors, excluded persons, and persons subject to visit limits. Patrons are required to produce their government issued photo identification to enter the casino. The use of Optical Character Recognition and Facial Recognition technology deployed to complete identification and impersonation checks is a strong deterrent in preventing and identifying attempts to enter the casino using another person's identification documents.

**Responsible Gambling Training**

The RG Awareness training curriculum is reviewed regularly and approved by our RG Independent Advisory Panel to ensure relevance. All team members are provided a training on awareness of RG. In addition, Casino Special Employees ("CSEL") are licensed by Gambling Regulatory Authority, responsible for regulating the gambling industry in Singapore. CSEL must attend and pass the RG training before performing their casino-related work and thereafter required to attend annual refresher training which is tracked and reported to the senior management.

Before any employee is appointed as an RG Ambassador, they must undergo additional special training conducted by RG specialists from National Addictions Management Service. The RG Ambassadors have to undergo RG Ambassador refresher training annually. In addition, they must undergo further enhanced training organised by the Ministry of Social and Family Development. The training programme is designed to equip RG Ambassadors with skills and knowledge to identify, respond to and provide assistance to patrons with observable signs of distress which may be related to problem gambling.

**OUR PROGRESS**

**RG outreach efforts**

In conjunction with the annual national RG Awareness Week, Resorts World Sentosa partnered with the MFSD to run two roadshows in November 2022 in its casino. The theme of this year's RG Awareness week was "Are you Playing Smart? Play Safe, Act Now".

In addition, the resort held four other roadshows during the year as part of its efforts to raise awareness of responsible gambling amongst patrons. During the roadshows, RG Ambassadors engaged 1,245 patrons and saw 131 patrons enrolling in the MGP programme. Resorts World Sentosa continues to proactively promote the MGP programme to patrons to help them make better informed decisions about their gambling habits and develop healthy gambling habits. 1,200 patrons enrolled to-date in the MGP programme.

# CUSTOMER HEALTH, SAFETY & SECURITY

## RESPONSIBLE GAMING

### OUR FEATURE: GENTING MALAYSIA

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

#### Genting Malaysia's Player Protection Strategy



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

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

#### OUR FEATURE: GENTING MALAYSIA (Cont'd)

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

#### Self-Exclusion Programmes

##### Permanent Self-Exclusion Programmes

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

##### Cooling-off Period

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

#### Number of People Who Have Benefitted from the Self-Exclusion Programme

Self-Exclusion Programme	2020	2021	2022
Request for Assistance Policy	59	24	67

#### MOVING FORWARD

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

#### Standards & Criteria for Land-Based Venues

- RG Policy, Strategy and Culture
- Employee Training
- Self-Exclusion
- Assistance for Players Who May be Experiencing Harm from Gambling
- A Systematic Approach in Enabling Players to Make Informed Decisions
- Marketing Communications
- Access to Money

## CUSTOMER HEALTH, SAFETY & SECURITY

### RESPONSIBLE GAMING

#### UK



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

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

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

#### US



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

Resorts World New York City developed the Responsible Gambling Resource Center to educate guests on risks associated with problem gambling. Guests can access information on problem gambling, self-exclusion, counselling services, financial support and other related topics.

Responsible gaming messaging runs through gaming floor announcements and digital graphics displayed on screens throughout the property. The Company also collaborates with the New York Council on Problem Gambling, their local chapter and the Queens Problem Gambling Resource Center. These collaborations ensure the delivery of the most effective and comprehensive problem-gambling training content to all employees. Resorts World New York City collaborates with these organisations on the national, state and local levels to discuss risks associated with problem gambling for the well-being of guests, employees and the community at large.

#### BAHAMAS



Resorts World Bimini partnered with Florida Council on Compulsive Gambling concerning the general gaming industry's efforts to:

- Develop and provide access to educational materials in the casino; and
- Deliver employee training and other quarterly events that raise awareness of gambling responsibly.

Resorts World Bimini also adheres to the Bahamas Gaming Act, 2014, to ensure that the public is aware of compulsive or problem gambling.

The 24-hour problem gambling helpline (888-ADMITIT) is displayed prominently at every entrance throughout casino areas, including restrooms. Resorts World Bimini organised various games and quizzes to remind employees of their roles in ensuring a fun and responsible play experience for everyone.



CUSTOMER HEALTH,  
SAFETY & SECURITY

## CUSTOMER DATA PRIVACY &amp; CYBERSECURITY

As a group, we are committed to treat the personal data of every guest with care and respect, by upholding their rights regarding the collection, use, access and disclosure of their personal data. These commitments are set out in the respective personal data protection policies of all our operating units that handle customer data, our portfolio companies, which are prepared in accordance with applicable data privacy laws.

## OUR APPROACH

### Our commitment on customer data privacy

This commitment to data privacy is supported by cybersecurity procedures that ensure safer handling of customers' personal data. We have put in place appropriate step-by-step measures on personal data protection to prevent data loss, unauthorised access, usage, change, amendment or disclosure, and reviewed these on a regular basis. Relevant parties must comply with the measures and are given the responsibility to monitor data, grant access rights and classify data so as to determine levels of personal data security that are consistent with the degree of risk and potential impacts from a breach of personal data privacy.

## OUR FEATURE: GENTING MALAYSIA

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

Genting Malaysia prepared its Personal Data Processing Statement following the requirements of the Personal Data Protection Act 2010 ("PDPA"). The PDPA sets out the policies and procedures of Genting Malaysia to handle customers' data. Every year, all Genting Malaysia employees must attend a refresher training on cybersecurity and data privacy through the Company's online portal.

Genting Malaysia's data security is ISO 27001:2013 - certified, which covers providing operational services for data centres, administration and support services offered by the IT department. Any cases requiring investigation must be reported to the Risk Management Committee.

Genting UK's Information Security Management System was recently ISO/IEC27001:2013 - certified, encompassing the IT infrastructure and the lifecycle management of customer and employee data for the function of Casino and Gaming Operations, Hotel and Leisure Facilities, and Hospitality and Events Management. All Genting UK staff must complete the mandatory Genting Academy General Data Protection Regulation annually in addition to their regular cyber security training. A Data Protection Officer and the Information Security Steering Group lead its processes and compliance.

Resorts World New York City does not retain any credit card transaction data and secures all player databases behind a firewall and secure Virtual Local Area Networks. The Group performs all remote work through a secure Virtual Private Network and covers data privacy best practices in annual cybersecurity training. The resort conducts a yearly penetration test and had implemented the Darktrace Cyber AI Loop to prevent the most sophisticated cyber-attacks.

## COMMUNITY INVESTMENTS

Our presence in the communities where we operate in, gives us the opportunity to engage and develop strong relationships with our stakeholders. As a responsible conglomerate, we are committed to invest and uplift the disadvantaged community to empower them and create positive socio-economic impact, in line with our business strategy to achieve sustainable growth.

### OUR APPROACH

Our Group's community investments are focused on **health, education, environment** and **community outreach**. Our community initiatives are undertaken by our head office and business divisions that regularly contribute in cash and in-kind to various charities, foundations and sectors of our communities that have identified needs. We aim to help the needy and the less fortunate, irrespective of race, creed or religion. Group-wide, a total of RM17.8 million was invested in the community and about 741,000 people benefitted from our cash and in-kind support in 2022. All our community engagements were well participated by our employees.

#### Key Highlights



Over **741,000**  
beneficiaries



Over  
**RM17.8 million**  
contributed in cash and  
in-kind donations



#### Genting Dementia Care Centre

#### OUR INITIATIVES

Genting Berhad built the Genting Dementia Care Centre in Kuala Lumpur to offer daycare services to people suffering from dementia. We are supporting the care centre's daily operations with staff and volunteers. Operating on a charitable basis, the care centre also provides information through webinars and training to caregivers, family members and professionals involved in dementia care. The Genting Dementia Care Centre is a collaboration between Genting Group and the University of Malaya's Faculty of Medicine. About RM4.7 million has been spent by Genting Berhad to support this care centre since its inception on 28 February 2019, in conjunction with Genting Founder's Day.

Genting Berhad established the Universiti Malaya - Tan Sri Lim Goh Tong Endowment Fund in 2009 with a capital of RM1.0 million. Dividends from the endowment fund are used to provide sustainable funding to benefit students from the university's Faculty of Business & Accountancy in the form of scholarships, international exchange programmes, study trips and other educational programmes. During the COVID-19 pandemic in 2020 and thereafter, the funding was channelled towards sponsoring laptops for poor students from B40 category (students from very low income families).

#### University Malaya - Tan Sri Lim Goh Tong Endowment Fund

## OUR INITIATIVES: GENTING MALAYSIA

Guided by a spirit of service and passion for social impact, Genting Malaysia makes a difference through strategic philanthropic partnerships, volunteering opportunities and corporate giving. Genting Malaysia invested about RM6.0 million in its community and over 680,000 people benefitted from philanthropic investments in 2022.



### Assisting in the Batangkali landslide search and rescue mission

The landslide in Batang Kali on 16 December 2022 is Malaysia's second-worst disaster in terms of fatalities. Genting Malaysia's Fire, Rescue and Crisis Management Section team was one of the first respondents to arrive at the scene during the early hours of 16 December 2022, given the close proximity to Genting Highlands. We offered assistance by providing eight excavators, operators, logistic and site management personnel to assist the Fire and Rescue Department of Malaysia ("BOMBA") Search and Rescue Team throughout the nine days of search and rescue operation. Genting Malaysia received a Certificate of Appreciation from BOMBA on 19 January 2023 during the BOMBA Annual Parade for its efforts and contributions to the rescue mission.

## Keluarga Malaysia Everest 2022

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

## COMMUNITY INVESTMENTS

### OUR INITIATIVES: GENTING MALAYSIA (Cont'd)

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

### Supporting Veterans' Association of Malaysian armed forces



### Providing essential supplies for Pahang flood

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

Genting Malaysia donated mattresses, divans, blankets, pillows and many essential items from its hotels and collaborated with the Bentong District Office and Municipal Council to distribute these items to the affected families in Pahang.

In 2022, RWNYC made significant donations worth more than USD1 million to support various community programmes championed by the following organisations: Medisys Health Network, Greater Jamaica Development Corporation, City Harvest, Queens Economic Development Corporation, YMCA of Middletown, Boys & Girls Club of Metro Queens, Town of Wallkill Boys & Girls Club, Jamaica Center for Arts & Learning and Sullivan County Federation for the Homeless, Inc.

### Supporting local communities in New York City



## COMMUNITY INVESTMENTS

### OUR INITIATIVES: GENTING SINGAPORE

#### Meals for low-income families in Singapore

Resort World Sentosa also looked to address basic needs in the wake of the COVID-19 pandemic, joining the 'Jalan with Your Buddy' initiative organised by the People's Association and Tampines West Community Club to encourage families looking to eat healthier meals.

Team members spent their weekend in December 2022 accompanying more than 120 low-income families on a shopping trip through Sheng Siong Supermarket where they could buy fresh and nutritious food for their families on a budget. The initiative also included a health and nutrition workshop conducted by the Health Promotion Board which helped educate the families about the importance of healthier eating and how to pick healthier food items during grocery shopping.

Genting Singapore contributed over SGD440,000 (equivalent to approximately RM1.4 million) in cash and in-kind donations for charitable causes in Singapore in 2022.



#### Beach clean-up for a cleaner environment in Singapore



In June 2022, Genting Singapore hosted the first beach clean-up post pandemic at East Coast Park and Sembawang Park, as part of the Ocean Fest 2022. The two-day event saw 72 volunteers collecting 32 bags of trash, which included plastic bottles, bags, fishing nets and golf balls, weighing 156.4 kgs in one weekend. In one clean-up, our volunteers collaborated with members of the Singapore Association for the Deaf, rounding up 15 bags of marine debris weighing 126 kgs, in addition to picking up basic sign language to better communicate with our partners. They also gathered 17 divers to participate in a dive clean-up off the shores of Pulau Hantu in September 2022.

## COMMUNITY INVESTMENTS

### OUR FEATURE: RESORTS WORLD LAS VEGAS

Resorts World Las Vegas has established social relationships with 55 local core charitable partners within the areas of animal welfare, education, equality & safety, health & wellness, homelessness & underprivileged, military & youth. The efforts of these organisations are benefiting the Las Vegas community.

In 2022, Resorts World Las Vegas contributed USD745,000 to its local community through financial and in-kind donations. 4,500 team members dedicated over 5,000 hours in the community through hands-on events and activities, benefitting over 33,000 people in the community. Resorts World Las Vegas also uses the state-of-the-art digital resources, to promote awareness for human trafficking, national law enforcement recognition, military appreciation, Pride parade and many more.



Resorts World Las Vegas is the proud sponsor of the Las Vegas Metropolitan Police Department Foundation Good Ticket Programme, honouring police officers whose actions go above and beyond to help those in community. The resort hosted events for partners such as the Wounded Warrior Trials, Caregivers, Las Vegas Pride, Make-A-Wish and UNLV - Young Executive Scholars in Tourism and Hospitality Programme.

Resorts World Las Vegas is also committed to practices that are environmentally friendly and promote sustainability and efforts to protect individuals that are victims of human trafficking.



**Community outreach by Resorts World Las Vegas**



# COMMUNITY INVESTMENTS

## OUR FEATURE: GENTING ENERGY

Genting Energy focused its CSR activities on four key areas, namely health, community, education and environmental. Over RM340,000 equivalent worth of donation and cash-in-kind was contributed by Genting Energy that benefitted over 10,000 people in the local community.

### Health

- COVID-19 care and prevention assistance to Rumah Sakit Rsia Kasih Insani, Cilegon, Banten
- Food and other form of assistance to the community affected by COVID-19 pandemic
- Donated oxygen cylinder, concentrators, regulator, nasal cannula, oximeter to Health Center in Tofoi, West Papua
- Nutrition campaign by providing locally sourced nutritious food to babies and toddlers in Sumuri District
- Sponsored fogging programme in the control of dengue hemorrhagic fever in Salira Village
- Sponsored sports events in supporting of healthy lifestyle such as volleyball competition, mountain bike race, football competition "Cilegon CUP U40" and "Sumuri District National Youth Cup".



Over **RM340,000** equivalent worth of donation and cash-in-kind was contributed



### Community outreach

- Sponsored local community activities such as religious festivities, National Day celebrations, local culture, and mass circumcision activities in Indonesia
- Sponsored mass wedding ceremony for underprivileged couples
- Donation for mosque monthly operations in Banten
- Aid funding to renovate, provide building materials, equipments and fittings for mosque, volleyball court, military and police offices
- Assistance in Salira Village's river dikes repair and strengthen process
- Sponsored and participated in mural painting in Salira Village and grass cutting at pedestrian in Bintuni, West Papua
- Social assistance to the earthquake victims of near Cianjur, West Java and flood victims at Sorong, West Papua
- Sponsored the construction of a well for local community at West Papua to provide clean water source for daily consumption
- Sponsored Anti-corruption Day organised by Ditbinmas Kapolda Banten.

## COMMUNITY INVESTMENTS

### OUR FEATURE: GENTING ENERGY (Cont'd)

#### Education

- Educational support by sponsoring achievement awards to Primary School and Secondary School students in Salira Village
- Sponsored university scholarship
- Sponsored traditional music instrument "marawis" to RISTA in Sumuranja Village in supporting the development of traditional music.

#### Environmental

- Planted 4,000 mangroves along the coastal area of Serang Regency, Banten as part of Mangrove Conservation Programme
- Donated 500 endemic trees to be planted around Salira village as part of the reforestation effort during the World Environmental Day 2022
- Planted 120 endemic trees in Biodiversity Park, Salira village
- Planted 1,000 trees (include fruit trees) together with local residents in a few villages in Sumuri and Babo Districts as part of reforestation effort as well as "green productivity" to achieve future ecological benefits
- Planted 120 fruit trees in Sumuri District as part of Green School Programme to educate and instill environmental awareness to students at early age.





## COMMUNITY INVESTMENTS

### OUR FEATURE: GENTING PLANTATIONS

#### Connecting Communities

We contribute towards building and maintaining infrastructure such as roads and bridges in areas lacking this connectivity.

#### Enabling Local Economy

Genting Plantations, wherever possible would put an effort to stimulate the local economy in locations where we operate. This is achieved by prioritising job offerings to locals, provision of supplies and services from local businesses.

#### Education

We emphasise on education and provides the children of our workforce and those in nearby local communities access to basic education. We support over 32 schools in and close to our plantation operations in Malaysia and Indonesia and provide educational opportunities for the young from pre-school up to secondary education. Genting Plantations has a scholarship programme for undergraduates under the Yayasan Dr Lim Goh Tong Endowment Fund that has benefitted 14 brilliant deserving students.

#### Socialising Sustainability

We conduct socialisation exercises to promote sustainable practices especially for those with direct contact with the natural environment. This socialisation exercise includes the management of human-wildlife conflict, importance of no hunting or poaching endangered wildlife animals and plants, the avoidance of forest fires and use of fires in agriculture.

Local communities depend on farming to fulfill basic dietary needs and as source of income. We communicate with local farmers on methods of sustainable farming of which would improve food security.



# ENHANCING WORKPLACE PRACTICES

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# HUMAN RIGHTS AND LABOUR STANDARDS

We respect the principles contained in the United Nations Global Compact on Human Rights (principles 1 to 6) and upholds its principles of dignity, fairness, equality, respect and independence in all our operations.

## Our Commitments to Specific Human Rights Issues:

Human Rights Issue	Our Commitment
<b>Discrimination or Other Unreasonable Treatment</b>	<ul style="list-style-type: none"> <li>We do not tolerate any discrimination, acts that hurt the dignity of an individual, harassment, or unreasonably treat others based on national origin, citizenship, colour, race, belief, religion, ancestry, marital status, gender, disabilities, age, sexual orientation, gender identification, place of birth, social status, or any other basis prohibited by local law.</li> </ul> <p>We do not discriminate:</p> <div> <div>Race</div> <div>Colour</div> <div>Gender</div> <div>Nationality</div> <div>Religion</div> <div>Age</div> <div>Maternity status</div> <div>Marital status</div> <div>Indigenous status</div> <div>Ethnicity</div> <div>Social origin</div> <div>Disability</div> <div>Sexual orientation</div> <div>Worker organisation/ union membership</div> <div>Political affiliation</div> </div>
<b>Forced and Child Labour</b>	<ul style="list-style-type: none"> <li>We do not tolerate forced labour or child labour, including slavery and human trafficking.</li> </ul>
<b>Privacy and Personal Information</b>	<ul style="list-style-type: none"> <li>We respect the privacy of all persons and will use all reasonable care to maintain the privacy and confidentiality of personal data.</li> </ul>
<b>Harassment</b>	<ul style="list-style-type: none"> <li>We do not tolerate any action that causes physical or mental distress, such as sexual harassment or power harassment.</li> </ul>
<b>Occupational Safety and Health</b>	<ul style="list-style-type: none"> <li>We aim to create and maintain a safe and healthy working environment.</li> </ul>
<b>Collective Bargaining and Freedom of Association</b>	<ul style="list-style-type: none"> <li>We respect the employees' freedom of choice to be legally represented by a labour union without fear of retaliation. Our operating teams establish constructive dialogues with legally-recognised labour unions representing employees, such as the Genting Malaysia Berhad Workers Union Collective Agreement, which was signed on 25 October 2022. Our operating teams meet regularly with union delegates to ensure employees' needs are met and any disputes are resolved.</li> </ul>
<b>Rest and Leisure</b>	<ul style="list-style-type: none"> <li>We recognise the right to rest and leisure and will always comply with local laws concerning working hours, overtime and rest.</li> </ul>
<b>Rights of Indigenous People</b>	<ul style="list-style-type: none"> <li>All our local and international operations must not violate the human rights of indigenous people.</li> </ul>

Our global operations adhere to applicable employment and human rights regulations. These include, among others, Malaysia's Federal Constitution, Employment Act 1955, Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007, and Occupational Safety and Health Act 1994. We respect the human rights as expressed in the International Bill of Human Rights, the International Labour Organisation ("ILO") Declaration on Fundamental Principles and Rights at Work, ILO Conventions: Indigenous & Tribal Peoples (no. 169), UN Declaration on the Rights of Indigenous Peoples, the Organisation for Economic Cooperation and Development Guidelines for Multinational Enterprises. We comply with the labour laws including those that prevent child labour and forced labour, such as the Basic Conditions of Employment Act, Labour Relations Act, Skills Development Act and Occupational Safety and Health Act.

# HUMAN RIGHTS AND LABOUR STANDARDS

Our group regularly reviews the labour standards of existing and potential businesses and supply chain partners as part of the risk assessment procedures. From time to time, all parties, including employees, business partners and suppliers, must familiarise themselves with our Group's Code of Ethics.

Human rights practices are included in the Code of Conduct and Ethics for Employees and Directors, Human Resources policies and procedures, Whistleblower Policy awareness and training programmes covering all employees and directors of our Group. Any incidence of wrongdoing and non-compliance can be reported through our Whistleblower platform which will be channelled to the Whistleblower Committee for action. We are committed to investigate and recommend action plan upon receiving complaints, report or recommendation from the Whistleblowing Committee or an Enforcement Agency to address the issue.

We respect and uphold the human rights of all community members including the rights of indigenous and local communities, as well as their legal and customary land tenure rights that could be impacted by our business areas.

**No major incident  
of human rights  
violations**

We are committed to creating a safe and respectful workplace and have provided training on harassment and sensitivity training for leaders and managers. During the year under review, there had been no major incident of human rights violations at the Group or Company in prior years.

## OUR FEATURE: GENTING MALAYSIA

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

Fostering good well-being reduces stress and creates positive working environments where our people can thrive. Genting Malaysia's dedicated Employee Services department promotes a work-life balance cycle, involving wellness activities and events such as sports tournaments, weekly wellness programmes including Mat Pilates, Zumba and Kickboxing, Employee of the Month Awards, Best Employee Awards, Employee Appreciation Nite, an Employee Carnival and a Health Campaign. This department offers counselling Services and maintains the sports and recreation facilities.

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



## MALAYSIA

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

### Categories of Employee Well-Being Programmes at Resorts World Genting

#### Sports

Tournaments: darts, volleyball, basketball, sepak takraw, badminton and bowling



#### Wellness

Blood donation drive, health campaign



#### Outings

Day trip and shopping spree



#### Recognition and awards presentation



#### Others such as festivals and fairs





# HUMAN RIGHTS AND LABOUR STANDARDS

## OUR FEATURE: GENTING MALAYSIA (Cont'd)

### Open Culture Initiatives at Resorts World Genting

#### SPEAK UP!

- The Speak Up! Session is a platform where employees can share and raise any suggestions, questions, feedback or other areas of concern to the Senior Vice President and higher levels. This open culture programme empowers employees to share their thoughts and genuine concerns for a better organisation and working environment.

#### TAKE50 EXECUTIVE LOCKOUT\*

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

#### PARTNER WITH DEPARTMENT\*

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

\* resume in 2023

## UK



Genting UK encourages all employees to participate in their respective team meetings. Employees can casually discuss the challenges and motivation they face at work with their team members and superiors. Various engagement activities were held in 2022 including Croupier of the Year, a quiz, social and sports events and festive celebrations.

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

#### Employee Assistance



#### Mental health awareness



#### Flexible working arrangements



#### Annual private medical health assessments



#### Well-being resource hub



#### Discounts on fitness services and other healthy lifestyle benefits



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

## US



Resorts World New York City has developed internal guidelines and procedures for employees and supervisors to promptly and effectively discuss employment issues. Good communication is essential to business success and staff well-being. Resorts World New York City also held various employee engagement activities to promote healthy workplace relationships, including a Halloween costume contest, Employee Appreciation Day, a holiday tree decorating contest and an anniversary celebration.

## BAHAMAS



Resorts World Bimini held various employee engagement activities as the resort reopened in 2022. The resort held monthly birthday celebrations, a health fair, a fun walk and run, a mobile dentist visit, festive celebrations, a team member milestone breakfast and other staff appreciation celebrations.

# HUMAN RIGHTS AND LABOUR STANDARDS

## OUR FEATURE: GENTING SINGAPORE

### Flexi work arrangement policy at Genting Singapore

Genting Singapore values a workplace culture where team members feel comfortable discussing their overall wellbeing as it helps to promote a sense of community and support among team members, which can in turn improve morale and productivity. With the easing of the COVID-19 Safe Management Measures in 2022, the employees progressively resumed more in-person team bonding events and activities, which can bring team members closer and build camaraderie.

With the increased demand for flexible work arrangement, we have implemented the Flexi Work Arrangement Policy to allow work flexibility among our team members based on individual needs. The types of arrangement offered include Hybrid Work Arrangement, Staggered Time and Flexi Shift. Depending on team members' nature of employment, they can enjoy benefits such as:

- Employee Assistance Programme which provides team members access to 1-to-1 professional counselling
- Complimentary basic health screening covering diabetes test, cholesterol profile and disease Assessment
- Medical and insurance benefits
- Discounted attractions' tickets
- Complimentary day and night shuttle buses.



Genting Singapore is adopting a holistic approach to focus on prevention and early intervention of issues that may affect team members' wellbeing.

## OUR FEATURE: GENTING PLANTATIONS

### Respecting the rights of indigenous and local communities

Genting Plantations which has a total land bank of about 243,400 hectares (including Plasma schemes) in Malaysia and Indonesia. As a responsible business interacting directly with the natural world and its resources, we recognise the importance of sustainability in all aspects of our operations. One of the key areas of focus for our plantation business is the protection and promotion of human rights, particularly in relation to our palm oil plantation activities. We understand that our operations can have an impact on the rights and livelihood of local communities and we are committed to working closely with them to ensure that our activities are conducted in a manner that is respectful of their rights whilst promoting shared values that are mutually beneficial.

We are committed to upholding internationally recognised standards and best practices in relation to human rights, and to observing all relevant state, national, regional laws, and policies in the locations where we operate. This includes our commitment to the United Nations Declaration on the Rights of Indigenous Peoples and the Tribal People Convention (No. 169), and to obtaining Free, Prior and Informed Consent ("FPIC") from indigenous and local communities for any new developments on their land. This also includes engaging with our stakeholders and conducting independent assessments such as Social and Environmental Impact assessments, High Conservation Value assessment and GHG emissions assessment, prior to any new land acquisitions or development.

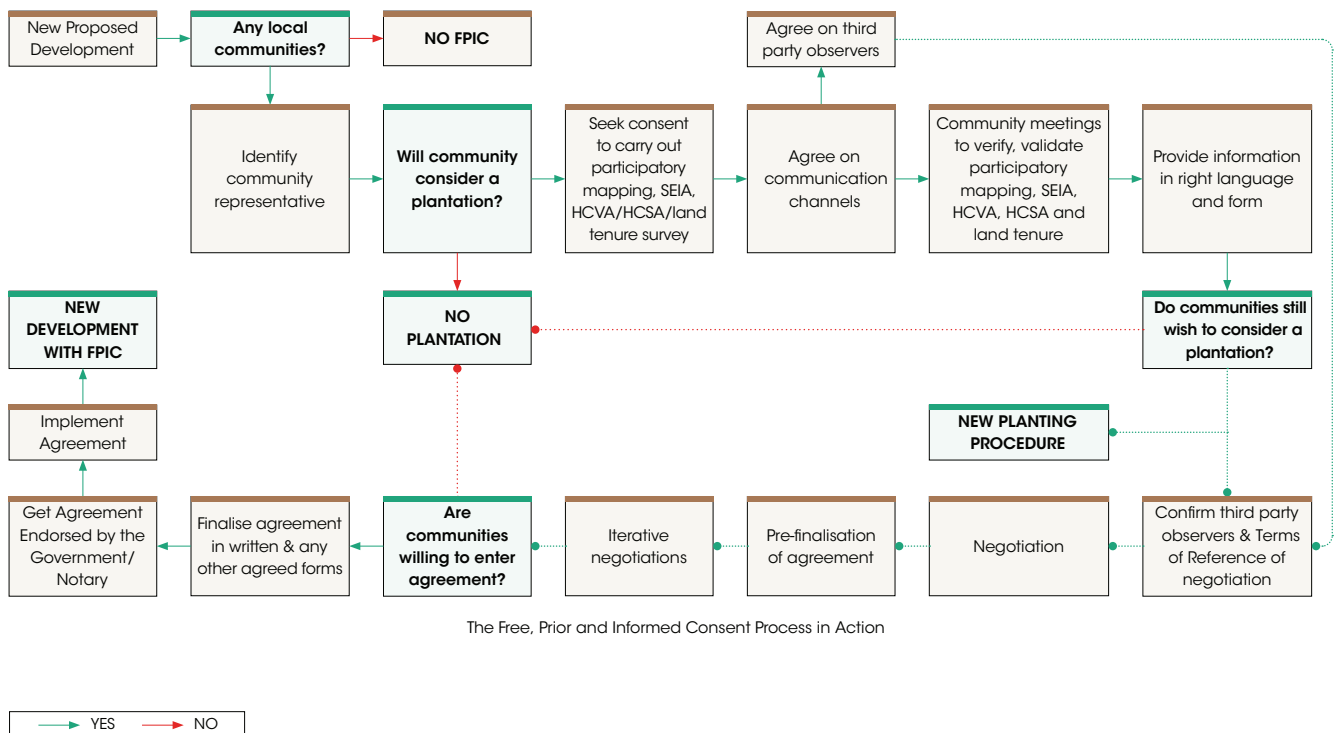
**Free,  
Prior and  
Informed  
Consent**

# HUMAN RIGHTS AND LABOUR STANDARDS

## OUR FEATURE: GENTING PLANTATIONS (Cont'd)

Our land acquisition or development endeavours are only initiated contingent upon obtaining the explicit and informed consent of local communities. Any issues that arise during this process are resolved in a comprehensive manner, with due consideration given to the compliance with relevant local and national laws and regulations. Genting Plantations has implemented procedures to ensure the FPIC process is conducted with due diligence and efficiency.

Our method for conducting FPIC involves the establishment of communication channels with individual landowners, local communities, and designated representatives of the local community. In instances of land disputes, the Group endeavours to find mutually agreeable solutions through open dialogue. Our adherence to legal ownership and best practices is in alignment with the RSPO's FPIC Consent Guide for RSPO Members. Overall, our goal is to operate in a responsible and sustainable manner that benefits both our business and the communities in which we operate. We will continue to review and improve our practices to ensure that we meet this goal, and we are committed to transparency and open communication with all stakeholders.



# DIVERSITY, EQUAL OPPORTUNITY AND INCLUSION

As an equal opportunity employer that embraces diversity in the workplace, we have an inclusive work culture that supports a diverse workforce to contribute positively to the growth and productivity of the Group, in line with our vision and mission.

We are committed to ensure our inclusive and non-discriminatory work culture is practised across all operations of the Group. We believe diversity, equal opportunity and inclusion in the workplace is a competitive advantage that contributes richer perspectives, insights and ideas towards problem solving and greater innovation.

Hence, we target to create the ideal workplace where people from diverse ethnicities, cultures, religion and socioeconomic standing with multiple talents and differences in abilities, and irrespective of any form of discrimination, come together to work successfully as a team.

## OUR APPROACH

### Diversity and Inclusivity

We practise non-discrimination in any form, whether based on age, race, ethnicity, gender, nationality, religion, maternity status, marital status, indigenous status, social origin, disability, sexual orientation, union members or political affiliation throughout our Group. This includes the selection of Board members and senior management that requires our Board and senior management team to be people of high calibre, vast knowledge, experience, expertise and skills.

Our non-discrimination practice is outlined in the Genting Berhad's Code of Conduct and Ethics and the Human Rights section of this report, in which all forms of discrimination in the workplace are prohibited and that 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, at all stages of our human resource process from recruitment, selection, retention, training and development, appraisal, promotion, succession planning to retirement.

For example, Genting Malaysia continues to foster an environment which prevents discrimination and thrives on the diversity of individuals. Providing an increasingly inclusive work environment helps the Group combat gender inequality and workplace discrimination. At Genting UK, all management-grade employees must complete an Inclusive Leadership e-learning module. This programme instills the critical traits of an inclusive leader and teaches ways to build inclusive relationships in the workplace.

Resorts World New York City is exploring potential Diversity, Equity and Inclusion training to raise employees' awareness of inequality and bias and influence how they treat one another. Our team is developing a formal mentorship and professional development programme as part of its corporate culture rollout in 2023.

In this section, the workforce data covers Genting Berhad and its portfolio companies, where available.

As at 31 December 2022, the Genting Group provided full time employment to about 52,000 people of diverse nationalities across the world with 19% Malaysians and the remaining 81% from other countries including but not limited to Singapore, Indonesia, India, China, United States of America, Bahamas, United Kingdom and Egypt. Malaysians based in Malaysia comprised Malays (53.3%), Chinese (36.2%), Indians (10.4%) and Others (0.1%). The Group's female to male employee ratio was 35:65 in 2022 (2021:33:67). Our employee composition for age below 30 years was 33% in 2022 (2021:32%), between age 30 to 55 years was 56% in 2022 (2021:61%) and age above 55 years was 11% (2021:7%).

We are mindful of the need to hire new talents as the current generation of our experienced workforce matures in age. Talent management strategies are in place to address this.

Our total workforce increased by about 9.5% year-on-year in 2022 mainly due to the increase business activities of our leisure & hospitality division and the plantation division that require more hirings. Overall, the Group's female gender ratio has improved marginally in 2022. The gender ratio differs from each business divisions due to the nature of their business activities. Details of the workforce data can be found in the performance table of this report.



# TALENT MANAGEMENT

People are our most valuable assets. Our ultimate success and achievements are a result of their high-performance and commitment. As such, talent management is of paramount importance to Genting Berhad and we have allocated significant efforts to attract, retain, develop, reward and groom employees to ensure the continued success of the Group.

## Genting Berhad Talent Management Strategy

<b>Talent Attraction &amp; Acquisition</b>	<b>Talent Engagement &amp; Retention</b>	<b>Talent Development &amp; Succession Planning</b>	<b>Leadership Bench Strength &amp; Diverse Talent Pool</b>	<b>High Performing Culture &amp; Team</b>	<b>Business Sustainability &amp; Growth</b>
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### OUR APPROACH

Our Group focuses on talent acquisition, talent engagement and talent retention. We strive to acquire the right talents, engage and retain our employees with ongoing initiatives and activities to create a positive and productive work culture.

Our initiatives include:

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

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

We provide competitive remuneration packages and benefits as part of its strategy to attract and retain the right talent pool, which differs by employment categories and country. Our salary structure takes into account the qualifications, skills, experience, and capabilities of the candidate as well as the roles and responsibilities of the job before making a fair and competitive offer. We carried out market assessments to benchmark the adequacy and competitiveness of our benefits on a country-specific basis to formulate the appropriate mix of compensation and benefits.

We do not tolerate any discrimination, acts that hurt the dignity of an individual, harassment, or unreasonably treat others based on national origin, citizenship, colour, race, belief, religion, ancestry, marital status, gender, disabilities, age, sexual orientation, gender identification, place of birth, social status, or any other basis prohibited by local law. We deliver equal pay for equal work. The basic salary and remuneration ratio of women and men is equal at 1:1.

At Genting Berhad, the benefits include but are not limited to healthcare (medical and insurance benefits), financial relief, paid leave (such as medical leave, maternity and paternity leave, compassionate leave, no pay leave, examination and study leave, matrimonial leave) and other benefits such as membership for professional associations, long service awards and entitlement claims. The employee benefits for our business divisions may vary according to the nature of business.

We assessed our employees' performance, capability and potential as part of our strategy to engage and retain the right talent.

Employees are appraised annually against set targets and key performance indicators ("KPI"), via a structured performance management system. We benchmark our remuneration and benefits with various market to stay competitive in engaging and retaining our talent in different employment categories and countries. Remunerations of Senior Management and Board of Directors are governed by our Remuneration policy, which can be found on our website at [www.genting.com/governance](http://www.genting.com/governance).

We strive to create a positive working experience and foster an engaged workforce with commitment to create a high performing culture.

Employees are appraised periodically against set targets and KPIs, via a structured performance management system. Leaders and managers are fully empowered to manage and build healthy and productive working relationships with their employees through their department engagement activities by taking into account employees' employment values, interest and capability.

# TALENT MANAGEMENT

## TRAINING AND EDUCATION

As a responsible employer, Genting Berhad has committed to the contribution of the Human Resources Development levy. We have provided training and development opportunities to our employees to achieve accredited work-related certifications for their developmental growth. We assessed the effectiveness of all training programmes through employee feedback forms and the knowledge sharing sessions conducted after the training. From our post training evaluation, all training attended by employees were found to be satisfactory.

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

The total training hours of Genting Berhad was 745 hours while the average training hours per employee was 6.0 hours in 2022.

### Genting Berhad – List of Employee Training Programmes in 2022

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▶ Dr Edward De Bono's Six Thinking Hats</li> <li>▶ English For the Workplace</li> <li>▶ Managing And Assessing Employees' Performance (Star Writing) Training</li> <li>▶ Adaptive Risk Management: Building Resilience in Disruptive Times</li> <li>▶ Analysis And Case Studies on The Reporting Framework for Beneficial Ownership of Legal Persons</li> <li>▶ Ask Right Discover Right</li> <li>▶ CFO Conference 2022</li> <li>▶ Compliance With Guidelines for The Reporting Framework for Beneficial Ownership of Legal Persons</li> <li>▶ Contract &amp; Procurement Fraud</li> <li>▶ Cross Border Transactions and Withholding Tax</li> <li>▶ Digitalisation Transformation and Business Continuity in The Hybrid World</li> <li>▶ Fraud And Financial Scandals: Trends, Red Flags and Mitigations</li> <li>▶ Hasil - MEF Tax Webinar 2022</li> <li>▶ IIA Malaysia National Conference 2022</li> <li>▶ IT Audit for Non-IT Auditors</li> </ul> | <ul style="list-style-type: none"> <li>▶ Key Amendments to Listing Requirements 2022</li> <li>▶ MAICSA Annual Conference 2022: Challenging the Challenges in Governance</li> <li>▶ Minutes Writing – How to Write Effectively</li> <li>▶ National Tax Conference 2022 (Virtual Participant)</li> <li>▶ Overview - Bursa Malaysia's Enhanced Sustainability Reporting Framework with Climate Change Reporting</li> <li>▶ Section 17A of the MACC Act: How Can Companies Adopt Good Practices</li> <li>▶ Self-Confidence And Personal Charisma</li> <li>▶ Share Capital - Issue and Alteration</li> <li>▶ SSM National Conference 2022 : Corporate Governance and Sustainability. Needed Now More Than Ever</li> <li>▶ Taxation on Foreign Source Income</li> <li>▶ Understanding Your Legal Rights - <i>Akta Kerja 1955</i></li> <li>▶ Update on Transfer Pricing Documentation Requirements</li> <li>▶ Withholding Taxes Law and Implications on Cross Border Transactions</li> </ul> |
|---|---|

The effectiveness of the training programmes was assessed through employee feedback forms and surveys conducted after the training and were found to be satisfactory.

Employees are advised to plan their development based on their interest and capability using Individual Development Plan that includes blended learning approach. Leaders and managers are to support employees' development and nurture their potential for better or higher performance. Our existing performance management system and department performance matrix by job levels guide our leaders and managers to review and measure employees' job performance.

### Employee training initiatives by our business divisions

Genting Malaysia align employees' training needs with their competency requirements and annual objectives. Executives manage their training needs and are encouraged to familiarise themselves with the available training options on the Resorts World Genting iLearn Portal Academy. Heads of Department identify and agree on the training needs of their respective team members. Genting Malaysia invested more than RM4.0 million in training and development and recorded over 120,000 training hours in 2022. Details of Genting Malaysia's training and development initiatives are disclosed in their Sustainability Report 2022, available at [www.gentingmalaysia.com](http://www.gentingmalaysia.com).

# TALENT MANAGEMENT

At Genting UK, various training programmes are conducted to cater individual career development needs, such as an intensive nine-month Fast Track Development Programme, Upskilling Programme and Management Development Programme.

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

Genting Singapore has rolled out various employee training initiatives at Resorts World Sentosa to encourage team members to take ownership of their skillset development through more self-directed learning. They have been working closely with NTUC and AREU on outreach and engagement sessions, including roadshows, learning festivals and campaigns to promote self-directed learning among team members, such as through the Resorts World Sentosa Learning Fest to encourage e-learning and provide unique cross learning experiences, and its Business Acumen Series in partnership with industry speakers and partners to share updates, case studies and best practices in their relevant field.

**Resorts World Sentosa continuously seek new ways to improve employees' skillset.  
Some of their initiatives include:**

- Adopting the SkillsFuture Singapore's Critical Core Skills framework to curate our training curriculum and programmes for team members
- Leveraging on RWS-LHUB GO, with more than 75,000 e-learning courses, for team members to pick up various e-learning courses to stay relevant
- Piloted an online game-play behavioural assessment tool to allow team members to learn about their unique attributes, how to apply them in the workplace, and even provides highly customized developmental suggestions for team members to follow up on
- Building our internal trainers' capability development enabling them to design more engaging learning contents and enhance their facilitation skills for internal training and workplace learning
- Launching a differentiated onboarding programme for new hires, which includes introducing a buddy system as they begin their careers with Resorts World Sentosa.

Resorts World Sentosa has also introduced Pay-for-Skills scheme to encourage their junior team members to upskill. This scheme is presently available for roles with niche skillsets, where team members in these roles are paid monthly skill allowances based on their annually assessed competency levels. The goal of this scheme is to motivate our team members to stay competent.

## LEADERSHIP CONTINUITY AND SUCCESSION PLANNING

At Genting Berhad, we have put in place a systematic succession planning approach to ensure leadership continuity. This includes the succession plan for the founding family, with Dato' Indera Lim Keong Hui, the son of Chairman and CEO Tan Sri Lim Kok Thay, serving as the Deputy CEO and Executive Director of the Company. We identified the key positions and the potential successors for the succession planning. 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.

Our succession plan was presented to the Nomination Committee annually for review to ensure leadership and business continuity. The Succession plan consists of key positions and potential successors with development needs to succeed the identified position.

We continuously review our succession planning strategy to identify and develop high potentials to ensure sufficient talent pool for future succession and leadership needs.

# OCCUPATIONAL SAFETY AND HEALTH

We are committed to provide and maintain a safe and healthy workplace for our workforce and visitors to our premises. Our teams in the leisure & hospitality, energy and plantation operations face the possibility of occupational risks and accidents from operating equipment or machinery or performing their daily routine tasks. Our goal is to ensure our workforce operate in a "Zero Harm" environment.

## Zero Harm environment

## Zero work injury and zero work fatality at Genting Berhad

At Genting Berhad, we adhere to Occupational, Safety and Health ("OSH") policies and engage with our operating teams to ensure their operations are aligned with industry's best practices to reduce potential OSH incidents or accidents. 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. At Genting Berhad, there was no serious work injury and no work fatality reported in 2022, consistent with the last number of prior years. The lost-time injury frequency rate was zero, similar to prior years.

Our corporate offices, leisure and hospitality and energy divisions also reported zero fatalities in 2022, The plantation division recorded two fatalities arising from traffic accidents. We strive to achieve zero fatalities across the Group. Our operating teams have established annual safety and health objectives and targets towards driving improvements in their OSH performance, which are subject to performance management reviews every year.

### Our Group's commitment is to:

- Comply with Occupational Safety and Health Act 1994, approved industrial code of practices and other safety and health requirements;
- Communicate all relevant information, work instructions and provide supervision and training to all employees to ensure duties are carried out in a safe manner and without risks to health;
- Maintain all operating facility, motor vehicles, machineries, equipment and appliances in safe and good condition to prevent work-related injury and ill-health;
- Develop and cultivate safe working practices to prevent accidents, injuries and occupational illnesses, as well as conduct investigations and take necessary steps/actions to ensure such incidents do not recur;
- Review and improve the policy, working environment and system on a regular basis to ensure it remains relevant and appropriate.

This policy is communicated to all our employees. All employees are responsible and accountable to achieve the above-mentioned practices and shall display high level of awareness on safety and health.

We are mindful of the prevailing health related issues such as the COVID-19 pandemic, HIV/AIDs, tuberculosis, dengue and malaria that could impact our employees and other stakeholders such as our customers, business partners, suppliers and visitors. Health awareness events are held periodically either by physical attendance or by virtual seminars for our employees as health check initiatives.

At our head offices in Wisma Genting, all employees are notified on any confirmed COVID-19 positive cases as a precautionary health measure. Employees who are floor wardens in Wisma Genting are given regular fire-fighting training, first aid training and COVID-19 awareness training.

## Precautionary measures on current health related issues



# OCCUPATIONAL SAFETY AND HEALTH

## OUR FEATURE: GENTING ENERGY

Our energy division, under Genting Energy, adheres to all health and safety regulations applicable to the Oil & Gas and Power industries in the countries of its operations, to protect the wellbeing of its workers and visitors at its premises. The Banten power plant is certified with ISO 45001:2018 Occupational Health and Safety Management System. All stages of power generation are subject to rigorous and stringent quality control procedures. The Banten power plant has also successfully maintained all its existing ISO certifications and recertified ISO 50001:2018 Energy Management System certification. This demonstrates Genting Energy's high standards of management systems and controls, reinforcing its commitment towards eliminating work hazards and protecting its workers. Genting Energy recorded one injury and zero fatality in 2022.

## OUR FEATURE: GENTING MALAYSIA

### Resorts World Genting adopted 18001 and ISO 14001; pursuing new ISO 45001 certification

At Resorts World Genting, various measures are implemented by Genting Malaysia to prevent occupational accidents, including risk assessments, safety patrols and self-directed health and safety diagnoses. Facility and equipment inspections, chemical substance management, health and safety training and drills for employees and contractors improve workplace safety. The standard safety rules apply to all employees, contractors, suppliers, business partners and all entering Resorts World Genting.

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

#### Initiatives and Progress

Genting Malaysia has collaborated with the Ministry of Health ("MOH") and the Department of Safety and Health ("DOSH") to identify training needs for its workers and contractors at Resorts World Genting. Our team at Resorts World Genting also engages with DOSH during compliance audits and accident investigations. The safety officers also attend external first aid training programmes organised by topic experts.

More than 10,000 of Resorts World Genting's executives and staff attended safety trainings conducted internally with more than 34,000 of training hours spent in 2022. The list of trainings is outlined in Genting Malaysia's Sustainability Report 2022.

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

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

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

Genting Malaysia also conducted audiometric tests for 98 First World Hotel Laundry and CUL Laundry employees on 7 and 15 July 2022. Employees with abnormal audiogram results were advised for further health examination.

# OCCUPATIONAL SAFETY AND HEALTH

## OUR FEATURE: GENTING MALAYSIA (CONT'D)

### SAFETY AND HEALTH INITIATIVES AT OVERSEAS OPERATIONS

#### UK



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

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

#### US



RWNYC's Security Department and Risk Department conduct weekly inspections of all back-of-house and front-of-house areas.

The Vice President of Construction is responsible for ensuring safety compliance by all parties.

#### BAHAMAS



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

## OUR FEATURE: GENTING PLANTATIONS

Genting Plantations' Occupational Safety And Health Management System ("OSHMS") is an overarching system that covers all scope of work level, activities and workplaces in the company including contractors as well as suppliers working at our premises while carrying out work-related activities. A Safety Health Officer is assigned to each operating unit to oversee the management of this system. The OSHMS is documented in the Genting Plantations OSH Manual that is made available at all plantation's operating units.

### The manual details critical work systems and practices such as:

- Hazard Identification, Risk Assessment and Risk Control
- Chemical Safety Management
- Chemical Health Risk Management
- Personal Protection Equipment Procedure
- OSH Training
- Accidental Reporting and Investigation Procedure
- Document Control Procedure
- Permit to Work
- Emergency Response Plan
- Terrorist Threat & Security Procedure

The manual applies to all our employees and workers throughout their course of work with the company; all contractors and suppliers working at the premises are all required to adhere to the OSH Manual. Whenever a unique work process is required at an operating unit, a customised SOP is outlined for the specific work process to supplement the OSH Manual.

### Initiatives and Progress

#### Annual OSH compliance audit

The annual OSH compliance audit was carried out at three of our estates (Genting Tebong Estate, Genting Tanah Merah Estate and Genting Sri Gading Estate) by the DOSH from Johor and Melaka in 2022 to check the compliance status under the requirement of Occupational Safety and Health Act 1994 and its Regulations. The audit process included the Chemical Health Risk Assessment, Noise Risk Assessment, Ergonomics Risk Assessment, Hazard Identification, Risk Assessment and Risk Control, PPE compliance, Medical Surveillance Programme, Audiometric Testing, Safety and Health Committee Meeting, Accident Investigation and Reporting, etc. Overall, DOSH officers were satisfied with the audit with zero non-conformance. The audit confirmed that our estates have complied with the legal requirements and had shown good commitment towards improving OSH at the workplace.

# OCCUPATIONAL SAFETY AND HEALTH

## OUR FEATURE: GENTING PLANTATIONS (Cont'd)

### Chemical health risk assessment

Genting Plantations carried out Chemical Health Risk Assessment ("CHRA") for all estates and plantations in West Malaysia as the last assessment had expired in June 2022 – the exercise was last conducted in June 2017. A CHRA is carried out with the objective to enable all estates to develop an informed decision on the appropriate control measures, employee training, exposure monitoring and health surveillance activities needed to safeguard the health of Genting Plantation's employees who might be exposed to hazardous chemical at the workplace.

The CHRA reassessment was conducted at all estates and plantations in West Malaysia as part of an exercise to fulfill a mandatory prerequisite to comply with the Occupational Safety and Health Act 1994, Use and Standard of Exposure to Chemical Hazardous to Health Regulations 2000. This reassessment project was conducted by a qualified assessor registered with DOSH Malaysia. The reassessment commenced from 10 March 2022 and concluded on 11 May 2022. The CHRA Reports for all estates were completed in June 2022 and were received and acknowledged by all estate managers on 13 July 2022.

At Genting Plantations, the OSH training for employees at the management level is mainly focused on the procedures, legal requirements, guidelines, and Industrial Code of Practice of the business. Meanwhile, newly hired workers will undergo an induction programme covering safety alerts and an overview on the type of accidents and injuries commonly involved in the palm oil industry. Their OSH training includes the socialising of OSH legal requirements, chemical handling, safe working at height, PPE, HIRARC, accident reporting, investigations work as well as understanding the functions of Safety and Health Committees.

The accident and fatality rates in Genting Plantations decreased in 2022 compared to 2021. The accident statistics covering high consequence and recordable work-related injury and fatality rates of Genting Plantations' teams in Malaysia and Indonesia are disclosed in the following tables. In 2022, Genting Plantations recorded an accident rate of 7.18, which was lower than the National Accident Rate of 16.61, as disclosed in Table D. This improvement in accident rate is not taken for granted and our management at Genting Plantations will continue to strive to achieve a "Zero Harm" working environment.

**Table A: High Consequence Work-related Injury**

High Consequence Work-related Injury Rate =		Number of high consequence Work-related injury (excluding fatalities)		x1,000,000	
		Number of hours worked			

\* Number of hours worked = number of workforce x 8 hours x 26 days x 12 months

	Country	2019	2020	2021	2022
Number of High Consequence Work-related Injury	Malaysia	Nil	Nil	3	2
	Indonesia	Nil	Nil	1	0
High Consequence Work-related Injury Rate	Malaysia & Indonesia	Nil	Nil	0.07	0.03

# OCCUPATIONAL SAFETY AND HEALTH

## OUR FEATURE: GENTING PLANTATIONS (Cont'd)

**Table B: Recordable Work-related Injury**

$$\text{Rate of recordable work-related injuries} = \frac{\text{Number of recordable work-related injuries}}{\text{Number of hours worked}} \times 1,000,000$$

\* Number of hours worked = number of workforce x 8 hours x 26 days x 12 months

	Country	2019	2020	2021	2022
Number of Recordable Work-Related Injury	Malaysia	89	56	26	50
	Indonesia	232	601	813	530
Recovery Time [Number of Days on Medical Leave]	Malaysia	357	627	544	290
	Indonesia	850	1,403	1,624	1,048
Recordable Work-Related Injury	Malaysia	1.48	2.99	0.44	0.78
	Indonesia	3.86	14.68	13.72	8.29
	Malaysia & Indonesia	5.34	11.01	14.15	9.07

**Table C: Fatality**

$$\text{Fatality Accident Rate} = \frac{\text{Number of fatalities as a result of work-related injury}}{\text{Number of hours worked} \times 1,000,000} \times 1,000,000$$

\* Number of hours worked = number of workforce x 8 hours x 26 days x 12 months

	Country	2019	2020	2021	2022
Number of fatalities	Malaysia	0	1	Nil	0
	Indonesia	3	4	3	2
Fatality Accident Rate	Malaysia & Indonesia	0.05	0.08	0.05	0.03

**Table D: Comparison of Accident Rates – National versus Genting Plantations**

Comparison	Per 1000 workers	Per 3000 workers	Per 5000 workers	Per 7000 workers	Per 7799 workers	Per 8000 workers
National Accident Rate	2.13	6.39	10.65	14.91	16.61	17.04
Genting Plantations					7.18 (Actual)	



# OCCUPATIONAL SAFETY AND HEALTH

## OUR FEATURE: GENTING PLANTATIONS (Cont'd)

Table E: Accident Rate Formula

### National Accident Rate formula

$$\text{Accident Rate} = \frac{\text{Total of accident case} \times 1000}{\text{Total Average Worker}}$$

### GENP's accident rate based on the National Accident Rate formula

$$\text{Accident Rate} = \frac{\text{Total of accident case (56)} \times 1000}{\text{Total Average Worker (7799) / Year}} = 7.18$$

Genting Plantations will continue to review and better its safety measures to improve its OSH performance. All accident cases were investigated by its Safety and Health Committee and corrective actions were implemented company-wide to prevent any repeat of the incidents. Our management remains committed to persistently enhance and improve the OSH performance to meet Genting Plantations' goal of "Zero Harm".



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PERFORMANCE  
DATA

## EMPOWERING GOOD GOVERNANCE

	2020	2021	2022
<b>Genting Berhad: Sustainability Governance</b>			
Number of Directors on the Board	8	8	8
Number of Independent Directors on the Board	5	5	5
Number of women on the Board	1	1	1
Number of days between the AGM notice filing date and AGM date	21	28 / 21	28
Number of days between the date of notice and date of meeting (28 days for initial AGM and 21 days for postponed AGM)	21	28 / 21	28
Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant	0	0	0
Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country	0	0	0
Incidents of non-compliance with regulations resulting in a fine or penalty	0	0	0
Incidents of non-compliance with regulations resulting in a warning	0	0	0
Incidents of non-compliance with voluntary codes	0	0	0
Total monetary value of significant fines	0	0	0
Total number of non-monetary sanctions	0	0	0
Cases brought through dispute resolution mechanisms	0	0	0
<b>Genting Berhad: Ethical Business Conduct</b>			
<b>Risk assessments related to corruption</b>			
Total number and percentage of operations assessed for risks related to corruption	10 of 10 (100%)	10 of 10 (100%)	10 of 10 (100%)
Number of risks assessments conducted related to corruption (half-yearly assessments)	2	2	2
Significant risks related to corruption identified through the risk assessment	0	0	0
<b>Operations assessed for risks related to corruption</b>			
Number of confirmed incidents of corruption	0	0	0
Number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	0
Total number of confirmed incidents when contracts with suppliers & contractors were terminated or not renewed due to violations related to corruption	0	0	0
Public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases.	0	0	0
Cost of fines, penalties or settlements in relation to corruption	0	0	0
<b>Training and awareness relating to anti-corruption</b>			
Percentage of directors who received training and were communicated on the Company's anti-corruption policies and procedures	100%	100%	100%
Percentage of employees (management, executives and staff level) who received training and were communicated on the Company's anti-corruption policies and procedures	100%	100%	100%
Percentage of business partners and suppliers who were communicated on the Company's anti-corruption policies and procedures	100%	100%	100%

# PERFORMANCE DATA

## ECONOMIC PERFORMANCE

	2020	2021	2022
<b>Direct Economic Value Generated (RM billion)</b>			
Revenue	11.6	13.5	22.4
<b>Direct Economic Value Distributed (RM billion)</b>			
Operating costs	11.7	13.2	19.0
Employee wages & benefits	3.2	3.5	5.1
Payment to providers of capital	3.5	2.4	5.1
Payment to governments (net taxes)	0.8	0.5	0.7
<b>Economic Value Generated (%)</b>			
Revenue by business division			
- Leisure and Hospitality	64%	64%	77%
- Plantation <sup>^</sup>	22%	25%	15%
- Energy	11%	10%	7%
- Others	3%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>^</sup> includes Property Development and Downstream Manufacturing operations.

## PROCUREMENT PRACTICES

	2022
Total number of suppliers - Group	13,000
<u>Breakdown – number of suppliers by business division</u>	
Corporate office – Genting Berhad	2%
Leisure and hospitality	75%
Energy	8%
Plantation	15%
<b>Total</b>	<b>100%</b>
<u>Local suppliers by spend (%) *</u>	
Leisure and Hospitality	
- Singapore	90%
- Las Vegas	98%
- Malaysia	90%
- UK & Egypt	93%

\* Based on Leisure & Hospitality division, which has 75% of total suppliers engaged by the Group. Data re-assessed in 2022.



PERFORMANCE  
DATA

## CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

	2020	2021	2022
<b>Total GHG Emissions - Scope 1 and Scope 2 (million tonnes CO<sub>2</sub>e)</b>	<b>4.19</b>	<b>4.33</b>	<b>4.03</b>
<b>SCOPE 1 : Total Direct GHG Emissions (%)</b>	<b>3.96</b>	<b>4.08</b>	<b>3.73</b>
<u>Breakdown by business division</u>			
- Energy	99.0%	99.1%	98.4%
- Plantation	0.0025%	0.0049%	0.0054%
- Leisure and Hospitality	1.0%	0.9%	1.6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>SCOPE 2 : Total Indirect GHG Emissions (%)</b>	<b>0.230</b>	<b>0.257</b>	<b>0.309</b>
<u>Breakdown by business division</u>			
Energy	3.7%	1.9%	1.8%
Plantation	0.004%	0.004%	0.004%
Leisure and Hospitality	96.3%	98.1%	98.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>SCOPE 3 : Indirect GHG emissions – not owned or controlled (million tonnes CO<sub>2</sub>e), comprising:</b>			
Plantation - Malaysia	0.000005	0.000007	0.000028
Leisure and Hospitality - Singapore	0.022	0.031	0.027
<b>Total</b>	<b>0.022</b>	<b>0.031</b>	<b>0.027</b>

Note: Scope 3 data in 2022 was based on leisure operations in Singapore (Genting Singapore) and plantation operations in Malaysia (Genting Plantations).

## WATER MANAGEMENT

	2020	2021	2022
<b>Total water consumption (million m<sup>3</sup>)</b>	<b>978.8</b>	<b>855.2</b>	<b>806.9</b>
<u>Total water consumption by business division (%)</u>			
Leisure and hospitality	1.2%	1.4%	2.4%
Energy	98.4%	97.2%	96.7%
Plantation	0.4%	1.5%	0.9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

# PERFORMANCE DATA

## WASTE, POLLUTION, AND MATERIALS CONSUMPTION

	2020	2021	2022
Total waste diverted from disposal - recycled waste (million tonnes)	1.06	1.66	1.99
Total waste directed to disposal (million tonnes)	0.030	0.027	0.040

## COMMUNITY INVESTMENTS

	2020	2021	2022
Total cash and in-kind donations (RM million)	17.7	15.4	17.8

## DIVERSITY, EQUAL OPPORTUNITY AND INCLUSION

	2020	2021	2022
Total number of employees	45,934	47,348	51,860
Percentage of new employee hire rate (%)	15%	13%	35%
Percentage of employee turnover rate (%)	32%	17%	31%

## OCCUPATIONAL SAFETY AND HEALTH

	2020	2021	2022
Total number of injuries	909	1252	262
Total number of lost days	3,361	6,556	2,764
Total number of fatalities as a result of work-related injury			
- Corporate offices, Leisure and Hospitality and Energy divisions	0	0	0
- Plantations	5	3	2

	2022		
	Number of injuries	Number of fatalities	Number of lost days
<u>Breakdown by business division<sup>^</sup></u>			
- Corporate offices	0	0	0
- Leisure and hospitality	205	0	1423
- Energy	1	0	3
- Plantation	56	0	1,338
<b>Total</b>	<b>262</b>	<b>0</b>	<b>2,764</b>

<sup>^</sup> Note: Data for preceding years are being re-assessed.

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	304-2	Significant impacts of activities, products and services on biodiversity	
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## GLOSSARY

ABBREVIATION	REFERENCE
AGM	Annual General Meeting
CO <sub>2</sub>	Carbon dioxide
CSR	Corporate social responsibility
EES	Economic, Environment and Social Topics
EFB	Empty fruit bunches
EIA	Environmental Impact Assessment
ESG	Environmental, Social and Governance
ESP	Electrostatic precipitator
ETFE	Ethylene Tetrafluoroethylene
EV	Electric vehicle
FFB	Fresh fruit bunches
FFB	FreshFruit bunches
GFA	Gross floor area
GHG	Greenhouse gas
GRI	Global Reporting Initiative
GWh	Gigawatt hour
HCS	High conservation stock
HCV	High conservation value
HRT	Hydraulic retention time
IP	Intellectual property
ISCC	International Sustainability and Carbon Certification
ISCC	International Sustainability and Carbon Certification
ISO	International Organisation for Standardisation
ISPO	Indonesian Sustainable Palm Oil
ISPO	Indonesia Is Palm Oil
IT	Information technology
kg	Kilogramme
kWh	Kilowatt hour
LEED	Leadership in Energy and Environment Designs

ABBREVIATION	REFERENCE
m	Metre
m <sup>2</sup>	Square metre
m <sup>3</sup>	Cubic metre
MCCG	Malaysia Code of Corporate Governance
MICE	Meetings, incentives, conferences and exhibitions
mmtCDE	Million metric tonnes of carbon dioxide equivalents
MSPO	Malaysian Sustainable Palm Oil
MT	Metric tonnes
MW	Megawatt
MWh	Megawatt hour
NDC	Nationality Determined Contribution
NO <sub>2</sub>	Nitrogen Dioxide
NPS	Net promoter score
OSH	Occupational, Safety and Health
POME	Palm oil mill effluent
PUB	Public Utilities Board
R&D	Research and development
RM	Ringgit Malaysia
RSPO	Roundtable on Sustainable Palm Oil
SGD	Singapore Dollar
SO <sub>2</sub>	Sulphur dioxide
TES	Thermal Energy Storage
TJ	Terajoule
UNSDG	United Nations Sustainability Development Goals
USD	United States Dollar
VOC	Volatile organic compounds
VPN	Virtual private network
WWF	World Wildlife Fund

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