



GENTING
BERHAD



SUSTAINABILITY REPORT 2023

GENTING BERHAD

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About

THIS REPORT

Genting Berhad is pleased to present its eighth annual edition of Sustainability Report. This report supplements the Sustainability Statement in the Integrated Annual Report 2023 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 2023 and beyond.



SCOPE & BOUNDARY

Genting Berhad ("Company") and its portfolio of companies are collectively known as the Genting Group ("Group"). The portfolio of companies includes the following subsidiaries:

Listed principal operating subsidiaries:

- Genting Singapore Limited ("Genting Singapore");
- Genting Malaysia Berhad ("Genting Malaysia"); and
- Genting Plantations Berhad ("Genting Plantations").

Unlisted principal operating subsidiaries:

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

The boundary of this report covers data for the Group, unless otherwise specified for the company or a subsidiary.

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.

"Our feature" sections are examples of the ESG initiatives and approach undertaken by the operating subsidiaries in 2023.



REPORTING PERIOD

The reporting period is from 1 January 2023 to 31 December 2023 ("2023"). The performance data table covers two preceding years, where applicable.

Material events up to the date of approval of this report are included.



GUIDELINES

This report has been prepared in accordance with the local regulatory guidelines and takes into consideration the international standards on ESG:

- Global Reporting Initiative ("GRI") Universal Standards;
- Bursa Malaysia Securities Berhad ("Bursa Malaysia") Main Market Listing Requirements;
- Bursa Malaysia Sustainability Reporting Guide – third edition;
- FTSE4Good methodology; and
- United Nations Sustainability Development Goals.

This report also considers the feedback and performance indicators from our stakeholders, including Bursa Malaysia, ESG rating agencies, bond investors and share investors.

ABOUT THIS REPORT



RELIABILITY & ASSURANCE

The Executive Committee and Board of Directors reviewed and approved this report. This report was endorsed by the Board of Directors of Genting Berhad via a resolution dated 11 March 2024.

Selected financial information in this report can be cross-referenced with the financial statements in Genting Berhad's Integrated Annual Report 2023, which the appointed independent auditors have audited. To ensure the accuracy and integrity of our disclosures, selected matters of this Sustainability Report have been subjected to an internal review by the Company's internal auditors. We aim to expand the scope of internal audit review in the next reporting year.

Our operating team in Singapore engaged an external verifier in 2023 to undertake a limited assurance on selected environmental and social data and information. We aim to expand the scope of external assurance on the non-financial data in our Sustainability Report in the coming years.

 Please refer to Statement of Assurance by Internal Auditors on page 116 for the subject matters and scope of the internal audit review.



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.

Genting Berhad welcomes any feedback on its sustainability initiatives and disclosures. Please send your comments to 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
www.gentingmalaysia.com
www.gentingplantations.com

MESSAGE FROM PRESIDENT & CHIEF OPERATING OFFICER

Dear Stakeholders,

We are pleased to present this report that details our sustainability performance in 2023 and the progress of our sustainability journey.

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

The foundation of our success lies in our dedicated teams, guided by robust corporate governance framework and the steadfast commitment to uphold elevated governance standards and comply with regulatory requirements.

We have a sustainability policy and framework to ensure our portfolio of companies' sustainability roadmaps are aligned with our Group's sustainability targets and commitments. Our Genting vision, mission and core values are shared across the Group's portfolio companies.

We regularly engage with our stakeholders to ensure we can achieve the Group's ESG commitments and targets. Genting Berhad participated in the Bursa Malaysia's external user acceptance testing of ESG Reporting Platform and in their engagement for feedback on sustainability reporting in 2023.

Globally, there has been increasing calls for action on climate change to address ongoing issues such as energy shortage and the impact of extreme weather resulting in environmental disasters.

As a group, our climate target is in line with the national targets of the countries where we operate in, which is to achieve carbon neutrality by the year 2050. Our operating teams have adopted various green technologies to reduce carbon emission and will continue to explore new green-based investments and opportunities.

Our Resorts World properties worldwide are nestled in breathtaking landscapes and our various green initiatives to safeguard and preserve them are ongoing throughout the years.

Our commitment to sustainability extends to pioneering initiatives by our subsidiaries that redefine industry standards. Genting Singapore is progressing with its 2030 Sustainability Masterplan which targets Resorts World Sentosa in Singapore to be a carbon neutral destination by 2030 and to create positive socio-economic impact.

Genting Singapore achieved a commendable 29% reduction in carbon emissions in 2023, against 2015 baseline despite the resumption of business activities to pre-COVID levels and the commencement of RWS 2.0 expansion plans. The solar capacity at Resorts World Sentosa was quadrupled in 2023 by installing solar panels across 12 additional sites. Ongoing energy reduction initiatives include a tidal turbine trial to explore renewable energy solutions, the implementation of the largest cloud-based Building Management System in Singapore to drive energy efficiency, the construction of a second district cooling plant facility to support the resort's expansion plans and a new thermal energy storage facility to enhance energy efficiency. Additionally, the resort's Pandan Gardens office and warehouse achieved the Building and Construction Authority's Green Mark Platinum Zero Energy certification.

Resorts World Sentosa reinforced its social responsibility commitment by collaborating with Food from the Heart, a local charitable organisation to fund and enable equitable distribution of fresh and locally sourced produce to 2,400 underprivileged families across the island over the next three years. This collaboration by Genting Singapore underscores the Group's unwavering dedication to making a meaningful and lasting impact on the well-being of the community. Genting Singapore's exemplary sustainability efforts were acknowledged with the prestigious "Sustainability Initiative of the Year" award, received at the Singapore MICE Awards event in July 2023.

Resorts World Las Vegas announced on 25 October 2023 that the resort has achieved a significant milestone in its sustainability efforts, as the property is now being powered by 100 percent renewable energy sources. This remarkable achievement, after only two years of operations, was realised through a strategic partnership with NV Energy and distinguishes the resort as one of the few resorts on the Las Vegas Strip to achieve this incredible feat.

The conversion to utilising renewable energy resources demonstrates Resorts World Las Vegas' continued commitment to create positive environmental impacts across all operations. The resort has consistently demonstrated its commitment to sustainability, earning notable certifications such as LEED Gold certification and GBAC STAR accreditation. Moreover, it has created innovative partnerships to produce state-of-the-art solutions to improve indoor air quality, upgraded its building management systems, deployed the largest number of electric vehicle chargers on the Strip, and more.

OVERVIEW

MESSAGE FROM PRESIDENT & CHIEF OPERATING OFFICER

Genting Malaysia has partnered with Shell Malaysia and Porsche Malaysia to establish the first electric vehicle ("EV") mobility hub outfitting four ultra-fast 360kWh high-performance charging bays and six 22kW AC charger bays at the hilltop of Resorts World Genting. This sustainable initiative positions the resort as the most EV-friendly highlands tourist destination in Malaysia.

Genting Plantations' vigilant approach to sustainability was recognised at The Edge Malaysia ESG Awards 2023, organised in collaboration with Bursa Malaysia and FTSE Russell, when it won the Gold award for Plantation sector in the Equities category. Further sustainability certification was achieved in 2023 as Genting Plantations' second oil mill in Indonesia, Globalindo Oil Mill and its supply bases received the certification from the Roundtable on Sustainable Palm Oil.

Our energy operations, through Genting Power, celebrated a groundbreaking ceremony for the SDIC Genting Meizhou Wan (Putian) New Energy 100MWp aquaculture solar plant on 30 October 2023. This innovative aquaculture floating solar plant has earned recognition as one of Fujian province's significant aquaculture renewable solar pilot projects, selected from a pool of 16 projects by the Fujian Government. Additionally, it has been designated a key important power project in 2023 by the Fujian Government, targeting commercial operations in early 2025.

This aquaculture solar plant is expected to contribute significantly to the Group's decarbonisation efforts and is expected to reduce approximately 110,000 tonnes of carbon dioxide annually.

We remain committed to investing in our human capital, recognising that a robust and thriving workforce will ensure business continuity. Central to our approach is a balanced work culture that prioritises the well-being of our employees. We provide a modern and safe working environment for our workforce. We recorded zero fatality in our corporate offices, leisure & hospitality and energy divisions. Sadly, there were three work-related fatalities reported in our plantation division. We will strive to target zero fatality across all divisions of our Group.

We are committed and have taken measures to minimise the ecological footprint through our sustainable practices, conservation efforts and responsible resource use of energy, waste and water management in all our properties. Notable sustainability measures include the conservation of flora and fauna in the surrounds of our properties, protecting threatened marine species in Singapore, the implementation of a wind farm project in India to generate clean energy, and active support for local communities, amongst others.

We will continue to invest in innovation and technology to propel the Group forward responsibly, while safeguarding our physical and online assets. Looking ahead, we are resolute in our mission to continue these efforts, fostering a holistic approach that not only advances our business objectives but also contributes positively to the environment and communities we serve.

We support the local communities where we operate. A total of RM19.9 million in cash and in-kind donations was contributed to support various community causes benefitting over 900,000 people in 2023.

We appreciate and value the longstanding support and good relationships with all our stakeholders. I wish to extend my appreciation to our dedicated Board for their wise counsel and our management and staff for their loyalty, dedication and support over the years. My gratitude is extended to our government, regulators, investors, lenders, business partners, customers, suppliers, employees and all other stakeholders for their unwavering support, collaboration and trust in our Group. Together, we have maintained our Group's resilience during challenging times, charting a robust recovery in 2023.

Let us continue to work together and do our part to ensure a greener planet for future generations.

DATO' SRI TAN KONG HAN

Executive Director, President & Chief Operating Officer

SUSTAINABILITY HIGHLIGHTS

2023



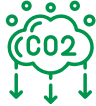
Resorts World Las Vegas
Gold Certification
- LEED Programme for all hotels



Genting Berhad
Malaysia's Most Successful Sustainable Valuable Brand
- The BrandLaureate Sustainable Business and Brands Inspirational Achievement Awards 2022-2023



Community investments
RM19.9 million
benefitting over 900,000 people



Resorts World Sentosa
29%
reduction in carbon emission intensity (2015 as base year)



12 new solar panel sites
installed, amounting to 2,814 kWp across Genting Singapore



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



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



181 GWh of
Clean energy produced at Jangi Wind Farm



New development of Dongwu Cha
100 MWp solar power plant
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; and
- 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 nine 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.

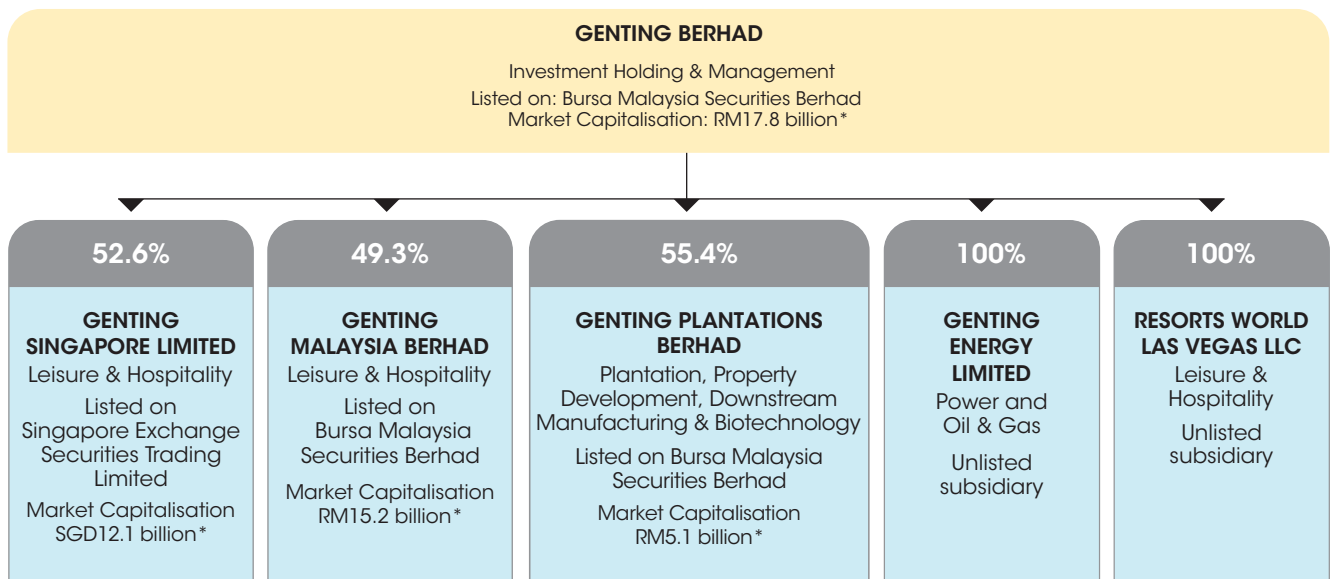
The intellectual property rights of Genting Berhad, in particular “Genting” and “Resorts World” trademarks and brand names are valuable company assets that have grown in line with the expansion of the Group’s businesses.

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

The market capitalisation of Genting Berhad was RM17.8 billion as at 31 December 2023. The company is listed on the Main Market of Bursa Malaysia Securities Berhad 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 Integrated Annual Report 2023.

* as at 31 December 2023.

OVERVIEW

ABOUT
GENTING BERHAD



**OUR GLOBAL
FOOTPRINT**

Operating in

9

countries

About **54,000** 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

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

- over 27,000 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 3,500 megawatts total gross installed capacity
- over 1,800 megawatts net attributable operating capacity
- 3 power plants

15 Banten power plant, Indonesia

16 Meizhou Wan power plant, China

17 Jangi wind farm, India

Oil & Gas

18 Chengdaoxi Block, China

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

19 Kasuri PSC, Indonesia

Plantations

Genting Plantations Berhad

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

- about 26,000 employees
- 20 Valuable plantation and property development land bank in Malaysia and Indonesia totalling about 243,300 hectares
- 13 oil mills with total milling capacity of 725 metric tonnes/hour
- 21 Genting Highlands Premium Outlets®
- 22 Property development: Johor Premium Outlets®, Genting Indahpura & Genting Pura Kencana

OUR PORTFOLIO COMPANIES

GENTING SINGAPORE LIMITED



- ▶ Genting Singapore is 52.6% owned by Genting Berhad.
- ▶ Genting Singapore was incorporated in 1984 in the Isle of Man. The company was converted into a public limited company on 20 March 1987 and was listed on 12 December 2005 on the Main Board of the Singapore Exchange Securities Trading Limited.
- ▶ The market capitalisation of Genting Singapore was SGD12.1 billion as at 31 December 2023. The company is a constituent stock of the Strait Times Index and is one of the largest companies in Singapore by market capitalisation. 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’s corporate mission is to develop world-class integrated resorts that transform destinations, create jobs and re-invest in local economies through sustainable practices and development. Its sustainability vision is to be a global leader in sustainable tourism and its sustainability mission is to achieve carbon neutrality by 2030 and create positive socio-economic impact.
- ▶ 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.
- ▶ Resorts World Sentosa is the first destination in the world to be:
 - Certified to both the Global Sustainable Tourism Council (“GSTC”) Destination Criteria and GSTC Industry Criteria for Hotels; and
 - Certified to Events Industry Council’s 2022 Sustainable Events Standards Platinum for Venue.
- ▶ Genting Singapore has released its eleventh standalone Sustainability Report 2023 in which the sustainability progress and issues material to its stakeholders are discussed in detail.

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 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 2023. 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 has maintained its inclusion in the FTSE4Good Bursa Malaysia Index since June 2018, a testament of its consistently strong sustainability efforts.
- ▶ 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 across seven hotels, diverse gaming options and the Genting SkyWorlds Theme Park. Genting Highlands Premium Outlets®, a collaboration with Simon Property Group, further solidifies Resorts World Genting as a regional leisure and entertainment hub.
- ▶ 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.
- ▶ Genting Malaysia's commitment to sustainability is deeply rooted in an aspiration to become the premier integrated resort operator globally. With a presence across Asia, Europe and the Americas encompassing over 40 properties, Genting Malaysia stands firmly on their foundational pillars of sustainable business. These pillars are the cornerstone of its strategy, ensuring sustainable growth, profitability and the continual enhancement of stakeholder value.
- ▶ Genting Malaysia has released its eighth Sustainability Report 2023 in which the sustainability progress and issues material to its stakeholders are discussed in detail.

OVERVIEW

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.
- ▶ Resorts World Las Vegas is the first integrated resort built from the ground up, that opened on the Las Vegas strip since 2010. As 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

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.
- ▶ Genting Power Holdings Limited spearheads the power business of the Group.
- ▶ The power division was founded in 1995 when the Group invested in its first power plant and became one of the first 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 three power plants across Asia. This includes wind power and coal-fired power plants in India, China and Indonesia, with a total net attributable operating capacity of 1,825 MW.
- ▶ The power division is jointly developing a 100MWp aquaculture-complementary solar plant with SDIC Power Holdings Co. Ltd. in China. It is targeted to achieve commercial operations in early 2025.
- ▶ Good track record of generating significantly more value on its investments and 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.
- ▶ The 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:
 - Identification or acquisition of good exploration and production acreage;
 - Safe operation of over 30 onshore and offshore exploration & producing wells;
 - A high exploration success rate to generate value;
 - Fractured reservoirs; and
 - 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.



OVERVIEW

OUR PORTFOLIO COMPANIES

GENTING PLANTATIONS BERHAD



- ▶ Genting Plantations is 55.4% owned by Genting Berhad.
- ▶ The market capitalisation of Genting Plantations was RM5.1 billion as at 31 December 2023. 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 242,965 hectares of oil palm estates and 13 palm oil mills spread across Malaysia and Indonesia with a combined milling capacity of 725 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 eighth Sustainability Report 2023 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.
- ▶ It has received strong ESG external ratings from ZSL SPOTT Ranking, and MSCI ESG Ratings.

OUR PORTFOLIO COMPANIES

LIFE SCIENCES

- ▶ 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 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 fetal health. INEX operates a next-generation sequencing laboratory that provides diagnostic testing, clinical research and infectious testing services.
- ▶ 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

- Tan Sri Lim Kok Thay, the Chairman of Genting Group, was honoured with the prestigious **Lifetime Achievement Award** by the Malaysian Association of Theme Park & Family Attractions at the Golden Horse Awards 2023; and
- 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 Destination Criteria and GSTC Industry criteria** for hotels, and to achieve the Events Industry Council's 2022 Sustainable Events Standards Platinum certification for Venue;
- **Outstanding Employer Award for 2023**, organised by Singapore Tourism Board;
- Recipient of the **Farm-to-Table Recognition Logo (Highest Tier)** by the Singapore Food Agency;
- **Sustainability Initiative of the Year 2023** by the Singapore MICE Awards;
- **Singapore Hotel Sustainability Award 2023 – 2024** by the Singapore Hotel Association;
- **Winner for the Outstanding People Development Programme 2023** for the CIPS Asia Excellence Procurement Awards; and
- **Top 10 worldwide venues accredited by Responsible Gaming Council.**

Leadership engagement:

- Founding member, Sentosa Carbon Neutral Network;
- Co-Chair, Hotel Sustainability Committee; and
- 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; and
- 10 UN Global Compact Principles.

GENTING MALAYSIA

- Genting Malaysia maintained its inclusion in the FTSE4Good Bursa Malaysia Index since June 2018;
- Genting Malaysia won the **"Most Outstanding Company in Malaysia"** – Casino & Gaming Sector category in the 2023 Asiamoney Asia's Outstanding Companies Poll;
- Resorts World Genting received the **RG Check accreditation** in 2023, by the Responsible Gambling Council Center for the Advancement of Best Practices;
- Resorts World Catskills is **LEED-certified**, recognised for its green buildings that are healthy, energy-efficient as well as cost effective;
- Genting Malaysia won the **Graduate Employer of the Year** in the Leisure, Travel & Hospitality sector category in the 2023 Malaysia's 100 Leading Graduate Employers survey by GTI. Genting Malaysia is also ranked among the Top 16 Most Popular Graduate Recruiters of Year 2023; and
- Genting Malaysia's Hilton Miami Downtown hotel received the **Hotel Employee Relations Achievement Award** at the 27th Inn Keys Awards 2023 by the Greater Miami and the Beaches Hotel Association.

OUR ESG RECOGNITIONS

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 for new construction in 2021. 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);
- 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; and
- **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.

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 fifth 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; and
 - Indonesia Best Electricity Award 2017 - **Top 5 Environmentally Concerned Company** by Ministry of Energy and Mineral Resources, Indonesia.
- The Banten power plant has successfully **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; and
 - ISO/IEC 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories.

GENTING PLANTATIONS

- Achieved an overall score of 78.3% in the ZSL SPOTT assessment and ranked 24 out of 100 palm oil companies in 2023;
- Received a rating of BB (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment in 2023. 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;
- **Gold award** for Plantation sector in the Equities category in **The Edge Malaysia ESG Awards 2023**; and
- **2nd place winner in the National OSH Excellent Awards 2022.**

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; and
- Southeast Asian Zoos and Aquarium Associations.

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; and
- Real Estate & Housing Developers' Association Malaysia.

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; and
- The Association of Financial Crime Prevention Professionals.

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 Addiction Services and Supports;
- Orange County Partnership;
- The Business Council of New York State;
- New York Council on Problem Gambling;
- Sullivan County Partnership;
- Sullivan County Chamber of Commerce;
- American Gaming Association;
- African Americans in Gaming; and
- Society for Compliance and Ethics.

Indonesia

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






China

- The Third Standing Member of Electric Power Enterprise Association;
- China Electric Power Construction Enterprise Association;
- China Association for Water and Electricity Quality Management;
- Fujian Society for Electrical Engineering;
- Fujian Quality Management Association;
- Council Member of Fujian Province Electric Power Enterprise Association;
- Standing Member of Fujian Province Electric Power Enterprise Association;
- Standing Member of The Price Association of Fujian;
- Senior Member of the Electricity Sales Committee of Fujian Electric Power Enterprise Association;
- Executive Vice President Unit of Putian Enterprise and Entrepreneur Federation; and
- Vice President Unit of Putian International Chamber of Commerce.

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*	ENGAGEMENT METHODS	AREAS OF INTERESTS/ IMPACTS & BOUNDARIES	OUR GOALS
Portfolio Companies 	<ul style="list-style-type: none"> Regular meetings and discussions; and ESG data collection & materiality assessment. 	<ul style="list-style-type: none"> Business model continuity; Alignment of policy and practices; and Economic performance. 	Monitor the financial performance of our portfolio companies and their ESG impacts that are primarily indirect to achieve long term sustainable growth.
Government and Regulators 	<ul style="list-style-type: none"> Official meetings and visits; Consultative and statutory reporting; and Participation in industry events and seminars. 	<ul style="list-style-type: none"> Compliance with applicable laws and regulations; and Overall economic, environmental and social impact of our organisation. 	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.
Investors (Shareholders, equity analysts, business media and potential investors) 	<ul style="list-style-type: none"> Annual General Meetings (“AGMs”) for Shareholders; Annual reports; Analyst briefings; One-on-one and small group meetings; Corporate announcements; Corporate website; Investor relations team; and Business media. 	<ul style="list-style-type: none"> Strong financial Performance; Sustainability reporting; Shareholder value; Business strategies; and Dividends. 	Provide timely updates on our business performance and strategies to maintain open and regular communications with the investment and media communities.
Lenders (Bankers, bondholders and rating agencies) 	<ul style="list-style-type: none"> Regular communication, including responding to all due diligence and account relationship enquiries; and Submission of financial reports. 	<ul style="list-style-type: none"> Creditworthiness; Timely repayment of loan principal and interest; and Fulfillment of loan covenants. 	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.
Employees 	<ul style="list-style-type: none"> KPI setting and performance review; Employee development plan; Employee knowledge-sharing platform; and Employee well-being programme. 	<ul style="list-style-type: none"> Annual bonus and increment; Performance and career planning; Effectiveness of training; and Healthy and safe work environment. 	Create high performing work culture with open communication, continuous learning and engaged workforce.

■ Annually
 ■ Quarterly
 ■ Ongoing
 ■ Internal Stakeholders
 ■ External Stakeholders

OVERVIEW

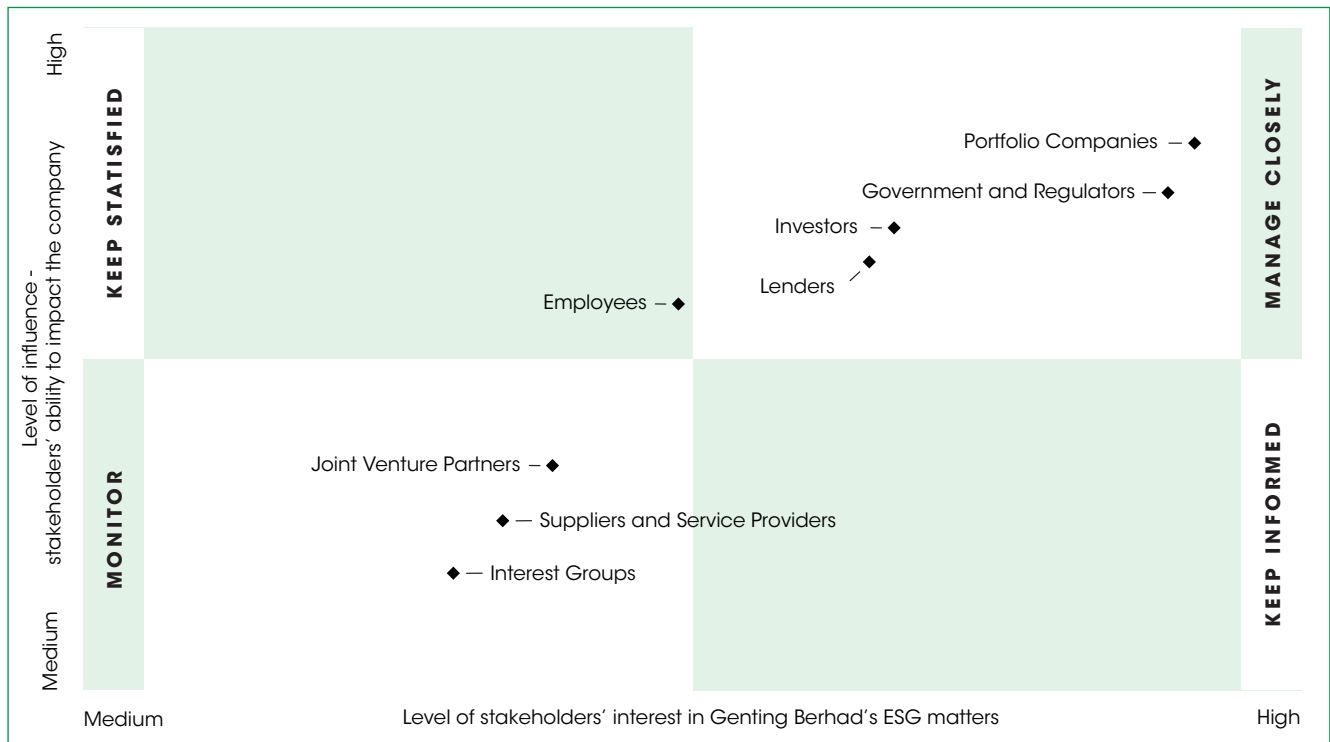
OUR STAKEHOLDERS

STAKEHOLDERS [^]	ENGAGEMENT METHODS	AREAS OF INTERESTS/ IMPACTS & BOUNDARIES	OUR GOALS
Joint Venture Partners 	<ul style="list-style-type: none"> Regular meetings and dialogues. 	<ul style="list-style-type: none"> Achieve joint venture business objectives. 	Forge strong strategic partnerships and advocate sustainability practices to achieve mutual business objectives and performance targets.
Suppliers and Service Providers 	<ul style="list-style-type: none"> Supplier selection through prequalification and tendering process; Briefings and meetings; and Relationship management. 	<ul style="list-style-type: none"> Fair and mutually agreeable contract terms; Compliance with company policies and sustainability requirements; and Timely payments. 	Drive sustainability practices across our supply chain.
Interest Groups 	<ul style="list-style-type: none"> Employee volunteerism; Donations and other philanthropic contributions; and Sponsorships. 	<ul style="list-style-type: none"> Impact on community investments; Creation of employment; and Better understanding of the environment and social impact of our contribution. 	Support local communities in the jurisdictions where we operate.

[^] 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 2023. The following stakeholder prioritisation matrix shows the importance of our respective stakeholders and our management approach for each group.

Stakeholder Prioritisation Matrix



OUR
STAKEHOLDERS

As part of its stakeholder engagement, Genting Berhad held 180 formal meetings with lenders (bankers, bondholders and rating agencies) and investors (shareholders, equity analysts and potential investors) in 2023.

Our AGM was held virtually for the fourth consecutive year in 2023, 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 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.

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

OVERVIEW

OUR MATERIAL MATTERS

Materiality assessments are essential to Genting Berhad’s sustainability reporting methodology to identify and evaluate key topics of material concern to its businesses and stakeholders within the context of its operating environment. Genting Berhad has conducted yearly materiality assessments since the launch of the Company’s standalone sustainability report, eight years ago.

- This year’s online materiality assessment survey was held in October 2023, 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 perspective, and the deemed interest and importance of these topics to Genting Berhad’s other stakeholders;
- The survey results 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 illustrate the prioritisation of sustainability topics; and
- 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 2023.

Based on the findings of the survey, Genting Berhad’s material matters have expanded to 17 from the initial 16 identified by an appointed external sustainability consultant back in December 2021. Stakeholders have given feedback that the materiality of cybersecurity in contemporary business landscape requires it to be included in the list of material matters to reaffirm Genting Berhad’s responsibility in adopting technological innovations. Previously, ‘Cybersecurity and Data Protection’ are addressed under material matters ‘Customer Health, Safety and Security’ and ‘Assets Business Model Sustainability’, with focus on customer data privacy and integrity of operating systems.

In consideration of comparability of Genting Berhad’s sustainability report in the equity market, the material matter ‘Procurement Practices’ has also been renamed to ‘Supply Chain Management’, thus aligning the terminology to Bursa Malaysia Sustainability Reporting Guide (3rd edition).

Based on the five Sustainability or ESG pillars of governance, economic, community, environment and workplace, the updated 17 material matters are referenced to the specific topics of our portfolio companies.



* renamed in 2023.

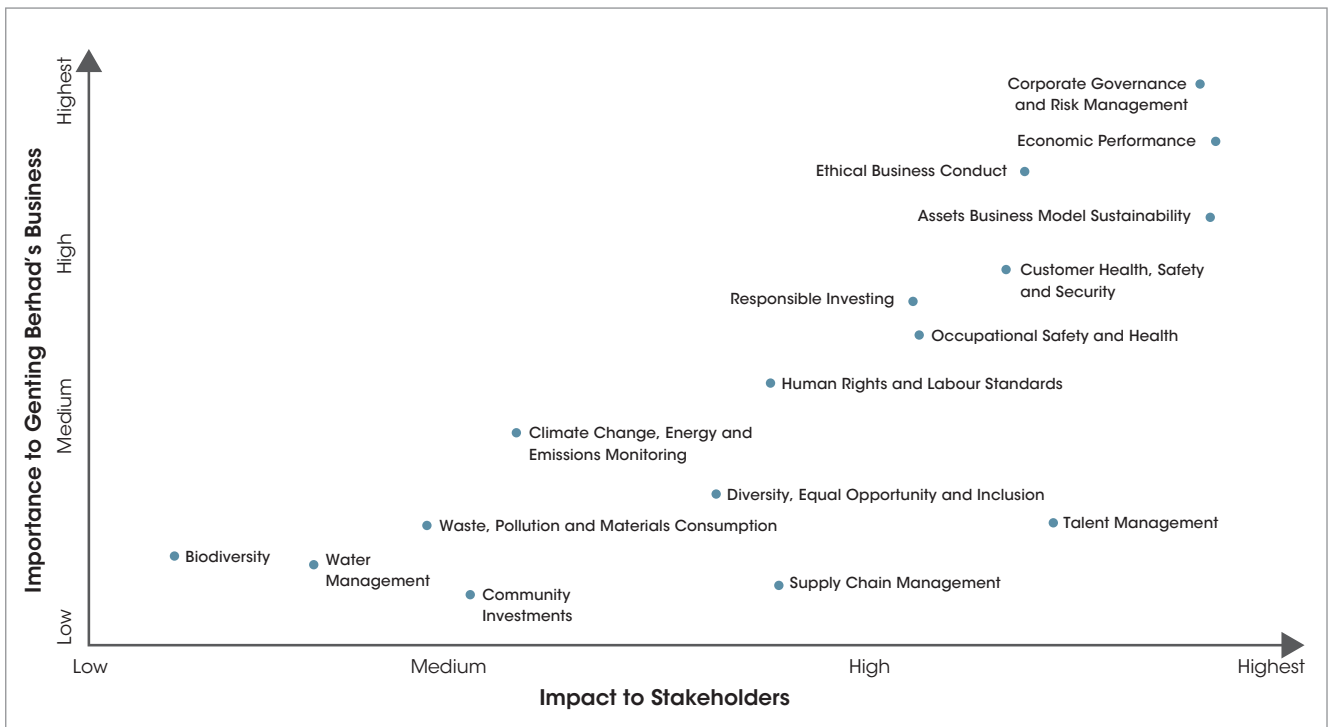
^ updated in 2023.

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. Corporate governance & risk management, economic performance and ethical business conduct are the top three most important material matters to the company, while economic performance, corporate governance & risk management, and assets business model sustainability were deemed the top three material matters with the most impact to our stakeholders in 2023.

Detailed discussions on the management approach and performance data for the material matters are disclosed in the subsequent pages of this report.

Materiality Matrix



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 while encouraging 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.

OVERVIEW

OUR MATERIAL MATTERS

SUSTAINABILITY FRAMEWORK



VISION	We are a leading multinational corporation committed to enhancing shareholder value and maintaining long-term sustainable growth in our core businesses.
MISSION	<p>We will:</p> <ul style="list-style-type: none"> ▶ 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; and ▶ 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.
VALUES	HARD WORK • HONESTY • HARMONY • LOYALTY • COMPASSION

SUSTAINABILITY AGENDA

To achieve sustainable growth by managing global business investments in a sustainable and responsible manner in adherence to the commitments of our Five Sustainability Pillars and the underlying material matters:

GOVERNANCE	ECONOMIC	ENVIRONMENT	COMMUNITY	WORKPLACE
EMPOWERING GOOD GOVERNANCE	SUSTAINING ECONOMIC VALUE CREATION	DRIVING ENVIRONMENTAL STEWARDSHIP	SAFEGUARDING COMMUNITY WELFARE	ENHANCING WORKPLACE PRACTICES
Corporate Governance and Risk Management	Responsible Investing	Biodiversity	Customer Health, Safety and Security	Human Rights and Labour Standards
Ethical Business Conduct	Assets Business Model Sustainability	Climate Change, Energy and Emissions Monitoring	Community Investments	Diversity, Equal Opportunity and Inclusion
Supply Chain Management*	Cybersecurity and Data Protection^	Water Management		Talent Management
	Economic Performance	Waste, Pollution and Materials Consumption		Occupational Safety and Health

Genting vision, mission and values are common across our portfolio companies:

GENTING SINGAPORE	GENTING MALAYSIA	GENTING PLANTATIONS	GENTING ENERGY	RESORTS WORLD LAS VEGAS
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Each portfolio company decides and manages its own sustainability agenda and material matters. Their relevant key performance data are disclosed in this sustainability report.

ALIGNMENT WITH ESG FRAMEWORKS



ENGAGEMENT WITH STAKEHOLDERS

Portfolio Companies • Government & Regulators • Investors • Lenders • Employees • JV Partners • Suppliers & Service Providers • Interest Groups






GOVERNANCE AND RISK MANAGEMENT

* renamed in 2023.

^ updated in 2023.









OUR MATERIAL MATTERS

SUMMARY OF KEY MATERIAL MATTERS







Material Matters	Risk	Opportunities	Why it Matters	Our Strategic Response	Related UNSDGs
EMPOWERING GOOD GOVERNANCE					
Corporate Governance and Risk Management	<ul style="list-style-type: none"> May result in monetary losses, reputation losses and reprimands from regulators; and Failure to create value for the business, society and environment. 	<ul style="list-style-type: none"> Build trust and confidence among our stakeholders; and Established record in governance will result in Improvement in the Group's operations and performance. 	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.	
Ethical Business Conduct	<ul style="list-style-type: none"> Loss in customers' confidence; and Significant business and financial risks. 	<ul style="list-style-type: none"> Maintaining stakeholders' trust and confidence. 	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 2023 for all employees.	
Supply Chain Management	<ul style="list-style-type: none"> Rise to reputational risks and loss of stakeholder confidence; and Disruption to supply chain and business operations. 	<ul style="list-style-type: none"> Will help ensure continuous supplies from responsible sources; and Involvement insustainable and responsible value chains will safeguard Group's business image and better appeal to investors. 	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.	76% of our procurement spending was awarded to local suppliers in 2023.	
SUSTAINING ECONOMIC VALUE CREATION					
Responsible Investing	<ul style="list-style-type: none"> Give rise to credit and reputational risks to the Group. 	<ul style="list-style-type: none"> More holistic and integrated view of the companies we invest in; and Increase green assets in our portfolio as well as improve and enhance income stream for ESG assets. 	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.	 
Assets Business Model Sustainability	<ul style="list-style-type: none"> Affect brand image and reputation; and Inefficient digital planning and implementation may result in security concerns and frequent services downtimes. 	<ul style="list-style-type: none"> Allow us to respond and innovate quickly to business environment changes; and Remain relevant and competitive. 	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.	 
Cybersecurity and Data Protection	<ul style="list-style-type: none"> Risk of data breaches compromising private and proprietary information. 	<ul style="list-style-type: none"> Continuous improvement in resiliency of information technology ("IT") systems. 	To provide security which is the foundation of value creation that inspires stakeholder trust in our product and services.	Implementation of robust risk management practices to protect the integrity of our systems with regular review of core IT matters by IT committee.	
Economic Performance	<ul style="list-style-type: none"> Adverse financial impacts; Disruption to business operations; and Impact to potential customer base. 	<ul style="list-style-type: none"> Explore more opportunities in sustainable finance; Strengthen financing risk assessment; and Maximise shareholders' wealth. 	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.	

OVERVIEW

OUR MATERIAL MATTERS

Material Matters	Risk	Opportunities	Why it Matters	Our Strategic Response	Related UNSDGs
DRIVING ENVIRONMENTAL STEWARDSHIP					
Biodiversity	<ul style="list-style-type: none"> Affect livelihoods, income and may exacerbate political conflict; Reputational risk; and Affects economic prosperity. 	<ul style="list-style-type: none"> Minimises the degradation of the environment; Promotes healthy and improved environment for all forms of life; and Conserves natural resources. 	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.	 
Climate Change, Energy and Emissions Monitoring	<ul style="list-style-type: none"> Lower business growth; Brand and image reputational risk; Regulatory and policy risks intervention from regulators; and Increase in operational and investment costs. 	<ul style="list-style-type: none"> Demonstrate business alignment with climate change initiatives; Access to green projects, partnerships and markets; and Leverage new and green technologies with government support and initiatives. 	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.	  
Water Management	<ul style="list-style-type: none"> Unnecessary consumption of resources and wastage. 	<ul style="list-style-type: none"> Sound management on water usage will help reduce operational costs and instil environmentally friendly culture amongst the workforce. 	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.	
Waste, Pollution and Materials Consumption	<ul style="list-style-type: none"> Risks to ecosystem and human health. 	<ul style="list-style-type: none"> Proper waste and pollution management will help reduce operational costs and instil environmentally friendly culture amongst the workforce. 	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.	
SAFEGUARDING COMMUNITY WELFARE					
Customer Health, Safety and Security	<ul style="list-style-type: none"> Jeopardise the health, safety and security of customers. 	<ul style="list-style-type: none"> Better quality and more efficient services to customers through developing more convenient and responsible services. 	The hotel and casino operations come with inherent risks to gambling addiction, site security and customer data privacy which may negatively impact the 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.	 
Community Investments	<ul style="list-style-type: none"> Reputation and branding damage; and Lead to breakdown in relationship with surrounding community and potential loss of trust and business. 	<ul style="list-style-type: none"> Optimise community contributions by investing in impactful community programmes and initiatives; and Help resolve social and economic issues. 	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.	

OUR MATERIAL MATTERS

Material Matters	Risk	Opportunities	Why it Matters	Our Strategic Response	Related UNSDGs
ENHANCING WORKPLACE PRACTICES					
Human Rights and Labour Standards	<ul style="list-style-type: none"> May give rise to workforce disputes and talent related risks. 	<ul style="list-style-type: none"> Increase staff morale, improve workforce productivity and operating efficiency. 	To protect the rights and dignity 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 are available to prevent the violation of these rights.	     
Diversity, Equal Opportunity and Inclusion	<ul style="list-style-type: none"> May lead to low morale, low productivity and adverse loss of talents. 	<ul style="list-style-type: none"> Create a diverse and inclusive environment for our employees, with opportunities for personal and professional growth; and Instill the sustainability DNA through our core values. 	Diversity, equality and inclusivity are key drivers of workforce productivity, innovation and cohesion.	People-related policies are in place to ensure fair treatment and equitable opportunities for all employees and job applicants, regardless of their background.	
Talent Management	<ul style="list-style-type: none"> Ineffective talent and succession planning may impede business growth; and Risk of disengaged employees with resentment if they are not equipped with the skill sets or development opportunities. 	<ul style="list-style-type: none"> Reskill and upskill workforce to improve quality of services, efficiency of operations and output of work; and Include talent and succession planning in senior leaders' agenda with proper measures. 	To ensure leadership continuity for business sustainability and growth.	Talent management strategy and framework are reviewed and updated periodically to keep up with the evolving trends and constant changes in the market.	
Occupational Safety and Health	<ul style="list-style-type: none"> Affect opportunities of economic and social development; and Increase of work-related accidents. 	<ul style="list-style-type: none"> Improve employee wellbeing with a safe and healthy workplace and environment; and Improve work performance. 	To reduce employee illnesses and injuries at work which leads to minimising of potential risks of accidents, loss of lives and operational disruptions.	Occupational Safety and Health ("OSH") monitoring mechanisms are in place to reduce potential OSH incidents and accidents, as well as to provide OSH data. The OSH performance data is provided in this report.	

Management Approach for Material Matters



CORPORATE GOVERNANCE AND RISK MANAGEMENT



DATO' INDERA LIM KEONG HUI
Deputy Chief Executive and Executive Director/
Non-Independent Executive Director



TAN SRI LIM KOK THAY
Chairman and Chief Executive/
Non-Independent Executive Director



TAN SRI FOONG CHENG YUEN
Deputy Chairman/
Independent Non-Executive Director



DATO' SRI TAN KONG HAN
President and Chief Operating Officer and Executive Director/
Non-Independent Executive Director



DATO' DR. R. THILLAINATHAN
Non-Independent Non-Executive Director



MADAM KOID SWEE LIAN
Independent Non-Executive Director



DATUK MANHARLAL A/L RATILAL
Independent Non-Executive Director



MR ERIC OOI LIP AUN
Independent Non-Executive Director



MR LEE TUCK HENG
Independent Non-Executive Director

WHY IT MATTERS

The Group recognises the importance of corporate governance and risk management as a crucial process in managing its global business investments in a sustainable and responsible manner to preserve long-term value.

As a responsible corporation with diverse business investments, the Group strives to ensure high standards of governance across its subsidiary companies, promote responsible business practices, manage the environmental impact of its businesses, provide a safe and caring workplace and meet the social needs of the community and nation where its business operations are located.

OUR APPROACH

Sustainability Governance

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.

Board Of Directors

The Board members has oversight over all sustainability matters of Genting Berhad, as part of its corporate governance and risk management functions. The Board 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.

The Board has nine members, comprising three executive directors, one non-independent non-executive director and five independent non-executive directors*. The Board comprises one female director (11%) and eight male directors (89%). The ethnicity of the Board is 22% Indian and 78% Chinese. One director (11%) is in the age category of 30 to 50 years and the other eight directors (89%) at ages above 50 years.

Recognising the importance of corporate governance and risk management as a crucial process in creating a healthy and dynamic corporate culture, we have robust audit and risk management functions in place. Genting Berhad's sustainability governance is further supported by robust audit and risk management functions. Additional information on the corporate governance and risk management functions of Genting Berhad can be found in the Integrated Annual Report 2023.

* based on the composition of the Board of Directors following the appointment of Mr Lee Tuck Heng as an independent non-executive director on 29 February 2024.

CORPORATE GOVERNANCE AND RISK MANAGEMENT

Sustainability Governance (Cont'd)

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 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 acting Chief Sustainability Officer 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.

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, which is the acting sustainability team 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.

CORPORATE GOVERNANCE AND RISK MANAGEMENT

Sustainability Governance (Cont'd)

Sustainability Governance Framework

GENTING BERHAD	GOVERNANCE BODY	ROLES & RESPONSIBILITIES
	<p>BOARD OF DIRECTORS Board Committees Executive & Non-Executive Directors</p>	<ul style="list-style-type: none"> Has oversight of all sustainability matters of Genting Berhad, as part of its corporate governance and risk management functions; Reviews and endorses the sustainability agenda, sustainability framework, sustainability policy and the annual sustainability report; Established Board Committees to carry out its duties and responsibilities; and Assisted by the Executive Committees and sustainability working teams in carrying out its sustainability responsibilities.
<p>Group Executive Committee Senior Management from Genting Berhad and key subsidiaries</p>	<p>EXECUTIVE COMMITTEE Senior Management</p>	<ul style="list-style-type: none"> Drives the strategic management of material sustainability matters of Genting Berhad; Engages with the Group Executive Committee, guides its sustainability working team and reports all relevant material matters to the Board for deliberation; and 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.
	<p>RISK & BUSINESS CONTINUITY MANAGEMENT COMMITTEE Senior Management</p>	<ul style="list-style-type: none"> 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.
<p>Sustainability Working Team - subsidiaries Genting Malaysia Berhad Genting Plantations Berhad Genting Singapore Limited Genting Energy Limited Resorts World Las Vegas</p>	<p>SUSTAINABILITY WORKING TEAM Heads of Departments</p>	<ul style="list-style-type: none"> 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; 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; and Sustainability working teams from subsidiaries manage their respective sustainability initiatives, some of which are unique to their operations.
	<p>HEADS OF DEPARTMENTS Executives and Staff</p>	<ul style="list-style-type: none"> Execute and integrate sustainability initiatives as part of the daily operations; and Monitor and communicate feedbacks to the Executive Committee and the sustainability working team of Genting Berhad.

ETHICAL BUSINESS CONDUCT



WHY IT MATTERS

As an investment holding company, Genting Berhad is committed to uphold 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 commitment enables us to build a solid foundation of trust and longstanding partnerships with all stakeholders while reducing systemic risks.

OUR APPROACH

Genting Berhad's Code of Business Conduct and Ethics for Employees and Directors sets out a comprehensive list of expected behaviour expected of its employees and directors 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 declaring conflicts of interest, avoidance of bribery and corruption, insider trading, money laundering, fraud and unfair competition practices;
- Interaction on social media and with members of the traditional media;
- Expected conduct with internal and external parties;
- Security responsibility; and
- 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, provides 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. Oversight of the ABCS is provided by the Risk and Business Continuity Management Committee, comprising senior management of the Company, and the Risk Management Committee of the Board.

In order to ensure a high level of awareness of the ABCS, annual refresher training is conducted for the employees of Genting Berhad. ABCS awareness has also been made a part of the induction programme of new employees. Additionally, awareness is further inculcated through the dissemination of quarterly e-posters on the key aspects of the ABCS 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, with 100% of the departments assessed for corruption-related risks in 2023. There was zero case of bribery and corruption recorded in 2023.

Additionally, third parties who wish to do business with Genting Berhad are required to complete a Due Diligence Questionnaire, and the on-boarding process includes providing them with a copy of the Company's Code of Conduct for Third Parties, and requiring them to 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.

Whistleblowing Policy and Procedures

The Company has in place a Whistleblower Policy which sets out the whistleblowing mechanism for our employees and other stakeholders to report their concerns on any improper conduct or detrimental action freely without fear of reprisal or intimidation. The Whistleblower Policy is accessible by all employees from the Company’s intranet and is also made available on the Company’s website at www.genting.com.

Allegations of improper conduct or detrimental action received through the Whistleblower channels are reviewed by the Whistleblower Committee, which comprises the Senior Independent Director and the Chief Financial Officer of Genting Berhad. If the allegation warrants further investigation, an Investigation Team may be established to conduct the investigation.

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

These anti-corruption measures are further augmented with due diligence reviews, clear limits of authority and annual review of compliance by the Internal Audit Department.

Our Performance

Almost all of Genting Berhad’s employees had received formal training on anti-corruption in 2023. All business units were assessed for corruption-related risks and there were zero incident of corruption recorded in 2023.

Genting Berhad	2021	2022	2023*
Percentage of employees who have received training on anti-corruption by employee category			
Management	100	100	99
Executive	100	100	100
Non-executive/Workers	88	100	94
Total	99	100	99
Percentage of operations assessed for corruption-related risks	100	100	100
Confirmed incidents of corruption and action taken	0	0	0

** The sustainability information was subjected to an internal review by the company’s internal auditors in 2023.*

Our Target

To achieve full attendance of employees for training in anti-corruption and maintain zero incident of corruption in 2024 and in the longer term.

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 2023.

SUPPLY CHAIN MANAGEMENT



WHY IT MATTERS

Our Group, which has an extensive network of suppliers worldwide, bears the responsibility of ensuring that our products and offerings are sourced responsibly, to minimise impacts on society and the environment, and mitigate the risk of supply chain disruptions.

OUR APPROACH

Responsible Sourcing and Supply Chains

We believe a company’s impact on the environment and society goes beyond its immediate operations and extends into its supply chain. Additionally, consumers and clients are increasingly being more mindful. We regularly engage with our supply chain partners to foster the growth of responsible sourcing. Additionally, we believe responsible sourcing and sustainability is a collective responsibility that must be shouldered by every member of our Group and the supply chain.

Our operating subsidiaries with large scale operations, manage respectively an efficient global supply chain involving thousands of suppliers. Given the substantial purchasing capacity, we leverage on this influence to foster sustainability. Transparency and accountability form the core of our procurement practices.

As our Group has diverse businesses in multiple countries, we have a wide range of suppliers, business partners and service providers across the world that we work together to create long term value.

In 2023, our Group’s total procurement budget is about RM11 billion, covering nine countries of which 79.2% were contracted for leisure and hospitality division, 11% for plantations division, 9.7% for our energy division, 0.1% for head office based in Malaysia. 76% of the Group’s procurement spending was awarded to local suppliers in 2023.

Our business units are aware that our purchases have a significant impact in supporting the local economies. Local vendors are engaged to purchase goods and services in the countries where we operate wherever possible. 79% of Genting Berhad’s procurement budget was spent on local suppliers in 2023. Our business divisions have a composition of local procurement ranging from 73% to 99.7% in 2023.

All our business units have stringent procurement systems in place to ensure our vendors conduct their businesses in an ethical and responsible manner. For example, vendors of Genting Malaysia undergo stringent screening, follow Genting Malaysia’s Code of Conduct, and comply with all relevant laws. Establishing a Procurement Eco- System via SAP Ariba technology gives vendors increased control and visibility over company transactions.

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 2023.

Our Performance

The proportion of spending on local suppliers in 2023 was 79% for Genting Berhad. This was mainly due to the engagement of global-based service providers that increased the spending arising from stronger foreign exchange currency against a weaker Ringgit.

Genting Group	2021	2022	2023
Proportion of spending on local suppliers (%)	79%	72%	76%

Responsible Sourcing and Supply Chains (Cont'd)

Looking Forward

We strive to increase the proportion of spending on local suppliers in 2024.

General Expectations for Our Vendors

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.

Responsible Sourcing

Suppliers need to ensure their products and services are responsibly sourced according to applicable national regulations as well as regional and international standards.

Work on Our Premises

Suppliers working in our properties or facilities shall comply with all our applicable policies and requirements.

Certifications

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.

Information Disclosure

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.

Cooperation

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.

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.

Our operating teams have supplier policy or statement that supports the prevention of child labour, forced labour, address non discrimination of equal opportunities. An example of our supplier code of conduct can be found online at Genting Malaysia's website.

SUPPLY CHAIN MANAGEMENT

Responsible Sourcing and Supply Chains (Cont'd)

OUR FEATURE **GENTING MALAYSIA**

Prioritising local procurement

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

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

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

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

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

All suppliers must adhere to the Supplier Code of Conduct, which details the supplier's responsibility for identifying, assessing, and mitigating occupational health and safety

risks using a prioritised approach involving hazard elimination, engineering controls, and administrative measures. Suppliers must also uphold the fundamental human rights of their workforce, treating them with the highest regard for dignity and respect. We enforce a zero-tolerance policy against human trafficking, slavery, or using child labour in any form.

Genting Malaysia integrates social and environmental factors into its supply through training, setting robust purchasing policies, and embedding these considerations in supplier contracts. Expectations are communicated regularly to major suppliers, encouraging clear understanding among workers. Our team in Genting Malaysia familiarises all suppliers with the Group's ethical supply chain principles and require all suppliers to acknowledge the Group's commitment upon engagement.

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

As part of the supplier onboarding and screening procedures, Genting Malaysia has integrated mechanisms to promptly identify suppliers involved in regulatory violations, particularly environmental and social concerns. Genting Malaysia recorded no material social or environmental supply chain non-compliance cases in 2023.

Social and Environmental Supply Chain Elements

Environmental

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

Social

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

Responsible Sourcing and Supply Chains (Cont'd)

OUR FEATURE GENTING SINGAPORE

Award-winning procurement practices

Our leisure team in Singapore (Genting Singapore) was awarded the Outstanding People Development Programme (2023) from the CIPS Asia Excellence in Procurement Awards in recognition of our excellence in upskilling and training our team members.

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.

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

Focus Area 1:

Reduce Social and Environmental
Impacts (Sustainable Sources)

- Identify materials harvested with care for the longer-term health of the material source;
- Integrate circularity in sourcing; and
- Reduce environmental impact.

Within the diverse portfolio of products and services we procure within our supply chain, we are committed to ensure that they are acquired from eco-conscious and sustainable origins. We are also a strong advocate of sourcing locally in Singapore as this reduces our carbon footprint by minimising transportation needs, and our purchases indirectly bolster the broader local economy.

Focus Area 2:

Advocate and Drive Supply Chain (Supply Chain Influence)

- Incorporate sustainability considerations in the supply chain system;
- Drive Supplier Code of Conduct ("SCoC"); and
- Aligning with our Sustainable Sourcing Guidelines.

Suppliers are our key stakeholders in running an ethical and responsible business. We collaborate with suppliers who share our values and aspire to foster a sustainable supply chain. Sustainability is a primary factor in our procurement process, from requirements, selection, assessment, and award decisions. All suppliers must adhere to our SCoC, outlined in our Purchase Orders Standard Terms and Conditions, which establishes expectations for ethics and business practices. Through joint supplier development projects, we actively guide our supply chain towards innovative and sustainable solutions. Our publicly available Sustainable Sourcing Guidelines also signals extended workforce to achieve a certain level of competency in their areas of expertise and to conform to industry health and safety standards. Although the guidelines outline our minimum requirements, we encourage our suppliers to go above and beyond in their capabilities.

Focus Area 3:

Enhance Compliance and Corporate Governance (Supply Chain Assurance)

- Drive certifications and compliance to support sustainable business per our Sustainable Procurement Policy; and
- Drive fair and transparent business practices.

We uphold fair and ethical practices in our tendering and supplier selection procedures, following a rigorous set of criteria to evaluate all potential suppliers. In our evaluation, we consider various factors, such as pricing, quality, track record, technical expertise, financial stability, service support, and sustainability initiatives. We execute all business transactions electronically to ensure thorough compliance, governance, transparency, and to establish a comprehensive audit trail. To manage financial, regulatory, fraud, and reputational risks, we engage a third-party risk database provider, World Check by Refinitiv. In addition, we conduct adverse news screening through public sources to screen all bidders involved in tenders and new suppliers during the registration process. Furthermore, strategic suppliers are actively and regularly monitored.

SUPPLY CHAIN MANAGEMENT

Responsible Sourcing and Supply Chains (Cont'd)

OUR FEATURE GENTING SINGAPORE (Cont'd)

Our Progress

Sustainable sourcing:

We continue to make advancements in our shift towards more sustainable and responsible sourcing through active collaboration with suppliers who align with our objective to make a positive environmental influence.

Food and Beverage: Committed to responsible seafood sourcing, we have successfully achieved 63% responsibly sourced seafood in 2023.

Cleaning: We understand the importance of utilising green cleaning products with minimal environmental impact and continue to explore the use of eco-friendly chemicals resort-wide in our laundry and cleaning services. Our conversion to eco-friendly chemicals rose to 81% in 2023, up from 72% in the previous year.

Packaging Waste: Resorts World Sentosa has made progress to convert 90% plastic disposable wares used in-resort to more sustainable alternatives. For our staff cafeterias, we have worked together with our cafeteria suppliers to achieve 100% conversion to sustainable food ware packaging. Through fostering collaboration with our suppliers, we have also successfully eliminated plastic bottles utilised for wet amenities at Hotel Ora with refillable dispensers and have also minimised secondary packaging in our food and beverage retail products. This initiative has led to a significant reduction of approximately 2.2 tonnes in annual packaging waste in 2023.

Supporting Local First

At Resorts World Sentosa, we embrace a local-first approach where feasible, to support local businesses in the diverse portfolio of products and services we procure within our supply chain. We believe that local businesses contribute to sustainability by reducing our transportation related environmental footprint, and our purchases indirectly bolster the broader local economy.

Increasing Overall Spend: In 2023, 86% of our diverse purchasing portfolio is attributed to local spend.

SMEs & Social Enterprises: In 2023, as part of our CSR focus, we have increased our engagement of Social Enterprises by 50% compared to 2022. We have started data collection and categorisation for all new, existing suppliers and bidders participating in tenders to better identify SMEs and Social Enterprises. This will help us make better assessments during the bidding processes to match them against business needs.

We also work closely in consultation with raiSE, a social enterprise platform to study and match suitable Social Enterprises based on their nature of business and capabilities to meet our business needs. For instance, we collaborated with a local SME and social enterprise with the social impact to provide employment to the underprivileged and marginalised local community.

Supporting Local Farms: Last year, we were accorded the highest tier from the Singapore Food Agency (SFA)'s Farm-to-Table Recognition Programme. Resorts World Sentosa remained committed and continues to achieve the highest tier of the Programme requirements.

In alignment with Singapore's 30-by-30 vision, we partnered with two local vendors to explore growing viable local produce exclusively for Resorts World Sentosa, traditionally procured overseas. We also conducted supplier engagement workshops, like introductory test kitchen sessions, jointly with our local agriculture vendor and our resort's head chefs. We are also in the process of localising

the fish feed to local vendors, ensuring zero compromise on the fish feed quality while meeting the nutritional requirements of our marine animals.

As part of our supply chain advocacy commitments, we allocated significant resources to actively foster collaboration within our supply chain. This continuous engagement has resulted in robust partnerships, streamlining procurement processes, enhancing efficiency and collectively raised the bar for sustainable and responsible practices across our supply chain network.

To empower our suppliers, Resorts World Sentosa is looking forward to embarking on more capacity-building workshops on supply chain sustainability, envisioning a value chain committed to environmental and social responsibility. This involves deepening their understanding of their operations' environmental footprint, enabling suppliers to comprehend their emissions and tailor individual reduction plans and targets. Our engagement initiatives align with our Supplier Code of Conduct, Sustainable Procurement Policy and Sustainable Sourcing guidelines, seamlessly integrating environmental, social and corporate governance principles into our procurement processes, educating suppliers on Resorts World Sentosa sustainability goals. To further strengthen our commitment towards sustainable procurement, we are coming up with our own sustainability playbook. This playbook serves as an internal reference for our team members to institutionalise best practices within our material categories, ensuring ongoing excellence and alignment with our sustainability goals.



RESPONSIBLE INVESTING

WHY IT MATTERS

Genting Berhad is an established investment holding and management 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 as well as make a difference to the people where our businesses operate.

OUR APPROACH

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

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, 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.

TauRx Pharmaceuticals Ltd. is currently pursuing regulatory interactions and submissions for its oral anti-tau product, hydromethylthionine mesylate to seek regulatory approval in the US, UK and other territories.

In July 2023, Genting TauRx Diagnostics Centre Sdn Bhd announced the release of HiPAL, a well-being app that empowers people to conveniently monitor their cognitive health in the comfort of their home. In August 2023, Genting TauRx Diagnostics Centre Sdn Bhd further announced the release of HiPAL Pro in the US, a self-administered assessment aiding diagnosis of dementia.

Our commitment to responsible investing also provides a platform for Genting Plantations to conduct research and development 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



WHY IT MATTERS

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

OUR APPROACH

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.

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.

Brand and Reputation (Cont'd)

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 IP-related legal suit in 2023.

In 2023, Resorts World Sentosa received a SGD2.25 million financial penalty from Gambling Regulatory Authority ("GRA") for lapses in performing customer due diligence measures for certain transactions between December 2016 and December 2019. We take our compliance obligations very seriously. Upon discovery of the lapses in 2020, Resorts World Sentosa promptly issued a report to the GRA and fully cooperated with the GRA investigations which followed. Resorts World Sentosa has since taken remedial actions which included implementing technology enhancements to processes and intensifying employee training. Genting Singapore is committed to upholding high regulatory compliance standards and continue to collaborate closely with the GRA to strengthen the effectiveness of our processes, controls and training and ensure that our businesses and operations are consistently conducted in compliance with relevant laws and regulations.

Enhance Business Models Via Technology and Innovation

In the highly competitive and fast-paced business world, innovation is the key to success. The Group's operating teams are driving innovation to improve their products and services by leveraging on technology. The advent of new and advanced technologies can open up new business opportunities, streamline processes for efficiency and enhance the overall customer experience, resulting in business growth.

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

Our leisure teams are constantly enhancing their business models via technology and innovative solutions. For example, at Resorts World Genting, its ongoing Project e-Leisure 2.0 aims to transform the online sales channel into a digital platform, boosting business growth and enhancing user convenience through its online booking engine.

Groundwork was laid from October 2022 to August 2023 to construct the eCommerce backend foundation and Application Programming Interface gateway, unifying Business-to-Business and Business-to-Consumer interactions. The integration of Online Travel Agency platforms like Klook and Trip.com into Genting Malaysia's API gateway increased efficiency and campaign coordination.

The project's final stage of refurbishing the current front-end channels (Resorts World Genting app and website) and integration with the new API gateway provides a user-centric experience through a mobile-first approach. User Interface enhancements, push notifications, and in-app messages in early 2023 substantially boosted app users and direct Resorts World Genting bookings.

In August 2023, live agents were deployed in the Resorts World Genting chatbot to assist with booking queries and special requests. Upcoming developments include a more intelligent chatbot engine, multilingual support and WhatsApp integration to refine guest interactions across web and app platforms.

CYBERSECURITY & DATA PROTECTION



WHY IT MATTERS

Cybersecurity aims to protect electronic information on websites, networks or devices from hackers. Through the advancements of technology and sophisticated processes, cybersecurity system will help to keep data safe and accessible, thereby ensuring businesses and customers are protected from cyberattacks and there is no business disruption.

OUR APPROACH

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.

This commitment to data privacy is supported by cybersecurity procedures that ensure safer handling of customers' personal data. We have put in place appropriate measures on personal data protection to prevent data loss, unauthorised access, usage, change, amendment or disclosure, and these measures are reviewed 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 to determine the levels of personal data security that are consistent with the degree of risk and potential impacts from a breach of personal data privacy.

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.

Cybersecurity risk management processes are in place to protect the confidentiality, integrity, and availability of data and critical infrastructure. These include:

- Continuous monitoring and managing of network traffic and accessibility to the Company's systems;
- Investigation of suspicious network traffic notifications and alerts;
- Regular maintenance of Company systems to close gaps identified; and
- Technical measures including network gateway protection systems limit, anti-malware software installed in all systems and endpoints, encryption used to protect critical and confidential data, amongst others.

There was no major downtime or service interruption resulting in permanent loss of data 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 2023 to review 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 2023.

Our leisure teams are dedicated to maintaining top-tier cybersecurity standards on data protection. Customer details are safeguarded with stringent data protection practices, preserving confidentiality and trust. Continual monitoring and proactive risk assessments serve as defence mechanisms, ensuring a consistently secure digital environment for members and their sensitive data.

CYBERSECURITY & DATA PROTECTION

OUR FEATURE **GENTING MALAYSIA**

Genting Malaysia is dedicated to maintaining top-tier cybersecurity standards, emphasising the safety and privacy of all data to create a secure experience for its patrons and stakeholders. Its local operations are ISO 27001:2013 certified for data security, encompassing operational and IT services.

Genting Malaysia adheres to the PDPA Act 2010 with its Personal Data Processing Statement. All employees in Malaysia are also required to complete the online PDPA and IT cybersecurity awareness training.

Resorts World Genting 2023 IT Security Training



98.9%
completion rate for mandatory annual PDPA training

99.9%
completion rate for annual IT Security training

All Genting UK staff must complete the mandatory Genting Academy General Data Protection Regulation annually in addition to their regular cybersecurity training. A Data Protection Officer and the Information Security Steering Group lead its processes and compliance. Cases requiring investigation are reported to their Risk Management Committee.

Genting UK holds the ISO/IEC27001:2013 certification, covering IT infrastructure and lifecycle management of customer and employee data in the Casino and Gaming Operations, Hotel and Leisure Facilities as well as Hospitality and Events Management functions. All Genting UK staff must complete the mandatory Genting Academy General Data Protection Regulation annually in addition to their regular cyber security training.

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

Cybersecurity Measures to Strengthen Resorts World New York City's IT Department

Annual Online Cybersecurity Training:

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

Tri-Yearly Cybersecurity Assessments:

- Identifying vulnerabilities and enhancing security protocols through regular evaluations.

Dual Authentication for VPN/Remote Access:

- Implementing an additional layer of security for accessing systems remotely.

CrowdStrike Antivirus/Malware Zero Day:

- Utilising advanced antivirus and malware protection to counter evolving threats.

Darktrace Active Network Monitoring:

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

Blocked USB Access:

- Restricting USB device use to mitigate potential external threats.

Minimised Administrative Account Access:

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

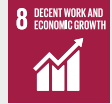
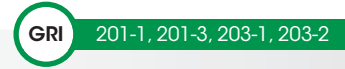
Increased Restrictions on Vendor Access:

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

90-Day Password Change Policy:

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

ECONOMIC PERFORMANCE



WHY IT MATTERS

The economic performance is a key influential factor in the decision-making and the implementation of ESG strategies. It was rated as one of the most important ESG matters in Genting Berhad’s materiality assessment in 2023. We recognise the direct influence of our business activities on the broader economy. Our operations span across nine countries, generating significant economic benefits for its stakeholders in the form of dividends, job creation and tax contributions. The direct economic value generated contributes towards nation building and supports socio-economic development.

OUR APPROACH

Our business strategies focus on what is needed to navigate in a dynamic operating environment while prioritising what matters most to our stakeholders. Our approach to evolve, adapt and innovate to keep improving is pivotal in achieving the Group’s success and long-term growth.

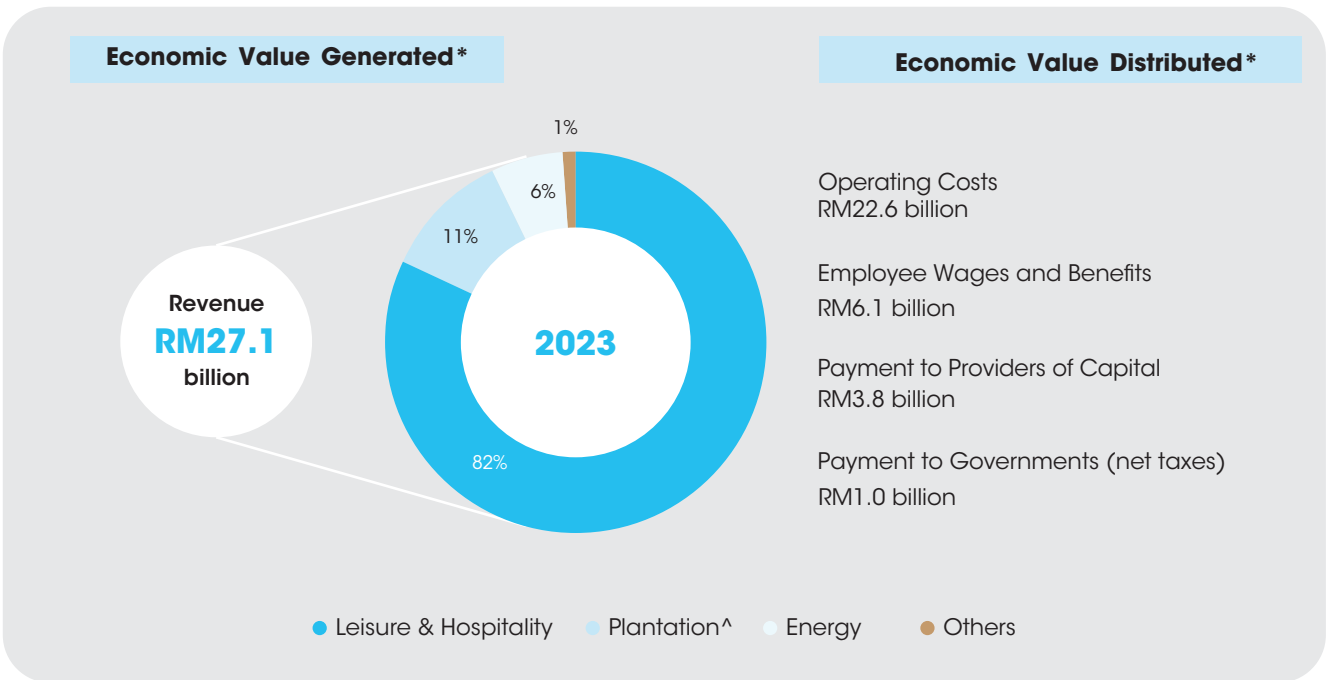
Total direct economic value generated or revenue in 2023 was RM27.1 billion, an increase of 21% over the previous year. The main contributor was the leisure and hospitality division, which contributed 82% of economic value generated in 2023. This division, which has leisure and entertainment operations 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.

Through effective management of all six capitals of value creation, namely financial, intellectual, manufactured, human, natural and social, we continuously strive to harness and maintain value for our Group and stakeholders. The six capitals are detailed in the Integrated Annual Report 2023 of Genting Berhad, under ‘How Genting Berhad Creates Value’.

The financial information is detailed in the audited financial statements of the Integrated Annual Report 2023 of Genting Berhad.

ECONOMIC PERFORMANCE

Genting Berhad (in RM billion)	2021	2022	2023
Economic Value Generated *			
Revenue	13.5	22.4	27.1
Economic Value Distributed *			
Operating Costs	13.2	19.0	22.6
Employee Wages and Benefits	3.5	5.1	6.1
Payment to Providers of Capital	2.4	3.4	3.8
Payment to Governments (net taxes)	0.5	0.7	1.0



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.

^ includes Property Development and Downstream Manufacturing operations.

BIODIVERSITY



WHY IT MATTERS

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.

OUR APPROACH

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 divisions 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.

Responsible Development

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

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

OUR FEATURE **GENTING MALAYSIA**

Habitats protected cover 90% of the total land owned

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

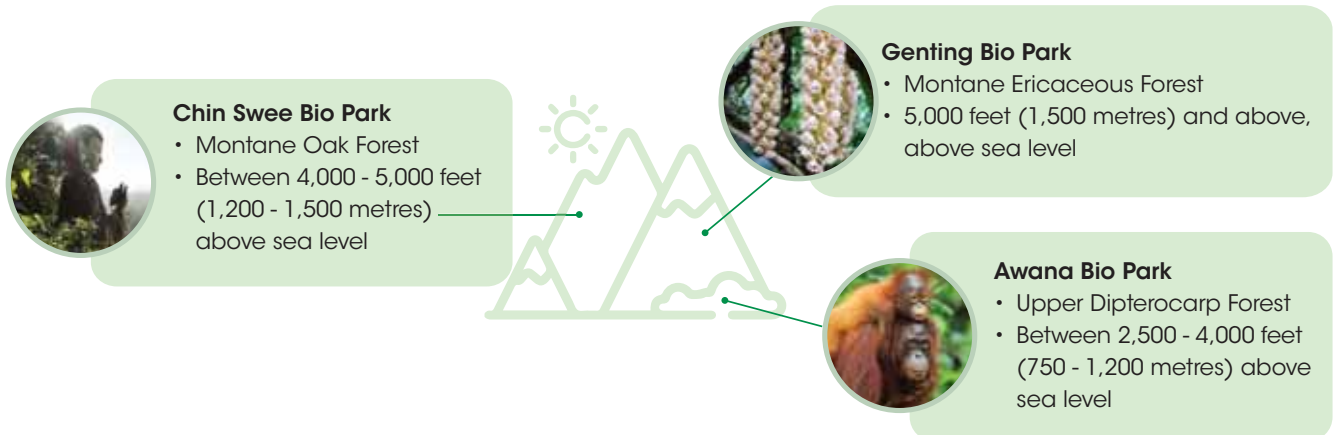
Genting Highlands’ lush tropical montane rainforests house a rich diversity of flora and fauna, recording more than 460 species of higher plants, including 23 genera of Orchidaceae. They boast numerous endemic, rare and native species, such as 40 families of Siamang (Wild Black Gibbons), over 254 bird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

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

Environmental Certifications

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

Entity	Standard/Certification
Resorts World Genting (Engineering Department)	ISO 14001: 2015 Environmental Management System <ul style="list-style-type: none"> • Scope of certification covers provision of building services management, utilities supply & plants management and landscaping & environmental services
Hilton Miami Downtown	As an affiliate of Hilton Worldwide Holdings Inc., 100% of the Group’s Hilton Miami Downtown is certified ISO 14001:2015, ISO 5000:2018 and ISO 9001:2015
Resorts World Catskills	Leadership in Energy and Environmental Design (“LEED”)-certified by the U.S. Green Building Council



BIODIVERSITY

OUR FEATURE **GENTING MALAYSIA (Cont'd)**

Genting Malaysia’s lands traverse three main montane rainforest types by elevation; hence, their identity is known as The Alliance of Rainforests. Our team has designated three types of forests as Biodiversity Parks to achieve comprehensive biodiversity conservation and safeguard unused rainforests.

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

The Use of Life Cycle Analysis in Resort Design and Planning

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

Genting Malaysia minimises their environmental footprint by upcycling and repurposing materials, minimising waste directed to landfills. For example, fallen trees are given a second life by repurposing them for landscape display. Our team also restores and repurposes old wooden planks to be used as decorations and furniture.



OUR FEATURE GENTING SINGAPORE

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.

Resorts World Sentosa conserves and preserves **2 heritage trees and is home to 93 plant species, 17 avian species and 20 butterfly species**



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.



Terrestrial Conservation

Forest Preservation and Monitoring

In collaboration with esteemed partners like Nature Society and National Parks Board of Singapore, the resort’s landscape team diligently monitors the biodiversity of the resort’s coastal forest. Through three comprehensive surveys conducted in 2005, 2012 and 2022, Resorts World Sentosa unveiled a rich tapestry of life comprising 93 plant species, of which over one-third are deemed threatened under the IUCN Red List. This revelation underscores the critical importance of preserving this patch of forest, which serves as a sanctuary for rare species. Notably, the surveys have also drawn attention to the pervasive presence of invasive species, such as Mikania micrantha. To sustain the vitality of the resort’s forest flora, proactive measures including pruning are implemented to control the proliferation of these invaders.

In 2023, we undertook a bird and butterfly survey to better understand the existing ecosystem in the coastal forest. The survey unveiled a diverse avian population of 17 species and approximately 20 butterfly species. This is an encouraging stock take of the existing biodiversity thriving within the protected coastal forest of Resorts World Sentosa.

BIODIVERSITY

OUR FEATURE GENTING SINGAPORE (Cont'd)

Eco-pond and Biodiversity Sanctuary

Complementing the terrestrial conservation efforts, Resorts World Sentosa oversees the maintenance of an eco-pond adjacent to the all-day dining restaurant, Tangerine, at Equarius Hotel. Designed with a wetland concept, the eco-pond features strategically planted bioswale filters to manage surface run-off, ensuring water undergoes filtration before reaching the pond. An innovative stormwater collection system within the pond allows for its reuse in irrigating landscape areas. This sustainable water management approach aligns with our dedication to resource conservation. Notably, the eco-pond has become a thriving habitat for a diverse range of biodiversity. Guests and team members alike have observed the presence of various bird species, including egrets and hornbills, as well as an array of dragonflies and butterflies, exemplifying the harmonious coexistence of nature within the resort.

Our Heritage Trees



At the lowermost part of Mount Imbiah within our resort sits the 2.9 hectares coastal forest, which houses multiple threatened species of flora uniquely adapted to the conditions here in Sentosa Island. These plants provide a myriad of ecosystem services not only to the wildlife that established a habitat in the forest, but also contributes to the island's coastal resilience. Our landscape team actively monitors and keeps a database of the locally threatened trees. One notable species is the primary forest species Red-flowered Malayan Spindle Tree (*Bhesa robusta*).

The Seashore mangosteen tree (*Garcinia celebica (hombroiana)*) located in Universal Studios Singapore is the first Heritage Tree to be nominated within the resort. Completing the pair of Heritage Trees found in the resort is our *Bhesa robusta* tree, which was nominated by the National Parks Board in 2023. The mighty *Bhesa* tree,



standing tall at 35 metres, serves as an important green landmark to Sentosa Island and Singapore. The Heritage Tree Scheme advocates the conservation of Singapore's mature trees, and all Heritage Trees in Singapore are protected and conserved by Singapore law with stringent care requirements.

The tree supports the overall biodiversity and ecosystem health of the resort's coastal forest. Its olive-yellow egg-shaped fruits act as bountiful food sources to the birds and small mammals living in the forest. Therefore, the wellbeing of the *Bhesa robusta* tree is paramount to the ecosystem services that the forest can provide, and also for the forest's overall ecosystem health. Our team has begun necessary maintenance work to enhance the care that the tree receives, such as installing lightning protection systems and conducting regular inspections of the tree.

Marine Conservation

Key Highlights



Bhesa robusta tree nominated as Heritage Tree by National Parks Board



64 new record of species found on Sentosa under RWS-NUS Living Laboratory



Setting up of two mangrove nurseries with 300 mangrove propagules

The conservation efforts at Resorts World Sentosa began more than a decade ago, and our commitment has only strengthened with time. We strive to minimise our footprint on the local ecosystem, actively working towards the protection and preservation of the natural habitats that surrounds us.

Marine Conservation and Research

S.E.A. Aquarium’s Education, Research, and Conservation (“ERC”) team is guided by an overarching ambition to improve ocean literacy, enhance coastal resilience, and contribute to marine ecosystem sustainability. Beneath these pillars are three specific foci taxa and habitats; namely elasmobranchs, coral reefs and mangroves.

As an aspiring marine research and conservation hub, S.E.A. Aquarium strives to undertake meaningful research partnerships as well as support or start initiatives that either directly contribute to conservation or reduce Resorts World Sentosa’s impact on marine ecosystems and biodiversity.

Conservation Projects

Coral reefs and mangroves are two priority keystone habitats that lend a focus to ERC’s work on coastal resilience. Local stakeholders were invited to participate in recce surveys of the pontoons and seawalls along Resorts World Sentosa’s waterfront, in an attempt to determine the conservation value of marine life found on these man-made structures.

The ERC team also set up two pilot mangrove nurseries — one saltwater and one freshwater. These nurseries will testbed and identify best conditions for growing selected local mangrove species. In total, 300 mangrove propagules and seeds have been sown in the nurseries; among them are more than 30 *Rhizophora stylosa* propagules - listed as “Vulnerable” on the IUCN Red List. The team hopes to successfully grow healthy saplings that will not only be used for mangrove planting workshops, but also as stock that will ultimately contribute to current and future restoration efforts in Singapore.



BIODIVERSITY

Research Partnerships

RWS-NUS Living Laboratory

The RWS-NUS Living Laboratory is the largest of S.E.A. Aquarium’s ongoing research partnerships with external institutions. Established in October 2022, this research collaboration between Resorts World Sentosa and the National University of Singapore (“NUS”) will devote to projects and studies on marine conservation and sustainable use of the oceans and marine resources for sustainable development. This will be a powerful platform for marine science outreach and education, and position Singapore as a regional focal point for marine conservation and sustainability.

This year, the partnership has made significant progress on two major projects:

- Coral Triangle Biodiversity Conservation**
 Staff from S.E.A. Aquarium and NUS led over 30 volunteer citizen scientists on a pilot expedition to conduct biodiversity surveys in Singapore’s Southern Islands and Sentosa’s public lagoons. Discoveries from this survey include specimens of potentially 64 new records of species found on Sentosa. Three international experts involved in the expedition were also invited to conduct expert talks and taxonomy workshops on their respective specialty taxa.
- ReWild programme**
 This project aims to facilitate the recovery of vulnerable and threatened marine species found in Singapore’s waters. Specialised conservation breeding programmes are in development for three target species, namely the White Salmacis sea urchin, the Mosaic reef crab and the Box crab; in 2023, four specialists from S.E.A. Aquarium underwent more than 30 hours of urchin larval culture at the St. John’s Island National Marine Laboratory. In addition to the selected species, two species of seagrasses are being cultivated at this laboratory.

Coral RFID Tagging

Beyond the Living Lab, S.E.A. Aquarium is engaged in other research partnerships. In the first quarter of 2023, the ERC team embarked on its first collaborative coral research project with the NUS Tropical Marine Science Institute and the National Parks Board; this 3-month project tested the methodology of RFID tagging for the purpose of enabling a sustainable coral trade.

In addition, Resorts World Sentosa renewed its existing Memorandum of Understanding with James Cook University to provide tertiary students with the platform to undertake research projects in the realm of marine conservation and aquaculture. This year, three research projects focusing on herbivorous fish, elasmobranchs and coral were completed.

Looking Forward


Our partnership with NUS Living Laboratory will also continue with two additional projects in the coming future:

- Dolphins in Research and Education**
 This research project aims to increase understanding and awareness of marine mammal biology and cognition, aiming to contribute to marine mammal research, conservation and public education.
- Underwater Nature and Health**
 This is a research project that stems from increasing evidence for the therapeutic value of nature. This research investigates the influence that S.E.A. Aquarium’s exhibits might have on the emotional wellbeing of its visitors, as well as their perception of interpersonal relationships and their motivation for conservation. The project involves 250 participants and will run through to April 2024.


With RWS 2.0 on the horizon, S.E.A. Aquarium is set to expand and be re-branded as the Singapore Oceanarium (“SGO”), alongside the completion of a brand-new Research and Learning Centre (“RLC”). Fully equipped with multi-purpose seminar rooms, a modular exhibition area, sophisticated learning labs and a rooftop event space, RLC will augment SGO’s robust educational offerings and bolster its capacity to serve as a hub for marine research and conservation.

Education, Research & Conservation

Elasmobranchs (Shark and Rays)
Home to 12 species of sharks, S.E.A. Aquarium is well-positioned to support shark conservation efforts in the region



Coral Reefs and Mangroves
S.E.A. Aquarium is poised to support the conservation of coral reefs and mangroves, which form keystone habitats crucial to many associated biodiversity in Singapore



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 2023, Resorts World Las Vegas partnered with Park West (the resort's landscape management company) for the second consecutive year to release 100,000 ladybugs throughout the resort's outdoor landscape. A sustainable and fun initiative, the ladybug release event is a part of the resort's integrated pest management programme that naturally minimises the use of pesticides and benefits the wider Las Vegas Valley.



Resorts World Las Vegas reported zero instances of non-compliance and environmental fines or penalties in 2023. 100% of the resort's site is ISO certified via its environmental management system.

BIODIVERSITY

OUR FEATURE

GENTING PLANTATIONS

Genting Plantations' approach to no deforestation, conservation and biodiversity is guided by the Roundtable on Sustainable Palm Oil's ("RSPO") New Planting Procedure ("NPP") and the Sustainability Policy. Our plantation team upholds the principle of 'No Deforestation' and actively participates in protecting diverse ecosystems and biodiversity within and around the operational landscapes. We refrain from clearing land in High Conservation Value ("HCV") and High Carbon Stock ("HCS") areas. Additionally, Genting Plantations endorses the 'No Deforestation, No Peat and No Exploitation' ("NDPE") agenda, incorporating essential elements of this agenda into the operational practices since 2015. This ensures that Genting Plantations' palm products are not restricted in countries that support the NDPE agenda.

'No deforestation, no peat, no exploitation and zero burning'
stance in our plantation activities
(Malaysia and Indonesia)

Genting Plantations' conservation initiatives are aligned with the objectives of the UNSDG 15, which aims to safeguard, restore and sustainably use terrestrial ecosystems, forests and biodiversity.

Zero Deforestation

Genting Plantations implements stringent policies and procedures to ensure that operations and supply chains remain free from any contribution to deforestation. This involves conducting thorough assessments before land clearing, ensuring that new developments protect valuable flora and fauna. Additionally, our team continue to work closely with all fresh fruit bunch suppliers to ensure that none of the processed batches at Genting Plantations' mills have contributed to deforestation.

Genting Plantations' compliance with the RSPO's NPP and the HCS approach ensures that we refrain from developing in HCV, HCS or peatland areas. Key assessments within the NPP cover soil suitability, topographical surveys, social and environmental impacts, HCV and HCS evaluations, stakeholder engagement, land use change analyses and greenhouse gas assessments. Only licensed HCV and HCS assessors accredited by the HCV Resource Network's Assessor Licensing Scheme are engaged to conduct these assessments. This requirement is also extended to Genting Plantations' third-party suppliers and plasma scheme smallholders. The NPP report undergoes a 30-day public consultation on the RSPO's website, and planting and development only commences with RSPO's approval upon completion of the NPP.

In addition, our team adopts RSPO's Principles and Criteria and complies with Indonesian laws. Environmental Impact Assessments and HCV assessments are conducted prior to any plantation development. To separate deforestation and land-use development, our team initiated HCS assessments in 2016, to identify areas for protection, distinguishing them from lands with low-carbon and biodiversity values that may be developed. Genting Plantations' approach prioritises local community rights, incorporating enhanced Free Prior and Informed Consent procedures and respecting community land use and livelihoods. This involves community participation on land-use planning, conservation planning for identified HCS forest areas and integration with mapped community land use, HCV areas, peatlands and riparian areas.

To-date, approximately 21,095 hectares of land have been identified as HCV areas and are protected and maintained in their natural state. These HCV sites are mapped, established and marked with signage and monitored by trained personnel to ensure ongoing protection and conservation. Genting Plantations strictly prohibit illegal activities such as hunting, poaching, encroachment and burning on these sites. In addition, management and wildlife monitoring plans are implemented to protect rare and endangered species.

OUR FEATURE GENTING PLANTATIONS (Cont'd)



Preserving Peatlands

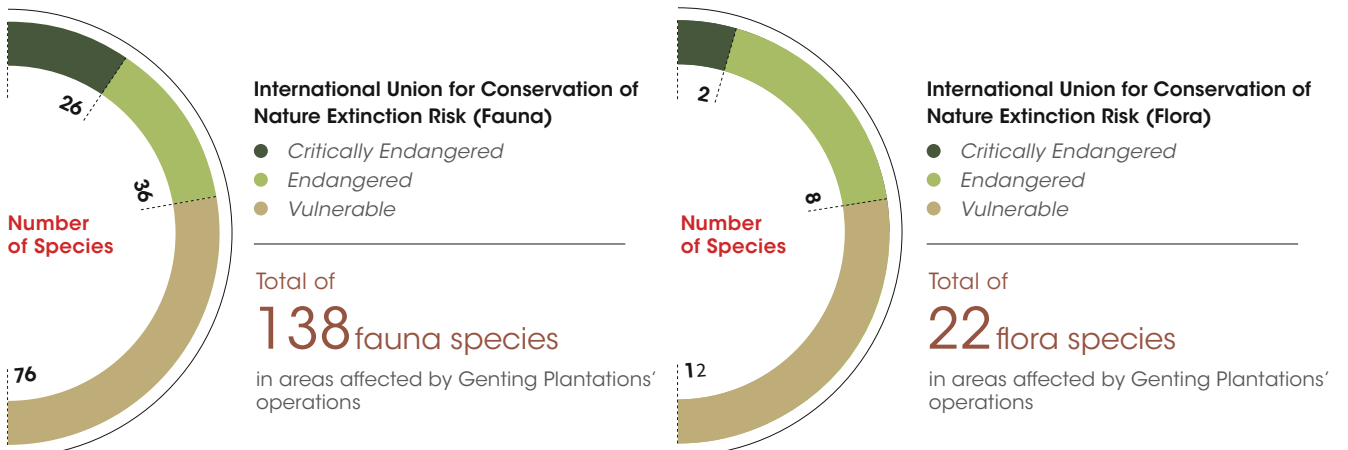
Genting Plantations recognises the value of peatlands that are vital for carbon storage and the mitigation climate change, our team are aware that improper management can result in severe ecological consequences. To this end, Genting Plantations pledges to preserve this ecosystem. Our team have identified 7,741 hectares of peatland, of which 7,332 hectares were developed for oil palm cultivation before 2009, representing 3% of our total landbank.

Since 2009, Genting Plantations refrained from expanding oil palm cultivation on peatlands and where feasible, our team plan to decrease the area of planted peatlands. Genting Plantations will continue to rehabilitate these areas to enhance their capacity for carbon dioxide sequestration. To ensure proper peatland management, best practices, controlling water levels to prevent fires, degradation and subsidence have been implemented, in line with RSPO Best Management Practices.

Protecting Wildlife in Conservation Areas

Genting Plantations identified various wildlife species within their operations, encompassing reptiles, birds, mammals and plants listed on the IUCN Red List of Threatened Species. In pursuit of this, our plantation team will persist in recognising crucial habitats and species residing within Genting Plantations' concessions by developing management plans to ensure their survival.

Number of Fauna and Flora Species in Areas Affected by Genting Plantations' Operations



BIODIVERSITY

OUR FEATURE **GENTING PLANTATIONS (Cont'd)**

Genting Wildlife Corridor

Genting Plantations continues to oversee and safeguard the buffer zones within our plantations, through a collaborative initiative with HUTAN's reforestation team. The team is actively engaged to revitalise critical wildlife habitats in the Lower Kinabatangan, with the overarching objective of reinstating a fully operational forest ecosystem along the Kinabatangan River.

A noteworthy undertaking initiative is the Keruak Wildlife Corridor, encompassing a 110-acre expanse close to the village of Sukau, generously allocated by Genting Plantations. The team strategically planted indigenous tree seedlings among disused palm trees, facilitating the gradual restoration of the area to its natural forest state. In 2023, a total of 2,750 saplings representing 19 distinct tree species were planted. From 2019 to 2023, a total of 71,086 trees were planted at the Keruak Wildlife Corridor.

Kinabatangan River of Life



Managing Borneo pygmy elephants via collaborative research in Sabah, Malaysia



Our plantation team also conducted training programmes for local nursery operators, empowering the community and offering alternative income sources.

Wildlife Monitoring

Genting Plantations have stringent policies to deter any illegal or inappropriate hunting activities involving all species, including the 138 fauna species classified as endangered or threatened on the IUCN Red List within their concession areas.

Borneo Pygmy Elephant

Genting Plantations is committed to the preservation of the Borneo Pygmy Elephant, a species facing a precarious status with a limited population on the island of Borneo, classified as Endangered on the IUCN Red List. Acknowledging the prevalent issue of human-wildlife conflicts, particularly involving elephants in the Sabah region where Genting Plantations' operations are situated, our team have established a strategic partnership with Seratu Aatai, HUTAN and Sabah Wildlife Department to address these concerns within the Keruak Wildlife Corridor.

OUR FEATURE GENTING ENERGY



Recognising the crucial role of biodiversity, Genting Energy actively restores habitats and protects endangered species across its operations.

The Kasuri Production Sharing Contract ("Kasuri PSC") in West Papua, Indonesia, prioritises environmental protection throughout the project lifecycle, from exploration and development to production, closure, and abandonment. This commitment is manifested in the comprehensive Environmental Impact Assessment conducted at the project's outset, ensuring informed site selection and risk mitigation strategies. In a bold move for biodiversity and environmental sustainability, Kasuri PSC participated in the IOG 4.0 Charter 6B Programme, coordinated by SKK Migas. This programme commits to planting 5,000 trees in unproductive and deforested areas of Sleman, Central Java, actively contributing to environmental sustainability through carbon dioxide reduction and ecosystem restoration.

Going beyond just tree plantings to promote environmental sustainability, driven by its commitment to green practices, Kasuri PSC collaborated with the local communities, government and non-governmental organisations to expand its environmental efforts to Sumuri and Babo districts, West Papua. This is a joint programme with SKK Migas, the state-owned Oil & Gas Special Task Force, aims to plant 2,000 diverse fruit trees across several villages within the districts. The programme's "Green Productivity" initiative is a key highlight, providing communities with fruit tree saplings to spark their interest in planting and nurturing them. This not only promotes good environmental practices but also holds the potential for future economic rewards through fruit harvest, ultimately contributing to the overall socio-economic development of the region.

OUR FEATURE GENTING ENERGY (Cont'd)



Our power division is similarly committed to sustainability. To ensure transparency and compliance, the Banten power plant submits quarterly environmental reports to authorities, addressing key environmental concerns. The Banten power plant participates in Indonesia's Programme for Pollution Control, Evaluation and Rating ("PROPER"), a national public environmental reporting platform. PROPER is a national level public environmental reporting initiative that encourages industrial compliance with pollution control regulations and promotes a better environmental management system. The Banten power plant has consistently received a "blue" rating from PROPER for the fifth consecutive year, acknowledging its exceptional performance in environmental practices.

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

The number of monitored flora species has improved over the years, as the Banten power plant collaborates with relevant government bodies and local communities to enhance the surrounding environment. Initiatives include mangrove planting with the Banten Regency municipality and supplying and planting endemic and fruit trees.

In 2023, the Banten power plant team planted 4,500 mangroves, expanding the coastal greenery by 0.45 hectares. This marks the fifth consecutive year (from 2019-2023) of the Banten power plant's participation in the Mangrove Conservation Programme, bringing their total contribution to 16,000 mangroves over 1.6 hectares. The Banten power plant's dedication was recognised by the Serang Regency Municipal, who lauded their mangrove reforestation initiatives.

The passionate team at the Banten power plant extends their commitment to environmental sustainability beyond mangroves and contributed to the Decorative Plants Assistance programme by donating 200 decorative trees to the Salira village, Banten Province in 2023.

GRI 302-1, 302-2, 302-4, 305-1, 305-2, 305-4, 305-5



CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

WHY IT MATTERS

We recognise the urgency to combat climate change and the effects of global warming which are threatening our world with catastrophic environmental consequences. We acknowledge the existence of climate related risks that would directly and indirectly impact our Group’s businesses.

Globally, there are increasing calls for action for countries to detail their climate adaption plans by 2025 on how much they intend to reduce planet-warming pollution by 2030.

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.

OUR APPROACH

Carbon emission target
- to achieve carbon neutrality by 2050

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 is reviewing and finalising plans to introduce new energy management initiatives at Resorts World Genting as its ongoing efforts in reducing environmental impact. These initiatives include the installation of solar rooftops at viable properties and the implementation of a district cooling system for the resort. In view of these endeavours, Genting Malaysia is re-assessing its energy reduction targets to better reflect its current and future position.

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

On a group-wide basis, the total greenhouse gas (“GHG”) emissions recorded was about 4.6 million tonnes of carbon dioxide equivalent in 2023 (2022: 4.2* million tonnes), about 9% year-on-year increase. The increase was mainly due to our Group’s operations returning to normal after the pandemic and the ramp-up of the leisure businesses in 2023. The bulk or about 88% of the total GHG emissions came from Genting Energy, mainly from the fuel or coal consumption by the Banten power plant in Indonesia. 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).

* restated data.

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

OUR FEATURE **GENTING SINGAPORE**

Our leisure operations in Singapore (under Genting Singapore) have seen a reduction in carbon emission intensity by 29% in 2023, using a 2015 base year. The decarbonisation efforts have been further enhanced by quadrupling their solar panel capacity, which have been fully installed and activated, and the ongoing trial of a tidal turbine installed under Sentosa Boardwalk. The district cooling plant ("DCP") at Resorts World Sentosa was upgraded by installing more efficient chiller plants, and a Thermal Energy Storage facility is on the way to support DCP's cooling needs.

Carbon emission
intensity reduced
by **29%** in our
Singapore
operations (2023)

Furthermore, the first phase of the new cloud-based Building Management System implementation was completed, marking a first step in optimising Resorts World Sentosa's building performances. 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.

Our team in Singapore is working towards greening the resort's transport network such as utilising 100% EV vehicle charging stations and converting 15% of the resort's parking lot capacity to EV chargers by 2030. As of 2023, there were 15 EV fast chargers and eight EV car sharing lots made available. The resort has a fleet of 114 buggies that service the entire resort, of which 110 of them are powered by electricity. In 2023, Resorts World Sentosa carried out a pilot trial of its first EV shuttle bus to assess its suitability to convert the remaining shuttle buses in its fleet. 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

Since opening in June 2021, Resorts World Las Vegas has worked to reduce the environmental impact of its operations. Sustainable progress is driven by the resort's commitment to advance solutions that address climate change and support the transition to a low-carbon economy. The property has mobilised millions of dollars in capital to support sustainable activities in energy efficiency, sustainable transportation, and water conservation and quality.

The property's sustainability strategy includes creating a collective approach to minimise GHG emissions and preserve the planet's natural resources. The resort's environmental management system is designed to follow ISO 50001 (Energy Management System) standard.

On 25 October 2023, Resorts World Las Vegas achieved a significant milestone in reducing Scope 2 GHG emissions, finalising an agreement with NV Energy to procure 100% renewable electricity. This remarkable achievement distinguishes the resort as one of the few resorts on the Las Vegas Strip to achieve this incredible feat.

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

OUR FEATURE **GENTING ENERGY**

Recognising the environmental responsibility of its power generation and oil & gas businesses, Genting Energy has invested in sustainable technology solutions that improve energy generation efficiency and reduce greenhouse gas emissions. The Banten power plant complies with both local and world bank environmental emission standards. Banten power plant demonstrates its commitment to clean energy by employing advanced technologies like electrostatic precipitators ("ESP") and flue gas desulfurisation ("FGD"). The ESP efficiently captures 99.8% of fine particles, transferring them to ash silos for safe disposal. Notably, the FGD system utilises seawater as a natural scrubber, eliminating the need for harmful chemicals and minimising environmental impact. This dedication to clean emission technology not only ensures compliance with regulations but also maintains the air quality for the surrounding community, making Banten a pioneer in responsible energy production.

The operating team at the Banten power plant regularly evaluates operational modes and configurations to identify areas for improvement. A coal dome is under construction to reduce the dust to the surrounding and control the moisture content of stored coal, especially during the monsoon season. By ensuring the moisture content does not deteriorate, the efficiency of the coal combustion process will be improved, consequently reducing emissions.

The team strictly adheres to both local and international environmental laws and regulations, emphasising the significance of maintaining high compliance standards as a fundamental aspect of our Group's practices.

Since the commencement of commercial operations in 2017, the Banten power plant in Indonesia has consistently achieved zero exceedance in all local environmental compliance measures. This attests to the strong quality management of our team in their commitment to maintaining high environmental standards at the plant.

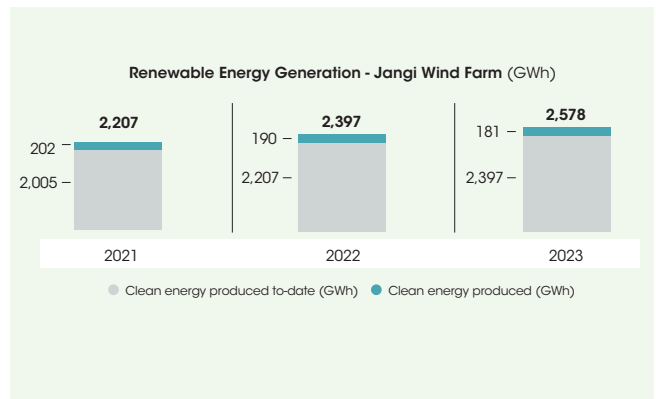
In 2023, the plant successfully retained all existing ISO certifications, including ISO 14001 Environmental Management Systems. These international accreditations recognise the Banten power plant's capability to effectively implement and enforce documented processes.

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

Jangi Wind Farm, India

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

The Jangi wind farm stands as a reliable and sustainable energy source with minimal impact on the environment. In 2023, the wind farm generated approximately 181 GWh of clean energy, marking a slight decrease of 4.8% compared to 2022, attributed to the impact of Cyclone Biparjoy. Since its commissioning in December 2011, the wind farm has cumulatively supplied around 2,578 GWh of clean energy to the electricity grid in India. This contribution is estimated to offset near to 170 thousand tonnes of carbon dioxide emissions in 2023 alone and over 2.2 million tCO_{2e} emissions since its inception. The electricity produced by the Jangi wind farm in 2023 is equivalent to the annual electricity consumption of approximately 130,000¹ residents in India.



SDIC Genting Solar Plant, China

In 2023, Genting Energy achieved a significant milestone in its ESG journey by developing an aquaculture complementary solar plant ("Dongwu Cha Solar Plant") with SDIC power Holdings Co Ltd ("SDIC Power") in Fujian Province, China. Scheduled for operation in early 2025, this solar plant will contribute an additional 100MWp of gross installed capacity to Genting Energy's portfolio. Dongwu Cha solar plant will contribute towards reducing Genting Energy's carbon footprint by an estimated 110,000² tonnes annually.

¹ Source: All India annual per capita consumption of electricity 2022-223 - 1331 kWh (Provisional), https://cea.nic.in/wp-content/uploads/executive/2024/01/Executive_Summary_Dec_2023_Actual.pdf
² Source: 国投电力东乌垵渔光互补项目举行开工仪式, <https://mp.weixin.qq.com/s/8-tPBGhurjxxFJ53zKbl8g>

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

OUR FEATURE **GENTING PLANTATIONS**

Our plantations division aims to achieve Carbon Neutrality by 2030. This ambitious goal will be realised through the implementation of projects aimed at reducing GHG emissions within Genting Plantations’ operations, coupled with strategic investments in carbon offset initiatives. In navigating the journey towards Carbon Neutrality, Genting Plantations plans to establish baselines for all its operating units. Subsequently, efforts will be focused on enhancing resource utilisation and minimising emissions wherever feasible.

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

This proactive approach reflects Genting Plantations’ commitment to environmental sustainability and its contribution to the broader efforts aimed at addressing climate change. In 2023, we implemented these initiatives to achieve this goal:

These initiatives included:

- Improving oil mill systems, implementing GHG reducing systems, establishing a methane gas capture plant and zero discharge system;
- Exploring and adopting cleaner energy sources;
- Identifying and monitoring pollutants and implementing plans to mitigate pollutants;
- Implementing a waste management plan which adopts the 3R’s and disposal based on levels of toxicity and hazard;
- Monitoring effluents and discharges and ensuring compliance to regulations; and
- Improving estate systems such as estimating carbon stock for new plantings, identifying sources of emissions from development, enhancing fire prevention control measures, managing plantings on peatlands and improving and controlling the use of fertiliser and pesticides.

The Group’s Genting Jambongan Oil Mill, which was commissioned in 2014, holds the distinction of being Malaysia’s first zero discharge palm oil mill. Additionally, our plantation division’s GHG emissions in Malaysian operations are assessed using toolkits aligned with the calculation methodology guided by the European Union’s Renewable Energy Directive. These data points are verified externally during Genting Plantations’ annual International

Sustainability and Carbon Certification re-certification audits. RSPO-certified oil mills and derivatives undergo additional measurement of GHG emissions using RSPO’s PalmGHG toolkit.

Zero Burning

Genting Plantations strictly upholds its Zero Burning Policy and employs various measures to prevent fires from occurring across its landholdings. This includes the use of fire monitoring towers, patrols, drones and satellites for continuous surveillance. In Indonesia, the organisation enhances firefighting capabilities through ongoing training, maintaining a robust inventory of equipment and establishing additional wells and water reserves in fire-prone areas. Additionally, regular audits, testing and scheduled maintenance are conducted to ensure the effectiveness of firefighting systems and equipment.

Despite our team’s best efforts, fires may occasionally occur in Genting Plantations’ concessions, especially during the dry season. The majority of these incidents are due to fires outside the concession areas, brought in by wind or due to the topography of the land. These fires are attributed to agricultural activities carried out by small-scale farmers and local communities who practice slash-and-burn practices. Genting Plantations continues to document the occurrence of each fire including details such as images, the location, actions taken and the cause and duration of fires. In 2023, zero fires were reported within the operations in Malaysia while the operations in Indonesia reported 441 fires.

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING



Sustainable Building Designs and Facilities

Globally, the building sector accounts for about 40% all energy-related carbon emissions³. Adapting new builds and upgrading existing buildings with the use of the right design is necessary. We aim to integrate sustainability principles and innovation into our new builds and upgrades to decarbonise as we work towards carbon neutrality by year 2050.

OUR FEATURE GENTING SINGAPORE

As part of the Sustainability Masterplan 2030, Genting Singapore has committed to green 75% of its Gross Floor Area ("GFA"). This commitment includes the expansion plans for RWS 2.0. Measures are taken to ensure the continuous adoption of green building technologies and sustainability principles to newbuilds and existing buildings.

The pursuit of these objectives is guided by three key approaches:

 <p>Innovation</p> <p>We keep abreast on latest building innovation and technologies, test bed and assess its suitability for wide scale adoption across our properties</p>	 <p>Design Principles</p> <p>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</p>	 <p>Partnerships and Collaborations</p> <p>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</p>
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Sustainable design at Resorts World Sentosa Pandan Garden Warehouse

Having undergone a transformative retrofit and solarisation, the Resorts World Sentosa's Pandan Garden Warehouse proudly stands as a shining example of sustainable redevelopment, achieving the esteemed Zero Energy Building certification from the Building and Construction Authority ("BCA"). This remarkable accomplishment signifies our commitment to environmental responsibility and energy efficiency in existing structures.

The retrofit involved strategic enhancements aligned with BCA's rigorous criteria, encompassing the integration of energy-efficient technologies, utilisation of renewable energy sources, and upgrades. The building is fully supported by the on-site solar panels, and its smart operational air distributing Variable Refrigerant Flow system can achieve about 0.7kW/RT energy efficiency. These elements collectively contribute to a building that not only meets but exceeds the benchmarks for sustainable design, making Resorts World Sentosa's buildings a beacon of innovation and responsibility in the architectural landscape.

³ Source: UN environment programme: Building sector emissions hit record high, but low-carbon pandemic recovery can help transform sector - UN report, <https://www.unep.org/news-and-stories/press-release/building-sector-emissions-hit-record-high-low-carbon-pandemic>

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

Sustainable Building Designs and Facilities (Cont'd)

OUR FEATURE GENTING SINGAPORE (Cont'd)

Green Mark re-certification in progress, committed to achieve **target of 75% by 2030**

Our Progress

RWS 2.0 expansion works have commenced, encompassing a range of strategic enhancements to elevate the overall guest experience. Key highlights of RWS 2.0 include the introduction of a new waterfront lifestyle complex, expansion of the S.E.A. Aquarium and transformation into an institution, and new rides in Universal Studios Singapore. One of the central tenets of RWS 2.0 is its focus on sustainable building and design. The expansion plan aims to incorporate sustainable building design, energy-efficient technologies and environmentally conscious construction methods to minimise the environmental impact of the resort's growth.



Genting Hotel Jurong is certified Green Mark Platinum



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

Existing properties are "Green-certified":

- **Green Mark Re-certifications:** Currently, 11 of Genting Singapore's buildings are certified Green Mark Goldplus and above which represents 67% by GFA. The buildings are progressively going through BCA Green Mark 2.0 re-certifications with an aspiration of improving all existing buildings to attain BCA Green Mark Platinum status. Budget has been set aside to ensure that Genting Singapore can comply with the stricter requirements such as upgrading to more energy efficiency air-handling units in the building and using more sustainable building materials; and
- **WELL V2 Gold Standard Certification:** In a pioneering move, the Equarius Hotel at Resorts World Sentosa achieved WELL V2 Gold Standard Certification, elevating its commitment to holistic well-being. While the WELL Health-Safety Rating concentrates on health and safety protocols, WELL Certification V2 is a step up from the WELL Health and Safety achievement and extends its scope to encompass crucial factors such as considerations for air quality, lighting, fitness and mental well-being, reflecting a commitment to occupant health and well-being.

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

Sustainable Building Designs and Facilities

OUR FEATURE GENTING SINGAPORE (Cont'd)

Sustainable Building Materials

Hotel Ora:

In early 2023, Festive Hotel underwent a strategic rebranding, emerging as Hotel Ora. The construction and refurbishment endeavours were meticulously orchestrated to maximise efficiency and minimise resource utilisation. A key aspect of Hotel Ora's construction strategy involved prioritising materials certified by the Singapore Green Building Council ("SGBC"), ensuring alignment with BCA Green Mark sustainable building material standards. This emphasis extended to considerations of carbon and resource efficiency, demonstrating a commitment to sustainable practices.

CHIFA! and Soi Social:

The material selection for the two rebranded and refurbished flagship restaurants have strong emphasis on sourcing materials certified by the SGBC.

For instance, CHIFA!'s nylon woven ceiling incorporates fabrics, pompoms, and thread yarns that are environmentally conscious, meeting SGBC's stringent certification standards. Similarly, Soi Social's plank flooring utilises recyclable and reusable materials, exemplifying its commitment to sustainable practices.

Avenue 8:

Trial of new Ethylene tetrafluoroethylene roofs at Avenue 8 and the revamped Forum have yielded promising results. This bodes well for our new projects as we aim to implement similar methods to enhance the thermal comfort of outdoor spaces, employing passive cooling designs to curtail energy usage and support decarbonisation efforts. The renovation plans for Forum, a retail and F&B area within Resorts World Sentosa, have been planned to achieve BCA Green Mark Platinum, and to also utilise sustainable fitting-out materials where possible and recognised by the Singapore Green Building Council.



RWS 2.0 Expansions:

Minionland

Work has begun on new Minion Land attraction at Universal Studios Singapore which will comprise of multiple rides. It will be powered by renewable energy, utilise smart energy, demand flow controllers and high efficiency motors.

Singapore Oceanarium and Research and Learning Centre

Currently in development, the Singapore Oceanarium stands as an upcoming architectural marvel, poised to achieve the prestigious BCA Green Mark Platinum certification. Simultaneously, the Research Learning and Centre ("RLC") accompanying the oceanarium will also boast the esteemed BCA Green Mark Platinum certification. The RLC distinguishes itself by integrating sustainability at its core, capable of self-sustenance through the utilisation of renewable energy. This strategic initiative underscores Genting Singapore's commitment to environmentally responsible practices, setting a new standard for sustainable architecture in the region.

Waterfront Lifestyle Complex

As part of RWS 2.0, Resorts World Sentosa will be redeveloping the waterfront area close to Sentosa Bridge which will include new and exciting experiences and offerings to guests. This development is designed with a strong emphasis on sustainability. It will feature biophilic, energy-efficient design and will prioritise water conservation by tapping on rainwater harvesting systems.

With the advancement in building design technology and expertise, Genting Singapore's will explore more avenues of partnership, collaboration and innovation to incorporate more aspects of sustainable building design principles into its new builds.

CLIMATE CHANGE, ENERGY AND EMISSIONS MONITORING

Sustainable Building Designs and Facilities (Cont'd)

OUR FEATURE RESORTS WORLD LAS VEGAS

Green Buildings – GOLD Certification under LEED

Resorts World Las Vegas was designed and constructed with sustainability in mind, earning LEED Gold Certification. To help create a more sustainable world, green design principles are incorporated into all new construction and renovation projects, helping to achieve efficiencies in energy consumption, water use and waste diversion.

During the resort’s construction, more than 80% of waste and debris, by weight, was diverted from landfills. Resorts World Las Vegas has reduced energy use and water consumption by more than 30% based on existing industry standards. The resort’s on-property co-generation facility operates at higher efficiency, which lowers environmental impacts. Resorts World Las Vegas sustainability efforts have given it a rarefied status as one of only seven LEED Gold buildings in Nevada’s hospitality sector.

Resorts World Las Vegas is the first and only property on the Las Vegas Strip to be certified by the Global Biorisk Advisory Council (“GBAC”). GBAC is the gold standard of safe facilities, providing third-party validation that ensures facilities implement strict protocols for facility cleaning. Resorts World Las Vegas utilises a patented indoor air monitoring system to continuously optimise ventilation rates to improve indoor air quality and reduce energy usage.

Collaboration is key for sustainability. Resorts World Las Vegas collaborates with a robust ecosystem of equipment manufacturers and systems integrators to implement digital solutions that enable sustainability, efficiency, comfort and safety across the entire property. Actionable data is a crucial driver of success in the carbon reduction journey, and the resort’s digital solutions help connect building equipment and technologies providing invaluable insights that can be analysed to improve building systems and the overall occupant experience.



WATER MANAGEMENT

GRI 303-2, 303-5



WHY IT MATTERS

We recognise 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 2040⁴ 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 used or consumed by our business divisions increased by 8.4% year-on-year to 871 million m³ in 2023, mainly due to ramp-up of business operations following the recovery from the COVID-19 pandemic period. A significant portion of the Group’s water usage came from our Energy division, which operates power plants, and oil and gas. The division recorded an increase of 8% of water usage in 2023 of 854 million m³ versus 789 million m³ in 2022.

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

Rainwater harvesting at Resorts World Genting can collect about 1,000 litres per square metre area

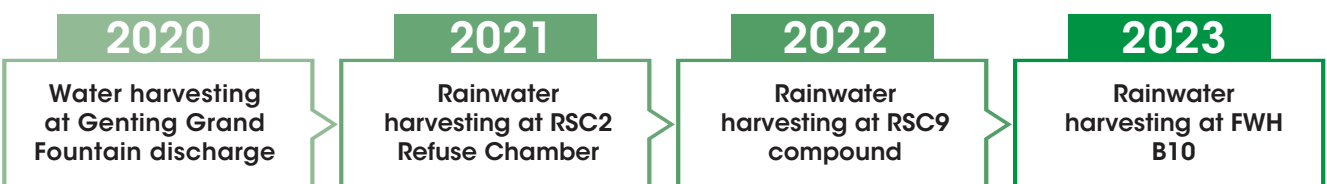


OUR FEATURE GENTING MALAYSIA

Resorts World Genting, the Group’s first resort property was built from scratch with its own supply of water and electricity. Genting Malaysia implements innovative water conservation strategies, efficient usage practices and responsible stewardship, ensuring a harmonious balance between its operations and environmental preservation. The resort extracts raw water from a surface water dam, treats it and pumps it to consumers. The Ministry of Health inspects the treated water quality weekly or biweekly. Genting Malaysia strictly adheres to Ministry of Health’s standards for drinking water quality compliance to ensure the highest water safety and purity standards for consumers. Our dedicated sewage treatment plant treats discharged water in compliance with the Department of Environment Standard A discharge regulations before channelling it back into the stream.

A Supervisory Control and Data Acquisition online monitoring system helps identify water-related impacts on water supply and sewerage discharge. Resorts World Genting’s dedicated command centre for water and sewerage closely monitors raw water sources, water levels and other critical parameters. Should irregularities occur, the system alerts standby operators and on-site personnel to address any issues promptly. In 2023, the resort’s water-saving initiatives encompassed several strategies, including using recycled water for non-potable usage, such as irrigation, to reduce water consumption. The resort focuses on continuous improvement and monitoring rainwater harvesting at its hotels and staff quarters.

Resorts World Genting’s water conservation plan:



⁴ Source: Ranking the World’s Most Water-Stressed Countries in 2040, <https://www.wri.org/insights/ranking-worlds-most-water-stressed-countries-2040>

WATER MANAGEMENT

OUR FEATURE GENTING SINGAPORE

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

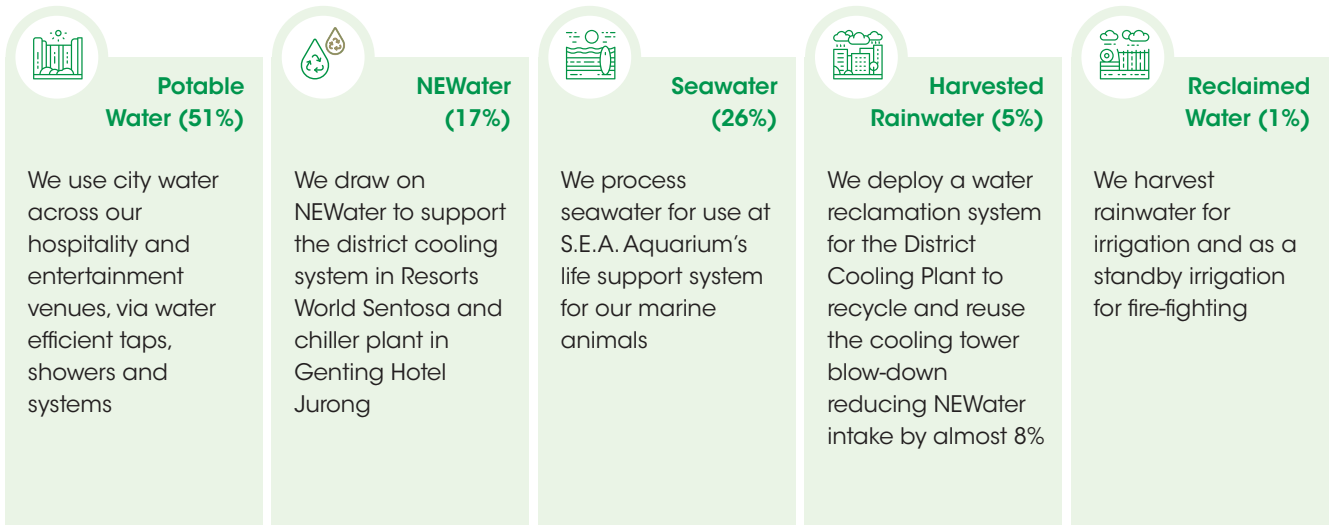
Operating within the context of Singapore's water scarcity, it is imperative for us to emphasise an efficient and effective water management system. Our focus is on ensuring prudent and judicious conservation of water sources. While the resort's primary water source is from the municipal water supplied by the Public Utilities Board, both the resort's capacity and capability are being developed to utilise alternative water sources – namely seawater, NEWater, reclaimed water and rainwater. As of today, these water sources collectively make up 49% of total water consumption.

Within Genting Singapore, the highest water utilisation rate is observed in Resorts World Sentosa, primarily driven by operational and cooling requirements. Our water strategy targets two main avenues:

- Diversify water sources to reduce reliance on potable water; and
- Increase water efficiency and conserve water through adoption innovative technologies and inventions wherever possible.

47% reduction in consumption of potable water and NEWater

at Resorts World Sentosa (from 2015 base line)



WATER MANAGEMENT

OUR FEATURE **GENTING SINGAPORE (Cont'd)**

Water Network Study and Savings

A resort wide Water Audit was conducted in 2023, covering the expansive 49-hectare premises of Resorts World Sentosa. This comprehensive study involved mapping major streams and flows, developing a detailed water balance chart, and identifying sources of used water with predicted qualities for potential reuse.

Co-funded by the Public Utility Board, the initiative aims to compile an exhaustive list of water conservation projects. These projects range from reducing water utilisation at the source to recycling used water through treatment. It also extends to an assessment of rainfall over the Resorts World Sentosa catchment and drainage system. This evaluation aims to determine the feasibility of intercepting surface runoff and implementing rainwater harvesting within the resort. Adopting a holistic approach, this initiative strives to optimise water resources and bolster sustainability throughout the entire water management system at Resorts World Sentosa.

As a direct result of the audit, Genting Singapore has addressed leakages and replaced water fittings with more water-efficient alternatives. Additionally, areas within the water distribution network lacking accurate metering and monitoring were identified, leading to the installation of additional water meters. The audit also uncovered opportunities to transition away from using potable water and NEWater within resort operations, reducing dependence on Singapore's national water supply. Alternative water sources explored include rainwater, Air Handling Unit condensate and used seawater.

Rainwater Harvesting: Currently, rainwater collected in various catchments around our resort is underutilised and discharged. Leveraging an average daily rainfall

projection, it is estimated that there is ample rainwater to replace a significant portion of the water utilised for floor cleaning operations and the resort's District Cooling Plant.

Incorporating rainwater into the resort's floor cleaning operations holds the potential to reduce potable water usage by up to 160,000 m³ annually, equivalent to 64 Olympic-sized swimming pools. Furthermore, both DCP 1.0 and the forthcoming DCP 2.0's NEWater consumption can be effectively replaced with rainwater. This transition is projected to yield savings of up to 210,000 m³ of NEWater per annum, equivalent to 84 Olympic-sized swimming pools

AHU Condensate: Genting Singapore has identified opportunities to augment District Cooling Plant's NEWater intake by utilising the condensate water generated by Air Handling Units, subject to suitable treatment. Estimates indicate that the Air Handling Units produce approximately 49,680 m³ of condensate annually, equivalent to the volume of 20 Olympic-sized swimming pools.

Seawater Desalination: During the water audit, a promising intermediary solution was identified, to desalinate seawater that has already been utilised by S.E.A. Aquarium. The seawater supplied to the marine life undergoes multiple rounds of water treatment and filtration, effectively eliminating impurities. This treated seawater necessitates less intensive desalination processes, resulting in reduced energy requirements and associated costs. If successfully implemented, the desalinated seawater will be directed to water features and pools throughout Resorts World Sentosa, currently serviced by potable water to meet stringent quality standards. This transition is anticipated to yield an annual reduction of 105,000 m³ in potable water usage, equivalent to the volume of 42 Olympic-sized swimming pools.

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. By responsibly managing water use, Resorts World Las Vegas aims to meet its business needs, as well as those of the surrounding Las Vegas Valley.

Annualised savings of
17.7 million gallons
 of water at Resorts World Las Vegas

Resorts World Las Vegas provides a comprehensive water management programme across the property to assist with its water conservation efforts. Implementing efficiency measures such as low-flow fixtures has helped reduce water consumption over 40%, while drought-tolerant and adaptive horticulture and landscaping have reduced water demand by nearly 75%.

WATER MANAGEMENT

OUR FEATURE **GENTING PLANTATIONS**

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



Genting Plantations is dedicated to implement a sustainable water management strategy, with the goal of decreasing water use intensity by 2050. Our plantations team is cognisant of the importance of adapting our water management strategies to the existing land conditions, topography and climate fluctuations through various water conservation practices, including the construction of water catchments, riparian buffer zones and drainage systems.

Additionally, in flood-prone areas, Genting Plantations built bunds, water gates and pumps to mitigate risks. Moreover, our team established water treatment plants to cater to the needs of the workers in locations lacking access to treated potable water, ensuring a reliable supply of clean and safe drinking water.

The following measures underscore Genting Plantations' commitment to addressing water-related risks and promoting responsible water utilisation in its operations:

- Implemented comprehensive measures to protect water quality, enhance efficiency and optimise its water management system;
- Relied on surface water sources like rain-fed ponds, rivers and lakes, to ensure the availability of fresh and clean water for surrounding environments and communities;
- Maintained the moisture levels and weather patterns monitoring through rainfall collection stations to address potential adverse impacts on waterways; and
- Conducted thorough examinations of water hazards in response to the escalating global temperatures and the increasing frequency of natural disasters such as floods, droughts, storms and wildfires.

OUR FEATURE **GENTING ENERGY**

Within Genting Energy, our power division plays a crucial role in the Group's water conservation. Due to the nature of its power generation operations, water is essential to power generation. Genting Energy is committed to responsible water stewardship and have implemented various measures to minimise the impact to the environment. Our dedicated energy team has implemented a comprehensive water management programme across all operating facilities, including water assessment tools and targeted action plans to minimise consumption and optimise efficiency.

Genting Energy closely monitors all water usage, including the usage of demineralised water, service water and potable water, to prevent any unnecessary wastage. Any unusual readings are investigated and corrective actions are taken to ensure efficient water usage.

Banten power plant takes a step further towards sustainability by producing its own high quality drinking water through a certified drinking water production station. The on-site drinking water meets the stringent hygiene standards set by the Indonesian Ministry of Health's Disease Prevention and Control Office, ensuring the highest quality for Genting Energy's employees. This not only eliminates disposable plastic waste but also reduces the overall water footprint by eliminating the need for bottled water procurement.

Genting Energy effectively utilised 2.6 million cubic meters of produced water from its Chinese offshore oil facilities in 2023. The water was recycled through environmentally friendly direct reinjection into the reservoir, enhancing the reservoir pressure for improved oil recovery.

GRI 306-2, 306-4



WASTE, POLLUTION AND MATERIALS CONSUMPTION

WHY IT MATTERS

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

Our business units manage waste throughout the life cycle of their operations, prioritising prevention, minimisation, reuse and recycling. Each business division plans their waste management that includes 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 new technologies and innovation to support and enhance our waste management processes. The operating team work closely with their stakeholders (including suppliers, tenants, business partners and team members) to practise good waste management across the Group.



Sustainable Amenities

The Group's total waste diverted from disposals (recycled waste) from all business divisions increased by 18% year-on-year to 1.48 million metric tonnes in 2023. A significant portion of the Group's waste diverted was from Genting Plantations' efforts in recycling biomass, which constitutes about 95% of the total waste diverted from disposals.

OUR FEATURE GENTING SINGAPORE

In Singapore, we aim to achieve a 50% reduction 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 accorded to identifying opportunities in waste prevention through a deliberate shift towards sustainable production and consumption, followed by emphasis on reusing, recycling, and recovering. Team members and guests are encouraged to rethink and redesign their consumption behaviour, fostering a more conscious and intentional approach. Beyond simply minimising waste generation, we actively explore and embrace new ideas and innovations to elevate the rates of waste reuse, recycling, and recovery.

Resorts World Sentosa achieved a 37% reduction in operational waste-to-landfill per gross floor area, 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 to adopt a food waste-to-energy solution, converting discarded food waste into energy, mainly through biogas generation.

WASTE, POLLUTION AND MATERIALS CONSUMPTION

OUR FEATURE **GENTING SINGAPORE (Cont'd)**

At Resorts World Sentosa, a smart waste monitoring system was introduced to influence consumer behaviour positively. The system utilises IoT applications for a systematic categorisation of waste sources across the resort. The designated bin center captures the waste load disposed by our team members, allowing identification of waste hot spot locations within the resort. In the future, our Singapore team will further scale this initiative up to other bin centers, allowing all of them to become data hubs for the team to track their waste more efficiently.

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 minimise packaging waste.

To further Resorts World Sentosa’s waste diversion capabilities, new avenues of upcycling and recycling were explored. In July 2023, Resorts World Sentosa successfully introduced playing cards into their recycling stream, which was once traditionally difficult due to the lamination lining preventing the cards from being recycled. This successful endeavour resulted in a doubling of Resorts World Sentosa’s paper recycling rates. Furthermore, the resort collaborated with social enterprises to repurpose and upcycle used blankets and shirts into useful everyday products such as key fobs and coasters.

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



90%

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

In view of the upcoming RWS 2.0 expansion, Genting Singapore acknowledges the significance of managing construction waste and are committed to doing so effectively. Genting Singapore’s committed to monitor construction waste regularly and find ways to minimise construction waste where possible. In 2023, about 90% (9,612 tonnes) of construction waste generated at Resorts World Sentosa was sent for recycling.

OUR FEATURE **GENTING MALAYSIA**

Reducing plastic waste, oil waste and chemical waste

at Resorts World Genting



Food Waste: Resorts World Genting began waste composting at the end of December 2023 to convert waste food into fertiliser. One tonne of food waste is estimated to convert into 200kg of fertiliser. The resort targets to convert an average of one tonne of food waste into fertiliser each day in 2024.

Plastic Waste: Resorts World Genting have replaced plastic drinking bottles at its food and beverage outlets with porcelain cups. Similarly, the resort has transitioned its hotel bathroom amenities to eco-friendly kraft paper and wheat straw packaging. In 2023, Crockfords Hotel reduced its plastic consumption by 153kg. We plan to phase out the use of plastic water bottles at Crockfords Hotel, with a target to reduce

carbon dioxide emissions by 13.5kg through this initiative. We will replace plastic drinking bottles with glass to reduce the use of harmful single-use plastic to achieve this. In 2024, we also plan to install water dispensers with filtration systems at Genting Grand, Highlands Hotel, Resort Hotel, Genting SkyWorlds Hotel and First World Hotel. This initiative targets reducing carbon dioxide emissions by up to 270 tonnes. Resorts World Genting also partners with a third-party vendor to collect and sort plastic waste for recycling, contributing to a circular economy. The resort targets recycling and reusing 50% of all plastic waste within the next three years.

Used Cooking Oil: Our team at Resorts World Genting collected about 102,918kg of used cooking oil in 2023. These are subsequently managed and recycled by third party vendors. This initiative helps protect waterways from pollution and promotes a circular economy.

Chemical Waste: Resort World Genting has partnered with Soap Cycling, a non-profit organisation that collects, processes and distributes lightly-used soap bars and bottled amenities from the hospitality industry. Soap Cycling sorts, recycles and distributes the soap in the local communities.

WASTE, POLLUTION AND MATERIALS CONSUMPTION

OUR FEATURE **GENTING MALAYSIA (Cont'd)**

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

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

Scheduled waste and regulated effluent management in Malaysia

OUR FEATURE **RESORTS WORLD LAS VEGAS**

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






Resorts World Las Vegas employs a holistic approach to reducing the property's waste. In pursuit of the resort's waste goals, every bag of material generated at the property is sorted onsite via trained recyclers. This sorting process ensures all recovered material is separated and categorised into the appropriate stream (such as recyclables and compostables).

Resorts World Las Vegas works with specialised recycling organisations and waste management experts to divert materials that cannot be processed through normal disposal systems. In total, the property collects and diverts more than two dozen material streams. 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.

OUR FEATURE **GENTING BERHAD CORPORATE OFFICE**

Although the waste generated and materials consumed at our corporate offices at Wisma Genting are not significant compared to our operating units, we believe that every responsible action taken to minimise waste and maximise the use of our 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. These efforts include:

 <p>PRINTING ONLY WHEN NECESSARY</p>	 <p>EDITING DOCUMENTS ON COMPUTERS BEFORE PRINTING</p>	 <p>PRINTERS SET TO PRINT DOUBLE SIDED AS THE DEFAULT TO SAVE PAPER</p>
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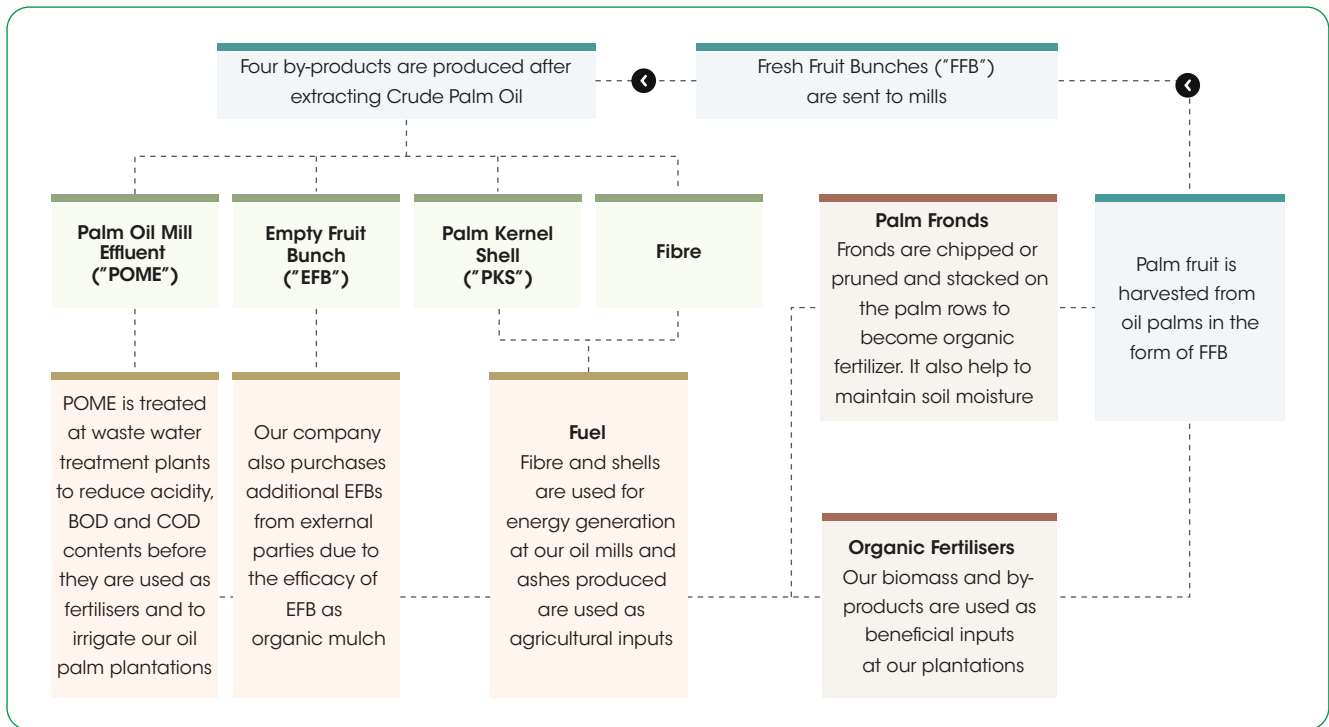
The gradual digitalisation of our operations over the years has reduced the need for physical paper at our offices, and we will continue to explore ways to digitise more facets of our workflow to enhance productivity and curb paper usage. The waste generated from our corporate offices are not considered hazardous.

WASTE, POLLUTION AND MATERIALS CONSUMPTION

OUR FEATURE GENTING PLANTATIONS

Prudent management of waste by our plantations division

Our plantations division adheres to all applicable regulations, ensuring the safe disposal of various waste types, such as domestic, agricultural, biomass and industrial by-products to mitigate negative environmental and social impacts of our activities. Genting Plantations has in place a comprehensive system that promotes a circular economy, to minimise waste to landfill in its operations.



Wastewater

At our Group, we recognise the potential environmental threat and the risk of contaminating waterways and groundwater with POME, a highly contaminated water generated during the processing of Fresh Fruit Bunches. POME constitutes a significant portion of the effluents generated in our milling operations, accounting for roughly half of the total water usage at these locations. In addition, we have a process known as Palm Oil Refinery Effluents, which involves treating and purifying wastewater generated during the process of refining palm oil, to minimise environmental impact.

Genting Plantations’ long-term goal includes reducing biochemical oxygen demand (“BOD”) and chemical oxygen demand (“COD”) levels to enhance water quality by 2050. Additionally, our objective is to manage the by-products of palm oil production responsibly and to minimise any adverse effects on the environment through implementation of stringent protocols:

- 1 installed belt-press facilities across all Malaysia Oil Mills to mitigate greenhouse gas emissions
- 2 executed a range of POME management strategies, including treatment, land application and composting, all geared towards the beneficial repurposing of POME as a fertiliser
- 3 utilised POME as a soil amendment to enrich the soil with moisture, nutrients and organic matter, offering a sustainable alternative to inorganic fertilisers
- 4 treated effluents actively from our downstream processes to prevent groundwater pollution and minimise impacts on aquatic life

WASTE, POLLUTION AND MATERIALS CONSUMPTION

OUR FEATURE **GENTING PLANTATIONS (Cont'd)**

1.4
million mt
biomass recycled
from our plantations

Biomass By-Products, Production and Use

The incorporation of biomass by-products into our waste management practices is an essential principle, offering dual benefits of recycling and energy retrieval. This aids Genting Plantations in diminishing the total waste output. In the specific context of oil palm cultivation and milling, the capacity to recycle waste biomass not only presents a valuable opportunity for resource utilisation but also resonates with our economic and sustainability objectives. Genting Plantations recycled 1.4 million metric tonnes of biomass in 2023.

Scheduled Waste Management

At Genting Plantations, we prioritise compliance with regulations to ensure the secure and efficient management of Scheduled Wastes. We meticulously follow the guidelines set by the Malaysia Department of Environment ("DOE"), including the Malaysia Environmental Quality (Scheduled Waste) Regulations 2005 (Amendment) 2007 and the Indonesian "Peraturan Pemerintah PP Nomor 22 Tahun 2021". Genting Plantations ensures the collection and disposal of Scheduled Wastes align with the comprehensive guidelines established by the Malaysia DOE. This approach guarantees that our waste management procedures are in line with industry standards. Our commitment extends to safeguarding the well-being of communities and the natural surroundings, aligning with the Malaysia DOE's guidelines.

Scheduled wastes management by our plantations division

OUR FEATURE **GENTING ENERGY**

The waste management programme implemented by Genting Energy is designed to comply with all applicable regulatory requirements as well as to safeguard human health and the surrounding environment. Specific key performance metrics have been established to guide and monitor the improvements in environmental performance at operational levels.

Genting Energy generated 74,515 tonnes of industrial waste in 2023, primarily consisting of fly ash, bottom ash, glass wool, used oils and expired chemicals, with the majority originating from the Banten power plant. Energy operations in China generated only 119 tonnes of industrial waste in 2023, a drastic decline from 1,737 tonnes in 2022 due to the absence of drilling activities.

64,884 tonnes
of waste from energy operations
were recycled and diverted from disposal

Genting Energy is actively improving its solid waste management by identifying key waste streams to reduce waste production and maximise recycling. Hazardous wastes are appropriately stored and handled by government authorised vendors for proper disposal or potential reuse. Non-hazardous wastes are reused or recycled whenever feasible. In 2023, Genting Energy's waste recycling efforts diverted 64,884 tonnes of waste from direct disposal.

To reinforce environmental accountability, our team at Banten power plant actively participates in Indonesia's Programme for Pollution Control, Evaluation and Rating ("PROPER"), overseen by the Ministry of Environment and Forestry, Indonesia. PROPER is a national-level public environmental reporting initiative that encourages industrial compliance with pollution control regulations and promotes a better environmental management system. The Banten power plant received a "blue" rating from PROPER for the fifth consecutive year, acknowledging its consistently exceptional performance in environmental practices.

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 are 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 (Cont'd)

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

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 (Cont'd)

OUR FEATURE GENTING MALAYSIA

Creating exceptional customer experience at Resorts World Genting

Genting Malaysia is a premier integrated resort operator offering exceptional hospitality experiences. Genting Malaysia believes in building strong engagement with customers to strengthen customer relationships and loyalty, enhance customer retention and drive business growth.

Enhanced Customer Satisfaction Monitoring

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

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

Resorts World Genting's theme parks are also well received by customers, having achieved a strong NPS score of above 50. Additionally, both Genting SkyWorlds and Skytropolis Indoor Theme Park were honoured with prestigious awards in 2023, from the Malaysia Association of Theme Park and Family Attractions' Golden Horse Awards 2023 and the Parent's Choice Awards 2023 by Parenthood Magazine respectively. Genting SkyWorlds also became the first and only theme park to be accredited with Malaysia Tourism Quality Assurance ("MyTQA") platinum rating by the Ministry of Tourism, Arts and Culture Malaysia.

Genting Malaysia's 2024 goal is for Resorts World Genting's full-service hotels and theme parks to maintain a 'Great' NPS rating, in line with its commitment to delivering memorable customer experiences to guests.

CUSTOMER HEALTH, SAFETY & SECURITY

Site Safety and Security (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

NPS Breakdown

	2023 NPS	2024 Proposed Target
Hotel (N1)	35.2	Great (30-70)
Crockfords	48.9	Great (30-70)
Theme Park	53.5	Great (30-70)

(N1) Full service hotel: Crockfords, Genting Grand, Highland Hotel

Customer Feedback Centre

Our leisure team actively encourages engagement and highly value customers' feedback. The Resorts World Genting Customer Feedback Centre fosters bi-directional communication and welcomes comments through various channels, including chatbots, emails, written letters and telephone calls. The Customer Feedback Centre efficiently channels this feedback to the appropriate departments for timely assistance.

Number of Genting Reward Members

6.0 million

as of 31 December 2023 (2022: 5.5 million)

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

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

CUSTOMER HEALTH, SAFETY & SECURITY

Site Safety and Security (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

Quality Assurance

Genting Malaysia pledges an unwavering commitment to safety and quality. Every visitor's well-being is protected through rigorous safety protocols and uncompromising quality standards. Our team prioritises the safety and security of patrons. Genting Malaysia's strict safety protocol surpasses standard safety guidelines with implementation of additional measures to ensure worry-free experience for its visitors.

Road Safety

Genting Malaysia designed, constructed, maintains and operates all Genting roads. Road users must comply with the Road Transport Act 1987 and all other rules and regulations relating to road traffic in Malaysia. All road safety guidelines and improvement work performed by the Road Survey Department follow the advice of the Independent Road Safety Audit and Road Consultants, based on the following:

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

Slope Safety

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

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

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

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

Site Safety and Security (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

Theme Park Safety

Theme park rides at Resorts World Genting comply with the Guidelines on the Safety Management of Amusement Park Devices issued by Department of Occupational and Health ("DOSH"). All machinery has a valid Certificate of Fitness in compliance with the Factory and Machinery (Notification, Certification of Fitness and Inspection) Regulations, 1970 accordingly. At every 15-month interval, DOSH shall inspect theme park rides and issue the certificate of fitness accordingly.

- The theme park rides are designed and installed in accordance with standards such as EN13814-Fairground and amusement park machinery and structure standards, and ASTM F2291 Standard Practice for Design of Amusement Rides and Devices. The rides are inspected by TUV Nord on the relevant design standards compliance annually, complete with ridership approval, ensuring safety compliance before the rides are open to serve the public;
- 680 CCTV cameras operate at the theme park; and
- The preventive maintenance programmes for theme park rides include daily, weekly, monthly, quarterly, half yearly and annual inspection and maintenance. The preventive maintenance checklists and records are reviewed by TUV Nord to ensure the compliance of preventive maintenance programmes implementation in accordance with ride manufacturer's recommendations.

Food Safety

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

Fire Safety

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

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

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.

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; and
- 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 gaming 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 (Cont'd)

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; and
- 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

The 'Manage Game Play' ("MGP") programme facilitates patrons' informed gaming decisions by providing information on real-time play across more than 2,800 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 MGP can set the length of time that they wish to play and/or the amount that they intend to spend. Patrons will receive personalised SMS notifications on their mobile phones at selected notification intervals.

Patrons may also select the option to have one of our trained Responsible Gambling Ambassadors ("RG Ambassadors") to provide them a "shoulder tap" reminder if they reach 200% of their self-determined limit. A RG Ambassador would then personally remind the patrons of their limits and provide RG information or assistance, if required.

To-date, more than 1,800 patrons have enrolled into our MGP. More than 90% of patrons stay enrolled in the programme and have 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 received the SMS notifications.

CUSTOMER HEALTH, SAFETY & SECURITY

Responsible Gaming (Cont'd)

OUR FEATURE RESORTS WORLD SENTOSA (Cont'd)

Accreditation by RG Check

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

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.

Responsible Gambling Ambassadors

The RG Ambassador programme is a key resource for player education and outreach, as well as for access to help. Resorts World Sentosa has over 700 RG Ambassadors 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 Resorts World Sentosa. Patrons are able to directly approach the RG Ambassadors, who are identifiable by their badges.

Responsible Advertising

Resorts World Sentosa is 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 casino membership 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; and
- Precautions are in place to limit marketing communications to high-risk players.

We also provide each member 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

Resorts World Sentosa provides high-quality resources with wide coverage throughout the venue to maximise player reach.

Responsible Gambling Brochures

Resorts World Sentosa provides RG brochures in various languages (i.e. English, Chinese, Malay and Tamil) explaining how gambling works, gambling safeguards, gambling risk factors, and help services. These brochures are placed in strategic locations both inside and outside the casino for patrons and the public to easily access.

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.

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.

Access to Money

Resorts World Sentosa implements strict controls to limit excessive spending within the casino. These measures include no ATMs inside the casino premises and restrictions on credit and credit card transactions for Singapore Citizens and Permanent Residents. Only Foreigners and Premium Players are granted access to credit and allowed to conduct credit card transactions.

Responsible Gaming (Cont'd)

OUR FEATURE RESORTS WORLD SENTOSA (Cont'd)

Venue and Game Features

- Limited Visibility of the Casino from Outside - Our 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;
- Electronic Gaming Machines Responsible Gambling Features - All electronic gaming machines on Resorts World Sentosa casino floor are embedded with the applicable RG features such as tracking of gaming duration and/ or spend under Manage Game Play Programme, mandatory interval between each play, prohibition of auto-play mode, and display of odds of winning information, time of the day, minimum theoretical Return-to-Player percentage, and other RG messages;
- Time Displays - Inside Resorts World Sentosa casino, there are more than 3,000 time displays in various forms to promote patrons' awareness of the passage time; and
- Cool-Off Rooms - Private Lounges (i.e. cool-off rooms) are located within the casino where our RG Ambassadors can invite patrons for private discussions and provide them with access to responsible gambling information and help resources in a discreet and safe setting.

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 are licensed by Gambling Regulatory Authority, responsible for regulating the gambling industry in Singapore. These employees 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 Ministry of Social and Family Development to run three roadshows in October 2023 in our casino. The theme of this year's RG Awareness week was "Are you aware of Responsible Gambling Tools?".

In addition, Resorts World Sentosa held four other roadshows during the year as part of our efforts to raise awareness of responsible gambling amongst patrons. During the roadshows, RG Ambassadors engaged 1,591 patrons and saw 500 patrons enrolling in the Manage Game Play programme. Resorts World Sentosa continues to proactively promote the Manage Game Play programme to our patrons to help them make better informed decisions about their gambling habits and develop healthy gambling habits. This programme has seen more than 1,800 enrolments to-date.

By establishing a secure gaming environment through Responsible Gaming programmes, our esteemed casino patrons are able to make informed decisions. A safe gaming environment ensures that their gaming experiences remain free from gambling-related harm.

CUSTOMER HEALTH, SAFETY & SECURITY

Responsible Gaming (Cont'd)

OUR FEATURE **GENTING MALAYSIA**

Genting Malaysia's Player Protection Strategy

As a responsible casino operator, Genting Malaysia commits to comply with all relevant laws and regulations. Active collaboration with governmental bodies, responsible gambling organisations and the community mitigates negative social gambling impacts. Genting Malaysia actively participates in industry initiatives that promote gambling safety, utilising relevant codes and guidelines to ensure a secure and responsible gaming environment.

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

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

Genting Malaysia's RG programme prioritises raising awareness and offering aid to those facing gambling problems.

RG Ambassadors

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

RG Hotline

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

RG Training

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

Advertising and Promotions

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

RG Corner

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

CUSTOMER HEALTH,
SAFETY & SECURITY

Responsible Gaming (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

Passage of Time

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

Set My Limit

This voluntary participation programme helps guests manage their spending and time at Electronic Gaming Machines.

Cooling-off Period

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

Self-Exclusion Programme

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

92
people

Benefited from the RWG's RAP Self Exclusion Programme in 2023 compared with 67 in 2022

100%

Participation rate for the RG Awareness Training in 2023

Two RG roadshows were organised during the year at the:

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

The RG team raised awareness and covered potential gambling addictions, RG initiatives, the self-exclusion programme and an RG-related quiz.

In addition to roadshows, we hosted two RG seminars involving regulators, the Gamblers Rehab Centre Malaysia, casino guests, and employees throughout the year. With a total of 192 attendees in both sessions, these extensive seminars covered gambling addiction, its contributing factors, recognising signs of gambling disorder, available treatments and Resorts World Genting's RG initiatives accessible to the public. Guest speaker, the Head of the Department of Psychiatry at MAHSA University, also presented her insights and expertise.

Accreditation by RG Check

In 2023, Resorts World Genting completed and attained the RG Check accreditation, one of the most comprehensive and stringent RG accreditation programmes globally. RG Check is based on assessment standards developed through an extensive process of research, analysis, and review of international best practices in responsible gambling programmes. It promotes a high standard of customer protection with the adoption of meaningful responsible gambling initiatives.

CUSTOMER HEALTH, SAFETY & SECURITY

Responsible Gaming (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

RG Check Accreditation Components

RG Policy, Strategy, Culture	Employee Training	Self-Exclusion	Assisting Players
Informed Decision Making	Marketing Communications	Access to Money and Venue	Game Design

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

UK

Safer gambling and player protection are ongoing evolutions. Genting UK's dedication to this continuous progression motivates our efforts to establish the safest possible gambling environment.

Safer Gambling and Player Protection Strategy

Staff Training

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

Limit Setting and Messaging

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

Enhanced Funding for Research, Education and Treatment

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

CUSTOMER HEALTH, SAFETY & SECURITY

Responsible Gaming (Cont'd)

OUR FEATURE GENTING MALAYSIA (Cont'd)

US 

Resorts World New York City raised awareness of its RG commitment in March 2023, coinciding with New York Problem Gambling Month. Its team participate in RG conferences and panels to collaborate with industry peers, advocate gambling safety and underline the collective commitment to prioritising RG practices.

Resorts World New York City has issued a Responsible Gaming Plan with a mission to protect its guests.

Components of Resorts World New York City's Responsible Gaming Plan

<p>Self-Exclusion Programme</p> <p>Allows guests to prohibit themselves from gambling at all gaming facilities registered by the New York State Gaming Commission</p>	<p>Responsible Gambling Resource Centre</p> <p>Space for guests to access resources on problem gambling, self-exclusion, counselling services and financial support</p>	<p>On-Property Messaging</p> <p>Must be 18 years of age or older to play the New York Lottery games</p> <p>Please play responsibly</p> <p>24-hour problem gaming hotline: 1-877-HOPENY (846-7369)</p>
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In 2023, the RG Resource Centre was improved to create a more accessible and user-friendly environment, enhancing RG engagement and support. By 2024, the resort plans to introduce tablets for guests, offering digital access to resources and replacing traditional paper brochures. This will align with the New York State Gaming Commission's scheduled 2024 initiative to implement digital voluntary self-exclusion options.

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

COMMUNITY INVESTMENTS

GRI 203-1, 203-2, 413-1




WHY IT MATTERS

We strive to foster shared values with the communities in areas where we operate. We believe that this approach is mutually beneficial for our Group and the local communities surrounding our operations.

We are aware that our Group’s operations can impact the rights and livelihoods of local communities and therefore, we invest efforts to collaborate closely with them, conducting activities in a manner that respects their rights and promotes shared values.

OUR APPROACH

As a corporate citizen, we strive to conduct our operations in a responsible and sustainable manner, generating long-term benefits for our business and the communities in areas where we operate. Our community investments are focused on health, education, environment and community outreach.

Our community investments are aimed at the betterment of the society and are reflected in the corporate social responsibility or community philanthropic activities that we do. We support the local communities where we operate. A total of RM19.9 million in cash and in-kind donations was contributed to support various community causes, benefitting over 900,000 people in 2023.

We continue to enrich lives in the local communities through various corporate social responsibility activities. Some of these activities in 2023 are featured in this section.



Key Highlights



Over **900,000** beneficiaries



Over **RM19.9 million** contributed in cash and in-kind donations

Genting Dementia Care Centre

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. The care centre also provides information through webinars and training to caregivers, family members and professionals involved in dementia care. Genting Dementia Care Centre is a collaboration between Genting Group and the University of Malaya’s Faculty of Medicine. Our centre provides day care services to about 25 dementia clients and we continue to work towards increasing the number of clients.

COMMUNITY INVESTMENTS

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 period, 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

Bursa Bull Charge Charity Run 2023

Genting Group, including Genting Berhad, Genting Malaysia and Genting Plantations, donated RM68,000 to the Bursa Bull Charge Charity Run 2023. Held in Kuala Lumpur's Central Business District on 8 October 2023, the proceeds from the event were directed towards impactful climate and environmental projects, supporting organisations such as Global Peace Festival Malaysia, Impact Malaysia and Marine Research Foundation. Genting Group has actively participated in every Bursa Bull Charge charity run since its inception in 2014.



COMMUNITY INVESTMENTS

OUR INITIATIVES GENTING MALAYSIA



Contribution to IJN Foundation

In 2023, Genting Malaysia donated RM200,000 to the IJN Foundation and sponsored the IJN Foundation Fundraising Dinner held on October 29, 2022, at the Kuala Lumpur Golf and Country Club. The funds support medical care for underprivileged individuals seeking treatment at IJN and aid ongoing cardiovascular disease research by IJN specialists. Genting Malaysia has donated RM171,000 since 1999.

Bentong Prison Inmates Rehabilitation Programme

Genting Malaysia actively supports the Bentong Prison Inmates Rehabilitation Programme. Over 30 inmates and prison staff created Asam Pedas and Redang Betawi pastes, drawing inspiration from Raja Permaisuri Agong’s cookbook, Air Tangan Tengku Ampuan Pahang. Resorts World Genting’s chefs supported Bentong Prison’s commercialisation efforts by transforming these recipes into pastes, offering packaging advice and lab testing assistance. We also purchased 500 pastes for distribution among selected single mothers in Bentong. Sales proceeds by MyPride, under the Malaysian Prison Department, are directed toward human development programmes for inmates.



Donation of Essential Items to Kampung Benus, Bentong

Genting Malaysia supports local communities during challenging times by providing essential items and disaster relief. Crucial household items were collected and donated to Kampung Benus, Bentong to prepare for the flood season, including bedding and towels from the hotels at Resorts World Genting. Previously, Genting Malaysia helped flood victims in Pahang, Bentong, the East Coast and Terengganu. Genting Malaysia also contributed to cleanup campaigns to support affected communities during challenging times.

OUR INITIATIVES GENTING MALAYSIA (Cont'd)



Genting Green Generation (G3) Volunteer Programme

G3 Volunteer Programme was established by Genting Malaysia in 2017 to instill a culture of sustainability and environmental consciousness among employees. This programme has 162 members to-date.

Turtle Conservation at Resorts World Kijal

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

Nature Hike at Resorts World Awana

Exploring and learning about biodiversity in the surrounding natural environment.

In 2023, Resorts World New York City engaged in cultural celebrations and philanthropic initiatives, showcasing its commitment to diverse causes.

Resorts World Gives ("RWGives"), an integral part of Resorts World New York City's philanthropy, focuses on five pillars: arts & culture, environment, health & wellness, community and economic development. In 2023, it raised and donated over USD1 million to numerous non-profit organisations, benefiting over 100 diverse organisations and touching more than 400,000 people in the Queens Community. Resorts World New York City aims to augment community contributions by 70% and expand partnerships with community organisations by 50%. RWGives supported various causes and organisations, including the World War II and War Veterans, National Bike Month, Town of Wallkill Boys and Girls Club, and fundraising events such as "Give Where You Live" and the 45th Heart-A-Thon. The team also actively contributes essential items to various non-profit organisations.

Supporting Local Communities in New York City

COMMUNITY INVESTMENTS

OUR INITIATIVES **GENTING SINGAPORE**

Meals for Low-Income Families in Singapore

In 2023, Genting Singapore’s community development arm, RWS Cares, made significant advancements as it celebrated the inaugural year since the consolidation of initiatives under four pivotal pillars – climate change, education, support for local enterprises and food security. This year, RWS Cares magnified its impact by tripling its contributions, channelling nearly SGD1.2 million in cash and in-kind donations toward diverse causes. Furthermore, RWS Cares’ cumulative volunteer hours have increased to 473,558, reflecting its unwavering commitment since 2010.

In addressing the pressing issue of food insecurity, Genting Singapore embarked on a transformative three-year partnership with Food from the Heart. SGD300,000 was allocated to the RWS Eat Well @ Community Shop programme, a substantial initiative aimed at providing access to fresh and nutritious food for nearly 2,400 lower-income families across Singapore. Since its inception in March 2023, the programme has witnessed a remarkable fourfold surge in the redemption of fresh produce, totalling nearly 9,000 redemptions at its Community Shops. This significant increase stands in stark contrast to the first half of 2022, underscoring the tangible impact of the collaboration with Food from the Heart in addressing the immediate needs of vulnerable communities.



Beach Clean-up for a Cleaner Environment in Singapore



Throughout 2023, RWS Cares partnered with Ocean Advocates, S.E.A. Aquarium’s coastal cleanup volunteer arm run by the Education, Research and Conservation team and other organisations such as Friends of Marine Park, Waterways Watch Society, Our Singapore Reefs and Nature Society Singapore to orchestrate five impactful clean-up events, drawing the participation of about 120 dedicated volunteers from team members and the public. The initiatives encompassed various environments, including dive clean-ups, where volunteers ventured beneath the ocean’s surface to remove debris and protect marine life.

COMMUNITY INVESTMENTS

OUR INITIATIVES RESORTS WORLD LAS VEGAS

In supporting the community, Resorts World Las Vegas selected charitable partners with efforts that served and supported seven areas of need within the Las Vegas community in 2023. These areas of need focused on equality and safety education, education empowerment, health and wellness resources, service organisations for homelessness and those in need, military and veteran services, youth services and animal welfare.

Resorts World Las Vegas, in its 'World of Difference' community engagement efforts, also partnered with 46 Southern Nevada-based non-profit organisations. The 'World of Difference' campaign focuses on building long-term partnerships with core charitable organisations that align with Resorts World Las Vegas' corporate values and offers opportunities for its team members to have meaningful impacts on the community through volunteering.



In 2023, Resorts World Las Vegas continued their partnership with the Las Vegas Metropolitan Police Department Foundation, honoring the LVMPD Officers for their positive actions and bravery in the community through the "Good Ticket" Programme. Each month, Resorts World Las Vegas presents resort accommodations, food & beverage vouchers, and concert tickets to Metro staff who show that humanity is part of the job.

Community Outreach by Resorts World Las Vegas



COMMUNITY INVESTMENTS

OUR INITIATIVES **GENTING ENERGY**

Genting Energy directed its CSR initiatives towards four primary sectors: health, community, education, and the environment. The company provided donations and in-kind contributions near to RM500,000, benefiting about 40,000 individuals in the local communities.

Health

- Supported fogging programmes to help control dengue haemorrhagic fever in Salira Village, Banten Province, Indonesia, through sponsorship;
- Aid funding to renovate a volleyball court to promote physical activities and community well-being through enhanced sports facilities in Salira Village, Banten Province, Indonesia;
- Sponsored sports events in Banten Province, Indonesia, to promote healthy lifestyle such as mountain bike race, surf and sailing competition and golf tournament;
- Nutrition awareness campaign and health checks to reduce stunting in Tofoi Village, West Papua, Indonesia; and
- Midwife capacity-building training to improve maternal and infant health in Sorong, Indonesia by enhancing the knowledge and abilities of midwives.



Community Outreach

- Sponsored local community activities such as religious festivities, National Day celebrations, and local cultural activities in Indonesia;
- Sponsored mass wedding ceremony for underprivileged couples in Banten Province, Indonesia;
- Donation for mosque monthly operations in Banten Province, Indonesia;
- Donation to help areas affected by the earthquake in Tanimbar, Indonesia;
- Aid funding to repair road and bridge in Tanah Merah Baru and Foroda Village, West Papua, Indonesia;
- Organise campaigns in West Papua, Indonesia to raise awareness for small businesses to empower local entrepreneurs and small enterprises;
- Promoting digitalisation of traditional dance to preserve the culture and present opportunities for creativity to younger generations of the Sumuri tribe in West Papua, Indonesia; and
- Sponsored street light fittings to Jangi Village in India, to improve the well-being and safety of local residents.

COMMUNITY INVESTMENTS

OUR INITIATIVES GENTING ENERGY (Cont'd)



Education

- Educational support by sponsoring achievement awards to Primary School and Secondary School students in Salira Village, Banten Province, Indonesia; and
- Sponsored journalists’ workshop and training programmes in West Papua, Indonesia to equip aspiring journalists with essential skills as well as supporting existing journalists in honing their crafting and writing techniques.

Environmental

- Contributed to West Papua, Indonesia greenery by supporting reforestation efforts by SKK Migas;
- Collaborated with SKK Migas to enhance environmental sustainability through tree planting initiatives in unproductive land and deforested areas in Yogyakarta, Indonesia;
- Supported conservation and preservation efforts for the Mangrove Forest at Susukan Village, Tirtayasa, Indonesia;
- Provided plants to Salira Village, Banten Province, Indonesia to enhance the environmental quality of the community; and
- Mass rain tree (Samanea saman) planting to demonstrate commitment to environmental harmony and conservation in Banten Province, Indonesia.



COMMUNITY INVESTMENTS

OUR INITIATIVES **GENTING PLANTATIONS**



In 2023, Genting Plantations invested RM3.4 million in the community where our team operates, impacting 35 entities, including schools and social bodies.

Providing Essential Infrastructure

Genting Plantations contributes towards the construction and maintenance of critical infrastructure such as roads and bridges in areas that lack adequate connectivity.

Genting Plantations provides basic education for the children of our workforce and local communities. This involves offering educational opportunities through operational funding or scholarships and actively establishing creches and schools from pre-school to secondary education. Genting Plantations has a scholarship programme for undergraduates under the Yayasan Dr Lim Goh Tong Endowment Fund.

Educational Support

Empowering Local Economies

Genting Plantations strives to stimulate the economic growth of local communities by providing them job opportunities and procuring materials and services from local entrepreneurs whenever possible.

Genting Plantations conducts awareness programmes to advocate for sustainable practices, especially for those who work in the natural environment. This initiative encompasses managing human-wildlife conflicts, raising awareness on the critical importance of preventing hunting and poaching of endangered wildlife, preventing forest fires and discouraging the use of fires in agriculture. Given that many local communities rely on farming for their essential dietary needs and income, our team collaborates with local farmers, guiding them on sustainable farming practices to enhance food security and minimise adverse environmental impacts.

Driving Sustainable Practices

HUMAN RIGHTS AND LABOUR STANDARDS



WHY IT MATTERS

We uphold the fundamental principle of human rights across all our operations. We believe every individual is entitled to be treated with dignity and respect, irrespective of gender, socio-economic status or religious beliefs. We expect our employees, as well as our partners, providers, suppliers and customers to uphold human rights and promote a safe, healthy and inclusive working culture, leading to improved productivity.

OUR APPROACH

We are committed to leading with our values and upholding human rights while complying to local and international laws and standards.

We place strong importance on protecting employee rights in our operations. This includes providing safe and healthy working conditions, treating employees fairly and upholding their right to a living wage.

Our commitments to upholding our labour rights for our employees, covers the following:

 Rights to safe and healthy workplace	 Rights to decent and fair living wages as well as benefits	 Rights to fair working hours	 Rights to fair grievance mechanisms
 Rights to freedom of association and collective bargaining	 No discrimination	 No forced labour in all forms	 No child labour in all forms

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 comply with 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.

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 investigation and action. We investigate and recommend action plan upon receiving complaints, report or recommend 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.

HUMAN RIGHTS AND LABOUR STANDARDS

Our Performance

There was no incident of substantiated complaints concerning human rights violations recorded in 2023 and prior two years at Genting Berhad. However, at Group level, there was one incident of substantiated complaint recorded by Genting Malaysia in 2023, with no incidences in prior two years.

Our Target

We target to have zero incident of substantiated complaints concerning human rights violations across the Group in 2024.

In the following section, we feature some examples of the management practices on human rights, by our subsidiaries, namely Genting Malaysia and Genting Plantations as their employees form a significant portion of our group’s workforce. Similar management practices are undertaken by other subsidiaries of our Group.

OUR FEATURE GENTING MALAYSIA

Genting Malaysia upholds the fundamental human rights principles outlined in their own Human Rights Principles and ensure their application throughout the entire value chain. Genting Malaysia’s baseline expectations for all stakeholders within their value chain are aligned with the Group’s human rights principles.

Baseline Expectations For All Stakeholders Within the Value Chain

- Comply with all wage and compensation requirements defined by local laws and regulations, including those relating to minimum wages, and provide legally mandated benefits at a minimum.
- Appropriately compensate overtime.
- Not allow physical punishment or abuse of any worker.
- Ensure that all workers and third parties have an effective mechanism to report grievances and constructively resolve such grievances.
- Have appropriate mechanisms for reporting labour and human rights violations, including appropriate whistleblowing reporting mechanisms.

- Not employ individuals under 15 years or the lawful age of employment (whichever is higher) in any country we operate.
- Not use child labour following the International Labour Organisation standards.
- Not exceed the maximum work hours defined by applicable law.
- Not use forced labour, including prison, bonded or debt labour.
- Not charge recruitment fees or costs.

HUMAN RIGHTS AND LABOUR STANDARDS

OUR FEATURE GENTING MALAYSIA (Cont'd)

Genting Malaysia has established a formal grievance mechanism that extends to individuals and communities, encompassing human rights considerations. As part of their commitment to ethical practices, they pledge to address and remedy any adverse human rights impacts caused by their operations.

Genting Malaysia regularly reviews the labour standards of existing and potential businesses and supply chain partners as part of its risk assessment procedure. All parties, including employees, business partners and suppliers, must periodically familiarise themselves with the Group’s Code of Ethics. Genting Malaysia ensures all employees undergo human rights policy training, fostering awareness and understanding throughout the organisation to uphold and integrate human rights principles into the daily business operations. The team proactively reviews the impacts of human rights on their business processes and assess their operations to identify potential human rights issues. Several measures have been implemented, including regular human rights impact assessments, incorporating human rights considerations into the team’s decision-making processes, and establishing clear guidelines and procedures to address any identified issues promptly.

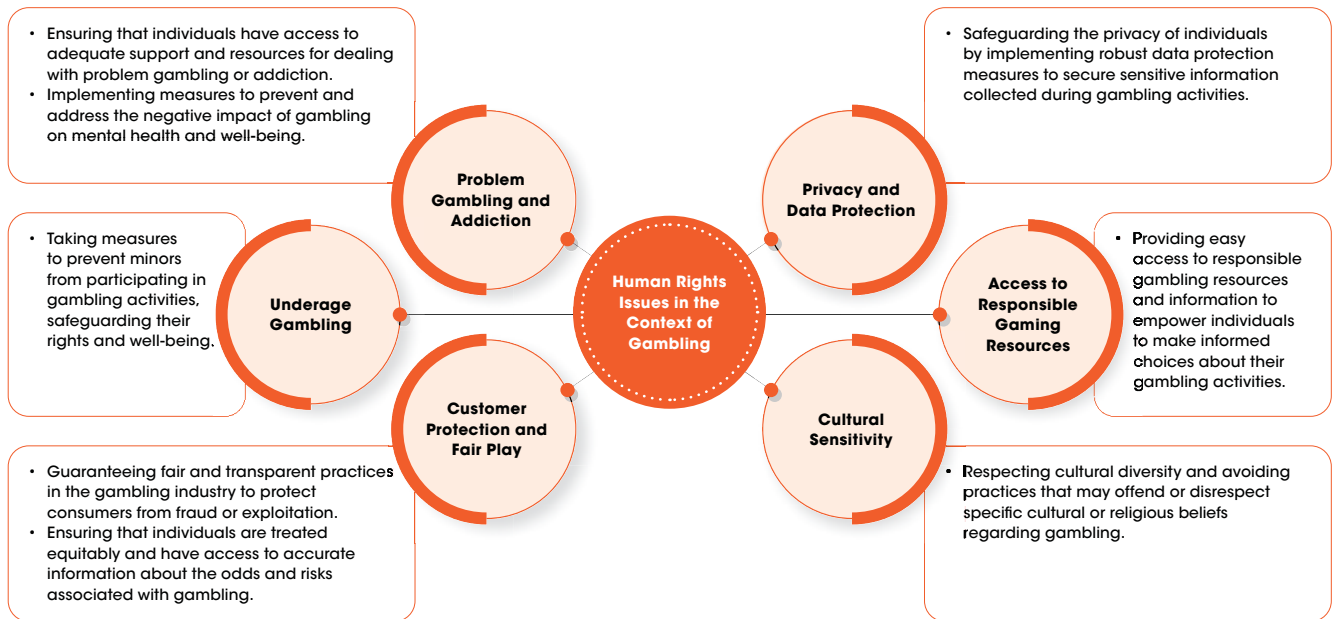
<p>Discrimination or Other Unreasonable Treatment</p>	<p>Forced or Child Labour</p>	<p>Privacy and Personal Information</p>	<p>Harassment</p>
<p>Genting Malaysia does not tolerate any discrimination, acts that hurt the dignity of an individual, harassment, or unreasonably treat others based on national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

HUMAN RIGHTS AND LABOUR STANDARDS

OUR FEATURE GENTING MALAYSIA (Cont'd)

Addressing Salient Human Rights Issues

Genting Malaysia’s salient human rights issues on gambling and how these issues are to be addressed are encapsulated in following diagram. Human rights issues in gambling can manifest in various forms and it is crucial to address them to ensure a fair and responsible gaming environment. Similar responsible management approaches are undertaken across our other gaming operations worldwide.



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

HUMAN RIGHTS AND LABOUR STANDARDS

OUR FEATURE **GENTING PLANTATIONS**

Human rights policies throughout Genting Plantations are managed by a dedicated Sustainability Department team, which is well-versed in human rights and how they relate to our operations. Key focus areas are identified to address relevant human rights issues and control and management solutions are implemented. A targeted management approach is implemented on community and labour rights, that includes seeking inputs from its stakeholders to mitigate potential risks and identify opportunities for improvements related to human rights.

Respecting The Rights of Indigenous and Local Communities

Respecting The Rights of Indigenous and Local Communities

In addition to respecting and upholding employee rights, Genting Plantations respects the customary rights of the indigenous and local communities, as well as their legal and customary land tenure rights. Genting Plantations has made its commitments to the UN Declaration on the Rights of Indigenous Peoples and the ILO Convention on Indigenous and Tribal Peoples (No. 169) and Free, Prior and Informed Consent Free, Prior and Informed Consent ("FPIC").

We recognise the importance of sustainability and prioritise protecting and promoting human rights, particularly in relation to our oil palm plantation activities.

No development or expansion of our operations is permitted without obtaining the FPIC from indigenous and local communities on their land. Genting Plantations' method for conducting FPIC involves the establishment of communication channels with individual landowners, local communities and designated representatives of the local community. Genting Plantations has implemented procedures to ensure the FPIC process is conducted with due diligence and efficiency.

In instances of land disputes, our team works to resolve them amicably through open dialogue. Legal ownership and best practices are followed in accordance with the RSPO's FPIC Consent Guide for RSPO Members. Any compensation for lost benefits or relinquishing rights is negotiated voluntarily and agreed upon by the communities. Genting Plantations follow their conflict resolution procedures as well as applicable social principles and practices to settle any open or unresolved disputes with communities. Additionally, Genting Plantations conducts a Social Impact Assessment every five years to understand community needs and mitigate conflicts.

Genting Plantations periodically reviews and engages with suppliers to assess their compliance with acceptable human rights practices. Genting Plantations reported zero confirmed cases of non-compliance by suppliers in 2023.

No Forced, Human Trafficking and Debt Bondage Labour

Genting Plantations takes a strong stance against any form of forced labour, exploitation, human trafficking, sexual harassment or abuse, contract substitution, debt bondage and the holding of identification documents by employees or our third-party vendors. Secured lockers are provided for all employees to store their personal documents and belongings. Genting Plantations also have established procedures for the recruitment of foreign workers to ensure proper control as well as oversight. Direct recruitment is conducted, covering all recruitment fees. The team also conducted due diligence and support documentation processes to guarantee that there are no recruitment fees charged by the appointed recruitment agencies. Employment agreements and contracts are provided in both English and the worker's native language to ensure that all parties are fully informed and understand the terms, while posters detailing worker's benefits and terms are displayed in the workplace and hostel areas.

Any compensation for lost benefits or relinquishing rights is negotiated voluntarily and agreed upon by the communities. We shall follow our conflict resolution procedures as well as applicable social principles and practices to settle any open or unresolved disputes with communities. Genting Plantations reported zero cases of violations of human rights in 2023.

No Forced, Human Trafficking and Debt Bondage Labour

DIVERSITY, EQUAL OPPORTUNITY AND INCLUSION



WHY IT MATTERS

Workforce diversity, equal opportunity and inclusivity are key drivers of workforce productivity, innovation and cohesion that allows a balance of voices and experiences among team members. These drivers facilitate brainstorming of innovative ideas and helps businesses thrive across varied situations. They help to create a work culture that contributes positively to the growth and productivity of the Group.

OUR APPROACH

As an equal opportunity employer, we strive to cultivate an inclusive and diverse work environment where team members are inspired and empowered to achieve their best. We are committed to ensure our inclusive and non-discriminatory work culture is practised across all operations of the Group. We target to create the ideal workplace where people from diverse ethnicities, cultures, religion and socio-economic standing with multiple talents and differences in abilities, and irrespective of any form of discrimination, come together to work successfully as a team.

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 across 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.

Our subsidiaries have been duly acknowledged for their longstanding practices of diversity and inclusion. For example, Genting Singapore has been listed on the Bloomberg Gender-Equality Index since 2021, reflecting its dedication in championing inclusive hiring and transparency in gender-data reporting. Genting Singapore centres its inclusive hiring efforts, amongst others, around fostering close partnerships with non-profit organisation such as SG Enable and Professionals with Disabilities that specialise in providing resources, training and relevant support for individuals with different disabilities.

Genting Malaysia has always fostered an environment which prevents discrimination and thrives on the diversity of individuals. Genting Malaysia is committed to maintaining a hassle-free workplace, prohibiting sexual harassment and workplace bullying. Its policy helps to achieve a gender-balanced workforce. Genting Malaysia takes strict action, including immediate dismissal as per the Employment Act 1955, against any violations. The 13th collective agreement between Genting Malaysia and its trade union ending in year 2025, signifies a continued dedication to fostering a mutually beneficial and harmonious partnership benefitting both parties.

As at 31 December 2023, the Genting Group provided employment to about 54,000 people of diverse nationalities across the world with 34% Malaysians and the remaining 66% from other countries including but not limited to Singapore, Indonesia, India, China, United States of America, Bahamas, United Kingdom and Egypt. The Group’s female to male employee ratio was 33:67 in 2023. Our employee composition for age below 30 years was 32% in 2023, between age 30 to 50 years was 56% in 2023 and age above 50 years was 12%. 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 4.2% year-on-year in 2023 mainly due to the ramp up of business activities in our leisure & hospitality division and the plantation division that require more hirings.



TALENT MANAGEMENT

WHY IT MATTERS

At Genting Group, talent management is of paramount importance as our ultimate success and achievements are a result of our employees’ high-performance and commitment. We prioritise learning and development, nurturing professional growth via skill enhancement and comprehensive training programmes. We have allocated significant resources and efforts to attract, retain, develop, reward employees to ensure leadership and business continuity of the Group.

OUR APPROACH



The Group strives to acquire the right talents, engage and retain employees with ongoing initiatives and activities to create a positive and productive work culture.

The Group’s initiatives include:

- Building robust platforms to connect and engage with new talent;
- Continually improving employees’ experience while maintaining the Group’s culture and values; and
- Promoting diversity, equity and inclusion as our workplace culture.

Talent Acquisition

Talent acquisition and retention are both key elements of our HR strategy. Selecting qualified candidates who are best suited for the available positions also encompasses retention, not just attraction.

We assess suitability of the candidates by considering their qualifications, skills, experiences, and capabilities as well as their job preferences and the roles and responsibilities of the job before making a fair and competitive offer.

Hiring and Recruiting Managers also followed up closely with new employees to manage and monitor their engagement and performances throughout their probation period.

We use data analytics to guide our recruitment effort by constantly monitoring and analysing our key measures on hiring and retention. By placing an equal emphasis on recruitment and retention, we increase the best work from hard-won talent.

Talent Engagement & Retention

We undertake market research to benchmark the adequacy and competitiveness of our remunerations and benefits with various markets, and on country-specific basis to formulate the appropriate mix of compensation and benefits, to ensure that we stay competitive in attracting, engaging and retaining our talent.

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

We assess our employees’ performance, capability, and potential as part of our strategy to engage and retain the right talent. Employees are appraised annually and periodically against key performance indicators with set targets via a structured performance management system.

Our departmental performance matrix by job levels provides a clear and consistent guide to all leaders and managers to set performance expectations, review and measure employees’ job performance, and enables them to identify and develop adequate training programmes for their employees.

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 the employees’ employment values, development needs and career goals.

TALENT MANAGEMENT

Talent Development

As a responsible employer, we are committed to the contribution of the Human Resources Development levy and provided multiple platforms and opportunities for employees to learn and develop themselves.

We also assessed the effectiveness of all training programmes provided to employees through employee feedback forms and their knowledge sharing sessions conducted after the training. From our post training evaluation, all training attended by employees were found to be satisfactory and benefited.

All training were organised based on employees' feedback gathered through various sources i.e. performance appraisal forms, development needs survey forms, individual development plan, etc.

The total training hours of Genting Berhad was about 1,794 hours while the average training hours per employee was 11 hours in 2023.

Genting Berhad – List of Employee Training Programmes in 2023

- | | |
|---|--|
| <ul style="list-style-type: none"> ▶ 2023 Budget Seminar ▶ 2023 National Conference ▶ 2024 Budget and Tax Conference ▶ 2024 Budget Seminar ▶ Amazing Microsoft Excel Time Saving Workshop ▶ Basic Occupational First Aid, CPR & AED Training ▶ BDO Tax Seminar on Budget 2024 ▶ Budget 2024 ▶ Building Impactful Presentation Decks/ Slides for Accountancy Professional ▶ Companies Act 2016 Practical Guide for Company Secretaries ▶ Cybersecurity, It Assurance And Governance (CIAG) Conference 2023 ▶ Data Storytelling for Presenting Data Analytics Results ▶ Dr Edward de Bono's Six Thinking Hats ▶ Effective Presentation with Microsoft PowerPoint ▶ Excel Intermediate - Basic Of Data Engineering ▶ Form E preparation and employer obligations ▶ Get ready for the 2023 Form EA preparation ▶ Hasil-CTIM Tax Forum 2023 ▶ MAICSA Annual Conference 2023 ▶ MAICSA Annual Conference 2023 - Revitalising Governance Towards Sustainability ▶ MAICSA Regulatory Forum 2023 - Regulatory Insights: Compliance and Challenges ▶ Mastering Year End Reporting and Budget 2024 Tax Insights Affecting the Employer and Employee: 2023 Forms E and EA ▶ MIA Dashboard Webinar Series: Interactive Visual Dashboard Reporting and Powerful Data Analysis and Modelling with PowerPivot | <ul style="list-style-type: none"> ▶ MIA Webinar Series: AMLA: Protect Your Organisation by Raising STR ▶ Microsoft Excel Intermediate- Using Excel for Data Analytics ▶ National Tax Conference 2023 ▶ Personal Data Protection Act 2010 ▶ Power BI Desktop: Essential Skills & Advanced Analytics ▶ PwC Budget 2023 Seminar ▶ PwC Malaysia's Budget 2024 Seminar ▶ Seminar Percukaian Kebangsaan 2023 (Bajet 2024) ▶ Sexual Harassment Awareness At Workplace ▶ SSM National Conference 2023 ▶ Stepping up your AMLA Compliance: Best Practice & Challenges in identifying the beneficial owner ▶ Tax and Business Summit 2023 ▶ Tax Max - The 49th Series Sustaining growth for a better tomorrow ▶ Tax Seminar on Budget 2024 ▶ Webinar Series: Conflict of Interest ("COI") and What Can Go Wrong - Unpacking Its Implications to Listed Issuers and their Directors ▶ Webinar Series: Everything about dividend ▶ Webinar Series: Register of Charges - creation, variation, release and satisfaction ▶ Webinar Series: Secretarial Practice Workshop Series - Power, Duties & Responsibilities of Directors & Conflicts of interest Situations ▶ Webinar Series: Violations of the Companies Act 2016: Oversights by Directors and Company Secretaries ▶ Workplace & Sexual Harassment. |
|---|--|

TALENT
MANAGEMENT

In the following section, we feature some of the human capital development initiatives implemented by our leisure and hospitality division, the main financial performer to our Group. In the dynamic tourism and hospitality environment, having a consistent and effective human capital development programme is paramount to ensure our team members have the relevant skills and capabilities to uphold the highest standards in our business operations. Our Group encourages and provides opportunities for our team members to work towards their personal and career goals. We take pride in providing our team members with avenues for lifelong learning, growth and development.

Genting Malaysia adopts a blended learning approach for its employees to learn and develop through skill enhancements and comprehensive training programmes encompassing work and personal development training. This approach has provided its employees with comprehensive and engaging learning experiences that drive employee performance and cultivating talents to achieve excellence for the organisation.

In Malaysia, Genting Malaysia aligns the training needs of its employees with competency requirements and annual objectives. Employees manage their personal training requirements and are encouraged to participate in the training options made available on the RWG iLearn Portal Academy and the Learning Calendar offered by Genting Centre of Excellence. Heads of Department identify and agree on the training needs of their respective team members.

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

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

In Las Vegas, the Resorts World Las Vegas Talent Acquisition team participated in 24 job fairs in 2023. This generated an additional 1,700 applicants. The team has also conducted monthly onsite auditions that were geared towards roles with higher turnover rates due to various competitor property openings in late 2023. Resorts World Las Vegas currently has 12 job fairs scheduled for 2024 and continues to build new partnerships to drive additional talent pools.

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

TALENT MANAGEMENT

In Singapore, Genting Singapore has implemented various employee training initiatives at Resorts World Sentosa to develop business resilience and achieve organisational breakthrough, including:

- Partnering with NTUC LearningHub, Genting Singapore has enhanced their self-directed learning platform, known as RWS-LHUB LXP to be more mobile friendly. The enhancement resulted in higher learners' adoption rate and an increase of 6% e-learning hours in 2023 as compared to the previous year;
- G.U.E.S.T. (Greet, Understand, Engage, Serve, and Thank) Framework was created in May 2023, which encompasses high standards of service language that Resorts World Sentosa aims to adopt. Team members are provided G.U.E.S.T. cue cards to ensure consistent service language and messaging;
- The GUEST framework also expands into the specialised GUEST+ Training, which is developed specifically at respective Business Units level with contextualised learning scenarios and applications for team members, ensuring that every facet of service within the resort is maintained at the highest standards; and
- SMILE campaign, also known as #aRWSmiles was curated to improve the resort's Attractions team members' service behaviours. The campaign is further bolstered by Engage+ observations, which provide team members with constructive feedback to enhance their overall service.

Talent Mobility & Diverse Talent Pool

Encouraging internal mobility is a key element of successful talent management, it is not only save time to productivity, employees already steeped in the Company's culture and processes, they can often outperform external appointments.

It is about nurturing high-potential talent, creating talent pipelines for the future of our business, and ensuring leadership continuity. The process encompasses workforce planning, training and development, staffing and placement with the objectives to better align the skills, motivations, and capability of our workforce with the needs of our company and the interests of our employees.

Not all internal movement needs to be upward, it can be lateral moves to enable employees to acquire new skills or experiences that can eventually lead to career advancement. By understanding the skills, specialties, and preferences of our employees, leaders and managers, we can identify and mobilise suitable employees for particular jobs or projects, develop and retain employees by encouraging them to expand their skill sets and job roles to broaden their career perspectives.

GRI 403-1, 403-2, 403-5



OCCUPATIONAL SAFETY AND HEALTH

WHY IT MATTERS

The Group is 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 which leads to minimising of potential risk of accident, loss of live and operational disruption.

OUR APPROACH

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.

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; and
- 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. Employees who are floor wardens in Wisma Genting are given regular fire-fighting and first aid training.

OCCUPATIONAL SAFETY AND HEALTH

Our Performance

At Genting Berhad, there was no work fatality reported in 2023 and prior two years. Our corporate offices, leisure and hospitality and energy divisions also reported zero fatality in 2023. Sadly, there were three work-related fatalities reported in our plantation division.

Genting Berhad	2021	2022	2023*
Number of work-related fatalities	0	0	0
Lost time incident rate	0.00	0.00	0.68
Number of employees trained on health and safety standard	-	-	163

* The sustainability information was subjected to an internal review by the company's internal auditors in 2023.

Genting Group	2021	2022	2023
Number of work-related fatalities^	3	2	3
Lost time incident rate	2.30	1.82	2.07
Number of employees trained on health and safety standards	32,851	43,402	51,528

^ At Group level, Genting Plantations recorded three work-related fatalities in 2023.

Our Target

The Group strives to achieve zero fatality in 2024.

OUR FEATURE GENTING ENERGY

Genting Energy has safety as its top priority, adhering all safety regulations applicable to the oil & gas and power industries in the countries where it operates.

Banten power plant is certified with ISO 45001 which represents top-notch implementation of workplace health and safety management system. Every operating procedure of power generation is subject to rigorous quality control procedures to ensure precise execution. All Banten power plant's existing ISO certifications are maintained, a statement to Genting Energy's commitment to achieve the highest safety standards at its facility. Genting Energy recorded one workplace injury at the Banten power plant in 2023. The lost time incident rate for Banten power plant in 2023 was 0.12 while operations in Jangi wind farm, Chengdaoxi block and Kasuri PSC recorded zero lost time incident rate. A total of 2,807 employees were trained on health and safety standards in 2023.

OUR FEATURE GENTING MALAYSIA

At Resorts World Genting, stringent safety protocols are implemented by Genting Malaysia to prevent occupational accidents, including:

- Risk assessments;
- Safety patrols;
- Self-directed health and safety checks;
- Facility and equipment inspections;
- Chemical substance management;
- Comprehensive health and safety training; and
- Regular 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. These targets and initiatives strengthen hazard identification and risk assessment from senior management to the team leaders making everyday safety decisions.

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

OCCUPATIONAL SAFETY AND HEALTH

OUR FEATURE GENTING MALAYSIA (Cont'd)

Safety Governance

Resorts World Genting adopted OHSAS 18001 and ISO 14001 across the resort. The OSH Committee adheres to Regulation 12 of the Occupational Safety and Health (Safety and Health Committee) Regulations 1996. The Senior Vice President of Human Resources leads the committee and oversees the implementation, control, monitoring and review of Genting Malaysia's Health and Safety Policy and Procedures. The committee comprises employer and employee representatives from 15 properties and departments within the organisation.

Contractor Safety: Aligning Standards for a Secure Workplace at Genting Malaysia

Genting Malaysia ensures contractors:

- Follow equivalent safety standards as its employees;
- Comply with safety protocols;
- Register sites with the Department of Occupational Safety and Health;
- Attend the Construction Department's health and safety meetings; and
- Hold valid Construction Industry Development Board cards for on-site work.

Violators of our safety standards will receive prompt notices, with incurred fines on repeated offences. Contractors must report accidents, near-misses and property damage incidents by submitting preliminary and detailed reports.

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.

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

US



All departments, including Security, Facility and Risk Management, actively participate in continuous safety measures.

The Risk Management Department and Human Resources conduct annual safety training sessions.

The Security Floor Manager conducts weekly property inspections to proactively identify and address potential hazards.

BAHAMAS



Resorts World Bimini delivers annual health and safety training and other emergency preparedness programmes such as First Aid, Cardiopulmonary Resuscitation and Automated External Defibrillator to security officers, managers and relevant employees.

OCCUPATIONAL SAFETY AND HEALTH

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 the premises while carrying out work-related activities. It adheres to the guidelines set forth by the Department of Occupational Safety and Health (“DOSH”) Malaysia. 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 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; and
- 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 Standard Operating Procedure is outlined for the specific work process to supplement the OSH Manual.

Furthermore, Genting Plantations is currently in the process of transitioning its existing OSHMS to the ISO 45001, aligning with the OSH Master Plan 2024. ISO 45001 encourages worker participation in the OSHMS and emphasises risk prevention by adopting a Plan-Do-Check-Act approach. This involves identifying all potential risk factors and establishing a more defined hierarchy of controls for hazard identification. Genting Plantations targets to complete this migration either by the end of 2024 or in mid-2025.

Sadly, Genting Plantations recorded three fatalities in 2023, with two of the tragedies occurred in Malaysia and one in Indonesia. One fatality in Malaysia was caused by an accident that a tractor driver was struck by an object, suffering from fatal internal injury. Another worker was struck by lightning in our Malaysian estate. The remaining fatality in Indonesia was due to a traffic accident.

Initiatives and Progress

DOSH Melaka conducted the annual OSH compliance audit for Genting Plantations’ operating unit located in Melaka in 2023. The audit was conducted at Genting Tebong Estate, aiming to evaluate the compliance with the Occupational Safety and Health Act 1994 and Noise Regulations 2019. The audit process encompassed a detailed checking of various aspects, including Hazard Identification, Risk Assessment and Risk Control and Noise Risk Assessment reports. DOSH Melaka officers were satisfied with the status of compliance and noting zero nonconformance.

Genting Plantations conducted a supplementary assessment to the existing Chemical Health Risk Assessment (“CHRA”) in 2023 at the division of Genting Tebong Estate namely Genting Cheng Division, Repah Division and See Kee Division.

The objective of the CHRA is to further empower the outline divisions to make informed decisions regarding control measures, employee training, exposure monitoring and health surveillance activities. This is crucial for protecting the health of Genting Plantations’ employees who may encounter hazardous chemicals in the workplace.

The assessment was conducted by a qualified assessor registered with DOSH Malaysia and ensured compliance with the Occupational Safety and Health Act 1994 and the Use and Standard of Exposure of Chemicals Hazardous to Health Regulations 2000. The CHRA Reports were compiled and finalised in February 2023.

OCCUPATIONAL SAFETY AND HEALTH

OUR FEATURE GENTING PLANTATIONS (Cont'd)

At Genting Plantations, the OSH training for employees at the management level is mainly focused on safe work procedures, legal requirements, guidelines and the Industrial Code of Practice. Genting Plantations also provided induction programmes for newly hired workers at their operations. These programmes cover topics on Genting Plantations' OSH policy, duties of employee and employer, accident reporting, safety awareness and common accidents and injuries at the workplace.

In addition, Genting Plantations prepares its workers for the enforcement of the Occupational Safety and Health (Amendment) Act 2022. Genting Plantations' Safety and Health Officers organised an internal training programme for its operational sites located in Sabah and Peninsular Malaysia. The training aimed to enhance knowledge on the amended aspects and provide insight into the Self-Regulatory approach in accordance with the Occupational Safety and Health (Amendment) Act 2022.

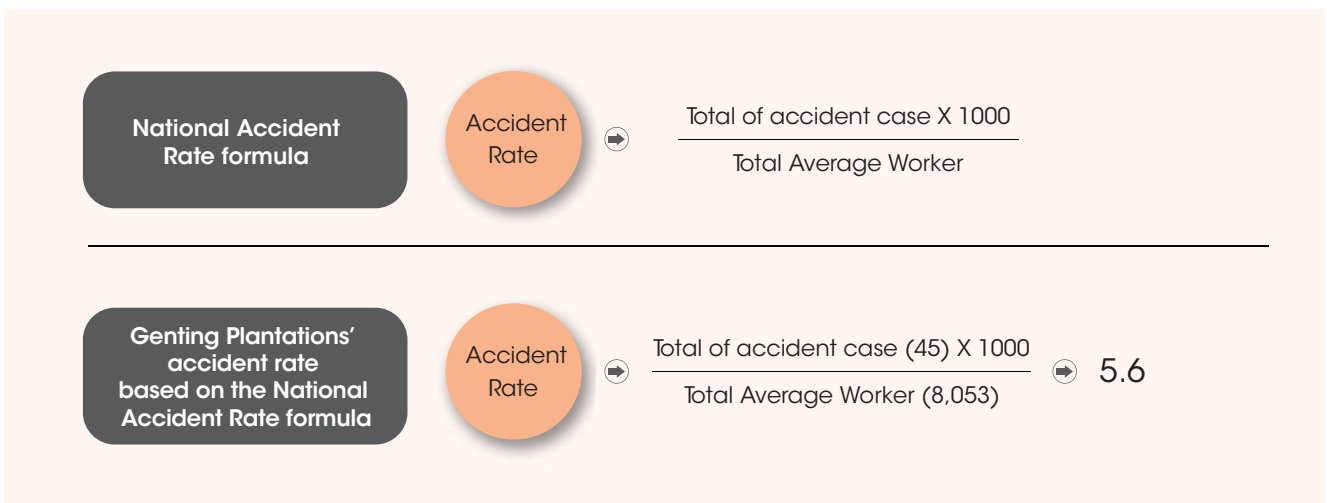
Genting Plantations successfully organised 44 OSH training sessions in 2023, participated by a total of 23,833 employees. This initiative reflects Genting Plantations' commitment to provide targeted and comprehensive training to protect the safety of its employees, aligning with their specific roles and responsibilities within the organisation.

In 2023, Genting Plantations achieved an accident rate of 5.6, which is lower than the National Accident Rate. Most accidents reported involved the plantation division and processing department, comprising minor incidents related to harvesting, such as injuries from thorn pricks, cuts from sharp tools, slips, trips and falling from heights.

Comparison of Accident Rates – National versus Genting Plantations

Comparison	Per 1000 workers	Per 3000 workers	Per 5000 workers	Per 7000 workers	Per 8000 workers
National Accident Rate	2.13	6.39	10.65	14.91	17.04
Genting Plantations					5.6

Accident Rate Formula



Appendix

115 Performance Data Table from ESG Reporting Platform

116 Statement of Assurance by Internal Auditors

117 GRI Content Index

120 Glossary

PERFORMANCE DATA TABLE FROM ESG REPORTING PLATFORM

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

Indicator	Measurement Unit	2021	2022	2023
Corporate Governance and Risk Management - Genting Berhad				
Bursa C3(b) Percentage of directors by gender and age group				
Male	Percentage	87.50	87.50	88.89
Female	Percentage	12.50	12.50	11.11
Under 30	Percentage	0.00	0.00	0.00
Between 30-50	Percentage	12.50	12.50	11.11
Above 50	Percentage	87.50	87.50	88.89
Ethical Business Conduct - Genting Berhad				
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category				
Management	Percentage	100.00	100.00	99.00
Executive	Percentage	100.00	100.00	100.00
Non-executive/ Workers	Percentage	88.00	100.00	94.00
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100.00	100.00	100.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	0
Supply Chain Management - Group				
Bursa C7(a) Proportion of spending on local suppliers	Percentage	79.00	72.00	76.00
Cybersecurity and Data Protection - Group				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	-	-	0
Climate Change, Energy and Emissions Monitoring - Group				
Bursa C4(a) Total energy consumption	Megawatt	-	-	1,565,592.00
Bursa C11(a) Scope 1 emissions in tonnes of CO2e	Metric tonnes	4,242,952.00	3,897,856.00	4,289,374.00
Bursa C11(b) Scope 2 emissions in tonnes of CO2e	Metric tonnes	234,443.00	289,098.00	288,933.00
Bursa C11(c) Scope 3 emissions in tonnes of CO2e (at least for the categories of business travel and employee commuting)	Metric tonnes	37,001.00	54,724.00	52,536.00
Water Management - Group				
Bursa C9(a) Total volume of water used	Megalitres	847,945.000000	803,435.000000	871,170.000000
Waste, Pollution and Materials Consumption - Group				
Bursa C10(a) Total waste generated	Metric tonnes	1,738,497.00	1,341,447.00	1,519,144.00
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	1,659,107.00	1,257,550.00	1,480,844.00
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	79,390.00	83,897.00	38,300.00
Community Investments - Group				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	16,014,120.00	18,248,493.00	19,887,488.00
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	320,647	850,556	900,741
Human Rights and Labour Standards - Genting Berhad				
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	-	-	7.00
Bursa C6(c) Total number of employee turnover by employee category				
Management	Number	-	-	5
Executive	Number	-	-	21
Non-executive/ Workers	Number	-	-	0
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	0
Diversity, Equal Opportunity and Inclusion - Genting Berhad				
Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
Management Under 30	Percentage	0.00	3.00	1.00
Management Between 30-50	Percentage	54.00	55.00	58.00
Management Above 50	Percentage	46.00	42.00	41.00
Executive Under 30	Percentage	37.00	41.00	46.00
Executive Between 30-50	Percentage	51.00	45.00	41.00
Executive Above 50	Percentage	12.00	14.00	13.00
Non-executive/ Workers Under 30	Percentage	6.00	6.00	0.00
Non-executive/ Workers Between 30-50	Percentage	63.00	71.00	78.00
Non-executive/ Workers Above 50	Percentage	31.00	23.00	22.00
Gender Group by Employee Category				
Management Male	Percentage	37.00	36.00	30.00
Management Female	Percentage	63.00	64.00	70.00
Executive Male	Percentage	15.00	12.00	13.00
Executive Female	Percentage	85.00	88.00	87.00
Non-executive/ Workers Male	Percentage	38.00	41.00	44.00
Non-executive/ Workers Female	Percentage	62.00	59.00	56.00
Talent Management - Genting Berhad				
Bursa C6(a) Total hours of training by employee category				
Management	Hours	209	350	838
Executive	Hours	159	324	864
Non-executive/ Workers	Hours	-	-	92
Occupational Safety and Health - Genting Berhad				
Bursa C5(a) Number of work-related fatalities	Number	0	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0.00	0.00	0.68
Bursa C5(c) Number of employees trained on health and safety standards	Number	-	-	163
Internal assurance	External assurance	No assurance	(*)Restated	

Notes:

- Bursa indicator C3(b) 2023 data is based on the composition of the Board of Directors following the appointment of a new independent non-executive director on 29 February 2024.
- Bursa indicator C9(a) data is based on water withdrawal.

STATEMENT OF ASSURANCE BY INTERNAL AUDITORS

Assurance Undertaken

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

Subject Matter & Scope

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

Sustainability Matters	Subject Matters		Scope
	No.	Sustainability Indicators	
Ethical Business Conduct	1(a)	Percentage of employees who have received training on anti-corruption by employee category	Genting Berhad
	1(b)	Percentage of operations assessed for corruption-related risks	Genting Berhad
	1(c)	Confirmed incidents of corruption and action taken	Genting Berhad
Occupational Safety and Health	2(a)	Number of work-related fatalities	Genting Berhad & Genting Energy
	2(b)	Lost time incident rate	Genting Berhad & Genting Energy
	2(c)	Number of employees trained on health and safety standards	Genting Berhad & Genting Energy
Human Rights and Labour Standards	3(a)	Percentage of employees that are contractors or temporary staff	Genting Berhad
	3(b)	Total number of employee turnover by employee category	Genting Berhad
	3(c)	Number of substantiated complaints concerning human rights violations	Genting Berhad

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GRI Standard	Disclosure		References
General Disclosures			
GRI 2: General Disclosures 2021	2-1	Organisational details	Page 1-2
	2-2	Entities included in the organisation's sustainability reporting	Page 1
	2-3	Reporting period, frequency and contact point	Page 1-2 and back cover
	2-4	Restatements of information	Page 23, 59
	2-5	External assurance	To be applied in the future
	2-6	Activities, value chain and other business relationships	Page 7, 10-15
	2-7	Employees	Page 115
	2-8	Workers who are not employees	Page 115
	2-9	Governance structure and composition	Page 29-31
	2-10	Nomination and selection of the highest governance body	Integrated Annual Report 2023 - Page 74
	2-11	Chair of the highest governance body	Page 29-31, Integrated Annual Report 2023 - Page 73-87
	2-12	Role of the highest governance body in overseeing the management of impacts	
	2-13	Delegation of responsibility for managing impacts	
	2-14	Role of the highest governance body in sustainability reporting	Integrated Annual Report 2023 - Page 73-87
	2-15	Conflicts of interest	
	2-16	Communication of critical concerns	
	2-17	Collective knowledge of the highest governance body	
	2-18	Evaluation of the performance of the highest governance body	
	2-19	Remuneration policies	
	2-20	Process to determine remuneration	
	2-21	Annual total compensation ratio	
2-22	Statement on sustainable development strategy	Page 3-4 Integrated Annual Report 2023 - Page 3-6	
2-23	Policy commitments	Page 1-2, 6	
2-24	Embedding policy commitments	Page 29-31	
2-25	Processes to remediate negative impacts	To be applied in the future	
2-26	Mechanisms for seeking advice and raising concerns	Page 30-31, 33	
2-27	Compliance with laws and regulations	Page 40	
2-28	Membership associations	Page 18	
2-29	Approach to stakeholder engagement	Page 19-21	
2-30	Collective bargaining agreements	Page 99	
Material Topics			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Page 22-27
	3-2	List of material topics	
Economic Performance			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 44-45
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	
	201-2	Financial implications and other risks and opportunities due to climate change	Page 26
	201-3	Defined benefit plan obligations and other retirement plans	Page 100-104
Market Presence			
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Not applicable
	202-2	Proportion of senior management hired from the local community	Integrated Annual Report 2023, Page 24-33
Indirect Economic Impacts			
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Page 44-45
	203-2	Significant indirect economic impacts	
Procurement Practices			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 34-38
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Page 34, 36, 38, 115

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GRI CONTENT INDEX

GRI Standard		Disclosure	References
Anti-Corruption			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 32-33
GRI 205: Anti-Corruption 2026	205-1	Operations assessed for risks related to corruption	Page 32-33, 115
	205-2	Communication and training about anti- corruption policies and procedures	
	205-3	Confirmed incidents of corruption and actions taken	
Energy			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 59-66
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Page 59-66, 115
	302-2	Energy consumption outside of the organization	
	302-3	Energy intensity	
	302-4	Reduction of energy consumption	
Water and Effluents			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 67-70
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	Page 67-70, 115
	303-2	Management of water discharge-related impacts	
	303-3	Water withdrawal	
	303-4	Water discharge	
	303-5	Water consumption	
Biodiversity			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 46-58
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Page 46-58
	304-2	Significant impacts of activities, products and services on biodiversity	
	304-3	Habitats protected or restored	
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	
Emissions			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 59-66
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Page 59-66, 115
	305-2	Energy indirect (Scope 2) GHG emissions	
	305-3	Other indirect (Scope 3) GHG emissions	
	305-4	GHG emissions intensity	
	305-5	Reduction of GHG emissions	
Waste			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 71-75
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Page 71-75, 115
	306-2	Management of significant waste-related impacts	
	306-3	Waste generated	
	306-4	Waste diverted from disposal	
	306-5	Waste directed to disposal	
Supplier Environmental Assessment			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 34-37
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Page 34-37
	308-2	Negative environmental impacts in the supply chain and actions	
Employment			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 99
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Page 99-101, 115
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3	Parental leave	

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GRI Standard		Disclosure	References
Occupational Health and Safety			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 109-113
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Page 109-113, 115
	403-2	Hazard identification, risk assessment, and incident investigation	
	403-3	Occupational health services	
	403-4	Worker participation, consultation, and communication on occupational health and safety	
	403-5	Worker training on occupational health and safety	
	403-6	Promotion of worker health	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8	Workers covered by an occupational health and safety management system	
	403-9	Work-related injuries	
	403-10	Work-related ill health	
Training and Education			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 105-108, 115
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	
	404-2	Programmes for upgrading employee skills and transition assistance programmes	
	404-3	Percentage of employees receiving regular performance and career development reviews	
Diversity and Equal Opportunity			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 29, 104
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Not disclosed
	405-2	Ratio of basic salary and remuneration of women to men	
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Page 100
Rights of Indigenous Peoples			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 103
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous people	
Local Communities			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 90-98
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	
	413-2	Operations with significant actual and potential negative impacts on local communities	
Customer Health and Safety			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 76-89
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	
Customer Privacy			
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 42-43
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	

GLOSSARY

ABBREVIATION	REFERENCE
AGM	Annual General Meeting
BOD	Biochemical oxygen demand
CO ₂	Carbon dioxide
COD	Chemical oxygen demand
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
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
ISO	International Organisation for Standardisation
ISPO	Indonesian Sustainable Palm Oil
IT	Information technology
kg	Kilogramme
kWh	Kilowatt hour
LEED	Leadership in Energy and Environment Designs

ABBREVIATION	REFERENCE
m	Metre
m ²	Square metre
m ³	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	Nationally Determined Contribution
NO ₂	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 ₂	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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