GENTING MALAYSIA

GENTING MALAYSIA BERHAD
(198001004236)

SUSTAINABILITY REPORT

2024

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AVAILABILITY

As part of the Group's efforts to reduce its environmental impact, there is no printed booklet of this Sustainability Report. An electronic copy is available in the Sustainability section of the company's website at: https://www.gentingmalaysia.com/

FEEDBACK

Genting Malaysia welcomes any feedback on its sustainability initiatives and disclosures. Please send your comments to:
sustainability.genm@rwgenting.com

About this Sustainability Report

Welcome to Genting Malaysia Berhad ("Genting Malaysia" or "the Group")'s Sustainability Report 2024 ("Sustainability Report").

The Board of Directors is pleased to present the Genting Malaysia Sustainability Report 2024, covering the financial year from 1 January to 31 December 2024 ("FY2024"). This Sustainability Report highlights our continuous journey towards enhancing sustainability across all facets of our local and international operations.

This holistic and balanced annual disclosure of our sustainability efforts addresses the evolving expectations of a broad spectrum of stakeholders. Our commitment to responsible business practices drives our inspiration to create long-term value, integrating environmental, social and governance ("ESG") principles into every aspect of our operations.

REPORTING SCOPE AND BOUNDARY

This Sustainability Report includes all Genting Malaysia's operations and the Group's entities recorded in its consolidated financial statements comprising Malaysia, the United Kingdom ("UK"), Egypt, the United States of America ("US") and the Bahamas.

REPORTING APPROACH, DATA AND PRESENTATION

We take a comprehensive and transparent approach to reporting our sustainability performance, highlighting progress, challenges and impacts across key metrics. A commitment to data-driven disclosures makes our reporting more meaningful and progress measurable.

Whenever possible, we present three years of group-wide data and statistics. We aim to set targets, develop plans, and make forward-looking statements based on reasonable assumptions and conditions. However, we may adjust these plans in response to changes in our operational landscape.

REPORTING PERIOD

1 January to 31 December 2024 ("FY2024")

REPORTING CYCLE

Annually

REPORTING GUIDELINES AND PRINCIPLES

- Global Reporting Initiative ("GRI") Universal Standards
- Bursa Malaysia's Enhanced Sustainability Reporting Framework
- Malaysian Code on Corporate Governance ("MCCG") 2021
- FTSE Russell ESG Ratings
- United Nations Sustainable Development Goals ("UNSDGs")
- International Organization for Standardization ("ISO") 26000:2010 Guidance on Social Responsibility

Due to recent changes in global disclosure requirements and the disbandment of the Task Force for Climate-Related Financial Disclosures ("TCFD"), we plan to gradually adopt the International Financial Reporting Standards ("IFRS") S1 - General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2 - Climate-related Disclosures, starting in 2025, which incorporate TCFD's recommendations.

RELIABILITY OF INFORMATION DISCLOSED

The Sustainability Steering Committee and the Board of Directors have reviewed and endorsed this Sustainability Report. We have cross-referenced selected financial information within this report against the financial statements in Genting Malaysia's Integrated Annual Report 2024, which our appointed independent auditors audited.

To ensure the accuracy and integrity of the sustainability disclosures, selected sustainability matters and indicators of this Report have been subjected to an internal review by the Company's internal auditors.

The scope of internal audit was expanded in 2024 to cover additional sustainability matters and indicators. Please refer to the Statement of Assurance by Internal Auditors on page 98 for the subject matters and scope of the internal audit review. We target to continue expanding the scope of internal audit for the next reporting period.

GET IN TOUCH

In line with the Group's commitment to reducing its environmental impact, this Sustainability Report is not available in printed form. Please obtain an electronic copy from the Sustainability section of the company's website at https://www.gentingmalaysia.com/.

Genting Malaysia welcomes feedback on its sustainability initiatives and disclosures. Please send your comments to sustainability.genm@gentingmalaysia.com.

Message from the Chairman of the Sustainability Steering Committee

Dear Stakeholders,

As we reflect on 2024, I am pleased to share how Genting Malaysia's steadfast commitment to sustainability has continued to shape our journey as a global leisure, hospitality and gaming leader. Our efforts across Malaysia, the UK, the US and the Bahamas reinforced our business resilience and drove significant positive impacts for our stakeholders, communities and the environment.

We take great pride in this year's progress—advancements that not only drive long-term sustainable growth but also create lasting value across every region in which we operate. Additionally, our commitment to higher standards of practice and transparency has led to an improvement in our FTSE4Good score, ensuring that we remain among the highest-rated companies within both the Gambling Subsector and the Consumer Services industry.

SOUND GOVERNANCE

Governance has remained a fundamental pillar of Genting Malaysia's operations in 2024, reinforcing our commitment to transparency, accountability and long-term resilience. The Board of Directors has taken a proactive approach to sustainability governance, with quarterly updates from management on key initiatives to ensure sustainability remains deeply embedded in our business strategy. Genting Malaysia remains steadfast in upholding the highest governance standards, with a firm commitment to ethics, robust risk management and accountability. Supported by rigorous systems and controls, we continue to drive transparency and integrity across all aspects of our operations. In the area of data privacy and cybersecurity, we maintain globally recognised certifications and standards. In Malaysia, we have successfully upgraded our systems to comply with the ISO/IEC 27001:2022 standard, advancing from the previous ISO/IEC 27001:2013 certification. Our international operations are equally committed to upholding the highest standards of cybersecurity, ensuring the protection of sensitive data across all markets. Furthermore, our commitment to stakeholder engagement and regular assessments of governance effectiveness help drive continuous improvement.

MARKETPLACE STEWARDSHIP

We are all driven by a passion for delivering exceptional customer experiences while ensuring sustainable growth. Our impact extends beyond our resorts, generating direct and indirect economic value by strengthening our supply chain network and communities.

This year, we made significant strides in enhancing customer engagement at Resorts World Genting in Malaysia. The launch of GIVA, our first generative AI chatbot, have redefined guest interactions—streamlining services, enhancing convenience and improving operational efficiency across our Malaysian operations. Globally, we continue to innovate and improve customer experiences across all regions to ensure that each market benefits from initiatives tailored to its unique needs and preferences while maintaining our commitment to operational excellence and guest satisfaction.

Looking ahead, we are revamping our front-end channels with a mobile-first, user-centric approach to enhance accessibility and engagement. At the same time, our commitment to responsible gaming remains fundamental to our operations. This year, we strengthened our responsible gaming framework by introducing more comprehensive customer education initiatives, providing clear guidance on healthy gaming behaviours and risks. We have also refined our self-exclusion protocols to ensure they are easily accessible and effective, offering customers greater control over their gaming experience. In Malaysia, we also integrated advanced digital tools that provide real-time monitoring and tailored support to raise greater awareness and enable responsible play. These efforts reflect our ongoing dedication to creating a safe, responsible and enjoyable environment for all of our guests.

Message from the Chairman of the Sustainability Steering Committee

We are committed to local empowerment through our supply chain, with a focus on partnering with small and medium-sized enterprises ("SMEs"). By doing so, we drive innovation, enhance resilience and contribute to the long-term sustainability of both our business and the communities we operate in. In 2024, we continued to prioritise local procurement, ensuring our supply chain aligned with our sustainability and ethical responsibility values. For example, in Malaysia, most of our essentials are sourced locally. Additionally, we provide training and upskilling opportunities to suppliers on a variety of topics, including governance, safety and ethical practices, strengthening local economies and reinforcing our commitment to responsible sourcing.

By continuously evolving and embracing innovation, we are shaping the future of entertainment and hospitality while upholding our values of responsibility, excellence and integrity.

PROTECTING THE ENVIRONMENT

As a leading integrated resort operator, Genting Malaysia is deeply connected to the places we call home. Having a presence in some of the world's most breathtaking locations—from the lush highlands to scenic coastal regions—makes our resorts more than just destinations; they are experiences that define our identity. This unique connection drives our unwavering commitment to preserving these landscapes for future generations.

In 2024, we strengthened our commitment to environmental stewardship, recognising the growing urgency of climate change. Our ISO 14001:2015 certification, covering 100% of our engineering functions at Resorts World Genting in Malaysia and the Hilton Miami Downtown hotel in the US, underscores our dedication to world-class environmental management standards. We have also begun disclosing Scope 3 emissions related to business travel and employee commuting, marking a key step in our broader commitment to transparency and reducing our carbon footprint as part of our climate action strategy. Many of our employees in Malaysia and the Bahamas live on-site at our resorts, reducing the need for commuting and thereby minimising emissions associated with daily transportation.

Meanwhile, our investments in EV charging infrastructure, emission reduction initiatives and waste management programmes are driving tangible improvements in managing our environmental footprint. This year, we also enhanced our environmental data monitoring systems, setting baselines and targets in preparation for IFRS S2 climate reporting standards—ensuring we are prepared to meet the evolving challenges of climate change.

UPLIFTING PEOPLE

At Genting Malaysia, we prioritise the well-being of both our people and the communities we serve. Our commitment extends beyond the workplace, fostering an inclusive, diverse environment that promotes positive change and well-being for everyone. As an integrated resort operator, we aim to create value for our employees and the wider community, ensuring both benefit from our growth and success.

We employ over 16,900 people globally, with 90% being local talent, and we are deeply invested in the economic and social development of the regions in which we operate. Through various community engagement initiatives, we work to improve livelihoods, promote education and drive social progress. Internally, we maintain an inclusive workplace culture through a robust employee engagement programme, ensuring that the voices of our employees are heard and their needs addressed.

By combining our dedication to our people with a strong sense of responsibility to the communities around us, we strive to create lasting, meaningful impact wherever we operate.

CONCLUSION AND THANKS

2024 has been a year of meaningful progress, with notable achievements and ongoing efforts to drive further improvement. I am confident in our ability to seize emerging sustainability opportunities and navigate the evolving ESG landscape. These accomplishments reflect our unwavering commitment to sustainable business practices and responsible leadership. None of this would have been possible without the dedication and support of our employees, customers, partners and stakeholders. As we move forward, we remain focused on driving sustainable growth and creating lasting value for all the communities in which we operate.

Dato' Sri Lee Choong Yan
Chairman of Sustainability Steering Committee
President & Executive Director of Genting Malaysia Berhad

About Genting Malaysia Berhad

Resorts World Sdn Bhd, a private company limited by shares, was incorporated on 7 May 1980 under the Companies Act 1965. Upon converting to a public company in 1989, its name changed to Resorts World Bhd, and subsequently, to Genting Malaysia Berhad in 2009.

In 1989, Genting Berhad and Genting Malaysia's restructuring exercise resulted in Genting Malaysia acquiring Genting Berhad's entire gaming, hotel and resort-related operations, including goodwill and other relevant assets. Genting Malaysia's shares have been traded on the Main Market of Bursa Malaysia since its listing on 22 December 1989. It is a constituent stock in the FTSE Bursa Malaysia Mid 70 Index and the FTSE4Good Bursa Malaysia Index.

Genting Malaysia owns and manages major resort properties and casinos in Malaysia, the UK, Egypt, the US and the Bahamas, with a market capitalisation of RM12.8 billion as of 31 December 2024. With its headquarters in Kuala Lumpur, Malaysia, the Group envisions being the leading integrated resort operator in the world. Genting Malaysia attracted over 39 million visitors with net sales of RM10.9 billion in 2024.

OUR BUSINESS

Over 40 properties across

Malaysia, UK, Bahamas, Egypt, US

FTSE4Good

Constituent of the FTSE4Good Index since 2018

More than **16,900** employees globally

About **13,000** hotel rooms worldwide

OUTPUTS AND FINANCIAL RESULTS

RM2.6 billion

Spent on local procurement across the Group's operations worldwide

OVER 39 MILLION

Visitors across the Group's properties in Malaysia, the UK, Egypt, the US and the Bahamas

RM1.4 BILLION

Total payment to capital providers

RM2.5 BILLION

Wages and benefits for employees

RM6.1 BILLION

Total tax contribution in 2024

RM10.1 BILLION

Total operating cost of the Group

RM10.9 BILLION

Total revenue of the Group

About Genting Malaysia Berhad

OUR CORE VALUES

- HONESTY
- HARD WORK
- HARMONY
- LOYALTY
- COMPASSION

OUR PRINCIPLES

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

WE ADHERE TO

- Delivering Above and Beyond Service
- Committing to succeed and care for one another's well-being
- Investing in learning and development
- Complying with relevant legislations as well as Genting Malaysia's policies and procedures

Corporate Structure

GENTING MALAYSIA

GENTING MALAYSIA BERHAD

Registration No. 198001004236 (58019-U) and its Principal Subsidiaries and Associate, as at 17 March 2025.

LEISURE AND HOSPITALITY

- 100% First World Hotels & Resorts Sdn Bhd
- 100% Genting Golf Course Bhd
- 100% Widuri Pelangi Sdn Bhd
- 100% Papago Sdn Bhd

- 100% Genting New York LLC
- 100% Resort World Omni LLC
- 78% BB Entertainment Ltd
- 49% Genting Empire Resort LLC

- 100% Genting Casinos UK Limited
- 100% Genting Solihull Limited

PROPERTY

- 100% Oakwood Sdn Bhd
- 100% Resort World Miami LLC

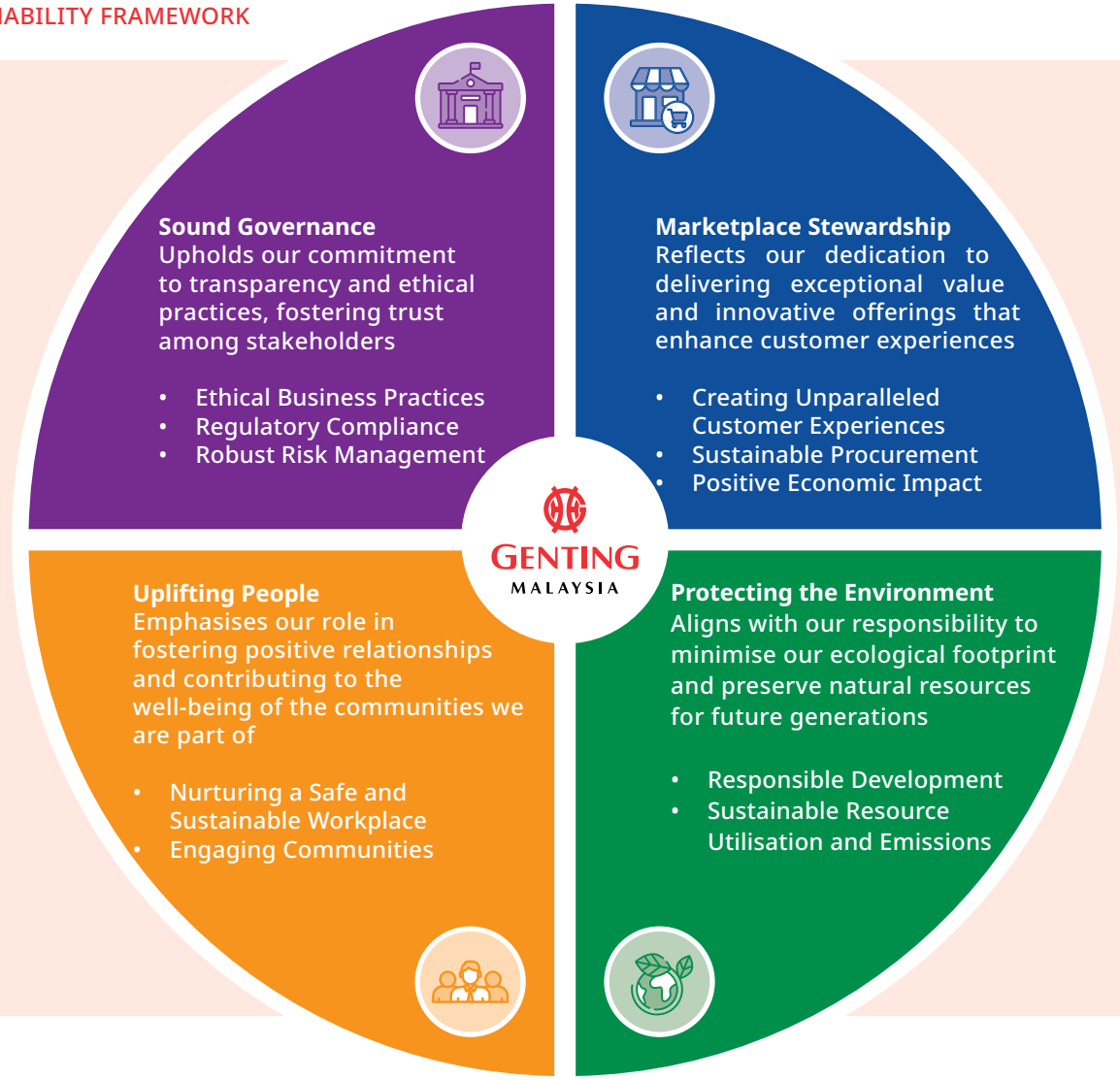
Sustainability at the Forefront

Delivering unforgettable customer experiences is closely tied to responsible business practices. We recognise that our success is inherently linked to the well-being of the communities we serve and the sustainable management of the natural resources we rely on.

By aligning enjoyment with responsibility, we aim to strengthen the connection between our guests and the environments they engage with, contributing to a sustainable future for all stakeholders.

Our sustainability framework guides our strategic initiatives and translates our purpose into action. Centred around four key pillars—Sound Governance, Marketplace Stewardship, Protecting the Environment, and Uplifting People—our approach reflects a strong commitment to integrating sustainability into every aspect of our operations. This framework shapes our decisions and drives us toward a more equitable future, supported by well-defined strategies that embed sustainability into the core of our business.

SUSTAINABILITY FRAMEWORK



Sustainability at the Forefront

SUSTAINABILITY GOVERNANCE

Genting Malaysia's sustainability governance framework ensures effective oversight and management of sustainability initiatives throughout the organisation. The Board of Directors champions sustainability, providing strategic direction and oversight. The Board receives regular updates from the Sustainability Steering Committee, which manages the sustainability agenda, sets targets and addresses key items. The Sustainability Working Committee supports the Steering Committee, and is responsible for executing sustainability projects and monitoring performance tracking.

The Sustainability Steering Committee and the Sustainability Working Committee regularly review their strategies and progress toward sustainability goals in their meetings. This collaboration ensures alignment among senior leadership on critical strategic sustainability issues, fostering a unified approach to achieving the Group's sustainability objectives.

Genting Malaysia closely ties its performance evaluations for the Board and senior management to sustainability by incorporating Key Performance Indicators ("KPIs") that reflect their effectiveness in addressing material sustainability risks and opportunities. This alignment ensures leadership accountability in advancing the Group's sustainability agenda. To further enhance these assessments, the Board collaborates with the Sustainability Steering Committee to include independent external evaluations of Genting Malaysia's Environmental, Social and Governance ("ESG") performance. In 2024, the Group integrated ESG principles into the performance appraisals of its senior management in Malaysia to promote a more sustainable and responsible leadership approach. Looking ahead, we are exploring the possibility of extending similar initiatives to our overseas operations.

GOVERNANCE BODY	ROLES & RESPONSIBILITIES
Board of Directors	• Sets and oversees the organisation's sustainability framework, comprising a sustainability vision, mission and strategic approach based on the Group's four main pillars of sustainability. • The Board delegates responsibility to the Sustainability Steering Committee to supervise and manage the overall sustainability implementation across the organisation.
Sustainability Steering Committee **Chaired by the President and Executive Director**	• Advises the Board to ensure that business strategies take sustainability into consideration. • Develops and recommends to the Board on sustainability strategies, related policies and statements for approval, adoption and revision. • Ensures that the sustainability strategies address key sustainability matters related to ESG. • Monitors the implementation of the sustainability strategies as approved by the Board. • Oversees the preparation of sustainability disclosures (reporting) as required by Bursa Malaysia.
Sustainability Working Committee **Chaired by the Deputy President**	• Obtains approval for sustainability policy related matters from the Steering Committee. • Plans, executes, monitors and reports the performance of the action plans to the Steering Committee. • Compiles and submits sustainability-linked information promptly to the Secretariat for the preparation of annual sustainability disclosures. • Presents and shares sustainability action plans during each Working Committee meeting (submitted by each department).
Secretariat	• Manages and consolidates various functions of the Sustainability Working Committee and Sustainability Steering Committee. • Track and report progress of sustainability initiatives identified by the Sustainability Working Committee against set targets.
Business Divisions	• Implements and integrates sustainability as part of daily operations, monitors and communicates sustainability initiatives rolled out and their progress.

In 2024, the Board reaffirmed its commitment to sustainability by instituting quarterly updates from management on sustainability matters and projects, ensuring a focused drive on key ESG initiatives that align with the Group's long-term sustainability objectives. These updates will enable the Board to make informed, timely decisions, proactively address emerging challenges and exercise robust oversight to drive the Group's sustainability agenda forward.

Sustainability at the Forefront

ESG AWARDS AND RECOGNITIONS

FTSE4GOOD BURSA MALAYSIA INDEX

Genting Malaysia proudly maintains its position within the FTSE4Good Index Series. Our steadfast commitment to transparency and comprehensive Environmental, Social and Governance ("ESG") disclosure is evident in our rigorous adherence to the index's strict ESG criteria.

In the latest December 2024 assessment, we improved our FTSE4Good score to 4.0 out of 5.0, up from 3.6 in the previous assessment. We continue to rank among the top performers in the Gambling Subsector and Consumer Services Industry Average.

RESPONSIBLE GAMBLING ACCREDITATION

Resorts World Genting's gaming operations hold RG Check accreditation from the Responsible Gambling Council ("RGC"), one of the most comprehensive and rigorous responsible gambling accreditation programmes in the world. This accreditation confirms that Resorts World Genting's Responsible Gambling programme consistently upholds the highest social safeguards standards to protect players and minimise the risk of problem gambling.

LEADERSHIP IN ENERGY AND ENVIRONMENTAL DESIGN ("LEED") CERTIFICATION

Resorts World Catskills is LEED-certified. Developed by the U.S. Green Building Council, LEED provides a foundation for green buildings that are healthy, energy-efficient and cost-effective. It is a widely recognised mark of excellence and leadership in sustainability.

MALAYSIA'S 100 LEADING GRADUATE EMPLOYERS BY GTI Media Asia

Genting Malaysia received the Graduate Employer of the Year Award in the Travel & Hospitality sector and the Entertainment & Leisure sector. The company is also ranked among Top 12 Most Popular Graduate Recruiters of Year 2024.

ISO 14001: 2015 CERTIFICATION

As of FY2024, 100% of Genting Malaysia's engineering functions at RWG in Malaysia and the Group's Hilton Miami Downtown hotel in the US are certified to the ISO 14001:2015 standard. This certification demonstrates a commitment to environmental protection through pollution prevention and continuous improvement. The ISO 14001:2015 certification provides Genting Malaysia and its stakeholders with assurance that the Environmental Management System is operating at a world-class standard.

Connecting with Our Stakeholders

As a leading integrated resort operator, Genting Malaysia welcomes over 39 million visitors annually across our properties in Malaysia, the UK, Egypt, the US, and the Bahamas, supported by a dedicated workforce of more than 16,900 workers. Effective stakeholder engagement is critical to understanding our diverse stakeholders' concerns, expectations and aspirations.

By fostering inclusive, two-way communication, we actively listen to and seek feedback that informs our strategic decisions and operational priorities. This approach allows us to:

- Build mutually beneficial relationships with stakeholders.
- Strengthen trust through collaboration and transparent dialogue.
- Align our actions with the needs of the communities and markets we serve.

Our commitment to inclusive engagement nurtures meaningful dialogue across a broad spectrum of stakeholders, encouraging collaboration that forms a comprehensive and sustainable operational framework. Understanding and addressing stakeholder priorities helps enhance our relationships and dedication to responsible business practices and long-term sustainability.

STAKEHOLDER GROUPS	WHY WE ENGAGE	ENGAGEMENT METHODS	ENGAGEMENT FREQUENCY	CONCERNS AND AREAS OF INTEREST	OUR RESPONSE
Employees	• Our workforce is essential to delivering delightful and memorable experiences to our customers. • We are committed to building a strong workforce and creating meaningful career opportunities. • We strive to upskill our employees and support professional and personal goals.	• Yearly cross-functional visits • Mid-year and annual performance appraisal • Quarterly newsletters • Senior management townhall events • Monthly Leadership Engagement Programmes • Sports tournaments, outdoor activities, and weekly wellness programmes • Yearly Employee Appreciation Night	Weekly Monthly Quarterly Annually	• Providing improved workspaces • Prioritising employee welfare • Delivering merit-based training and career progression	• Establishing a robust Learning and Development strategy • Enhancing the recognition and retention plan • Delivering regular training for employees of all levels • Conducting health and well-being programmes

Connecting with Our Stakeholders

STAKEHOLDER GROUPS	WHY WE ENGAGE	ENGAGEMENT METHODS	ENGAGEMENT FREQUENCY	CONCERNS AND AREAS OF INTEREST	OUR RESPONSE
Government and Regulators	• Governments and regulators specify the national laws and regulations that determine the license and scope of our activities in our respective operating markets. • They provide access to operating licenses and impose regulatory measures with potential implications for the Group. • To remain informed of changes and developments impacting the sector and economy. • To remain in compliance with legal and regulatory requirements.	• Meetings with senior government officials • Government-Private Partnerships for community investments • Safety collaborations with the Department of Safety and Health ("DOSH") and Ministry of Health ("MoH")	Weekly Monthly Quarterly Annually	• Complying with applicable regulations and laws wherever operations are based	• Strictly complying with all applicable national and international regulations that govern our operations
Customers	• We highly value customer feedback as it guides our service delivery • Customer insights allow us to enhance the overall experience continuously • We are committed to meeting and exceeding customer expectations in every interaction	• Daily customer engagement • Daily customer satisfaction surveys • Loyalty programmes (Genting Rewards)	Daily	• Enhancing the customer experience • Ensuring strict health and safety standard operating procedures ("SOPs")	• Ensuring high customer satisfaction through stringent quality control • Training our employees in optimal customer experience
Suppliers and Contractors	• Our suppliers and business partners provide us with business products and services that enable us to drive our growth and business strategy. • To ensure our suppliers and contractors uphold high standards of ethics and conduct.	• Supplier pre-qualification selection criteria • Tender evaluation process • Supplier code of conduct • Training and upskilling programmes • Supplier Appreciation Night	When required	• Driving responsible and sustainable practices throughout the supply chain	• Engaging continuously with suppliers and contractors to understand their needs and ensure long-term business relations

Connecting with Our Stakeholders

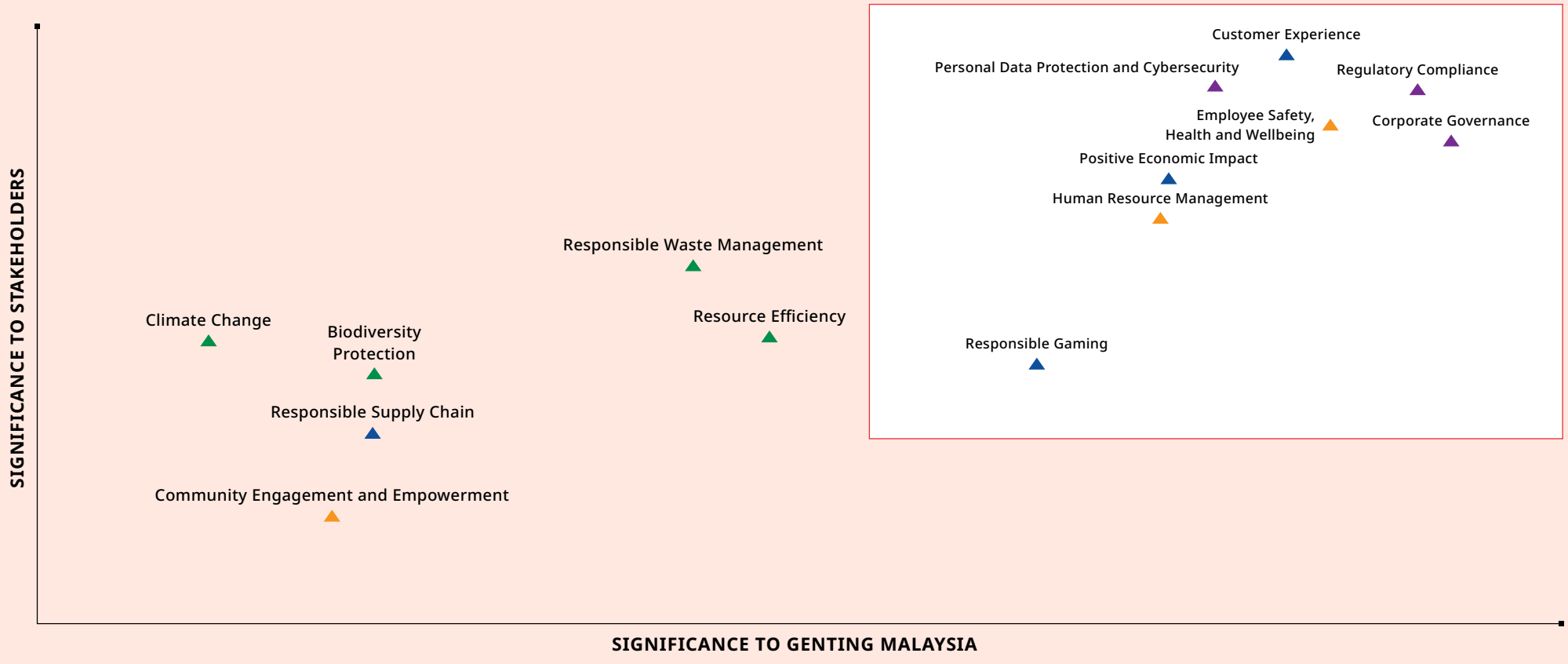
STAKEHOLDER GROUPS	WHY WE ENGAGE	ENGAGEMENT METHODS	ENGAGEMENT FREQUENCY	CONCERNS AND AREAS OF INTEREST	OUR RESPONSE
Capital Providers	• Shareholders, financial institutions and investors provide us with the financial capital needed to sustain our growth. • To ensure clear, timely and effective communication to facilitate their investment decisions in the Group. • To obtain feedback from capital providers on their views and expectations of Genting Malaysia	• Dedicated Investor Relations team • Quarterly financial results announcements • Quarterly analyst briefings • Press releases • Annual General Meeting • One-on-one and small group meetings • Property visits • Local and overseas investor conferences • Corporate website	Quarterly Annually When required	• Providing timely and regular updates on financial performance, business strategy and any additional requirements as requested	• Consistent interaction through Annual General Meetings, conference calls, in-person meetings, property visits and investor conferences • Delivering financial reports • Responding to research conducted by various ESG rating agencies
Trade Unions	• We are committed to the development and welfare of our employees by forging partnerships that will serve and benefit the workforce. • We recognise the importance of open an ongoing dialogue with local unions to address opportunities, emerging topics and areas of concern for our employees.	• Management Union Joint Meetings • Industry membership • Industry forums • Joint Consultative Committee	Quarterly	• Fostering collaborative partnerships • Improving safety standards • Achieving better remuneration and benefits • Improving working conditions	• Promoting a collaborative relationship through continuous support and open communication • Building a culture of trust, mutual respect and dialogue to improve working conditions
Media	• The media provides a platform to communicate with our key stakeholders and local communities. • Media channels allow us to promote new products and services, corporate announcements and thought leadership.	• Press releases • Social media • Advertisements • Interviews	Monthly When required	• Disseminating timely and accurate information on Genting Malaysia	• Ensuring news and information regarding Genting Malaysia is accurate and available promptly across all communication channels, including online and offline media
Local Communities	• To foster a positive and lasting impact by generating significant economic benefits and supporting social initiatives within the communities where we operate	• Donations and philanthropic contributions • Community investments	Quarterly	• Supporting local communities in social, environmental and capacity development • Fostering collaborative partnerships	• Interacting with organisations and communities to gain insight into their needs • Developing holistic and impactful community programmes

Prioritising What is Material

Genting Malaysia reviews its materiality matrix each year to ensure its ongoing relevance. This process involves analysing the ESG impacts on stakeholders and aligning these insights with the company's strategic objectives. These assessments incorporate various inputs, including the Group's priorities, emerging risks and our sustainability agenda.

Following our review this year, we confirmed its continued relevance and alignment with our current business direction and established priorities. Acknowledging this consistency, we plan to conduct a comprehensive reassessment next year in tandem with enhancing our reports in accordance with the requirements of the IFRS Sustainability Disclosure Standards. This approach ensures our sustainability focus remains attuned to evolving needs and contexts.

TOP 8 MATERIALITY TOPICS



Prioritising What is Material

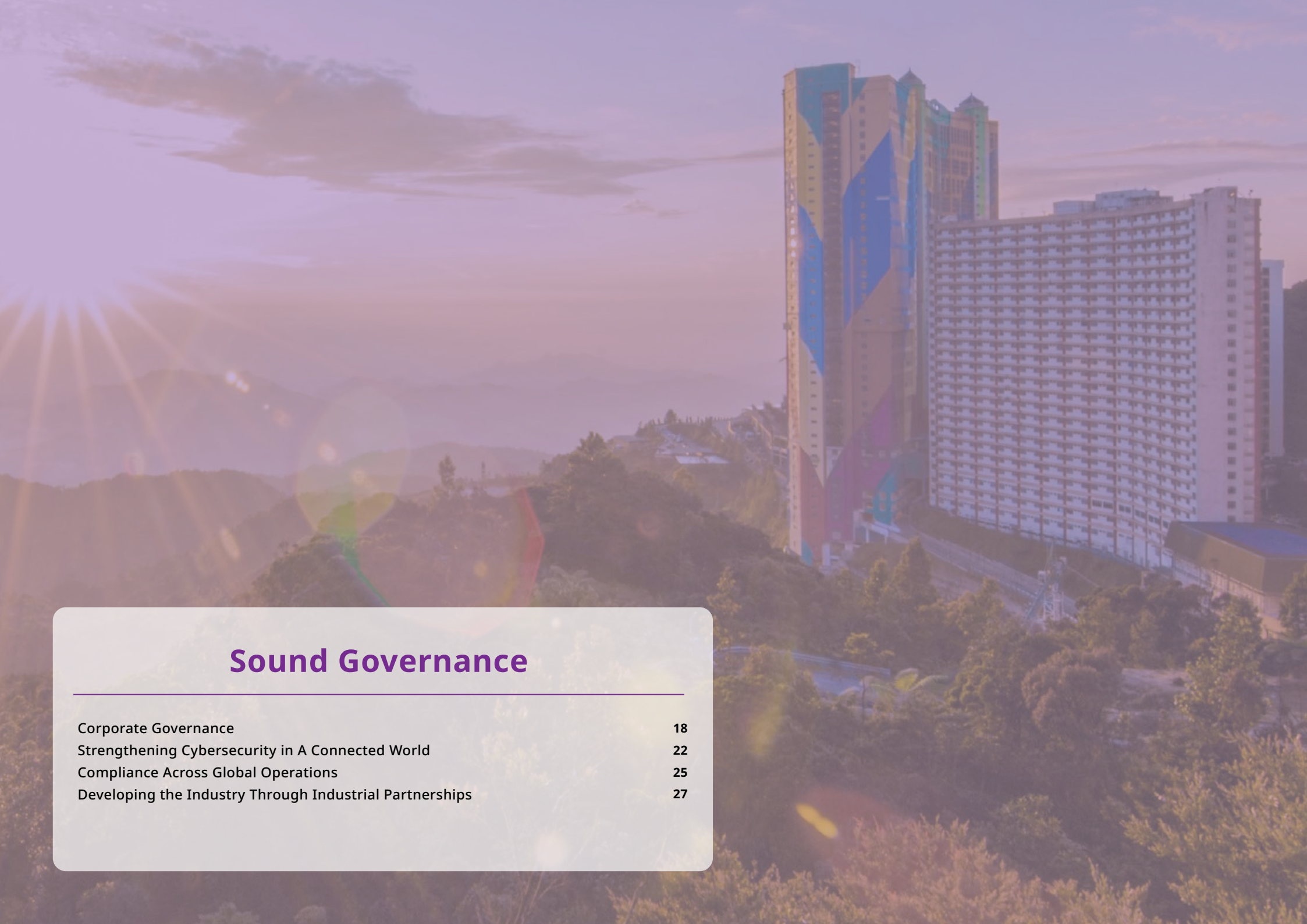
DRIVING GLOBAL PROGRESS: ALIGNING MATERIAL MATTERS WITH UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS ("UNSDGS")

Genting Malaysia has strategically aligned and mapped its material matters with the UNSDGs, reinforcing its commitment to global progress. This approach ensures our initiatives are intentional, impactful and closely aligned with international development priorities.

ISSUE	GRI TOPIC	GENTING MALAYSIA COMMITMENT	UN SDGs
Sound Governance			
Regulatory Compliance	• Environmental Compliance • Socioeconomic Compliance • Anti-Corruption • Anti-Competitive-Behaviour	• Complying with anti-corruption and anti-competition legislation and other core operational regulations, including environment, labour, safety and health • Influencing and supporting regulators • Providing whistleblowing channels for employees to voice out	16
Corporate Governance	• General Disclosures	• Managing business strategy, risk assessments and sustainability processes to foster financial integrity, investor confidence and superior performance	16
Personal Data Protection and Cybersecurity	• Customer Privacy	• Protecting company information, including confidential business data, employee information and customers' data privacy	16
Marketplace Stewardship			
Customer Experience	• Non-GRI Topic	• Improving satisfaction by continually assessing and responding to customers' needs	3
Positive Economic Impact	• Significant Indirect Economic Impacts	• Contributing to nation-building by boosting economic growth and developing the tourism and hospitality industry	1, 3, 5, 8, 9, 11
Responsible Gaming	• Non-GRI Topic	• Advocating responsible gaming to prevent gambling disorder among customers	3
Responsible Supply Chain	• Procurement Practices • Supplier Environmental Assessment • Supplier Social Assessment	• Encouraging local and sustainable procurement • Managing suppliers and service providers for responsible business conduct in areas of human rights, labour, anti-corruption, environment, safety and health	5, 8, 16

Prioritising What is Material

ISSUE	GRI TOPIC	GENTING MALAYSIA COMMITMENT	UN SDGs
Protecting the Environment			
Responsible Waste Management	• Effluents and Waste	• Ensuring effluents discharged from sewage treatment plants meet the standard limit of regulations • Managing waste properly with reduce, reuse and recycle practices	3, 6, 12, 14, 15
Resource Efficiency	• Energy • Water	• Using energy efficiently • Using water efficiently	6, 7, 12, 14, 15
Biodiversity Protection	• Biodiversity	• Conserving biodiversity in the Group's operational sites	6, 14, 15
Climate Change	• Emissions	• Minimising carbon emissions	7, 13
Uplifting People			
Employee Safety, Health and Wellbeing	• Occupational Health and Safety	• Maintaining an injury-free working environment for all employees by following systematic approaches that prevent injuries and eliminate workplace health and safety risks	3, 8, 16
Human Resource Management	• Employment • Training and Education • Labour/ Management Relations • Freedom of Association and Collective Bargaining • Non-discrimination	• Providing fair and comprehensive employee benefits that meet the statutory minimum living wage • Attracting and retaining employees by creating a great place to work that offers welfare, a healthy lifestyle, and regular engagement with employees • Delivering training and education that expand employees' knowledge bases for career development and improving customer service • Introducing counselling services and other listening channels for employees • Treating employees fairly and without discrimination	3, 4, 5, 8, 10
Community Engagement and Empowerment	• Local Communities	• Enriching lives in local communities through various corporate social responsibility ("CSR") activities	1, 2



Sound Governance

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Sound Governance

Genting Malaysia is committed to sound governance practices rooted in integrity, accountability, and ethical conduct. The Group adheres to stringent corporate governance standards, fostering transparency and responsible decision-making. A robust framework guides the Board in overseeing strategic direction, risk management and compliance, ensuring alignment with legal and regulatory requirements.

This commitment strengthens stakeholder trust, promotes a culture of compliance, and sustains a governance structure that embodies professionalism and ethical behaviour across all aspects of Genting Malaysia's operations.

The Malaysian Code on Corporate Governance guides the Group on corporate governance, focusing on three fundamental principles: Board Leadership and Effectiveness, Effective Audit and Risk Management, and Integrity in Corporate Reporting and Meaningful Relationships with Stakeholders. Additionally, Genting Malaysia's Board Charter and Code of Conduct and Ethics outline the Group's vision and principles that act as a compass to guide the standards of behaviour and business conduct for the Group's directors and employees.

AREA OF FOCUS

Ethical Business Practices	Regulatory Compliance	Robust Risk Management
• High governance standards and a strong compliance culture • Effective governance practices enable the Group to operate in highly regulated markets globally	• Regularly engaging with regulators • Compliance with the terms and conditions of the Group's casino licenses and other regulations, including the Personal Data Protection Act ("PDPA"), Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 ("AMLA") and Anti-Bribery and Anti-Corruption ("ABAC") policies and procedures • Zero tolerance policy for all forms of corruption and bribery	• Comprehensive system of reporting, controls and mitigation procedures • Critical IT systems protected against cybersecurity threats and breaches • Training and compliance prioritised in the workforce • Ongoing review of opportunities to enhance governance and risk management

In 2024, we successfully met our governance and compliance targets, underscoring our commitment to maintaining strong corporate governance practices. Looking ahead to 2025, we aim to maintain this momentum by continuing to meet our established targets.

Approach	Initiatives	2024 Targets (Malaysia)	Progress Against Target (Malaysia)	2025 Targets (Malaysia)
Training	• PDPA Awareness Training • ABAC Policy Training • IT Cybersecurity Training • AMLA Training	• 100% of designated employees to complete training	• 99.95% of employees completed IT Cybersecurity Training • 99.95% of employees completed Awareness Training on PDPA • 99.99% of employees completed ABAC Policy Training • 99.93% of employees completed AMLA Training	• 100% of designated employees to complete training
Compliance	• Compliance with the terms and conditions of the Group's casino licenses • Compliance with the PDPA, AMLA and ABAC policies and procedures • Safeguarding critical IT systems against cybersecurity threats and breaches	• No breaches of key terms • Full compliance with PDPA AMLA and ABAC policies and procedures • No cybersecurity breaches for critical systems	Met with no regulatory penalties imposed	• No breaches of key terms • No criminal convictions on ABAC related charges • No regulatory penalties imposed on ABAC related charges • No cybersecurity breaches for critical systems

Sound Governance

CORPORATE GOVERNANCE

OUR BOARD OF DIRECTORS

Our Board provides strategic leadership and oversight to ensure the Company adheres to the highest standards of ethical conduct. Comprising highly qualified professionals with extensive industry experience and expertise, the Board plays a key role in steering the Company toward the achievement of its long-term objectives, with a strong emphasis on ensuring the sustainability and resilience of our organisation.

The Board Charter, adopted by the Board, clearly outlines the respective roles and responsibilities of both the Board and management, ensuring accountability at all levels. The Board Charter is available on the Group's website at www.gentingmalaysia.com

In line with the Malaysian Code on Corporate Governance, we practice non-discrimination in any form by ensuring consideration is given to identifying suitably qualified candidates whenever there is a need to appoint a new director or when a management position becomes vacant.

BOARD COMPOSITION

As of 17 March 2025, the Board has nine members: three executive directors and six non-executive directors, of which three are independent. Currently, there are two female and seven male directors. The racial composition of the Board is 22% Malay and 78% Chinese. 11% of directors are between the ages of 30 and 55, with the remaining 89% being above 55 years.

Board Composition

78% Male

22% Female

Racial Composition

22% Malay

78% Chinese

BUSINESS WITH INTEGRITY

Genting Malaysia is committed to maintaining the highest standards of ethical business conduct throughout its global operations, adhering to local laws and regulations in every region we serve. Guided by a comprehensive Code of Conduct and Ethics, we establish a clear framework for all employees, directors, subsidiaries and associates. This framework ensures strict legal compliance and promotes professionalism, fostering a culture of integrity and trust across the Group.

Our Code of Conduct and Ethics applies to all employees and directors across the company and its subsidiaries. Accessible via our intranet portal and supported by related policies, this Code outlines the guiding principles for behaviour and business conduct, particularly in dealings with third parties. The Company Directors' Code of Ethics, established by the Companies Commission of Malaysia, also binds directors in Malaysia.

During the year, Genting Malaysia has introduced a group harmonisation AML programme. The objective of this programme is providing group AML oversight on the foreign casinos under Genting Malaysia while respecting the unique regulatory environments and operational contexts of each foreign casino.

GENTING MALAYSIA'S COMMITMENT TO ANTI-MONEY LAUNDERING, ANTI-BRIBERY AND ANTI-CORRUPTION

Genting Malaysia adopts a zero-tolerance approach against all forms of money laundering and terrorist financing activities, corruption and bribery, including kickbacks and facilitation payments. Our comprehensive Anti-Bribery and Anti-Corruption ("ABAC") policies and procedures, alongside our strict AML procedures for casino segment, ensure that all business dealings are conducted ethically, fairly and with integrity. The Board of Directors oversees the implementation of anti-corruption measures and ensures that risks related to corruption, bribery, and AML are systematically identified and included in the company's top risk register. This responsibility encompasses the development of robust strategies to mitigate comprehensive AML and corruption-related risks, particularly in high-risk operations.

Sound Governance

Money Laundering and Corruption Risk Management

Genting Malaysia ranks money laundering and corruption risks among the top 20 on its risk register. The company conducts regular, comprehensive risk assessments across all business areas including intermediaries and contractors, with emphasis on Top-Level Commitment, Risk Assessment, Undertaking Control Measures, Systematic Review, Monitoring and Enforcement, and Training and Communication. This proactive approach ensures that the company consistently mitigates and effectively manages money laundering and corruption-related risks, aligning with the Group's unwavering commitment to ethical governance and transparent practices.

Due Diligence and Partner Screening

Genting Malaysia extends its ABAC Policy to all external stakeholders. It conducts rigorous due diligence and screens intermediaries, contractors, suppliers and business partners. These thorough and comprehensive procedures ensure that all external parties adhere to the Group's zero-tolerance stance on corruption including bribery. The company promptly addresses any risks identified during the screening process, safeguarding the integrity and reputation of its business operations.

Training and Awareness

The Group conducts regular, comprehensive training sessions to reinforce the ABAC Policy to employees and associated individuals. These sessions raise awareness of bribery, and other forms of corruption, ensuring that all stakeholders recognise and report unethical behaviour.

Strict Enforcement

The Group ensures full compliance with Anti-Money Laundering ("AML"), Countering Financing of Terrorism ("CFT"), Countering Proliferation Financing ("CPF") and Targeted Financial Sanctions ("TFS") requirements through robust internal controls, targeted training, and due diligence on guests' sources of funds. We ensure timely reporting to authorities, identify red flags for suspicious activities, and take immediate action, including suspending play for any guest involved in money laundering. These efforts are designed to protect the integrity of our operations and maintain the highest standards of financial transparency.

The ABAC Policy applies uniformly to all individuals associated with Genting Malaysia, including third-party contractors and suppliers. The company enforces immediate and decisive actions against any breach of this policy, demonstrating its commitment to upholding the highest standards of ethical conduct and accountability across all operations.

ANTI-MONEY LAUNDERING, ANTI-BRIBERY AND ANTI-CORRUPTION INITIATIVES

MALAYSIA

Genting Malaysia's Board and senior managers comply with AML & CFT laws, instituting systems to prevent casino misuse. A Compliance Committee is accountable for the implementation and management of day-to-day AML/CFT/CPF and TFS requirements. The company conducts rigorous AML procedures examining fund sources, especially for higher-risk customers. Offering extensive AML training to employees, especially casino staff, proficiently recognises and tackles possible money laundering activities.

Genting Malaysia's senior managers are regularly engaging with Bank Negara Malaysia ("BNM") on AML/CFT/CPF and TFS matters including provide feedbacks on the new BNM proposals/ recommendations and deliberate best practices shared by BNM. During the year, Genting Malaysia has introduced a group harmonisation AML programme. The objective of this programme is providing group AML oversight on the foreign casinos under Genting Malaysia while respecting the unique regulatory environments and operational contexts of each foreign casino.

An independent assessor has been engaged to conduct an adequacy review of Genting Malaysia's anti-corruption policies and procedures against the Adequate Procedures prescribed under the Guidelines on Adequate Procedures issued pursuant to Section 17A(5) of the Malaysian Anti-Corruption Commission Act 2009 ("MACCA").

ABAC Training (External)	ABAC Training (Internal)	Integrity Pledge
Three sessions held in 2024: one briefing for leadership and two workshops for senior employees	• 99.99% completion rate • Induction training for new joiners	99.99% completion rate

Sound Governance

UNITED KINGDOM

Genting UK is committed to ensuring full compliance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulation 2017 (MLR 2017), implementing robust AML measures in alignment with UK regulations. Genting UK maintains a rigorous appraoch to prevent the misuse of its operations for money laundering and terrorism financing.

The compliance framework is complemented with ABAC policy. All employees are required to complete the Anti-Bribery eLearning and conduct a bi-annual reviews to keep them updated on the latest regulation. Genting UK upholds zero-tolerance stance on corruption by ensuring full alignment with UK Bribery Act 2010 and conduct thorough due diligence on suppliers and partners. A multi-level authorisation process for all purchases are aslo implemented, where threshold are established by Genting Group Management to provide oversight on financial transactions.

Customer reviews include Politically Exposed Person ("PEP") screenings, triggering enhanced due diligence when necessary. Open-source searches are conducted to identify any adverse media related to bribery or corruption, with employees required to report such findings to the Money Laundering Reporting Officer ("MLRO") through a Suspicious Activity Report ("SAR").

In addition, these stringent AML and ABAC measures are also applied to Genting UK's Egypt operations. Despite being in a different country, the same high standards are upheld to ensure compliance and maintain operational integrity.

Through proactive and comprehensive enforcement of both AML and ABAC regulations, Genting UK strengthens its operational integrity, ensuring that all processes are transparent, compliant, and in line with international standards. This holistic approach supports Genting UK's ongoing commitment to maintaining the highest levels of accountability and ethical conduct across all its business operations.

UNITED STATES

The US operations continues to offer its Employee Ethics Line, providing 24/7 access for reporting misconduct such as conflicts of interest, fraud, harassment and other ethics or policy breaches. New employees receive Code of Conduct training during orientation, with annual renewals and electronic acknowledgment by Team Members. Human Resources actively investigates ethical conduct issues and recommends corrective actions. In addition, the US operations regularly conducts Workplace Ethical Behaviour Training for employees, with all Executive Leadership members completing the programme as part of their ongoing development.

The Group's New York operations rigorously comply with AML regulations set by the New York State Gaming Commission and the Financial Crimes Enforcement Network ("FinCEN"). We implement robust measures, including customer due diligence, transaction monitoring, and the prompt reporting of suspicious activities, ensuring we uphold the highest standards in preventing money laundering and financial crimes.

BAHAMAS

RW Bimini complies with Section 6(2) of the Bahamas Financial Intelligence transactions Reporting Regulations, 2001 and provides annual AML training for its licensed employees. The Compliance department works closely with the Financial Intelligence Unit ("FIU") and the Bahamas Gaming Board ("BGB") in developing its training contents. The MLRO is registered with both the BGB and FIU and is responsible to handle all Suspicious Transaction reporting ("STR"). Customer due diligence reviews includes using screening software to screen for sanctions persons and PEP.

ABAC policy of RW Bimini strictly complies with Prevention of Bribery Act. The internal monitoring to detect corruption is supported by a hotline managed by an independent third-party provider, ensuring impartiality and confidentiality. The confidential hotline reporting system is accessible by RW Bimini employees and the public on https://rwbimini.com/anti-corruption-and-anti-bribery-policy/, reinforcing RW Bimini's commitment to uphold highest standards of ethical conduct and complying with relevant regulations.

Sound Governance

RW Bimini's Compliance Department initiated ABAC training in 2024, with plans to extend this to the Group's operation in Miami. All employees are required to complete and sign off on Annual Compliance Forms, including the Code of Ethics and Business Conduct. To further align with legal obligations, RW Bimini's Ethics Officer oversees incident investigation, ensuring necessary corrective actions.

WHISTLEBLOWING

Genting Malaysia has a comprehensive whistleblower policy, providing a dedicated reporting channel for each of its operations. This policy encourages employees and stakeholders to report unethical behaviour, malpractice, illegal activities, or misconduct such as bullying, corruption and bribery. It ensures a safe and confidential way to raise concerns, following company procedures without fear of retaliation.

MALAYSIA

In Malaysia, stakeholders can file complaints or reports by submitting dedicated forms to the Secretariat or using a specific whistleblowing email address. The Secretariat reviews these before alerting the Whistleblower Senior Committee ("WSC"). If required by the WSC, a designated investigation team will conduct a detailed inquiry. Genting Malaysia trains managers to handle reports on instances of bullying and harassment.

Under the Whistleblower Protection Act 2010 of Malaysia ("Act"), whistleblowers who report improper conduct to enforcement agencies in good faith are protected from retaliatory action. In alignment with the provisions of the Act, the Company has integrated its principles into its Whistleblower Policy, reinforcing its commitment to upholding the highest standards of professionalism and ethical conduct across its business operations.

UNITED KINGDOM

Whistleblowing law in the UK is located in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998), protecting employees who disclose information about malpractice in the workplace. Genting UK actively promotes its whistleblower programme to employees, suppliers, customers and third parties, offering a 24/7 independent reporting hotline. In 2024, we received 11 reports: four related to safety and sanitation, three concerning employee relations, two on discrimination, one regarding customer relations and one on workplace violence/threats. All reports were thoroughly investigated, resolved and acted upon.

UNITED STATES

Various federal, state and local laws in the US encourage whistleblowers to report concerns. The Group's US operations has implemented a whistleblower mechanism that enables employees to report incidents or concerns anonymously through the Ethics Hotline.

BAHAMAS

RW Bimini's formal whistleblower policy is available in English, Spanish, Mandarin and Creole to ensure all stakeholders can fully understand it. In line with the Bahamas Freedom of Information Act, 2017, section 47, the Group maintains an independent reporting hotline operated by a third-party vendor, which supports anonymous reporting of unethical or illegal activities. During the reporting period, no whistleblower cases were reported. All reports received through the hotline are forwarded to the Ethics Officers, who conduct internal investigations.

Strengthening Cybersecurity in A Connected World

Genting Malaysia is dedicated to maintaining top-tier cybersecurity standards, emphasising the safety and privacy of all data to create a secure experience for our patrons and stakeholders. In today's interconnected digital landscape, Genting Malaysia manages substantial amounts of sensitive data across its global operations. We are committed to upholding the highest cybersecurity standards to ensure our patrons, employees and stakeholders' safety, privacy, confidentiality and trust.

Our cybersecurity framework combines continuous monitoring, proactive risk assessments and internationally recognised certifications to safeguard customer and employee data.

Any incidents requiring investigation are promptly reported to the Risk Management Committee to promote accountability. Comprehensive mechanisms, including random audits and ongoing monitoring, ensure compliance with data protection standards.

Genting Malaysia's integrated approach prioritises:

- World-Class Certifications for data security
- Continuous Risk Assessments and proactive mitigation strategies
- Employee Awareness Training to reinforce cybersecurity behaviours
- Transparency and Accountability through robust reporting mechanisms

In FY2024, Genting Malaysia achieved zero material non-compliance incidents related to cybersecurity or data privacy. This achievement demonstrates our commitment to a secure and trusted digital environment.

MALAYSIA

Genting Malaysia's cybersecurity protocols ensure a robust defence against data breaches and cyber threats through comprehensive audits and assessments conducted by internal audit teams, external ISO auditors, British Standards Institution ("BSI") auditors and external penetration testers. This holistic approach ensures that all vulnerabilities are addressed effectively.

Genting Malaysia's local operations, covering both operational and IT services, are ISO 27001:2022 certified. This achievement highlights our progression from the initial ISO 27001:2013 standard and underscores Genting Malaysia's commitment to maintaining top-tier standards. RWG combats cyber threats by collaborating with a globally reputable 24x7 Managed Security Services provider to monitor systems in real time and respond swiftly to potential breaches. An Emergency Response Team is always on standby to neutralise threats, ensuring continuous operational security.

All employees complete annual Personal Data Protection Act ("PDPA") and IT cybersecurity awareness training, equipping them to handle data responsibly.

BUILDING RESILIENCE AND STRENGTHENING DEFENCES

Conduct	Routine awareness sessions for employees to promote cybersecurity best practices
Perform	Internal and external security audits for thorough risk assessments
Carry Out	Regular vulnerability assessments and penetration tests to identify and mitigate weaknesses

Genting Malaysia combines global standards, proactive monitoring and employee awareness to create a secure, trusted digital environment that protects sensitive information and ensures operational integrity across all operations.

Strengthening Cybersecurity in A Connected World

UNITED KINGDOM

Genting UK is driving a Cloud-first computing model with secure-by-design principles, implementing enhanced patching services, asset security monitoring and additional Incident Response and Security Orchestration, Automation, and Response ("SOAR") tooling via our Security Information and Event Management ("SIEM") for Managed Service Providers ("MSP"). These efforts enable Genting UK to streamline security operations, reduce response times and enhance its overall security posture by automating repetitive tasks and allowing security teams to focus on higher level analysis and strategic initiatives.

Genting UK holds ISO/IEC 27001:2013 certification, ensuring robust IT infrastructure and secure lifecycle management of sensitive data across core business functions such as:

- Casino and Gaming Operations
- Hotel and Leisure Facilities
- Hospitality and Event Management

To ensure ongoing compliance, Genting UK implements a comprehensive approach that includes elearning courses, Cyber Security Awareness Month campaigns, quarterly risk assessments and annual audits.

24/7 MONITORING BY MANAGED DETECTION PARTNER

SIEM platform fed by:
- Endpoint detection and response ("EDR") and extended detection and response ("XDR")
- Intrusion detection system ("IDS") and Intrusion Prevention System ("IPS")
- Server and Application Logs

CYBERSECURITY PRACTICES

- Regular Vulnerability Assessments
- Prioritisation of Critical Detections
- Annual Red and Purple Team Assessments

CONTRACTOR COMPLIANCE AUDITS

- During onboarding
- Reviewed annually

Strengthening Cybersecurity in A Connected World

UNITED STATES

CYBERSECURITY MEASURES TO STRENGTHEN RWNYC'S IT DEPARTMENT

Annual Online Cybersecurity Training	• Ensures all users complete mandatory cybersecurity training with a 90% success rate • Aims for full compliance among designated employees
Tri-Yearly Cybersecurity Assessments	• Conducts regular evaluations to identify vulnerabilities • Enhances security protocols to strengthen defences
Dual Authentication for VPN/Remote Access	• Adds a second layer of protection for secure system access • Safeguards against unauthorised remote logins
Antivirus/Malware Zero Day	• Deploys advanced antivirus tools to combat emerging malware threats • Protects systems against zero-day vulnerabilities
Active Network Monitoring	• Provides continuous, real-time monitoring to detect anomalies • Enables swift responses to suspicious network activities
Blocked USB Access	• Restricts USB usage to prevent external threats and data breaches • Controls unapproved external device connections
Minimised Administrative Account Access	• Limits privileged access to critical systems to authorised personnel • Reduces risks associated with unauthorised system changes
Increased Restrictions on Vendor Access	• Tightens third-party access controls to safeguard operations • Ensures external partners meet required security standards
90-Day Password Change Policy	• Enforces password updates every 90 days with stricter complexity rules • Strengthens account security through regular credential refreshes

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

BAHAMAS

RW Bimini has implemented a comprehensive cybersecurity strategy to protect its infrastructure and sensitive data, utilising advanced technologies and best practices for threat detection, access control and data protection.

As of 4Q24, RW Bimini incorporated Data Privacy Management into its quarterly mandatory cybersecurity training, with 99% of employees completing the programme. The company also conducted an annual internal audit covering IT and is currently assessing the costs and timelines associated with achieving ISO 27001 certification. The assessment is a part of RW Bimini's broader commitment to strengthening their information security management practices and aligning with industry best standards. Additionally, Darktrace and third-party security audits ensure robust monitoring and response to potential cyber threats.

Compliance Across Global Operations

Genting Malaysia operates across multiple continents, including Malaysia, the UK, Egypt, the US and the Bahamas, each governed by local regulations and laws. Across all these regions, we remain steadfast in upholding the highest ethical, moral and legal standards.

Our commitment to transparency and accountability permeates every aspect of our business operations. We ensure full compliance with statutory and regulatory requirements in all jurisdictions where we operate, reflecting our dedication to responsible and lawful business practices.

SUMMARY OF KEY REGULATIONS ADHERED TO

	Malaysia	United Kingdom	United States	Bahamas
Governance	• Malaysian Anti-Corruption Commission Act 2009 • Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 • Common Gaming Houses Act 1953 • Personal Data Protection Act 2010 • Copyright Act 1987 • Digital Signature Act 1997 • Communications and Multimedia Act 1998 • Computer Crimes Act 1997	• UK Bribery Act 2010 • Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 • Proceeds of Crime Act 2002 • Gambling Act 2005	• Foreign Corrupt Practices Act of 1977 • Florida Department of Business and Professional Regulation • New York State Gaming Commission	• Prevention of Bribery Act • The Commonwealth of the Bahamas Gaming Board Gaming Act, 2014 • Financial Transactions Reporting Regulations, 2018
Environmental	• Efficient Management of Electrical Energy Regulations 2008 • Electricity Supply Act 1990 • Energy Commission Act 2001 • Environmental Quality Act 1974 • Environmental Quality (Sewage) Regulations 2009 • Land Conservation Act 1960 • Local Government Act 1976 • National Forestry Act 1984	• Carbon Reduction Commitment (“CRC”) • Energy Efficiency Scheme • Energy Savings Opportunity Scheme • The Fluorinated Greenhouse Gases Regulations 2015 • TM44 Regulations for Heating, Ventilation, Air Conditioning (“HVAC”) Systems • Environmental Protection Act 1990	• Executive Order 88 • New York State Energy Research and Development Authority • Clean Air Act	• Electricity Act 2015 • The Bahamas Electricity Corporation Regulations • Chapter 232 - Environmental Health Services Act, 2001
Social	• Factories and Machinery Act 1967 • Fire Services Act 1988 • Occupational Safety and Health Act 1994 • Employment Act 1955 • Consumer Protection Act 1999	• Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 • General Data Protection Regulation 2016 • Health and Safety at Work Act 1974	• Children’s Online Privacy Protection Act • Occupational Safety and Health Act (“OSHA”) • Fair Labor Standards Act (“FLSA”)	• Employment Act (CH.321A) • Minimum Wages Act (CH.321B) • Industrial Relations Act (CH.321) • Health and Safety at Work Act (CH.321C)

Compliance Across Global Operations

APPROACHES TO TAX

The Group acknowledges its substantial contribution to tax revenue in the jurisdictions in which it operates. In fulfilling this responsibility, it adheres to rigorous tax standards that reflect its core values and demonstrate a strong commitment to governance and regulatory compliance. Central to the Group's tax governance framework is Board oversight, with the responsibility for implementing and maintaining the Tax Strategy delegated to the Chief Financial Officers in each jurisdiction.

The Group's Tax Strategy revolves around:

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

MALAYSIA

E-INVOICING

The National E-Invoicing initiative, launched under the 12th Malaysia Plan, aims to enhance e-invoicing systems' interoperability by digitalising how businesses exchange invoices. This initiative is designed to complement the Inland Revenue Board of Malaysia's ("IRB") E-Invoicing system, which focuses on tax enforcement. The IRB's e-invoicing implementation will be rolled out in four phases as follows:

Phase 1

By 1 August 2024: Taxpayers with an annual turnover exceeding RM100 million.

Phase 2

By 1 January 2025: Taxpayers with an annual turnover of more than RM25 million and up to RM100 million.

Phase 3

By 1 July 2025: Taxpayers with annual turnover of more than RM500,000 and up to RM25 million.

Phase 4

By 1 January 2026: Taxpayers with annual turnover of up to RM500,000

As a global leader in leisure and hospitality, Genting Malaysia is directly impacted by the Phase 1 implementation timeline, alongside four of its subsidiaries. Since December 2023, the Group has been diligently working to prepare its systems and processes for the transition to e-invoicing. We are pleased to report that, as of 1 August 2024, all five Phase 1 companies within the Group, covering a total of 14 impacted systems, have successfully implemented e-invoicing on schedule.

In support of Phase 1 taxpayers, the IRB has granted a six-month concession period, allowing taxpayers to use consolidated e-invoices with simplified requirements for all transactions. This grace period provided the Group with the necessary time to ensure a comprehensive and effective implementation, addressing system readiness, business continuity and change management efforts across the organisation.

Following the successful implementation of Phase 1, the Group has shifted focus to Phase 2 of the e-invoicing project, which involves six of its companies. Leveraging the experience gained from Phase 1, the Group was well-positioned to meet the 1 January 2025 deadline for Phase 2.

With the substantial volume of data now accessible by the IRB, the Group anticipates the increased use of tax analytics and sophisticated data analysis to identify potential anomalies for further investigation. This aligns with the overarching goal of the E-Invoicing initiative to enhance tax transparency. In anticipation of this, the Group has implemented stringent documentation and reconciliation processes to effectively manage any inquiries from the IRB arising from e-invoicing data analysis.

Developing the Industry Through Industrial Partnerships

As an integrated resort operator, our engagement with industry associations addresses key issues impacting our business, stakeholders and the broader growth of the leisure, hospitality and tourism sectors. Through active partnerships, we contribute to shaping the industry's future and driving sustainable progress.

We influence innovation and development across the sector by maintaining continuous dialogue and collaboration with industry groups. Our senior management and employees play a pivotal role, offering valuable insights, feedback and expertise that help guide industry advancements. We regularly review and align these engagements with evolving societal expectations and business needs, reinforcing our commitment to responsible and forward-thinking leadership in the industry.

Market	Malaysia	United Kingdom	United States	Bahamas
Industry Group	• Malaysian Employers Federation ("MEF") • Malaysian Advertisers Association ("MAA") • Malaysian Association of Hotel Owners ("MAHO") • Malaysian Association of Hotels ("MAH") • The International Association of Amusement Parks and Attractions ("IAAPA") • Malaysian Association of Themepark & Family Attractions ("MATFA") • Malaysia Gaming Industry Association • Institute of Chartered Accountants in England and Wales ("ICAEW") • Association of Chartered Certified Accountants ("ACCA") • International Air Transport Association ("IATA") • Malaysian Chinese Tourism Association ("MCTA") • Malaysian Association of Tour & Travel Agents ("MATTA") • Malaysia Inbound Chinese Association ("MICA") • Malaysian Association of Convention and Exhibition Organisers and Suppliers ("MACEOS") • Pertubuhan Pengguna IT (IT Users Association) • The ASEAN Business Advisory Council Malaysia ("ASEAN-BAC Malaysia")	• Association of Chartered Certified Accountants ("ACCA") • Chartered Institute of Management Accountants ("CIMA") • Chartered Institute of Taxation ("CIOT") • Chartered Institute of Personnel and Development ("CIPD") • Association for Project Management ("APM") • Chartered Institute of Information Security ("CIISec") • International Compliance Association ("ICA") • Institute of Money Laundering Prevention Officers ("IMLPO") • Institute of Chartered Accountants in England and Wales ("ICAEW") • Betting and Gaming Council ("BGC") • The Association of Financial Crime Prevention Professionals	• Association for a Better New York ("ABNY") • 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 ("OASAS") • Orange County Partnership • The Business Council of New York State • New York Council on Problem Gambling • Sullivan County Partnership for Economic Development • Sullivan County Chamber of Commerce • Sullivan County Visitors Association • American Gaming Association • African Americans in Gaming Society for Compliance and Ethics ("SCCE")	• Association of Certified Anti-Money Laundering Specialists ("ACAMS") • Florida Council on Compulsive Gambling

Marketplace Stewardship

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Marketplace Stewardship

Genting Malaysia takes pride in its role as an industry leader, consistently striving to deliver exceptional customer experiences and being a key contributor to the economies in which it operates. Dedication to sustainable growth creates long-term stakeholder value while adhering to responsible business practices. Upholding a sustainable supply chain amplifies our positive economic impact on the communities we serve.

AREA OF FOCUS

Positive Economic Impact

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

Creating Unparalleled Customer Experiences

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

Sustainable Procurement

- Promoting sustainable and responsible procurement practices by developing local sources by:
  - Allocating most procurement expenditure to local sources
  - Channelling most local procurement expenditure to small and medium-sized enterprises ("SMEs")
  - Procuring from micro and small-sized suppliers where possible
  - Upskilling SME suppliers in governance, the environment and human rights

Responsible Gaming ("RG")

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

Positive Economic Impact

Genting Malaysia is instrumental in driving economic growth in the countries and regions where it operates. The Group attracts millions of visitors annually, contributing significantly to local economies.

Visitors to Genting Malaysia's resorts generate substantial income through spending on accommodation, dining, entertainment and shopping. This spending benefits local businesses, creating a multiplier effect that supports local vendors and suppliers. The company's wide range of amenities, including hotels, restaurants and entertainment venues, further stimulates economic activity.

Genting Malaysia is also a major employer, creating thousands of jobs across the hospitality, food and beverage, entertainment and retail sectors. These employment opportunities provide income and foster skill development and career advancement, contributing to reduced unemployment and improved living standards.

Our impact extends beyond direct employment, benefiting related industries like transportation, construction and tourism services. As demand for resort services grows, local contractors and suppliers experience increased business opportunities. Engaging with local suppliers strengthens supply chains and extends economic opportunities, while the company's investment in resort construction and maintenance stimulates further growth in the region.

Genting Malaysia also makes significant contributions through taxes, including corporate, sales and tourism levies. These taxes support public services, infrastructure development and broader community benefits. Additionally, international tourism receipts serve as a major source of foreign exchange, enhancing economic stability and supporting the exchange rate.

DIRECT ECONOMIC IMPACT 2024

RM million	Malaysia	UK & Egypt	US & Bahamas	Total
Revenue	6,950.0	1,895.6	2,066.2	10,911.8
Operating Cost	4,179.0	1,800.1	4,076.6	10,055.7
Total Tax Contribution	2,508.6	263.4	3,317.2	6,089.2
Total Payment to Capital Providers	1,283.2	-	133.9	1,417.1
Employee Wages and Benefits[(i)]	987.9	624.1	913.6	2,525.6
Direct Economic Value Generated	6,950.0	1,895.6	2,066.2	10,911.8
Economic Value Distributed	4,179.0	1,800.1	4,076.6	10,055.7
Economic Value Retained[(ii)]	2,771.0	95.5	(2,010.4)	856.1

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

INDIRECT ECONOMIC IMPACT 2024

	Malaysia	UK & Egypt	US & Bahamas	Total
Total visitation (million)	28.1	2.9	8.7	39.7
Total employment provided for locals	10,700	1,787	3,144	15,631
Local suppliers and contractors (RM)	1,256	1,132	1,299	3,687
Total spent on local procurement (RM'million)	1,380.31	515.57	751.15	2,647.03

Positive Economic Impact

EMPOWERING GROWTH THROUGH NETWORK CONNECTIONS

Genting Malaysia significantly contributed to the economic industry through the Genting SustainBiz F&B Expo. Held from 9 to 11 September 2024, this inaugural sustainability-focused event brought together 46 exhibitors and 15 prominent speakers, creating a platform for innovation and collaboration within the food and beverage sector. The expo also led to the signing of five Memoranda of Understanding ("MoUs"), valued at RM12 million, with an additional RM15 million in trade discussions.

This event highlighted Genting Malaysia's leadership and provided a dynamic space for fostering connections and driving growth, reinforcing its commitment to advancing sustainability and contributing to the broader economic landscape.

FEATURING OVERSEAS OPERATIONS' INDIRECT ECONOMIC IMPACT

RWNYC drives significant economic impact across New York and beyond. As the state's largest taxpayer, we have created 1,000 direct jobs, 62% filled by Queens residents and supported 2,153 indirect jobs in local services. Our expansion has increased regional hotel and meeting room capacity, boosted tourism and deepened community engagement. RWNYC proudly supports over 200 organisations through financial and in-kind contributions, funds three small business incubators and addresses food insecurity and health education needs. Additionally, our event space is a vital hub for civic and non-profit gatherings, strengthening local connections and opportunities.

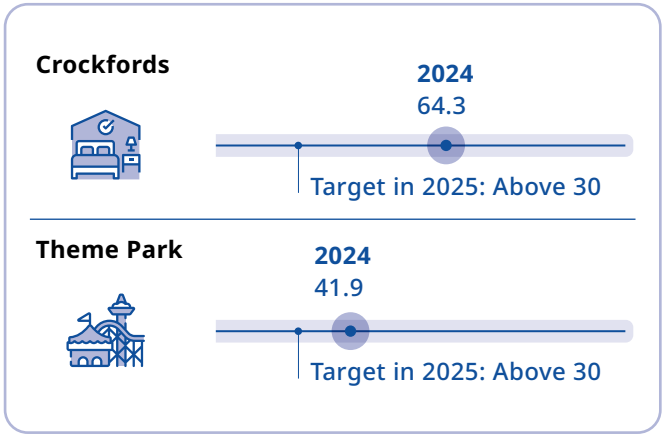
Creating Unparalleled Customer Experiences

Each guest interaction—be it a brief visit, a quick meal, an exhilarating day, or an extended stay—embodies our steadfast commitment to providing an exceptional experience, distinguished ambience and unparalleled service. We prioritise building meaningful relationships with every visitor, ensuring that each encounter is not only memorable and aligned with our sustainability and responsibility values. Fostering these relationships creates an environment where every experience leaves a positive and lasting impact on our guests and the communities we serve.

DRIVING EXCEPTIONAL GUEST EXPERIENCES THROUGH CUSTOMER SATISFACTION

RWG in Malaysia has implemented a robust customer satisfaction tracking system, focusing on key indicators such as Overall Satisfaction ("OSAT") and Net Promoter Score ("NPS"). These metrics allow us to measure the likelihood of guests recommending our services while providing valuable insights into customer engagement at the business unit level.

2024 NPS ACHIEVEMENTS AND 2025 TARGETS



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

In 2024, RWG's full-service hotels consistently achieved 'Great' NPS ratings, while its limited-service hotels continued to deliver reliable quality, offering guests exceptional value, a safe and comfortable environment and efficient service that meets their needs.

Crockfords Hotel
- The only hotel in Malaysia to achieve the prestigious 5 - star rating from the Forbes Travel Guide for six consecutive years (2019–2024)
- Agoda 2024 Customer Review Awards
- Traveller Review Awards by Booking.com
- Trip.Best Hotel by Trip.com for Luxury Hotel

Genting Grand Hotel
- A verified 4-star luxury property by the Forbes Travel Guide for seven consecutive years (2018–2024)
- Trip.Best Hotel by Trip.com for Premier Hotel

Highlands Hotel
- A Forbes Travel Guide Recommended Property, maintaining this prestigious recognition for seven consecutive years (2018–2024)
- Agoda 2024 Customer Review Awards
- Traveller Review Awards by Booking.com

Genting SkyWorlds Hotel and Resorts World Kijal
- Agoda 2024 Gold Circle Award
- Agoda 2024 Customer Review Awards

First World Hotel
- The world's largest hotel, achieving a 100% score for compliance with the 'Clean & Safe Malaysia' guideline, developed by the Malaysian Association of Hotels and endorsed by the Ministry of Tourism, Arts and Culture

RWG Theme Parks
- Achieved a strong NPS rating of 'Great', highlighting our ability to deliver memorable experiences to visitors

RWG remains committed to maintaining and surpassing these standards.

Outside Malaysia, Genting Malaysia's resorts are gaining recognition, with RW Bimini named:

- #22 Best Hotels in The Bahamas in the US News & World Report 2024 Best Hotels Rankings
- Best Hotel in Bimini in Caribbean Journal's The Bahamas Travel & Sustainability Awards 2024
- Certified Clean and Pristine by the Bahamas Ministry of Tourism and Aviation (Bahamas.com)

In addition to monitoring key performance metrics such as OSAT and NPS, the RWG Customer Feedback Centre ("CFC") encourages open communication, receiving input through diverse channels, including chatbots, emails, written letters and telephone calls. This feedback is promptly directed to the relevant departments to ensure swift and effective responses.

Creating Unparalleled Customer Experiences

The table below presents the reviews and ratings provided by customers, offering valuable insights into their experiences and satisfaction levels.

Number of Genting Reward Members

6.3 million

31 December 2024 (2023: 6.0 million)

	Number of TripAdvisor Reviews	Ratings
Crockfords	58	4.5
First World Hotel	23	3.0
Genting Grand	4	4.0
Genting SkyWorlds Hotel	37	3.5
Highlands Hotel	4	3.5
Resort World Awana	19	3.5

In the US, RWNYC introduced its guest feedback model in 2021 alongside the opening of its hotel in collaboration with Hyatt. The hotel regularly collects and evaluates guest feedback to continuously enhance the overall experience. Building on this success, RWNYC is developing a similar feedback system for its gaming operations, with plans for implementation by 2025.

TRANSFORMING MEMBERSHIP INTERACTIONS WITH SELF-SERVICE KIOSKS

In Malaysia, Genting Rewards has improved member engagement by introducing self-service kiosks, allowing members to access services such as registration, renewal, profile updates, and card replacements 24/7. This innovation not only streamlines operations but also supports our commitment to environmental sustainability by reducing paper usage and enhancing operational efficiency.

Our service-oriented approach ensures faster, more efficient member interactions, optimising manpower at service counters and minimising human errors in data updates. The e-Form module exemplifies mobility and eco-friendliness, supporting functionalities including new member sign-ups, profile updates, card replacements and membership renewals. These kiosks require biometric authentication and support multiple languages, including English, Malay and Chinese, ensuring secure and accessible services for our diverse membership base.

Strategically located throughout RWG, these user-friendly kiosks empower members to manage their accounts conveniently, enhancing the overall member experience.

Embracing these technological advancements demonstrates a commitment to innovation, operational efficiency and exceptional service delivery for our valued members.

PROJECT E-LEISURE 2.0

Project e-Leisure 2.0 has transformed RWG's online sales channels into a seamless digital platform, enhancing customer experiences and driving business growth. We established a robust eCommerce backend and Application Programming Interface ("API") gateway, integrating Business-to-Business ("B2B") and Business-to-Consumer ("B2C") interactions. Partnerships with Online Travel Agencies ("OTAs") like Klook and Trip.com have further improved operational efficiency and campaign coordination.

In the next phase, we are revamping our front-end channels—the RWG app and website—with a mobile-first, user-centric approach. Enhancements such as improved user interfaces, push notifications, and in-app messaging have significantly increased app users and direct bookings. The recently upgraded app check-in feature further enhances convenience and streamlines the guest experience. The app now includes a sound alert for notifications and digital key functionality, allowing users to access their rooms seamlessly, with or without internet connectivity, after activating their digital key once at the check-in kiosk.

Creating Unparalleled Customer Experiences

During the year, we embarked on our generative AI journey with the launch of GIVA, our first-ever generative AI chatbot. Introduced on the RWG website in April 2024, we integrated GIVA into the RWG mobile app and Facebook Messenger in June 2024. Capable of intelligently and creatively responding to complex queries in multiple languages, GIVA enhances the quality of customer interactions. Live agents within the RWG chatbot assist with booking inquiries and special requests, offering a personalised and seamless experience that combines AI's efficiency with the flexibility of human support.

Did you know?

In an industry where few brands have the capability to develop AI solutions in-house, Genting Malaysia stands out with the creation of GIVA, an advanced chatbot powered by open-source AI technology. This unique in-house development showcases our commitment to innovation and sustainability in customer engagement.

Built using insights from across Resorts World Genting's operations, GIVA underwent extensive training over several months before its launch in April 2024. Since then, GIVA continues to improve with daily updates, ensuring it remains an adaptive and efficient tool for customer interaction. GIVA is fluent in English, Bahasa Melayu, and Simplified Chinese, offering an unparalleled user experience across diverse markets.

GENTING REWARDS CUSTOMER LOYALTY PROGRAMME

The Genting Rewards Loyalty Programme is a customer-centric initiative that offers members a variety of benefits and exclusive rewards at Genting Malaysia's establishments within the jurisdictions where they are enrolled. This programme acknowledges and appreciates frequent guests and patrons, enhancing their experiences through personalised services and privileges, while offering rewards tailored to each location's offerings, such as hotels, casinos, theme parks and dining outlets.

MEMBERSHIP BENEFITS

Exclusive Discounts

- Members enjoy special rates on dining, accommodation, entertainment and other services within the Genting network, tailored to their preferences and needs.

Tiered Membership Levels

- The programme features multiple tiers—Classic, Silver, Gold and Platinum—allowing members to unlock greater rewards and perks as they advance based on their engagement and spending within the Group's facilities.

Earning and Redeeming Points

- Members accumulate Genting Points ("GP") for every dollar spent, which can be redeemed to offset future purchases at participating outlets, providing a seamless and rewarding experience.

Exclusive Events and Promotions

- Members receive invitations to special events, promotions, and enjoy birthday privileges, fostering a sense of appreciation and value among the Genting's loyal clientele.

Creating Unparalleled Customer Experiences

A FUN AND INCLUSIVE RESORT FOR EVERYONE

We are committed to creating accessible and inclusive environments across all our properties. Our approach to accessibility ensures that every guest, regardless of ability, can enjoy our amenities, services and experiences. Across our various locations, we have implemented tailored initiatives to meet relevant accessibility standards, while continuously improving the guest experience. Through these inclusive practices and targeted initiatives, we continue to empower our workforce, engage visitors and demonstrate our commitment to diversity, equity and inclusion.

MALAYSIA

At RWG, we provide disability-friendly amenities to allow all to have the opportunity to experience the resort's offerings. The property's accessible features, such as wheelchair-friendly elevators, restrooms and ramps ensure ease of movement throughout key areas. Our team is dedicated to assisting guests with special needs, ensuring that their stay is comfortable and seamless from check-in to check-out.

UNITED KINGDOM

Resorts World Birmingham offers accessible, disability-friendly rooms designed to provide comfort and convenience for guests with mobility challenges. Equipping these rooms with wide doorways, wheelchair-friendly layouts and accessible bathrooms ensures all guests an inclusive and enjoyable stay.

UNITED STATES

RWNYC is committed to ensuring the accessibility and usability of its website in accordance with the Web Content Accessibility Guidelines ("WCAG") 2.1. Following an accessibility review, RWNYC is actively working to address and remediate any identified issues, with the goal of achieving full compliance with WCAG 2.1 guidelines over time.

In addition, RWNYC strives to maintain equal access for individuals with disabilities, in compliance with Title III of the Americans with Disabilities Act ("ADA"). We have established a procedure for submitting ADA-related complaints, and all complaints are addressed in a timely manner. Individuals can file a complaint within 30 days of becoming aware of an issue. The resolution process includes thorough investigation and follow-up. Complaints can be submitted to the ADA Compliance Officer via phone or email.

As part of our commitment to accessibility, RWNYC's property meets the ADA Standards for Accessible Design, ensuring accessibility across common areas, guest rooms, public spaces, parking and amenities. The Hyatt Regency JFK Airport at RWNYC offers 13 accessible guest rooms, as well as accessible features throughout the property, including accessible entrances, paths, elevators and restrooms. Additionally, all on-site restaurants and lounges are equipped with accessible pathways, seating and facilities.

BAHAMAS

RW Bimini fully complies with U.S. disability standards, offering accessible accommodations equipped with showers to ensure a comfortable stay for guests with disabilities. The resort's design and amenities allow all guests, including those with mobility challenges, to enjoy the property's beauty and participate in activities. Additionally, the resort features a family-friendly pool, an open layout, and a dedicated kids' gaming room to enhance the experience for all visitors.

Our front desk team is trained to accommodate the needs of special guests, ensuring a seamless and enjoyable stay. In alignment with our commitment to inclusivity, the resort's website is also ADA-compliant, designed to provide accessible communication for all users.

Through these efforts and ongoing initiatives, Genting continues to foster a diverse, equitable and inclusive environment for both our workforce and visitors.

Responsible Gaming

Responsible Gaming ("RG") is a fundamental aspect of our casino operations worldwide. We are dedicated to providing our patrons with an enjoyable and safe gaming environment.

We emphasise responsible gaming through comprehensive policies, management systems and programmes designed to promote informed and mindful participation. Our commitment extends to strict compliance with all relevant legislation, as well as active collaboration with government bodies, responsible gambling organisations and local communities to prevent problem gambling and underage participation.

Genting Malaysia periodically reviews its RG guidelines to align with industry standards and regulatory requirements. Recently, the Group introduced updates that support responsible gaming practices, including:

- Introducing enhanced customer education initiatives, such as expanded educational materials in multiple languages.
- Refining self-exclusion protocols and methods, including introducing the Request for Assistance and Revocation Applications.
- Integrating digital tools and introducing tablets in RG Resource Centres to provide easy access to RG tools and educational content.

Maintaining a comprehensive RG Policy highlights a commitment to minimising gambling-related harm. Our approach emphasises proactive education, providing intervention support for at-risk individuals and ensuring a safe and transparent gaming environment. Fostering informed decision-making and promoting accountability cultivates a culture of well-being for all players.

We strictly comply with all relevant laws and regulations while actively collaborating with governmental bodies, responsible gambling organisations and the community to mitigate the social impacts of gambling. Engaging in industry forums, partnerships and associations, including the Malaysia Gambling Rehab Centre, also promotes RG best practices and drives collective progress.

In Malaysia, RWG established an RG Committee comprising Senior Management representatives. The RG Committee convenes monthly to review and enhance the RG framework, policies and strategies. Primarily, the RG Committee focuses on continually improving the effectiveness of RWG's RG initiatives. The Committee also ensures that these initiatives are regularly updated and aligned with the latest industry standards and best practices.

RESPONSIBLE ADVERTISING

We are committed to promoting responsible gaming through ethical advertising and marketing practices, strictly adhering to industry regulations and standards. Our posters incorporate sustainability elements, reflecting our broader responsibility. We ensure our messaging is clear, transparent and focused on safe, recreational gaming, avoiding any targeting of vulnerable individuals or minors. To reinforce this commitment, we provide comprehensive training for our staff, ensuring they fully understand and uphold these principles, fostering a culture of responsibility in all gambling-related marketing efforts.

PLAY SAFE, PLAY SMART

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

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

We are committed to delivering a safe, responsible and supportive gaming experience. In Malaysia, our approach focuses on four key pillars: Awareness, Support, Empowerment, and Healthy Gaming Habits, ensuring all guests can access tools, information and assistance.

1 PREVENTION & AWARENESS

RG Training

- Employee Education: New hires receive RG Awareness Training
- Annual refresher courses reinforce knowledge
- RG Specialists assist guests in distress

Advertising & Promotions

- Responsible Advertising: Actions to mitigate the negative impact of gambling include ensuring promotions are not directed at vulnerable groups
- Guests in the Self-Exclusion Programme do not receive any promotional materials, advertisements or offers
- Guests returning from the Self-Exclusion Programme do not receive advertisements for 3 months
- Guidelines respect cultural sensitivities

Responsible Gaming

2 SUPPORT & INTERVENTION

RG Ambassadors
- Available 24/7 to guide and assist guests.
- Provide support for self-exclusion and referrals for professional counselling

RG Hotline
- Access 24/7 support: 03-5105 9557

RG Corner
- On-Site Help: Open daily from 12:00 PM to 12:00 AM
- Staffed by trained employees offering RG information and referrals to RG Ambassadors

3 TOOLS TO EMPOWER PLAYERS

Set My Limit
- Control Spending & Time: Guests can set spending limits and manage time on EGMs
- Voluntary programme for proactive spending and time management

Cooling-Off Period
- Temporary Suspension: Guests can take a 7-day self-exclusion

Self-Exclusion Programme
- No ads or promotional offers sent during exclusion progamme
- Extended Break: Guests can enrol in a long-term exclusion programme
- Screen bankruptcy for self-exclusion

4 HEALTHY GAMING HABITS

Passage of Time
- Regular reminders encourage guests to take breaks during play
- EGM screens and time displays help guests stay aware of gaming session durations

Timeline of Player Protection Tools

1. **Start of Play: Awareness Tools**
   - RG Training for staff ensures guests are supported from their first visit.
2. **During Play: Empowerment Tools**
   - Set My Limit and Passage of Time tools help players stay in control.
3. **Need a Break: Intervention Tools**
   - Cooling-Off Period allows for a 7-day self-suspension.
4. **Longer-Term Management:**
   - Self-Exclusion Programme provides extended protection for guests.

Responsible Gaming

ADDRESSING SALIENT HUMAN RIGHTS ISSUES

Human rights issues within the gambling industry can manifest in various forms, from protecting vulnerable individuals to ensuring fairness in gaming practices. Genting Malaysia recognises the importance of addressing these issues to maintain a responsible and equitable gaming environment. Genting Malaysia is committed to addressing these issues through active engagement with regulatory bodies, industry partners and advocacy groups.

This collaboration enables us to implement effective measures to ensure fairness, transparency and responsibility in all gaming operations.

HUMAN RIGHTS ISSUES IN THE CONTEXT OF GAMBLING

Problem Gambling and Addiction

- Provide access to adequate support and resources for individuals struggling with problem gambling or addiction.
- Implement measures to prevent and address the negative impact of gambling on mental health and well-being.

Underage Gambling

- Enforce strict measures to prevent vulnerable groups including minors from participating in gambling activities.
- Safeguard the rights and well-being of underage individuals.

Customer Protection and Fair Play

- Ensure fair and transparent practices in the gambling industry to protect consumers from fraud or exploitation.
- Treat individuals equitably and provide accurate information on the odds and risks associated with gambling.

Privacy and Data Protection

- Safeguard individuals' privacy by implementing robust data protection measures.
- Secure all sensitive information collected during gambling activities.

Access to Responsible Gaming Resources

- Provide easy access to responsible gambling resources and information.
- Empower individuals to make informed choices about their gambling activities.

Cultural Sensitivity

- Respect cultural diversity by avoiding practices that may offend or disrespect cultural or religious beliefs regarding gambling.

Responsible Gaming

MALAYSIA

RWG's RG Check Accreditation, valid until 2026, reaffirms its commitment to the highest standards of responsible gaming and a safe gaming environment. Its RG framework incorporates the RG Check standards, covering key areas such as RG Policy, Stategy & Culture, Self-Exclusion, Informed Decision Making, Access to Money, Employee Training, Assisting Players, Marketing Communication, and Venue and Game Design. The Group continues to enhance its RG initiatives, offering a 24/7 hotline, certified counselling services and an online portal via Genting Rewards for self-assessment, self-exclusion and RG support tools.

Key Programmes

In 2024, we launched customer-focused campaigns like the "Play Safe" initiative, educational workshops and interactive events, including RG booths at casinos and popular events. Additionally, we have enhanced our outreach efforts by selecting more casino team members with the right skills and capabilities to engage with patrons positively and effectively.

Internally, we held various RG training sessions, including RG awareness seminars, RG certification courses, and workshops on identifying problem gambling behaviours. Quarterly refresher courses keep employees updated on best responsible gaming practices.

In Malaysia, we have experienced substantial growth in adopting the self-exclusion option and customer engagement with RG resources.

RG Check Accredited

Benchmarked by 8 standards and 47 criteria which cultivates safer gambling and responsible gambling standards

100%

Engagement in RG Awareness Programmes experienced a notable rise in 2024 reflecting an increased commitment to fostering a responsible gaming culture

60 Patrons

Benefited from the Safer Gambling Self-Assessment and RG initiative before enrolling in RWG's RAP Self-Exclusion Programme. The decline in RAP participation highlights the positive impact of increased awareness and improved gaming habits.

54

Certified RG Ambassadors were successfully recruited and trained in 2024, surpassing our target of 50 for the year.

We have organised four events during the year:

- Roadshows:
  - SkyCasino Café on 2 July 2024
  - Indoor Staff Stadium on 28 and 29 October 2024
- Seminars:
  - Two sessions conducted by the Malaysia Gambling Rehab Centre on 30 October 2024: one for casino patrons and another for employees

Responsible Gaming

UNITED KINGDOM

Genting UK is committed to promoting responsible gaming as an integral part of its operations, adhering to the highest industry standards. Licensed by the UK Gambling Commission ("UKGC"), Genting UK ensures that all activities comply with regulations such as the UKGC Licence Conditions and Codes of Practice ("LCCP"), Committee of Advertising Practice ("CAP") and Broadcast Committee of Advertising Practice ("BCAP") advertising codes, the UK Gambling Industry Code for Socially Responsible Advertising, the Consumer Rights Act 2015 and the Consumer Protection from Unfair Trading Regulations 2008.

Employee training is a cornerstone of Genting UK's responsible gaming strategy; relevant staff complete mandatory annual training on safer gambling and responsible advertising, with automated alerts ensuring compliance. Training coverage consistently reaches near-100%, except for employees on extended leave, such as those on long-term sick leave or maternity leave.

In 2024, Genting UK actively participated in Safer Gambling Week, fostering customer awareness and engagement around responsible gaming. Collaborating with industry groups and supporting relevant safer gambling codes and guidelines reinforces a player safety commitment.

While Genting UK introduced no new assistance programmes or specific targets in 2024, the company:

- Remains dedicated to fostering a culture of safer gambling through employee training, customer awareness initiatives and rigorous compliance with industry regulations
- Collaborates with the industry, regulators and research bodies to advance the responsible gaming agenda
- Is an active member of the Betting & Gaming Council in the UK

UNITED STATES

Genting Malaysia's New York operations ensure guest protection and strictly adhere to its Responsible Gaming Plan, which includes initiatives such as:

Self-exclusion Programmme

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

Responsible Gambling Resource Centre

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

On-property Messaging

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

The Group's US operations remains a formal member of the American Gaming Association's Responsible Gambling Committee. While we have yet to achieve 100% participation in problem gambling training, we are actively transitioning the programme to an online format to improve accessibility and completion rates across all properties, ensuring our staff are well-equipped to deliver responsible and informed service to our guests.

BAHAMAS

At RW Bimini, we prioritise responsible gaming through active participation in Problem Gambling Awareness Month ("PGAM"). We raise awareness by displaying informative banners on our website and all slot machines alongside strategically placed pamphlets and brochures throughout the casino. In collaboration with the Florida Council on Compulsive Gambling ("FCCG"), we offer online training to employees through the FCCG programme. Our goal for the upcoming year is to bring the training programme in-house for enhanced accessibility and management.

RW Bimini follows a responsible advertising strategy that aligns with Bahamian regulations. Key channels include direct mail, email and an upcoming RW Bimini app. This app, scheduled for launch in 2025, enhances communication, reduces costs and boosts engagement. A mix of digital, Out Of Home advertising, radio and print advertising drives awareness and sales, with a focus on digital for maximum impact.

Sustainable Supply Chain

Genting Malaysia boasts a robust network of thousands of global suppliers within its supply chain. Leveraging significant purchasing power drives sustainability initiatives across operations. We are committed to instilling, integrating and encouraging sustainable practices, with transparency and accountability at the core of procurement operations.

Key Highlights

Environmental & Social Sustainability

- We focus on environmental and social sustainability, ensuring we respect all parties involved while minimising our environmental impact.

Rigorous Screening

- We subject all vendors to a comprehensive screening process, ensuring adherence to Genting Malaysia's Code of Conduct and compliance with all relevant laws.

Responsible Sourcing

- Our commitment to responsible sourcing reinforces our dedication to sustainable practices and ethical supply chain management.

PRIORITISING LOCAL

Across our global operations, Genting Malaysia consistently prioritises local contractors and vendors when sourcing products, materials and subcontractors wherever feasible. This commitment fosters local business opportunities and focuses on developing and upskilling our partners.

Capacity Building

- We drive initiatives centred on training, awareness and capacity building to enhance the skills and capabilities of local partners.

Community Economic Development

- These efforts help us contribute to the economic development of the communities we serve and promote sustainable growth.

SME Support

- We delivered various training sessions throughout the year in Malaysia for SMEs, supporting and empowering suppliers.

PROCUREMENT AND SUPPLIER DIVERSITY

In 2024, Genting Malaysia made significant strides in advancing procurement efforts to foster diversity and inclusivity. Across all three properties in the US (RWNYC, RWC and RWHV), we increased our spending with Minority- and Women-owned Business Enterprises ("MWBE") by 15.7%, amounting to a USD1.9 million increase from 2023.

For RWNYC alone, the total spending with MWBE companies increased by 28.5%, translating into a USD2.2 million growth from the previous year. We remain committed to identifying and engaging with MWBE vendors and veteran-owned businesses to promote sustainable and responsible procurement practices.

We also continue consolidating vendors across our properties to drive operational efficiencies and achieve cost savings. We focus on strengthening relationships with MWBE vendors while seeking opportunities for growth and savings through vendor consolidation.

The Group's US operations will organise three procurement fairs in 2025, scheduled for 22 April, 24 June, and 21 October, to further enhance our procurement initiatives.

SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE SUPPLY CHAIN

Genting Malaysia champions a sustainable supply chain by integrating social responsibility and environmental conservation at every level. Our commitment to ethical sourcing, fair labour practices and eco-friendly operations creates a transparent, accountable and impactful supply chain.

Sustainable Supply Chain

We prioritise both environmental and social considerations to foster a responsible business ecosystem:

Environmental Focus

We address critical environmental challenges, including:

- Energy efficiency and reducing greenhouse gas emissions
- Water conservation and managing biodiversity impacts
- Controlling pollution, waste and optimising resource use

Social Focus

Our supply chain aligns with global human rights and labour standards:

- Zero tolerance for child labour, forced labour or human trafficking
- Ensuring fair wages, equal opportunities and freedom of association
- Promoting workplace health and safety through rigorous hazard management

All suppliers must adhere to Genting Malaysia's Supplier Code of Conduct, which sets clear expectations:

- **Occupational Safety:** Identifying, assessing and mitigating risks through elimination, engineering controls and administrative measures
- **Human Rights:** Treating all workers with dignity and respect
- **Compliance** with laws on labour rights, wages and workplace fairness

To ensure alignment, both new and existing suppliers undergo comprehensive social and environmental risk assessments, including:

- Conducting random audits and site visits to monitor compliance
- Encouraging proposing eco-friendly solutions during procurement, such as sustainable hotel amenities

We embed these principles into supplier contracts, regularly communicate expectations in local languages, and provide ongoing training to build awareness and capacity among suppliers.

Our supply chain sustainability framework includes robust monitoring and proactive issue-resolution mechanisms that promptly identify and address regulatory violations. This approach enables Genting Malaysia to lead by example, creating a supply chain that:

- Minimises environmental impacts
- Upholds human rights
- Supports ethical and sustainable growth

Genting Malaysia reported zero material non-compliance related to environmental or social concerns in its supply chain in 2024.

Sustainable Supply Chain

MALAYSIA

As part of our commitment to sustainable growth and community support, the Malaysian operations has established transparent procurement and development targets focused on local sourcing and empowering small and medium-sized enterprises ("SMEs"). For 2024, we set specific goals to allocate a significant portion of our procurement expenditure to local sources, strongly emphasising SMEs and micro-suppliers. We are pleased to report that we have successfully achieved these targets.

For 2025, we have maintained these goals, continuing our focus on local economic empowerment and fostering sustainable business practices.

The table below outlines these key targets for the upcoming year.

Achieved In Progress

2024 Targets	Performance	2025 Targets
>90% of procurement expenditure allocated to local sources	91%	>90% of procurement expenditure allocated to local sources
>70% of local procurement expensiture channeled to SMEs	80%	>70% of local procurement expenditure channeled to SMEs
Procurement from >100 micro and small-sized suppliers	390 suppliers	≥ 25% of active suppliers are micro & small-sized suppliers
Upskilling >100 small and medium-sized enterprises through structured training and programmes	444 suppliers	To achieve ≥ 100 SME suppliers

UNITED KINGDOM

Genting UK collaborates with commercially viable local suppliers to support the local economy across its diverse network of UK casinos. All purchases are governed by strict contracts that require suppliers to comply with industry standards and regulations. During the tendering process, suppliers are asked to present their sustainability credentials and ensure that due diligence is conducted on any independent suppliers for which they hold legal and contractual responsibility. Sustainability, including environmental and social compliance, is a key topic discussed during regular meetings with suppliers. Additionally, Genting UK conducts thorough supplier audits for its food and beverage suppliers, which include warehouse and factory visits for all new suppliers.

UNITED STATES

The Group's New York operations work with certified vendors for all procurement contracts, ensuring compliance with local and state regulations through clear contractual guidelines. We regularly review and update our vendor engagement standards to maintain best practices. Our procurement processes prioritise sourcing from local and sustainable vendors, emphasising social, ethical and environmental considerations when selecting suppliers of goods and services.

We are committed to increasing our engagement with minority- and women-owned business enterprises ("MWBEs"). In 2024, we increased the MWBE vendor share by 30%, building on the 7% reported in 2023. We plan to diversify our supply chain further in 2025 and continue strengthening our support for MWBE vendors.

BAHAMAS

RW Bimini collaborates closely with Bahamian environmental committees and strictly follows the distribution policies set for the islands. Additionally, we must purchase certain items from local vendors with exclusive distribution rights within the Bahamian islands.

Comprehensive Safety and Quality Beyond the Resort

Genting Malaysia upholds stringent, all-encompassing safety standards extending beyond its resorts to road safety, food hygiene, fire safety, public areas and community spaces.

Rigorous measures, procedures and checks protect the well-being of guests, patrons, visitors and staff. Industry-recognised certifications and continuous improvements strengthen these protocols, ensuring a safe and exceptional experience for all.

The table below provides a detailed overview of the key safety areas in Malaysia, outlining critical aspects, measures and impact. These areas reflect the Group's ongoing commitment to maintaining high safety standards and promoting a culture of well-being.

Safety Areas	Safety Measures	Impact/Results
Road Safety	Genting Malaysia designed, constructed, maintains and operates all Genting roads. Road users must comply with the Road Transport Act 1987 and all other rules and regulations relating to road traffic in Malaysia. All road safety guidelines and improvement work performed by the Road Survey Department follow the advice of the Independent Road Safety Audit and Road Consultants based on the following: • Public Works Department (or Jabatan Kerja Raya) manual on Road Safety Audit (Guideline for the Safety of Roads in Malaysia 1977) • The Malaysian Institute of Road Safety Research ("MIROS Guidebook for Traffic & Road Safety Audit MeTRA) • Transfund New Zealand's Standard and Guideline Manual	• Throughout the year, our activities encompassed various essential tasks, including Road Furniture Maintenance, Road Resurfacing Work, Monthly Drone Inspections and Ground Improvement Work. • The road accident rate, expressed as the number of accidents per 10,000 vehicles, was 0.39 in 2024.
Slope Safety	Genting Malaysia performs several initiatives to ensure slope safety, including: • Slope hazard and risk mapping • Monthly road pavement repair and resurfacing work • Ongoing slope remedial work during landslides and soil erosion • Monthly drone inspection on third-party development activities	A meeting was held with MIROS to discuss road safety along the Genting Highlands Access Road. The discussion focused on identifying key safety risks, reviewing current safety measures and exploring potential road safety improvements for vehicles and pedestrians. Collaboration efforts ensured ongoing monitoring and implementation of effective safety strategies along the access road.

Comprehensive Safety and Quality Beyond the Resort

Safety Areas	Safety Measures	Impact/Results
Theme Park Safety	• RWG theme park rides comply with the Guidelines on the Safety Management of Amusement Park Devices issued by the Department of Occupational and Health ("DOSH"). At 15-month intervals, DOSH inspects theme park rides and issues certificates of fitness. • 730 CCTV cameras operate at theme parks. • The theme park rides are designed and installed following EN13814-Fairground and amusement park machinery and structure standards, and ASTM F2291 Standard Practice for Design of Amusement Rides and Devices. TUV Nord inspects the rides annually for compliance with relevant design standards and grants ridership approval, ensuring they meet safety requirements before opening to the public. • TUV Nord reviews the preventive maintenance checklists and records to ensure compliance with implementing preventive maintenance programmes following the ride manufacturer's recommendations.	• All machinery required under the Occupational Safety and Health (Plant Requiring Certificate of Fitness) Regulation 2024 has a valid Certificate of Fitness
Food Safety	• All RWG food and beverage outlets adhere to the Hazard Analysis and Critical Control Point ("HACCP") Food Safety Management System. • RWG - Central Production Kitchen and F&B are certified with ISO 9001 and ISO 22000 standards. • All food outlets and restaurants are subject to monthly inspections as control and preventive measures.	• 100% compliance rate for monthly food outlet inspections
Fire Safety	• Genting Malaysia adheres to the Fire Services Act 1988. • Genting Malaysia introduced a No Smoking Policy except for designated smoking areas. • Genting Malaysia adheres to Arahan Pentadbiran BAB 8.	• 2,555 employees from various critical departments, such as the F&B and Hotel Departments, attended Fire Safety training in 2024 • New Casino employees and members of the Theme Park Health, Safety & Compliance section attended fire safety training during 2024 • Genting Malaysia's fire and rescue unit is on standby and ready for deployment

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

Meanwhile, all compliance matters at RW Bimini align with industry standards. Regular inspections are conducted to assess equipment and chemical usage across the property, ensuring adherence to safety and environmental guidelines. The property also undergoes an annual licensing inspection, during which Food and Beverage services are evaluated. Recommendations for improvement are provided if necessary.

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Protecting the Environment

At Genting Malaysia, our commitment to the environment is a fundamental aspect of business operations. We are dedicated to integrating sustainability across all aspects of our operations, focusing on responsible development, sustainable management practices and eco-friendly initiatives.

Ongoing efforts in conservation, resource efficiency and minimising environmental impact aim to foster a more sustainable future for operations and the communities we serve.

From the heart of a 130-million-year-old rainforest at Resorts World Genting in Malaysia to the breathtaking turquoise waters and pristine white-sand beaches of Resorts World Bimini, our properties offer guests unparalleled natural beauty. These remarkable ecosystems enhance the guest experience and are precious environments that Genting Malaysia protects through sustainable practices and conservation efforts.

Sustainable growth extends beyond economic success; it is driven by a profound respect for the environment, ensuring that these extraordinary landscapes are preserved, cherished and enjoyed for future generations.

AREAS OF FOCUS

Responsible Development

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

Sustainable Resource Utilisation and Emissions

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

Environmental Governance

Genting Malaysia's environmental governance is driven by a dedicated leadership team and specialised committees at each operation, providing robust oversight of its environmental initiatives.

We strategically design policies to promote sustainable resource use, including efficient energy and water management and responsible waste handling.

Implementing rigorous processes and conducting regular internal and external environmental audits ensure operations align with established sustainability goals and standards.

Did you know?

- 100% of Genting Malaysia's Engineering Function at Resort World Genting is ISO 14001:2015, ISO 9001:2015 and ISO 45001:2018 certified
- As an affiliate of Hilton Worldwide Holdings Inc., 100% of the Group's Hilton Miami Downtown is certified with ISO 14001:2015 and ISO 50001:2018
- Resorts World Catskills has obtained the Leadership in Energy and Environmental Design ("LEED") certification from the U.S. Green Building Council

BIODIVERSITY AND CONSERVATION

MALAYSIA

Malaysia's ecosystems are among the most biologically diverse in the world, hosting over 60% of known species and solidifying its status as a global biodiversity hotspot. Within this natural wealth lies the unique montane rainforest of Genting Highlands, a region of extraordinary ecological significance.

Genting Malaysia proudly manages over 10,000 acres of this pristine rainforest, a sanctuary teeming with life. It supports flora and fauna, including over 460 higher plant species such as rare orchids, montane pitcher plants, wild conifers and highland tea. The forest is a sanctuary for rare and endangered wildlife, including Siamangs (Wild Black Gibbons), over 254 bird species, Dusky and Surili Leaf Monkeys, and the endangered Serow (Wild Mountain Goat). Additionally, the forest adjacent to the Chin Swee Temple is home to an exceptionally rare species within the mycoheterotrophic genus Thismia specifically, the Thismia limkokthayi, which is a remarkable find.

Genting Malaysia remains deeply committed to conservation efforts, carefully planning all developments to minimise the impact on species listed on the International Union for Conservation of Nature ("IUCN") Red List while strictly respecting protected areas.

The lands we oversee include three distinct montane rainforest types defined by elevation, collectively called The Alliance of Rainforests. Genting Malaysia has established three designated Biodiversity Parks to drive comprehensive biodiversity conservation:

These parks serve as vital tools for:

- Enhancing biodiversity tourism by showcasing the region's natural beauty.
- Streamlining data collection to support Sustainable Development initiatives and ESG reporting.

Environmental Governance

This holistic approach protects these precious ecosystems and highlights Genting Malaysia's dedication to preserving the extraordinary natural heritage for future generations.

Each Biodiversity Park actively participates in various forest and habitat preservation programmes, reinforcing Genting Malaysia's commitment to environmental stewardship. To ensure thorough conservation planning, we conduct biodiversity impact assessments across four levels: Global, Policy, Programme and Planning, and Project.

Collaborations with leading organisations, external agencies and species experts strengthen our efforts. Key partners, such as Jabatan Perhilitan Malaysia and the Forest Research Institute Malaysia ("FRIM"), provide expertise and support to enhance the effectiveness of these conservation initiatives.

In collaboration with Universiti Putra Malaysia ("UPM"), we have successfully transplanted 15 rare and endangered plants to designated Bio Parks, protecting them from environmental threats. This partnership ensures the survival of these species and contributes to preserving Malaysia's natural heritage.

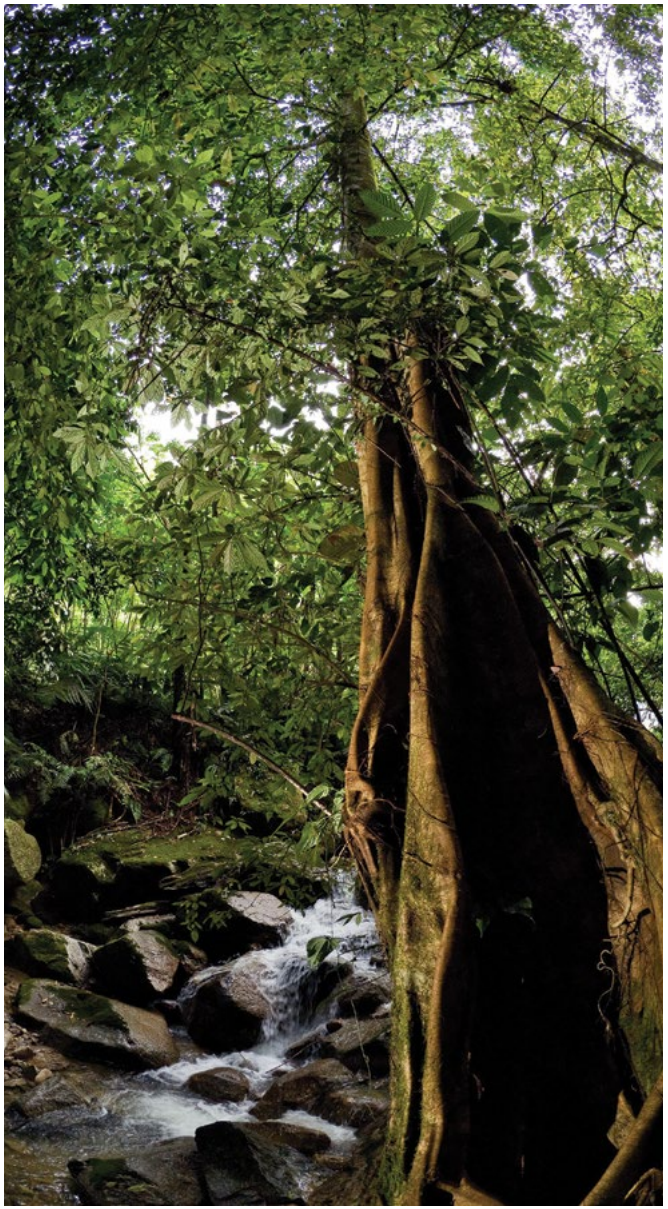
Genting Malaysia has launched the Verges Initiative, a habitat restoration project designed to prevent soil erosion, create wildlife corridors and provide food for insects and birds. Through a partnership with more than 30 organisations, over 900 plants have been planted as part of this initiative, which helps to restore natural habitats and support local ecosystems.

As part of our ongoing commitment to conservation, we implement both in-situ and ex-situ programmes to protect endangered flora and fauna. Our in-situ efforts focus on preserving the Montane Ericaceous Forest (Mossy Forest) in collaboration with FRIM. Strict governance measures, including controlled access to Bio Parks with guided walks, protect habitats from poaching, illegal collection or destruction. Regular security and wildlife patrols further safeguard these vital ecosystems.

Our ex-situ conservation initiatives safeguard rare and endangered plant species, including Dacrydium comosum, Nepenthes macfarlanei and Nepenthes ramispina, which are listed on the IUCN Red List. Transplanting them to designated Bio Parks protects them from environmental threats. Additionally, we collaborate with academic institutions on research and consultancy projects, including conservation studies and wildlife management, reinforcing our commitment to biodiversity protection. These initiatives are integral to our broader sustainability goals, contributing to the restoration and long-term protection of the natural environment for future generations.

Did you know?

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



Environmental Governance

OUR CONSERVATION APPROACHES

Governance

We own our Bio Parks and enforce strict measures to protect these ecosystems from harm. Monitoring and access control prevent trespassing, illegal poaching, unauthorised specimen collection and intentional habitat destruction. We carefully manage every entry and activity to ensure the safety and preservation of these sensitive environments.

Caveat on Collection

We collaborate with academic institutions and local authorities to advance environmental protection and conduct biodiversity assessments. We strictly control the collection of rare, endemic or endangered specimens to safeguard vulnerable species. Any collection activities must demonstrate clear justification and mutual benefits for research, conservation and ecosystem protection.

Restoration

In 2024, we introduced a groundbreaking initiative to develop "verges"—functional living habitats strategically planted along boundaries such as roadsides. These verges serve multiple purposes: they prevent soil erosion, facilitate wildlife movement, provide food sources for insects and birds and offer natural shade. We carefully select plant species based on their ecological roles and incorporate enhancements to accelerate habitat maturity. In addition, we are establishing a tissue culture lab to propagate endemic, endangered, rare and native plant species, ensuring their long-term survival in the wild.

Total Quality Management

Through Genting Nature Adventures ("GNA"), we uphold the highest UNSDGs and ESG standards. Aligning with ISO 9001:2015 and ISO 21101:2014, GNA focuses on the key tenets of environmental stewardship, driving innovation, setting clear performance goals and promoting sustainable tourism practices, all while ensuring continual improvement, risk management and customer satisfaction in accordance with the principles of quality management and sustainable tourism certification.

Collaboration

Our partnerships with key conservation bodies strengthen our efforts. We are working with Jabatan Perhilitan Malaysia on wildlife management and conservation initiatives. Collaborating with FRIM to establish a Forest Arboretum, conduct extensive plant identification and conservation projects further protects the biodiversity of our natural landscapes. We are also collaborating with Universiti Kebangsaan Malaysia ("UKM") on primates, UPM on wild plants, and Universiti Malaya ("UM") on bryophytes (mossy forest).

USE OF LIFE CYCLE ANALYSIS IN DESIGN AND PLANNING

Life Cycle Analysis ("LCA") is essential in all our local and international projects. This systematic process assesses the environmental impacts of a project at every stage, from material sourcing to completion, ensuring sustainability and responsible practices throughout the refurbishment lifecycle – from cradle to grave.

We prioritise upcycling and repurposing materials to minimise waste and reduce landfill contributions. For example, we give new life to fallen trees by transforming them into landscape displays and restoring old wooden planks, repurposing them as decorative elements or furniture.

UNITED KINGDOM

Resorts World Birmingham champions biodiversity by integrating sustainable practices into its operations. The resort's Green Sedum area on Level 3A standout initiative is a thriving green space with vegetation designed to support pollinators and encourage insect life. This vibrant habitat enhances the local ecosystem and strengthens environmental health, providing a sanctuary for various species. Blending nature with innovation fosters sustainability while creating lasting positive ecological impacts.

Energy Management

Energy is essential for Genting Malaysia, especially in a world facing significant challenges such as climate change and resource depletion. We are committed to actively managing our energy use by conducting thorough energy consumption assessments to minimise its impact.

A key part of our strategy focuses on exploring renewable energy sources and improving efficiency by adopting energy-efficient technologies. We actively cultivate a culture of sustainability across the organisation, extending this commitment to our stakeholders and inviting them to join us on our journey towards a greener, more sustainable future.

MALAYSIA

The migration to energy-saving light bulbs continues across multiple locations, including the Highland Hotel, Resort Hotel public areas and staff quarters (RSC1, RSC8 and RSC9), with 80% of the work completed. The implementation of a district cooling system centralised at the Crockford chiller plant commenced in the fourth quarter of 2024 and is on track for completion by the end of 2025. RWG implemented various other energy-saving measures to optimise energy efficiency.

- **S** — **Setting** Up Smart Meters For Accurate Power Monitoring
- **A** — **Adjusting** Pump Systems For Efficient Water Distribution And Lighting Systems, Including The Use Of Led Lights
- **V** — **Valuing** Efficiency In Fan And Compressed Air Systems
- **E** — **Eliminating** Excessive Hot Water Temperatures And Reducing Operating Hours For Air Blowers
- **S** — **Shutting** Down Escalators During Off-Peak Hours

As part of its broader sustainability goals, RWG is advancing renewable energy initiatives. Feasibility studies are underway to assess suitable renewable energy options, including solar energy.

In support of Malaysia's goal to achieve net-zero emissions by 2050, Genting Malaysia is positioning Genting Highlands as the nation's leading EV-friendly tourist destination in line with global sustainability trends. Genting Malaysia has collaborated with Shell Malaysia and Porsche Malaysia to launch the country's first EV mobility hub at Genting Highlands Hilltop. This hub, equipped with Shell Recharge HPC ultra-fast chargers, caters to EV travellers from Malaysia, Singapore and Thailand, ensuring a seamless charging experience. The Group further enhanced its EV infrastructure by installing ten additional charging stations at the Highland Hotel Open Carpark, including four 360kW ultra-fast chargers and six 22kW chargers.

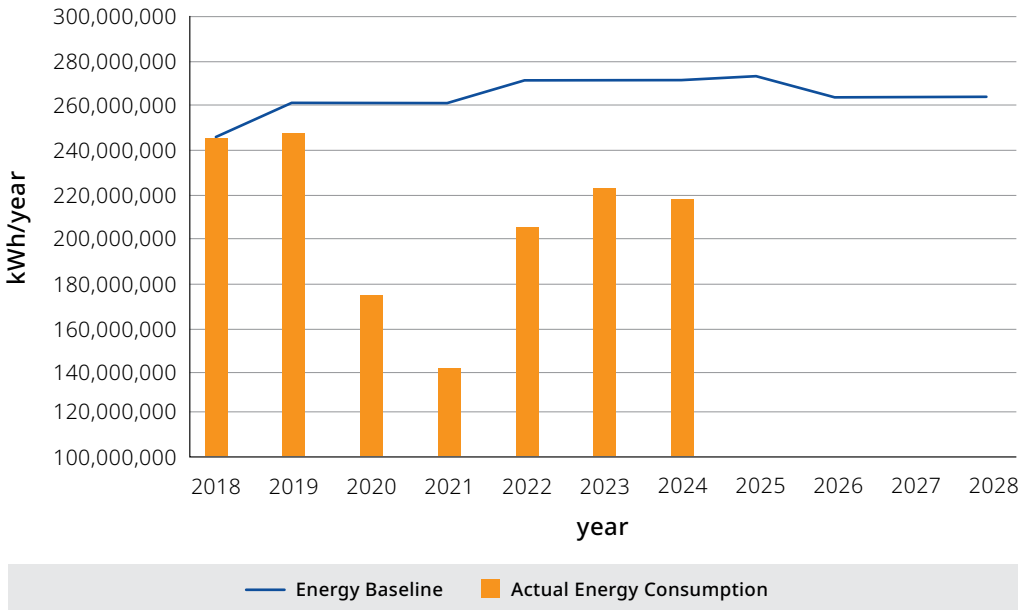
Energy Management

ELECTRICITY CONSUMPTION AND EFFICIENCY INITIATIVES

Genting Malaysia established a baseline for electricity consumption in 2018 to guide its long-term sustainability efforts. This baseline serves as the foundation for a comprehensive framework to track and reduce electricity usage across its properties at the hilltop. Since then, the Group has continuously monitored its energy consumption and implemented various energy-saving measures to improve energy efficiency.

Our approach optimises energy use by adopting energy-efficient technologies, upgrading systems and incorporating sustainable practices into daily operations. We have also engaged our employees and stakeholders to encourage energy-saving behaviours and ensure long-term reduction in electricity consumption.

ENERGY CONSUMPTION (Baseline Vs Actual)



As part of our ongoing commitment to sustainability, we have set a target to reduce electricity consumption by 12% by 2028, relative to our 2018 baseline. We project this reduction in electricity usage is expected to lead to a cumulative CO_2e tonnage reduction of approximately 144,990 from 2019 to 2028. As of 2024, we have successfully achieved a cumulative reduction of 8.5% in electricity consumption compared to our 2018 baseline, resulting in an approximate reduction of 57,400 in cumulative CO_2e tonnage from 2019 to 2024.

Key initiatives, such as upgrading lighting systems to energy-efficient LEDs and optimising pumping systems are central to this effort. Additionally, the planned chiller plant consolidation project, scheduled for 2026, will replace ageing, inefficient air-cooled chillers, driving further reductions in energy use and associated greenhouse gas emissions.

We have also focused on improving electricity consumption intensity by reducing energy usage per occupant per day. Integrating energy-efficient technologies and optimising operations have successfully lowered our electricity consumption intensity, demonstrating the effectiveness of our energy management strategies while continuing to enhance the guest experience.

Energy Management

UNITED KINGDOM

Genting UK has implemented an energy-saving programme within its Building Maintenance System at select sites, including:

- Cycling equipment to operate only during peak times
- Turning equipment off early when no customers are present

These measures help reduce unnecessary energy consumption effectively. We are also installing gasless Air Handling Units at several locations. These initiatives resulted in significant reductions in gas and electricity usage.

Genting UK is advancing its Energy Saving Opportunity Scheme ("ESOS") Phase 3 Assessment to:

- Identify opportunities to reduce energy consumption further
- Report these findings to the UK Government

UNITED STATES

Reaffirming our commitment to sustainability and guest convenience, RWNYC introduced 46 new EV charging stations. These additions enhance accessibility for electric vehicle owners, allowing them to charge their vehicles while enjoying the property's amenities conveniently.

This initiative underscores RWNYC's dedication to:

- Sustainability: Supporting eco-friendly transportation options and contributing to a reduced carbon footprint
- Guest Experience: Offering innovative amenities that cater to the evolving needs of our guests and the local community
- Future-Focused Solutions: Responding to the growing demand for green infrastructure and reinforcing RWNYC as a leader in sustainable hospitality

Integrating these EV charging stations into its property helps RWNYC set the standard for environmentally responsible practices while delivering exceptional value to its guests and community.

Hilton Miami Downtown is ISO 50001:2018 certified, reflecting its commitment to energy management and sustainability. This certification highlights the hotel's efforts to improve energy efficiency, reduce environmental impact and optimise energy use.

BAHAMAS

During the year, RW Bimini has replaced A/C power banks to reduce power consumption, installed smart A/C thermostats with motion sensors and set higher temperature settings to enhance energy efficiency. Installing closed curtains in all rooms further minimises energy usage. The resort has also made significant strides by replacing 10 gas-powered vehicles with EVs to promote environmentally friendly transportation options.

Climate Change and GHG Management

Climate change is one of the most significant challenges of our time, with impacts ranging from extreme weather patterns to threats to biodiversity and ecosystems. Genting Malaysia recognises the urgency of climate action and views climate change as both a risk and an opportunity for the business in the short, medium and long term.

We address this issue proactively, remaining committed to protecting the environment while delivering exceptional guest experiences. Our efforts focus on reducing environmental impact and improving operational efficiency through sustainable practices, innovative solutions, and continuous improvement in resource management.

Genting Malaysia mitigates climate change through active collaborations with business associations that promote sustainable practices and climate action. By partnering with industry peers, we adopt best practices and drive collective efforts to reduce environmental impact.

Genting Malaysia is committed to aligning our climate change policy with the positions of the trade associations we engage with. In instances where it contradicts, we will take appropriate action, including advocating for stronger measures, addressing inconsistencies, or reevaluating our membership to uphold our sustainability commitments.

We also take a proactive stance on public policy and regulations, supporting initiatives that align with global sustainability goals. Engaging with policymakers and stakeholders, we ensure compliance while contributing to developing policies addressing climate risks and opportunities.

Our operations span across multiple jurisdictions and we fully support the climate targets set by the countries where we operate. Furthermore, Malaysia, the UK, Egypt and the Bahamas are signatories to the Paris Agreement, with goals to achieve carbon neutrality or net-zero emissions by 2050. Robust governance and proactive strategies drive our contribution to this global effort

GOVERNANCE AND STRATEGY

Board of Directors
Oversees ESG strategies with regular updates.

Top Risk Register
Incorporates climate-related risks, such as landslide risks, into its comprehensive risk management framework.

The Board plays a pivotal role in overseeing the company's ESG strategies, ensuring alignment with regulatory requirements and industry best practices. The Board receives regular quarterly updates on sustainability performance, including climate-related projects, enabling informed decision-making and proactive governance.

In 2024, the Group took significant strides in enhancing its climate change and GHG management strategies. Among these advancements were the upgrade of lighting and pumping systems at RWG, resulting in notable improvements in energy efficiency across our facilities. These efforts are part of our broader strategy to minimise our carbon footprint and reduce operational energy consumption.

Beyond energy efficiency, we are committed to adopting a holistic approach to sustainability. This includes robust waste management practices, such as food waste composting, expanded plastic recycling initiatives and partnerships to recycle used cooking oil. We also have a comprehensive programme to improve the management of chemical and scheduled waste, alongside enhancements to our sewage treatment processes.

The Group's commitment to sustainability is embedded within its corporate culture. To reinforce this, sustainability performance is incorporated into the annual appraisals of Malaysia's senior leadership team, ensuring that environmental stewardship remains a key element of the Group's business strategy and corporate responsibility.

Climate Change and GHG Management

Climate-related risks are increasingly integrated into our corporate governance and risk management processes. Currently, climate-related risks, such as landslide risks, is incorporated in the Group's Top Risk Register. We continue to evaluate, identify and assess additional climate risks across our operations, particularly those that may have a significant financial or operational impact.

As the Group progressively adopts IFRS S1 and S2 reporting requirements, we will continue to enhance our climate risk management strategy through risk assessments and scenario analyses. These efforts aim to anticipate the potential effects of different climate change scenarios on the Group's business operations.

Furthermore, we recognise that climate change presents both risks and opportunities for our business, directly influencing operational costs ("OPEX") and capital expenditures ("CAPEX"). Extreme weather conditions and the long-term impacts of climate change can reduce the performance and lifespan of our facilities and equipment, often requiring additional CAPEX for repairs, upgrades or compliance with increasingly stringent environmental regulations.

To ensure ongoing accountability, climate-related metrics are integrated into the Group's performance tracking systems. This enables continuous monitoring and facilitates prompt, informed decision-making, which strengthens the Group's ability to adapt to the evolving climate landscape.

TAKING ACTION: EFFICIENCY, INNOVATION AND COLLABORATION

We are committed to adaptation by enhancing operational efficiency and investing in green innovations. The initiatives below aim to mitigate climate impacts and reduce greenhouse gas emissions.

Optimised Efficiency

Adoption of innovative green technologies across operations to lower energy use, emissions and costs.

Robust Tracking

Established systems to monitor emissions, energy use, water consumption and waste across all functions.

Collaborative Partnerships

Working with employees, supply chain partners and local authorities to drive impactful solutions.

Sustainable Living & Transport

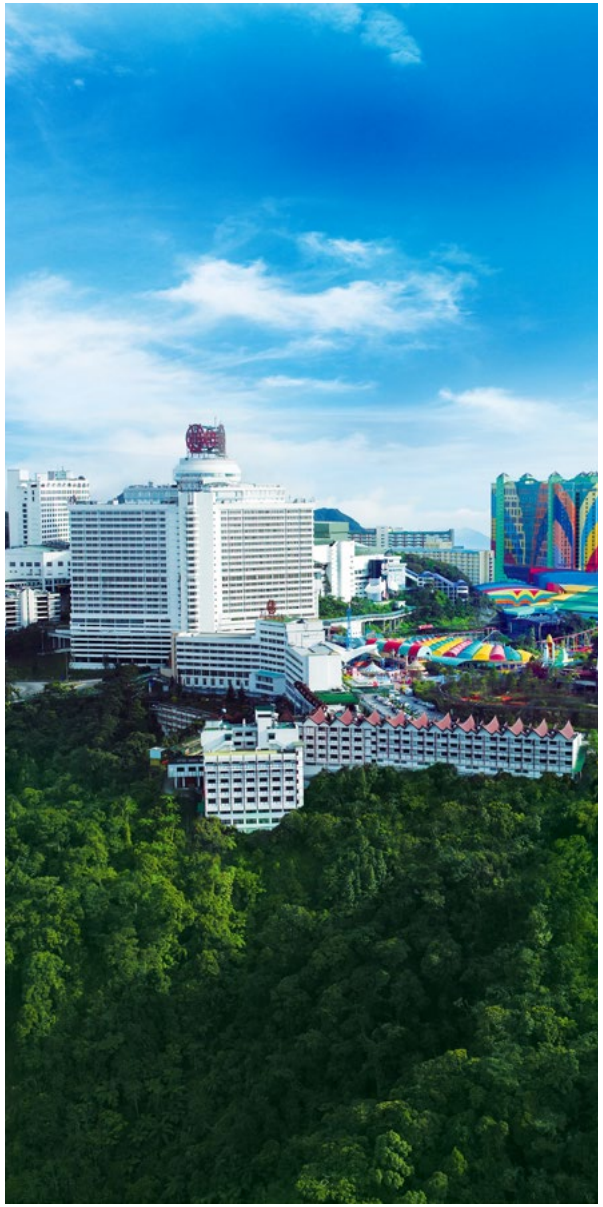
Most employees at our resorts live on-site, significantly reducing emissions. For example, over 85% of RWG employees live on-site, while at RW Bimini, more than 95% reside in dormitories and use shuttles for commuting.

ENGAGING LOCAL COMMUNITIES

Collaboration drives progress. We actively engage with local authorities, such as the Bentong Municipal Council and the Hulu Selangor District Council, where our senior management shares expertise to shape effective public policies and regulatory frameworks. These partnerships ensure that we:

- Contribute to climate action at the local level
- Align our efforts with national and global sustainability goals

Integrating climate change considerations into our business strategy, R&D efforts and technology investments allow us to future-proof our operations while driving positive environmental impact. Our goal is clear: to operate efficiently, responsibly and in alignment with a low-carbon economy.



Pollution Prevention and Control

Genting Malaysia is steadfast in its commitment to addressing pollution through prevention and control, implementing a comprehensive strategy to minimise environmental impact and enhance operational efficiency.

KEY INITIATIVES

Source Reduction

We focus on eliminating pollution at its origin by refining operations, maintenance and facility processes. This proactive approach reduces both the volume and toxicity of waste generated.

Resource Efficiency

By adopting efficient practices, we aim to lower resource consumption and material costs, promoting responsible resource utilisation.

Air Emission Controls

Regular monitoring of our air emission control systems ensures compliance with environmental standards, contributing to a cleaner environment.

Genting Malaysia has implemented significant energy conservation initiatives across its operation in Malaysia to reduce CO_2e emissions and improve operational efficiency. Since 2009, we have transitioned from fuel to electric energy, upgraded to energy-efficient lighting and pumps and introduced heat recovery systems across Resorts World Genting. These measures reduce energy consumption and contribute to long-term cost savings and environmental preservation.

As part of our Go Green Policy, we have minimised paper waste. By reducing the provision of newspapers in guest rooms, all of our hotels have achieved a remarkable 73% reduction in newspaper consumption. This initiative underscores our commitment to resource efficiency and waste reduction.

We also actively support Earth Hour, a global movement for climate action. We switch off non-essential lights, including signboards and building façade spotlights, for one hour during this annual event. This simple yet impactful gesture highlights our dedication to raising awareness about energy conservation and reducing our carbon footprint.

Through these initiatives, Genting Malaysia ensures compliance with environmental regulations and actively contributes to global sustainability efforts, fostering a healthier planet for future generations.

Water Management

Genting Malaysia adopts a proactive approach to water management, recognising water's essential role in supporting ecosystems, communities and business operations. Water conservation is especially critical for us, given the high daily demand generated by the thousands of visitors we welcome. Prioritising water preservation reduces operational costs and protects local water resources from overuse, ensuring their availability for future generations.

MALAYSIA

RWG is committed to implementing sustainable water management practices to ensure efficient and responsible use of resources.

We source raw water from a surface water dam or stream, which undergoes a rigorous treatment process to meet standards set by the:

- Ministry of Health ("MOH")
- Department of Environment ("DOE")
- National Water Services Commission ("SPAN")

These standards ensure all water distributed to consumers meets the highest safety and purity standards.

Water is transported through three pumping stations from the Sungai Cherok Dam to six water treatment plants for purification. The MOH conducts weekly or biweekly inspections to guarantee compliance with drinking water quality standards.

Our sewage treatment plant processes discharged water according to DOE Standard A discharge regulations, safely returning it to the stream.

RWG employs a Supervisory Control and Data Acquisition ("SCADA") monitoring system to track potential water supply and sewerage issues. A command centre oversees raw water sources, water levels and key parameters, with automated alerts enabling on-site personnel to act swiftly when irregularities occur.

RAINWATER HARVESTING AND RECYCLING

Rainwater harvesting at RWG captures approximately 1,000 litres of water per square meter of surface area. The resort's 9.14 km^2 water catchment area collects an estimated 26.5 million litres daily for essential purposes, including road cleaning and refuge chamber washing. Water recycling at the sewage treatment plant ("STP") supports cleaning operations within the STP facility, further optimising resource use.

TECHNOLOGY AND INNOVATION IN WATER MANAGEMENT

RWG is replacing ageing analogue water meters with advanced digital alternatives to improve the accuracy of capturing Non-Revenue Water ("NRW"). A new system also repurposes greywater for cleaning and supporting sewage treatment plant operations, enhancing water resource utilisation efficiency. Installing water-efficient fittings, such as flow restrictors, further supports conservation efforts.

FACILITY-SPECIFIC CONSERVATION PRACTICES

RW Kijal diverts water from the drainage system to the golf pond for irrigation, exemplifying effective water recycling and conservation practices.

EMPLOYEE AWARENESS AND WATER-EFFICIENT INFRASTRUCTURE

The Human Resource Department promotes water-saving initiatives through poster displays and employee orientation programmes.

Water Management

UNITED KINGDOM

Genting UK prioritises efficient water usage and management across all operations. Teams monitor water consumption through metered connections at every site, conducting regular readings and analyses to identify excessive usage. Maintenance crews promptly address leaks or faulty equipment to minimise water waste and maintain operational efficiency.

Facilities reduce water usage by implementing technologies such as Cistermisers in urinals and low-flow or dual-flush toilets with advanced water-saving controls. These initiatives demonstrate a commitment to conserving resources and optimising operational practices.

Genting UK ensures water quality compliance by safely discharging all liquid waste into public sewers, including sanitary water, drinks and warewashing effluents. As operations do not involve industrial processes or water-based effluents, they comply with regulatory standards.

Actively monitoring consumption, deploying innovative water-saving technologies and adhering to strict regulations deliver sustainable and responsible water management practices across all operations.

UNITED STATES

Hilton Miami Downtown is committed to water conservation through effective stewardship programmes to reduce water waste. The hotel has implemented various water-saving initiatives, including advanced water pressure mitigation systems that optimise usage across the property. Reducing water pressure in key areas minimises the hotel's excess water flow without compromising guest comfort or operational efficiency. Supporting ongoing staff training and awareness programmes and Hilton Downtown Miami's broader sustainability goals, these efforts ensure responsible water usage while contributing to environmental preservation.

Waste Management

With diverse stakeholders—including visitors, guests, patrons, suppliers and tenants—we have designed a waste strategy that is inclusive, effective and seamlessly integrated into daily operations. Our approach emphasises waste prevention, responsible consumption and sustainable practices to optimise resource use without disrupting the flow of activities.

MALAYSIA

Genting Malaysia's local operations prioritise effective waste management through a structured, scheduled waste management system and environmental awareness training led by the Engineering Division. Continuous monitoring and impact assessments ensure ongoing compliance and improvement. In 2024, social and environmental impact assessments, presentations, detailed reporting and the attainment of necessary approvals reinforced our commitment to sustainable waste practices. We have identified two key waste targets and will continue to make progress and report on our efforts.

Genting Malaysia is committed to addressing the issue of waste management and resource use through an approach that reduces environmental impact while enhancing operational efficiency.

Status: ● Target Met ● In Progress

Food Waste	In 2024, RWG generated 730 tonnes of food waste. As part of our waste management initiative, we set a target to convert an average of one tonne of food waste daily into fertiliser, equating to 365 tonnes of food waste annually.	**Status:** ● RWG began waste composting in the last quarter of 2023. **Impact:** In 2024, we successfully composted 365 tonnes of RWG's food waste (50% of the total collected), generating 160 tonnes of fertiliser. This fertiliser is used in our operations at the mid-hill, contributing to a circular economy by repurposing organic waste. Additionally, it supports sustainable agriculture by enriching the local soil and reducing the need for synthetic fertilisers.
Plastic Waste	In 2024, RWG generated 172 tonnes of plastic waste. As part of our commitment to reducing plastic waste and enhancing recycling efforts, we set a target to recycle 76 tonnes of plastic waste annually.	**Status:** ● Through enhanced recycling initiatives and partnerships with certified recycling facilities, we successfully recycled 76 tonnes of plastic waste in 2024. **Impact:** Of the recycled materials, 40 tonnes of HDPE plastic waste were repurposed into flower pots and sent to the Awana nursery, contributing to a circular economy. Additionally, we returned 36 tonnes of plastic containers to Nespresso for recycling and reuse. RWG recycled or reused 44% of our plastic waste, significantly reducing landfill contributions and supporting our broader sustainability goals. **Status:** ● RWG collaborates with a third-party vendor to collect and sort plastic waste for recycling. Among its various initiatives, the resort has transitioned hotel bathroom amenities to eco-friendly kraft paper packaging and replaced plastic drinking bottles with porcelain cups at its Food and Beverage outlets.

Waste Management

Used Cooking Oil	A licensed contractor recycles all used cooking oil.	In 2024, we collected approximately 115,056 kg of used cooking oil, which was managed and recycled by certified third-party vendors. **Impact:** This initiative helps prevent waterway pollution and promotes a circular economy by properly recycling used cooking oil.
Chemical Waste	As part of our sustainability efforts, we have eliminated the provision of soap bars in hotel rooms across all RWG hotels, replacing them with eco-friendly liquid soap dispensers. A minimal stock of soap bars is kept on hand for guest requests, ensuring minimal waste generation.	**Impact:** This initiative has significantly reduced soap bar discardment, contributing to waste reduction with negligible environmental impact.
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 DOE handle the disposal of these wastes.	**Impact:** This diligent management of scheduled wastes reduces the potential environmental risks associated with improper disposal and helps prevent contamination of surrounding ecosystems. Complying with DOE regulations mitigates harmful impacts while contributing to a cleaner, safer environment for our communities and wildlife.
Effluents	RWG operates ten sewerage treatment plants ("STPs") to treat sewage before discharging it into natural waterways. This effluent adheres to the Effluent Discharge Standards outlined in the Malaysian Inland Waters Standard A within the Environmental Quality Act 1974.	**Impact:** These STPs protect water quality, minimise the environmental impact of sewage discharge and help preserve local ecosystems.

Future efforts focus on actively monitoring general waste and ensuring proper segregation at the Batang Kali Waste Management Plant. Improving waste management practices reduces the volume of waste directed to the Bukit Tagar Landfill in Selangor, contributing to a cleaner, more sustainable future.

We are committed to reducing plastic waste through enhanced recycling and sustainable alternatives, cutting landfill contributions and minimising single-use plastics. Our ongoing efforts drive smarter waste management and continuous improvement in sustainability. As part of our ongoing sustainability efforts, we have set a target to reduce the amount of waste sent to landfills. We aim to achieve a cumulative 6% reduction in landfill waste by 2028 from our 2024 baseline, with an annual incremental 1.5% reduction. Enhanced waste diversion strategies will support this goal, including recycling, composting and other waste reduction initiatives.

This target aligns with our broader environmental strategy to manage resources more effectively and minimise our environmental footprint. We are committed to continuously improving our waste management practices to reduce landfill contributions while enhancing operational efficiency across our properties.

Waste Management

SUSTAINABLE WATER FILTRATION SYSTEMS

As part of our commitment to reducing the environmental footprint of our operations, our hotel operations at RWG have made significant strides in phasing out single-use plastic bottles across all properties. We have developed mock-up units for water filtration systems, which will be progressively installed in our hotels starting in 2025.

The installation of these water filtration systems will begin with Crockfords, Genting Grand, Highlands Hotel and Resort Hotel. First World Hotel will install the systems in 595 rooms, including Standard Deluxe Rooms and World Club Rooms. This move will result in an estimated 270,000 kg of CO_2 emission annually, further contributing to our sustainability targets.

UNITED KINGDOM

Genting UK is fully committed to sustainable waste management practices that comply with UK legislation while advancing our environmental goals. Key initiatives include:

- **Rolling Out Food Waste Bins**
  By March 2025, we will introduce separate food waste bins across all locations to meet new regulatory requirements, reinforcing our commitment to responsible waste segregation.
- **100% Diversion from Landfills**
  Currently, 100% of our waste is diverted from landfills through our partnership with B&M Waste, ensuring environmentally responsible waste disposal.
- **Collaboration with B&M Waste**
  - Regular engagement with B&M Waste lets us stay informed about innovations and legislative changes.
  - Innovation Centre site visits provide hands-on exposure to cutting-edge waste management solutions.
  - Continuous in-house training programmes equip staff with the latest knowledge and practices.
- **Comprehensive Waste Management Strategy**
  - A dedicated waste management strategy ensures the safe and responsible disposal of waste, including hazardous substances.
  - The Genting Academy delivers annual COSHH ("Control of Substances Hazardous to Health") training, educating staff on the properties, safe handling and proper disposal of chemicals.

These efforts ensure health and environmental standards compliance while maintaining a safe working environment.

Actively embracing innovation, adhering to stringent regulations and prioritising staff education demonstrates Genting UK's commitment to sustainable and responsible waste management.

UNITED STATES

Hilton Downtown Miami has implemented several waste management initiatives to promote sustainability and reduce environmental impact:

- Soap/Toiletry Recycling: Through the Soap for Hope and Clean The World programmes, the hotel recycles used soaps and toiletries, ensuring their repurpose to help those in need while diverting waste from landfills.
- Environmentally-friendly cups, straws and stirrers: The hotel uses recyclable paper cups with water-based ink, paper straws and wood stirrers for events. Glass bottles are used for spring water to reduce plastic waste.
- Paper Fibre Lids: BSA-approved, chlorine-free cup lids are made from paper fibre. Using water-based ink ensures a sustainable and eco-conscious design.
- Biodegradable Coffee Pods: The coffee pods used in guest rooms are made from recycled paper fibre, are biodegradable, and are manufactured in factories powered by 100% green energy.
- Eco-friendly Laundry Bags: Laundry bags are made from MS-4550 material, a bio-enhanced and recyclable fabric, further supporting the hotel's commitment to reducing waste and promoting sustainability.
- Battery Recycling: Managed by the Security Department for responsible disposal.
- E-waste Recycling: Decommissioned equipment is recycled through an approved vendor to reduce landfill waste.

UPLIFTING PEOPLE

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Uplifting People

People are at the heart of everything we do. We are committed to fostering a diverse, inclusive and thriving environment that prioritises well-being and equal opportunities for all. Recognising the unique challenges of the hospitality, tourism and entertainment industries, we provide robust support systems and pathways for professional growth, ensuring our team members can flourish alongside us.

We communicate labour standards globally to all employees and translate them into the relevant languages of our operating regions. As a global resort welcoming guests worldwide, we embrace diversity within our workforce, celebrating the richness of perspectives from different backgrounds and cultures. Our commitment to hiring locally strengthens ties with our communities and enriches the guest experience through local team members' invaluable insights and cultural knowledge.

Creating an inclusive and supportive workplace empowers individuals to bring their best, driving personal and organisational success. Together, we are building a resilient and prosperous resort community where every individual has the opportunity to thrive, contribute and succeed in a shared vision of excellence.

AREAS OF FOCUS

Our Code of Conduct and Business Ethics sets rigorous and fair employment standards and practices. We communicate our labour policies to all employees in English, the primary business language, and provide translations as needed.

Genting Malaysia also participates in workshops and collaborative industry projects that enhance labour standards in its operating regions. As part of our risk assessment process, we also conduct regular reviews of the labour practices of current and prospective business and supply chain partners as a core component of our due diligence.

GENTING MALAYSIA INITIATIVES AND POLICIES

Safe and Sustainable Workplace

- S.A.V.E. environment project (Malaysia only) – launched in 2019
- Health and safety programmes, including periodic audits
- Engagement and well-being programmes
- Encouraging learning in the strategic development process

Community Engagement and Support

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

Policies Supporting Our Commitment

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

Genting Malaysia stands firm on its core values of Honesty, Hard Work, Harmony, Loyalty and Compassion. Embracing these values forms the foundation for delivering exceptional experiences, fostering innovation and generating sustainable growth while upholding the highest standards of ethical conduct.

Diversity, Equity and Inclusion

Diversity is what makes Genting Malaysia a genuinely unique integrated resort. It enhances our ability to deliver exceptional and personalised guest and visitor experiences.

We uphold a strict equal opportunity policy that ensures discrimination has no place in our workplace.

Everyone is treated equally at every stage of employment, including hiring, compensation, access to training, promotions, terminations and retirement.

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

Forms of Discrimination Outlawed at Genting Malaysia

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

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

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

Focus Area	Initiative
Backgrounds such as race, nationality and sexual orientation	Our hiring is open to all backgrounds, embracing individuals with unique traits and perspectives.
Religion	Designated prayer rooms at the workplace to accommodate various religious practices.
Gender	A breastfeeding room in the workplace and throughout the resorts supports nursing mothers.
Age	We offer equal training, growth and performance management opportunities for employees regardless of age.
Disabilities	We eliminate discrimination in disability hiring and provide feasible assistance and an inclusive work environment. The Group's US operations regularly review its accommodation for disabled employees to ensure it aligns with the Americans with Disabilities Act.

INCLUSIVE AND MEANINGFUL HIRING

We take pride in fostering an inclusive hiring policy that creates meaningful opportunities for individuals who may face barriers to employment. Our approach goes beyond ensuring a non-discriminatory environment by actively offering equal opportunities to individuals from disadvantaged backgrounds, including those with limited access to education, low-income status, or those facing social or economic marginalisation. Our initiatives include:

- Recruiting from communities with limited access to education, skills training or career resources
- Providing pathways to secure and fulfilling employment within our resort
- Partnering with different community agencies for employment seekers and unemployed individuals
- Partnering with local high schools to offer mock interviews and job readiness sessions

With various job opportunities across departments, we deliver tailored training programmes that align with each individual's interests and strengths. We demonstrate a commitment to tackling youth unemployment through:

- Internships and graduate placements that provide young individuals with hands-on experience
- Training initiatives designed to help youth develop their skills in a supportive and dynamic environment

During the year, Genting Malaysia's local operations rolled out the "Future Work Training Programme" for the gaming division, providing apprenticeships and placements to equip young talents with essential skills and career opportunities.

Diversity, Equity and Inclusion

BUILDING CAREERS, STRENGTHENING COMMUNITIES

EMPOWER individuals to build strong career foundations

STRENGTHEN resort's workforce by embracing diverse talents

CONTRIBUTE to the growth of our community, creating lasting positive impact

This inclusive approach reflects our belief that diversity and equal opportunities drive innovation, foster resilience and benefit our organisation and communities.

UNITED KINGDOM

Genting UK is committed to fostering a diverse, inclusive and equitable workplace where employees from all backgrounds can thrive. Embracing a workforce that reflects the local communities creates opportunities that promote gender balance, support career progression and celebrate diversity at every level.

Our efforts to advance gender balance focus on:

- Implementing internal talent development programmes to support women's progression into senior roles.
- Enhancing recruitment practices to ensure diverse candidate shortlists, especially for senior positions.
- Collaborating with recruitment agencies to attract more women to the workforce.

We further promote inclusivity through a dedicated diversity section on our website, gender-neutral job adverts and active participation in industry forums, career fairs and flexible working initiatives.

In 2024, we launched a Diversity & Inclusion Forum to engage employees on key topics, such as gender and neurodiversity. This year's second forum focused on improving recruitment accessibility and implementing tailored support for neurodiverse employees.

Our commitment to inclusivity extends to training and policies:

- Mandatory inclusive leadership training equips all management-level employees with the skills to lead inclusively.
- E-learning modules on equity and diversity provide ongoing learning opportunities.
- The Equal Opportunities Policy and Respect at Work Charter ensure a non-discriminatory workplace.

UNITED STATES

Since its opening in 2011, RWNYC has been committed to diversity, achieving a workforce with an equal gender split and 80% of employees being people of colour. The Company has a formal Anti-Harassment and Discrimination Policy. We support our diverse workforce by providing prayer rooms and gender-neutral changing areas. RWNYC encourages employees to share personal details like disabilities, sexual orientation and pronouns. This culture of openness strengthens our organisation and underscores our commitment to diversity, equity and inclusion.

Michelle Stoddart, Senior Vice President of Community Development at RWNYC, was honoured at the National Action Network ("NAN") Women's Empowerment Luncheon on 11 April 2024. The event, celebrating the achievements of influential women, also honoured Alicia Keys, Mika Brzezinski and Stacey Abrams. Stoddart, who has led RWNYC's community initiatives for 12 years, emphasised the importance of advancing women's empowerment within institutions and the broader community. Under her leadership, Resorts World Gives has donated over $5 million to more than 300 organisations in Queens and New York State.

BAHAMAS

Miami and Bimini operations prioritise supporting local female-owned businesses whenever possible. They have established a Diversity Council, and each property will form in-house committees. This year, they celebrated Diversity Month and target the rollout of diversity training in 2025.

Recognition Redefined

Genting Malaysia recognises and rewards its team with competitive salaries that surpass market standards. We designed our remuneration policy to not only meet but exceed the standards for minimum wage and living wage, ensuring fair and competitive compensation.

Our commitment to fair remuneration extends beyond mandatory requirements, offering a comprehensive benefits package that:

- Prioritises financial, well-being and health
- Includes extensive medical coverage and additional perks that enhance the overall quality of life for employees

Genting Malaysia upholds a fair and merit-based workplace, ensuring that recruitment, promotion and remuneration—including efforts to address the gender pay gap—are determined solely by employees' abilities and qualifications.

MALAYSIA

Genting Malaysia provides fair compensation that adheres to minimum wage regulations and reflects our commitment to equal pay for equal work. We maintain a 1:1 basic salary ratio for men and women in comparable roles, ensuring fairness and equity across our workforce.

Our adherence to local labour laws is unwavering, and we strictly prohibit discrimination based on gender, religion, race or other personal traits. This commitment reinforces our principle of fair and inclusive treatment for all employees.

Celebrating Our Stars

We celebrate our employees' dedication and contributions through various awards, including Long Service, Employee of the Year, Honesty and Retirement Awards. Our overseas operations recognise team members through initiatives such as Association Appreciation Day, awards, luncheons and team get-togethers to foster camaraderie and appreciation.

Recognition Redefined

OUR HOLISTIC BENEFITS AND REMUNERATION PACKAGES

Health and Insurance Benefits

- Medical and dental
- Group term life insurance
- Group personal accident insurance
- Specialist / hospitalisation treatment
- Annual medical checkup

Professional Development and Recognition

- Leadership development programme
- Skill-based training
- Job rotation & cross training
- Conferences and seminars

Workplace Support and Perks

- Uniform
- Car loan interest subsidy
- Personal computer loan
- Accommodation: In May 2024, Genting Malaysia renewed its Accommodation Certificate for a total of 8,564 rooms

Education and Career Advancement

- Genting Malaysia education fund
- Interest-free loans or scholarships for employees and their children
- Examination and study leave

UNITED KINGDOM

Genting UK is committed to fostering employee well-being and work-life balance through a comprehensive suite of benefits. Optional perks such as high street discounts complement life assurance, a pension scheme and access to a private GP helpline.

Mental health support is a priority, with managers receiving specialised training and employees having access to an Employee Assistance Programme offering 24/7 confidential support. A pay-as-you-go counselling service further enhances our commitment to mental wellness.

Employees also benefit from health and fitness initiatives, flexible working options and family-friendly policies, including enhanced maternity and paternity pay. For senior management, additional perks such as private medical cover and retirement planning support underscore our dedication to recognising their contributions.

We designed our Retirement Planning Scheme for management-grade employees with at least one year's notice before retirement. This programme provides tailored support, including financial and lifestyle planning, ensuring a seamless transition from work to retirement.

Genting UK does not just invest in employees' professional success; it prioritises their health, happiness and future well-being.

UNITED STATES

The Group's US operations offer a comprehensive employee benefits package that supports its team members' well-being and financial security, including health, dental and vision coverage, retirement plans, life insurance and long-term disability insurance. Providing paid time off promotes a balanced and healthy work-life environment for employees.

BAHAMAS

RW Bimini offers a range of health benefits and incentives, including health, dental and vision coverage, as well as short- and long-term disability insurance. The Group is also exploring options for implementing an employee retirement savings programme.

As 90% of our Team Members come from outside Bimini, we provide company housing and utilities at a minimal cost. We also offer an exclusive, heavily subsidised Team Member grocery store on-site, ensuring affordable essentials for our workforce.

Nurturing Our Team with Connection and Care

Genting Malaysia prioritises connection, empowerment and motivation as the cornerstones of a thriving work environment. Our thoughtfully designed programmes and initiatives inspire meaningful participation across all levels of the organisation, ensuring employees thrive personally and professionally.

MALAYSIA

The Employee Services Section plays a central role in fostering a healthy work-life balance by offering diverse wellness, recognition and recreation initiatives, including:

FITNESS, RECOGNITION, WELLNESS AND SUSTAINABILITY AT THE WORKPLACE

Sports and Fitness

- Organised sports tournaments and weekly fitness sessions
- Free access to gym facilities and recreational centres

Employee Recognition and Engagement

- Programmes like Employee of the Month and Best Employee Awards
- Annual celebrations, including Employee Appreciation Nite and the Employee Carnival

Wellness and Support

- Health-focused campaigns such as blood donation drives and wellness awareness programmes
- Counselling services for emotional and mental well-being

Safe and Sustainable Workplace

- Event emphasise on Salvage & Recycle, Vitality & Healthy Living and Energy Conservation
- 6 events organised in 2024 and targeted to conduct at least 6 in 2025

Genting Malaysia has a robust structure for employee engagement, bridging senior leadership with employees to foster collaboration, open feedback, and professional growth:

- **SPEAK UP!:** A monthly platform empowering employees to voice suggestions, feedback and concerns directly to senior management.
- **Take50 Executive Lockout Programme:** Leaders dedicate 50 minutes bi-monthly to interacting with employees, reinforcing organisational values and providing coaching.
- **Partner with Department ("PwD"):** Senior leaders partner with employees quarterly to perform operational tasks, strengthening teamwork and understanding.
- **TikTalk:** A knowledge-sharing platform where managers and senior leaders deliver short, impactful talks to inspire confidence, enhance skills and share expertise.

Nurturing Our Team with Connection and Care

Combining comprehensive wellness initiatives, meaningful employee recognition and targeted leadership engagement creates a vibrant and supportive workplace where every team member feels valued, empowered and connected to the organisation's success.

Last year, we set a target to conduct more than 24 engagement and well-being programmes to enhance the workplace and living environment. We successfully met this target in 2024, having performed 52 programmes in total. In 2025, we aim to continue this momentum by maintaining and further expanding our engagement initiatives, to organise at least 24 programmes.

UNITED KINGDOM

Genting UK promotes a vibrant and engaged workforce through initiatives that encourage collaboration, recognition and a strong sense of community. These efforts align with our core values, fostering shared goals and a supportive culture.

EMPLOYEE ENGAGEMENT ACTIVITIES

Recognition

- "Croupier of the Year" competition
- Company-wide quizzes
- Employee awards and honours

Social Engagement

- Events funded by casino-specific social funds
- Seasonal celebrations like the Christmas Celebration and the Genting Summer Showdown

Team Sports

- Fiver-a-side football tournaments and similar events

OPEN COMMUNICATION CHANNELS

Team Talks

Regular casual sessions for employees to share feedback

1:1 Meetings

Structured check-ins with managers for performance discussions and feedback

Employee Feedback Platforms

Visual placeholders for formal channels (surveys, feedback boxes, etc.)

Combining structured feedback, employee recognition and engaging activities fosters a workplace where employees feel valued, connected and inspired to succeed.

UNITED STATES

At RWNYC, employee engagement is a key focus. Significant initiatives include the Annual Wellness Fair, Team Member Appreciation Event and quarterly Team Member of the Quarter awards in categories such as Front of House, Heart of House, and Management, culminating in the World Class Awards event. These activities celebrate team achievements and promote a culture of recognition.

To foster an open feedback culture, RWNYC utilises Beekeeper for communication across all levels, encourages team members to approach leadership with concerns and maintains a strong partnership with the Union for grievance resolution. Additional mechanisms include an Ethics Hotline for anonymous complaints and the annual Energage survey, which gathers anonymous feedback to improve the work environment and company culture.

* *Picture relates to Malaysia operation*

Safety and Health

Genting Malaysia designs safety standards within its resorts to provide visitors, employees, patrons and contractors with a secure environment. We implement stringent safety protocols and measures that prioritise the well-being of everyone on our premises. Safety rules apply to all individuals entering our resorts.

Each operation within our resorts has specific safety guidelines tailored to its unique requirements, as the nature of our activities can vary significantly. Additionally, we strictly adhere to local safety legislation to ensure compliance and promote a culture of safety across all aspects of our operations.

Genting Malaysia Occupational Safety and Health Policy Statement

Genting Malaysia is committed to:

- Providing a safe and healthy workplace for all employees
- Complying with relevant legislation and regulations and other Occupational Safety and Health ("OSH") requirements
- Promoting a culture of safety through training, awareness and engagement
- Identifying and mitigating workplace hazards
- Continually improving OSH performance through:
  - Resource optimisation
  - Waste recycling and minimisation
  - Good practicable means to reduce risk and ill health
  - Efficient reduction in accident rate
  - Human resource development in training and competency skills
  - Sustainable development and Corporate Social Responsibility

Safety Measures to Prevent Occupational Accidents

Risk Assessments	**Safety Patrols**	**Self-Directed Health and Safety Checks**	**Facility and Equipment Inspections**
Chemical Substance Management	**Comprehensive Health and Safety Training**	**Regular Drills for Employees and Contractors**	

MALAYSIA

RWG upholds the highest occupational health and safety standards by adopting ISO 45001:2018 and ISO 14001 certifications across the resort. Our dedicated Occupational Safety and Health ("OSH") Committee, led by the Senior Vice President of Human Resources, ensures rigorous implementation and compliance with Regulation 12 of the Occupational Safety and Health (Safety and Health Committee) Regulations 1996.

The committee operates with a structured leadership framework, including:

- Deputy Chairman and Secretariat for operational support
- Representatives from 15 properties and departments, comprising both employer and employee members

Genting Malaysia's local operations implement a rigorous process for identifying work-related hazards, which includes regular inspections, averaging 16 per month in 2024. These inspections help detect potential hazards, assess risks and implement corrective actions to enhance workplace safety. The findings are thoroughly analysed to drive continuous improvements in the Health and Safety Management System, ensuring a safer and more compliant work environment.

Safety and Health

CONTRACTOR SAFETY AND COMPLIANCE

Genting Malaysia holds contractors to the same safety standards as employees, ensuring consistent adherence to health and safety protocols. Our approach includes:

- Site Registration: All sites must register with the Department of Occupational Safety and Health ("DOSH").
- Mandatory Participation: Contractors attend regular health and safety meetings to stay informed and aligned with protocols.
- Competency Requirements: All contractors must possess valid Construction Industry Development Board ("CIDB") cards for on-site work.

To maintain safety and accountability:

- Violations are addressed promptly, with repeat offences leading to fines.
- Contractors must report all accidents, near-misses and property damage through preliminary and detailed reports for swift action and resolution.

RWG reinforces its commitment to safety excellence by integrating these stringent standards, creating a secure and compliant environment for employees, contractors and guests.

2024 Target	• Zero employee fatalities • To conduct at least 150 health and safety activities to prevent accidents and incidents
2024 Results	• Zero employee fatalities* • We conducted 282 health and safety activities, surpassing our initial goal and strengthening our commitment to accident and incident prevention, including inspections, fire drills, tool-box briefings and collaborations with local authorities.
2025 Target	• Zero employee fatalities • We aim to maintain this momentum by conducting at least 150 activities to ensure a safe and secure environment for all.

Note:

* *We regret to report one fatal incident at Resorts World Langkawi involving a third-party contractor.*

Genting Malaysia's local operations achieved ISO 45001:2018 in 2024.

Safety and Health

UNITED KINGDOM

Genting UK continues its collaboration with National Safety and Quality UK Limited as its Health and Safety consultant, overseeing policy development, risk assessments and fire risk assessments. In addition, regular health and safety training programmes are conducted to raise awareness on critical issues such as Food Safety, Lost Time Accidents and Fire safety. Asbestos issues are addressed via collaboration with our consultant DW Health and Safety.

To ensure ongoing compliance and safety, Genting UK requires its maintenance provider and supply chain partners to consistently carry out comprehensive health and safety audits on their engineering teams. This approach ensures that all parties involved uphold the highest standards of health and safety, contributing to a secure environment for both employees and guests.

UNITED STATES

The Group's US operations foster a strong safety culture. Emphasising comprehensive training across all departments ensures employees understand and practice safe job functions. Our annual Safety and Occupational Safety and Health Administation ("OSHA") training sessions, complemented by monthly and quarterly Safety Committee Meetings, reinforce our commitment to maintaining a safe working environment. Departments handling heavy-duty equipment, such as the Warehouse and AV teams, undergo specialised training and certification to ensure safe and proficient operation of machinery.

Utilising OSHA 300 Logs is integral for evaluating workplace injuries and illnesses, as it provides valuable data for employees and local unions to assess and manage hazards. This data serves as a foundation for identifying and mitigating risks, striving to eliminate workplace hazards over time.

All departments, including Security, Facility, and Risk Management, are actively involved in ongoing safety initiatives. The Risk Management Department and Human Resources conduct annual safety training sessions. The Security Floor Manager performs weekly property inspections to identify and resolve potential hazards, ensuring a proactive approach to workplace safety.

BAHAMAS

RW Bimini provides annual health and safety training, including emergency preparedness programmes on First Aid, Cardiopulmonary Resuscitation ("CPR") and the use of Automated External Defibrillators ("AEDs") to security officers, managers and other relevant employees.

In addition, RW Bimini provides essential healthcare services directly on-site. Our Wellness Fair offers annual free blood pressure and glucose screenings, promoting preventive care at no cost to our employees. The fair also allows Team Members to enrol in The Bahamas National Health Insurance ("NHI") programme, ensuring they can access primary and preventive care with a physician. Recognising the limited availability of dental services in Bimini, RW Bimini covers the cost of a mobile dental van shipped from Nassau twice a year. This initiative allows team members to receive convenient on-property dental check-ups and treatment, ensuring access to comprehensive healthcare without leaving the island.

Career Development

Genting Malaysia is committed to providing comprehensive technical and non-technical training opportunities, extending to personal development programmes.

Our development training focuses on enhancing essential skills and fostering personal growth. These programmes include workshops on leadership development, communication skills, emotional intelligence and time management. Employees also benefit from wellness initiatives such as stress management, work-life balance seminars and financial literacy sessions, helping them build resilience and improve overall well-being. By combining practical learning experiences with a focus on lifelong learning, we prepare our workforce to navigate the challenges of today and excel in the future.

MALAYSIA

Genting Malaysia's local operations remained committed to aligning training initiatives with employee competencies and annual business objectives. Employees are empowered to take charge of their own professional development through resources such as the RWG iLearn Portal Academy and the Genting Centre of Excellence's Learning Calendar. Department Heads work closely with their teams to identify and align individual training needs with organisational goals.

An investment of RM6.7 million was allocated in 2024 to deliver 3,206 training programmes. We built our learning and development framework on five fundamental masteries: Business, Functional, Leadership, Personal and Essential. These programmes are designed to support upskilling and career development, empowering our employees to grow in their roles and prepare for future opportunities. We actively encourage participation in these programmes, reflecting our commitment to fostering continuous skill development, ensuring that our workforce remains adaptable and highly skilled in meeting both current and future business challenges.

Last year, we set a target of all employees to attend at least 16 hours of training annually as part of their ongoing development. In 2024, 68% of our employees across all levels have met the target. In 2025, we have refined the required training hours to at least 16 hours for all executive level employees and at least 4 hours for all non-executive level staff after evaluating our employees' training needs and balancing operational demands with their professional development.

Genting Malaysia offers assistance programmes to support employees in transitioning smoothly toward the end of their careers. For those approaching retirement, the "Planning Your Smart Retirement" programme guides financial planning, post-retirement opportunities and overall well-being to help them prepare for the next phase of life.

UNITED KINGDOM

Genting Casinos UK offers a range of comprehensive training programmes aimed at all levels of employees, including specialised schemes such as the nine-month Fast Track Development Programme and an upcoming undergraduate placement initiative. Focused on talent development, Genting UK identifies and nurtures future leaders through succession planning and Personal Development Plans.

For management-grade employees, retirement support is available to assist those planning for their future. Tailored programmes address financial and lifestyle considerations, providing personalised support to help employees transition smoothly from their careers to retirement.

Career Development

UNITED STATES

Employees must complete mandatory training sessions upon joining, starting with New Hire Orientation and followed by department-specific on-the-job training. They also receive training in key areas such as sexual harassment prevention, ethics, anti-money-laundering, responsible gaming, human trafficking prevention and language skills. Tailored programmes are available to support those transitioning to retirement.

Our HR and Community teams drive talent-sourcing initiatives by participating in job fairs and hosting on-site recruitment events. We continue to expand our workforce development efforts, strengthening our ability to attract and recruit top talent. These initiatives reflect our commitment to broadening our reach and creating opportunities for skilled professionals.

As part of its commitment to responsible gaming education and workforce development, RWNYC invests in training programmes that equip individuals with industry knowledge while promoting ethical gaming practices. In line with this, RWNYC successfully concluded another Intro to Gaming Operations course cohort in partnership with York College. This free, six-week programme covers key aspects of casino operations, providing participants with valuable skills and career pathways in the gaming industry. Since its launch in May 2022, the course has helped build a skilled workforce, with many graduates advancing their careers at RWNYC.

Building on this effort, RWNYC has relaunched the course and introduced a new job training outreach programme in collaboration with the Hotel & Gaming Trades Council. As Resorts World's largest workforce development initiative in North America, this programme enhances career opportunities while meeting the sector's growing demand for skilled professionals.

* *Picture relates to UK operation*

Growing Alongside Our Community

Genting Malaysia is committed to delivering delightful and memorable customer experiences while positively impacting society. Our community engagement initiatives focus on supporting local economic and social progress, emphasising education, health and environmental sustainability.

Aligned with our business strategy, our community investment efforts foster purposeful connections that benefit the community and our business sustainability. Beyond philanthropic contributions, we actively promote and recognise a culture of volunteerism, empowering communities and driving meaningful change for a brighter future.

Genting Malaysia supports environmental sustainability and community well-being through various initiatives, including community development, charitable contributions and sports sponsorships.

OUR COMMUNITY INVESTMENT FOCUS AREAS

Economic Development

Our targeted initiatives catalyse economic development by supporting local businesses, creating job opportunities and fostering financial stability.

Environmental Well-being

We mitigate the ecological impact and promote eco-friendly practices.

Social Empowerment

We address pressing health, education, and cultural development issues to enhance community well-being.

ENGAGEMENT, INVOLVEMENT AND VOLUNTEERISM

Genting Malaysia has established mechanisms, such as regular dialogue sessions and employee representative committees, to enable active engagement between employees and company management. We also actively promote and recognise volunteerism, cultivating a sense of self-fulfilment while driving meaningful impact. Our structured approach includes setting clear targets and well-defined engagement frameworks, ensuring our initiatives deliver effective and rewarding outcomes for all participants.

PROGRESS AGAINST TARGET

Last year, we set the following targets for our operations in Malaysia. The table below outlines the progress made towards achieving these targets.

2024 Target	2024 Results	2025 Target
To introduce up to five community and capacity-building programmes for underprivileged youths	7 programmes	8 programmes
To achieve at least 80 youths participation in the Group's engagement programmes	122 youths	125 youths
To recruit 24 youths participating in the Group's engagement programmes into Genting Malaysia's workforce	13 youths*	24 youths

* *The remaining youths who participated in the study visits in 2024 are preparing for their internships and/or industrial training in 2025.*

In 2024, RWG launched the Preloved Corner, part of our 3R campaign, allowing employees to donate or collect gently used items, promoting sustainability within the workplace.

We also partnered with Kolej Vokasional and other vocational institutions to provide students with industry exposure, preparing them for internships and training in 2025.

The Refiller Mobile initiative, launched in August 2024 at Wisma Genting, encourages employees to reduce plastic waste by reusing bottles and containers, supporting our commitment to sustainability.

These initiatives reflect our dedication to fostering a sustainable culture within our organisation and the wider community.

Community Initiatives in 2024

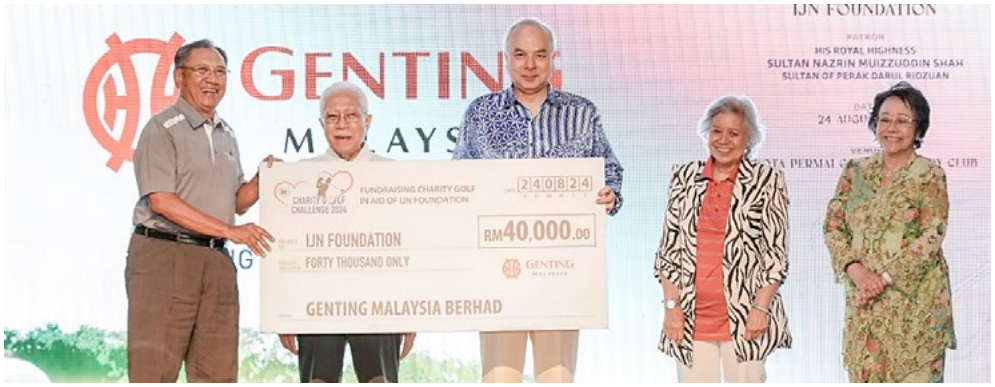
CORPORATE SOCIAL RESPONSIBILITY

Bursa Bull Charge Charity Run 2024

Genting Malaysia proudly participated in the annual Bursa Bull Charge Charity Run, hosted by Bursa Malaysia. This year's event introduced an exciting new twist as the first-ever night run, and Genting Malaysia's involvement underscores its commitment to environmental sustainability and climate action. The event provides a meaningful platform for promoting the reduction of carbon footprint and support marginalised communities, aligning with the Group's sustainability framework, specifically Protecting the Environment and Uplifting People, furthering its efforts to make a positive social and environmental impact.

A team of employees participated in the 1.6 km CEO Dash and the 5 km Individual Run, reflecting the Group's commitment to fitness, community engagement, and sustainable development.

Contribution to IJN Foundation



Genting Malaysia has donated RM40,000 to the Institut Jantung Negara ("IJN") Foundation. This contribution will help provide financial assistance to underprivileged heart patients, enabling them to access essential treatment at IJN and aid ongoing cardiovascular disease research by IJN. Through this continued partnership, Genting Malaysia reaffirms its dedication to making a meaningful impact on the lives of those in need. This initiative aligns with the Group's sustainability framework, specifically Uplifting People, by supporting the well-being and health of marginalised communities and ensuring that quality healthcare is within reach for those who need it the most. Genting Malaysia has donated RM371,000 since 1999.

Through this ongoing partnership, Genting Malaysia remains committed to improving lives and promoting accessible healthcare for those in need.

Community Initiatives in 2024

CORPORATE SOCIAL RESPONSIBILITY

Contribution to Johor Hockey Association

Genting Malaysia contributed RM100,000 to support the Sultan of Johor Cup, an annual international U-21 men's field hockey tournament organised by the Johor Hockey Association. The event, affiliated with the Malaysian Hockey Association and sanctioned by the International Hockey Federation, aims to promote hockey, develop young talent and strengthen international relations. Held from 19 to 26 October 2024 in Johor Bahru, the tournament coincided with the birthday celebration of DYMM Sultan Ibrahim Ibni Almarhum Sultan Iskandar. Six nations participated this year: Australia, India, Great Britain, Japan, China, and Malaysia.

This contribution aligns with Genting Malaysia's sustainability framework, specifically the Uplifting People pillar. By supporting youth sports development and providing a platform for young athletes to showcase their talents, the Group is helping to nurture future leaders, promote healthy lifestyles and contribute to the growth of communities. Through this initiative, Genting Malaysia continues to demonstrate its commitment to social impact and community empowerment.

Contribution to Tourism Pahang

Genting Malaysia announced its support for the Malaysia International Tourism ("MIT") Expo Pahang 2024 by contributing RM100,000 as the main sponsor. The sponsorship underscores the company's commitment to promoting Malaysia as a premier global travel destination while bolstering the nation's tourism industry. It also reflects our commitment to fostering growth within the tourism sector and our belief in the potential of MIT Pahang to bring industry leaders together, drive innovation, and create new opportunities.

As the first government-organised business-to-business ("B2B") tourism expo in Malaysia, the MIT Expo is designed to bring together key players from ASEAN and global tourism markets for knowledge exchange, networking and the promotion of sustainable tourism practices. This initiative aligns with Genting Malaysia's sustainability framework, particularly under the pillars of Market Stewardship and Uplifting People. By supporting the expo, the Group is helping foster collaboration within the tourism sector, supporting local economies, and driving innovation that benefits both businesses and communities. This sponsorship also emphasises our ongoing commitment to inclusive growth and empowering people by creating new opportunities and strengthening the tourism industry's sustainability.

Community Initiatives in 2024

CORPORATE SOCIAL RESPONSIBILITY

MyPride: Empowering Second Chances Through Festive Treats and Frozen Delights

Genting Malaysia supported local rehabilitation initiatives through three community-focused events. From 19 to 21 March 2024, the Group hosted a Raya Cookies Sale at Wisma Genting in collaboration with Kajang Women's Prison. The homemade *kuih raya* were prepared by prison inmates and sold by the prison staff. On 20 and 21 November 2024, frozen foods and sandwiches prepared by inmates from Kajang Women's Prison were sold at Wisma Genting. The proceeds from the sale will go towards supporting the inmates' rehabilitation programmes.

From 31 March to 3 April 2024, Bentong Prison's Vocational and Industry Unit participated in Resorts World Genting's Employee Night Market and Sales Bazaar, organised by the HR Employee Services department. The prison's unit showcased a variety of products crafted by inmates, including *Hari Raya* cookies, frozen *kuih*, handmade crafts and fashion accessories. This initiative provided the inmates with an important platform to display their work, while simultaneously supporting the rehabilitation efforts at Bentong Prison.

These activities highlight our ongoing commitment to Uplifting People by promoting social inclusion and offering individuals in the rehabilitation process an opportunity for growth and personal development.

CNY Cheer with Seniors From Ci Hang-Chempaka Welfare Association

Genting Malaysia's Corporate Communications and Public Relations department organised a heartwarming early Chinese New Year celebration for 36 senior citizens from the Ci Hang-Chempaka Welfare Association in Selangor. This event, made possible through the collaboration of Crockfords, Genting SkyWorlds and Chin Swee Caves Temple, reflects our ongoing commitment to Uplifting People as part of its sustainability framework.

The day began with a tour to Chin Swee Caves Temple, where the elderly guests paid homage to the late Tan Sri Lim Goh Tong's statue. The seniors were then warmly welcomed at Crockfords Hotel by the 'Choy San Yeh' (God of Prosperity) and senior management. They participated in a joyful 'yee sang' toss with the management team and enjoyed a festive feast.

Genting SkyWorlds performers further brightened the celebration with Chinese New Year-themed performances, encouraging enthusiastic participation from the seniors. To cap off the festivities, Dato' Sri Kay, Vice President of Corporate Communications and Public Relations, distributed *ang pow*, mandarin oranges and Chinese calligraphy well-wishes, symbolising blessings for the elderly guests.

Community Initiatives in 2024

CORPORATE SOCIAL RESPONSIBILITY

Empowering Local Youths and Inspiring the Next Generation

Genting Malaysia organised industrial visits for 122 youths from five local polytechnics and colleges, offering them valuable industry exposure. The students, who are studying Culinary, Bakery, Hotel Management and Hospitality, had the opportunity to participate in hands-on training sessions in bakery kitchens and housekeeping, and take guided tours of F&B outlets, hotel rooms, the Genting International Convention Centre, and the Residential Staff Complex. The programme also included an insightful sharing session with the HR Department, providing participants with a deeper understanding of career opportunities in the hospitality sector.

Through these initiatives, Genting Malaysia effectively bridges the gap between classroom learning and industry expectations, while supporting the development of local talent. This effort reflects the company's commitment to Uplifting People by empowering youth with practical experience and enhancing their future career pathways in the hospitality industry.

Refiller Mobile: A Step Towards Greener Living

Genting Malaysia's Corporate Relations and Communications team organised the Refiller Mobile programme, an eco-conscious initiative aimed at reducing single-use plastics by encouraging employees and tenants to refill eco-friendly household and personal care products.

The Refiller Mobile events were held on 13 August, 30 September and 6 November 2024 at Wisma Genting's Plaza Parking, providing employees and tenants with a practical solution to reduce plastic waste. Using reusable containers, participants could purchase daily essentials in a sustainable manner, offering a convenient and eco-friendly alternative.

Genting Malaysia's commitment to Protecting the Environment is evident through initiatives like Refiller Mobile, which encourages greener living choices and reduces plastic waste. Genting Malaysia is committed to sustainability, protecting the environment and uplifting people by fostering a culture of responsibility. With growing participation, the company aims to inspire further engagement and continue making a positive impact on both the environment and the community.

Community Initiatives in 2024

CORPORATE SOCIAL RESPONSIBILITY

Supporting Local Farmers

Our commitment to supporting local communities in Pahang is exemplified through our initiative to source vegetables directly from local farmers. With assistance from Bentong Land and District Office, we visited farms across Bentong, Lebu, Lanchang and Karak, all part of the Taman Kekal Pengeluaran Makanan ("TKPM"), a farming project by the Pahang State Farming Department.

Through this initiative, we engaged in meaningful discussions with farmers, evaluating their capacity to supply vegetables and ensuring that their methods met Genting Malaysia's standards. Genting Malaysia aims to build a resilient supply chain by directly engaging with local farmers and understanding their needs, contributing to the prosperity of the Pahang region.

This initiative reflects our commitment to Marketplace Stewardship and Uplifting People. Supporting local farmers strengthens the local economy and promotes sustainable agricultural practices. We aim to create long-term value for both the farmers and the community, ensuring shared growth and prosperity. These efforts help foster an environment where local businesses and the community can thrive together.

New Gohtong Jaya Fire and Rescue Station: Strengthening Safety for Genting Highlands

The groundbreaking ceremony of the Gohtong Jaya Fire and Rescue Station and Quarters, Pahang was held at Genting Xintiandi Sales Gallery, Genting Highlands. Genting Malaysia is proud to be part of this initiative which will positively impact the Genting Highlands community and its surrounding areas.

Our involvement along with the government and local communities in this project reflects its ongoing commitment to Uplifting People. The construction of this Fire and Rescue Station strengthens vital safety infrastructure and creates a safer environment for the local community. It enables quicker, more effective emergency response and enhances residents' safety, well-being and overall quality of life.

The project was approved in 2021, under the 12th Malaysia Plan is estimated to cost RM68.3 million, with the government allocating RM39 million and the remaining to be borne by Genting Malaysia under our CSR initiative. The station will feature 40 staff quarters, a multipurpose hall and a prayer hall, and is expected to be completed within 24 months. This initiative will provide vital infrastructure and symbolises Genting Malaysia's commitment to sustainable development in the Gohtong Jaya area.

Community Initiatives in 2024

Genting Green Generation (G3) Volunteer Programme

The Genting Green Generation (G3) Volunteer Programme was established in 2017 to instil a culture of sustainability and environmental consciousness among employees. The programme has 193 members to date.

G3's activities also strongly align with our commitment to the Children's Rights and Business Principles, emphasising the protection and promotion of children's rights. Many of these initiatives focus on giving back to children through programmes that enhance their well-being, education and development. These efforts aim to create a positive and lasting impact on their lives, ensuring access to opportunities and resources that support their growth and future potential.

G3 COMMUNITY ENGAGEMENT ACTIVITIES

Majlis Berbuka Puasa with Rumah Titian Kaseh and Earth Hour Celebration at Resorts World Awana

25

underprivileged children and three caretakers

Activities included:

- A Nature Walk at Awana Trail and seed planting at the Herb Garden, giving children hands-on experience in environmental conservation
- Short sharing session on environmental awareness
- Buka Puasa at Jom Makan
- Gift presentation to the children

'Ini Jiwa Kita' Merdeka Fashion Show with BRDB Rotary Children's Residence Home

40

underprivileged children from BRDB Rotary Children's Residence Home, which is a multiracial home

- The Merdeka Fashion Show took place at Malay Village, First World Plaza
- Event highlights featured a showcase of traditional attire adorned with Merdeka-themed decorations, created with the help of G3 volunteers, along with a fun-filled experience for the children at Skytropolis Indoor Theme Park

Community Initiatives in 2024

G3 COMMUNITY ENGAGEMENT ACTIVITIES

Deepavali Celebration with Pusat Jagaan Sivananda Batu Caves and Kuala Kubu Bharu

35

children

- A mini Rangoli art session for children, while G3 volunteers and the children also engaged in cultural performance, fostering an atmosphere of joy and inclusitivity lighting of Vilakku lamps
- Gift distribution for all children, followed by a festive buffet dinner
- A Member of the Selangor State Legislative Assembly for Kuala Kubu Baharu, was present at the event which further enriching the meaningful occasion

Christmas Celebration with the Blind and Visually Impaired Community from Malaysian Association for the Blind ("MAB")

21

participants and two caretakers

- Featuring a sensory-rich experience for the participants to foster connection and inclusivity
- Guided by G3 volunters and Theme Park Ambassadors, participants enjoyed a seamless experience at Genting SkyWorlds Theme Park
- Chirstmas-themed luncheon at Dewan Lanai, Resorts World Awana with live Christmas songs, trumpet performance and festive entertainment
- The event concluded with a lucky draw

Complementing its core initiatives, G3 organises various internal activities to engage and empower its volunteers throughout the year. These activities foster community spirit and volunteer collaboration and support Genting Malaysia's broader environmental conservation, sustainability and social responsibility goals.

KEY INTERNAL ACTIVITIES CONDUCTED BY G3 IN 2024

G3 Recruitment Drive 2024

Recruited new volunteers from RWG employees, increasing membership by 30%, from 152 to 193 volunteers

G3 Online Presentation Talk Video and Quiz

Awareness on the history of G3, initiatives, future plans and a fun quiz

G3 Flora and Fauna Photography Competition

Connect with and captured the rich local biodiversity at RWG

G3 Appreciation Lunch

Celebrated and acknowleged contributions of G3 volunteers in advocating environmental and sustainability initiatives

Community Initiatives in 2024

GENTING MALAYSIA OVERSEAS OPERATIONS' COMMITMENT TO SOCIAL RESPONSIBILITY

UNITED KINGDOM

In 2024, Genting UK strengthened its commitment to supporting CHIPS charity, which provides specialised powered wheelchairs for young people with disabilities. Genting UK has fostered community involvement and made a tangible difference through engaging in fundraising activities, including:

- Hosting the Genting Summer Showdown, a family and friends day filled with activities.
- Organising bake sales, skydiving, hiking and sports events to rally support.
- Encouraging site-level participation in local charitable initiatives.

Genting UK introduced the "Pennies for Charity" programme to enhance fundraising efforts, enabling employees to donate pennies from their monthly payslips directly to the CHIPS charity. Genting UK also engages with local communities by:

- Collaborating with colleges, universities and job centres to participate in recruitment events and job fairs.
- Exploring opportunities to donate apprenticeship government funding to support community projects.

By integrating charitable initiatives and community collaboration, Genting UK continues to impact individuals and foster long-term community growth.

UNITED STATES

In 2024, RWNY sponsored, hosted and volunteered at 122 community engagement events.

RWNYC SUPPORTS ENSURING PUBLIC HEALTH IS ALWAYS WITHIN REACH

RWNYC is proud to collaborate with the New York Blood Center ("NYBC") to launch their cutting-edge Blood Donation Pods. These state-of-the-art mobile units revolutionise blood donation by bringing the process directly to communities, ensuring greater accessibility and convenience.

Designed with donors in mind, the Pods feature comfortable beds, climate control and entertainment options, providing a seamless and pleasant donation experience. Donors can contribute whole blood, double red cells or platelets, enhancing the availability of lifesaving resources.

Hosting these Blood Donation Pods at our Queens and Hudson Valley locations reinforces RWNYCs commitment to supporting public health and improving access to essential blood donations in the local community. This initiative exemplifies RWNYC's dedication to fostering well-being and making a meaningful impact on the lives of others.

REVITALISATION PROJECT FOR THE COMMUNITY

Over the years, RWNYC has played a vital role in supporting the city and state during crises like Hurricane Sandy and the COVID-19 pandemic while contributing nearly USD5 billion to New York's education fund. Looking ahead, RWNYC is preparing to bid for a full commercial casino license in downstate New York and has unveiled a USD5 billion expansion plan to reshape the state's entertainment landscape. If awarded the license, RWNYC will activate the expansion plan which will create thousands of jobs, generate substantial tax revenue, and benefit the local community with public green space and world-class amenities.

Community Initiatives in 2024

MARC MORIAL AND RESORTS WORLD NEW YORK CITY SET NEW STANDARD WITH 4TH ANNUAL GUMBO COALITION GRADUATION

RWNYC proudly hosted the graduation ceremony for 35 students from diverse academic backgrounds who completed the Gumbo Coalition University programme. This 12-week virtual leadership and mentorship initiative, created by One Street Books, underscores RWNYC's commitment to developing the next generation of leaders. The event featured Marc Morial, former Mayor of New Orleans, whose book, The Gumbo Coalition, inspired the programme. This initiative targets college and graduate students in the tri-state area, linking participants with influential leaders from the business media and non-profit sectors.

In 2024, the programme saw unprecedented interest, with 270 applicants competing for spots in the cohort. The comprehensive curriculum emphasised leadership development, consensus-building and decision-making and was led by expert lecturers across various fields. Graduates received a $500 scholarship and access to career resources and mentorship opportunities through the New York Urban League.

RWNYC remains dedicated to fostering leadership and personal growth through initiatives like the Gumbo Coalition University. Applications for the 2025 cohort opened in November 2024, continuing the programme's mission to empower future leaders and drive positive change in the community.

RESORTS WORLD GIVES

Since its inception in 2011, Resorts World Gives has been the cornerstone of our corporate philanthropy, representing all charitable initiatives across Resorts World New York City, Resorts World Catskills and Resorts World Hudson Valley. With a mission to foster economic and social progress in local communities, Resorts World Gives has donated over $3 million to more than 200 organisations and proudly matches 100% of employee contributions.

Guided by five key pillars, Resorts World Gives supports innovative non-profits that deliver measurable results and create lasting change. By investing in organisations with clear goals, Resorts World Gives actively enhances the vibrancy and well-being of Queens, Monticello, Newburgh and surrounding neighbourhoods. This unwavering commitment underscores our dedication to empowering communities and driving meaningful, sustainable impact where it matters most.

CITYMEALS ON WHEELS

RWNYC has been a committed partner of Citymeals on Wheels for over a decade, funding more than 15,000 meals for homebound older New Yorkers. Volunteers gathered at Eastern Queens in 2024 to deliver emergency food packages to the elderly in need, many of whom are their own neighbours. The meals were part of Citymeals' initiative to ensure that elderly recipients have food available in emergencies, such as extreme weather. Volunteers delivered the packages with care, connecting with recipients through friendly chats or simple smiles, embodying RWNYC's dedication to supporting the community it calls home.

BAHAMAS

RW Bimini is committed to supporting the local community by:

- Participating in the Bimini Coastal Community Cleanup
- Sponsoring the Celebration of Women, Impact and Legacy event
- Children Christmas presents give away

Hilton Miami spreads holiday cheer with its annual Bimini Toy Drive and organising a Back-to-School Supplies Drive. Team members support the Lotus House Women's Shelter for abused women and the Caring Place for homeless men through a Clothing Drive. The resort further contributes by preparing and serving meals at the Ronald McDonald House for families and children.

Human Rights

Genting Malaysia actively upholds human rights by fully aligning with local and international laws, including the International Bill of Human Rights and the UN Guiding Principles on Business and Human Rights. We embed dignity, respect, non-discrimination and fair, humane treatment into all contracts and third-party engagements, ensuring an inclusive entertainment environment where everyone enjoys a fulfilling resort experience.

Guided by the core principles in our Human Rights Policy, we integrate human rights protections across our entire value chain. Suppliers and contractors must adhere to the same high standards, and we require them to establish internal mechanisms to address workplace grievances, including anonymous reporting channels.

Our Board of Directors, led by General Dato' Seri DiRaja Tan Sri (Dr.) Mohd Zahidi bin Hj Zainuddin (Retired) plays an active role in overseeing human rights initiatives. We allocate dedicated resources and define clear daily responsibilities for relevant functions, enabling the effective management and implementation of these commitments.

Implementing a formal grievance mechanism accessible to individuals and communities further reinforces our dedication. This confidential mechanism addresses human rights concerns and provides a framework for resolving and remedying adverse impacts caused by operations.

Genting Malaysia remains steadfast in its commitment to ethical practices, continuously working to safeguard human rights and foster a culture of fairness, inclusivity and respect across all aspects of our business.

HUMAN RIGHTS IN THE SUPPLY CHAIN

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

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

The following outlines our commitment, which shapes our human rights processes and initiatives.

OUR COMMITMENTS

WAGES AND COMPENSATION

- Comply with all wage and compensation requirements defined by local laws and regulations, including exceeding minimum wages and legally mandated benefits.
- Appropriately compensate overtime.

WORKER TREATMENT

- Do not allow physical punishment or abuse of any worker.
- Ensure workers have an effective mechanism to report grievances and constructively resolve them.
- Establish appropriate whistleblowing mechanisms to report labour and human rights violations.

OUR NON-NEGOTIABLES

CHILD LABOUR AND EMPLOYMENT STANDARDS

- Do not employ individuals under 15 years or the lawful age of employment, whichever is higher.
- Do not use child labour, in line with International Labour Organisation (ILO) standards.

WORK HOURS AND FORCED LABOUR

- Do not exceed the maximum work hours defined by applicable law.
- Do not use forced labour, including prison, bonded or debt labour.

RECRUITMENT STANDARDS

- Do not charge recruitment fees or costs.

Human Rights

GENTING MALAYSIA PRINCIPLES AND COMMITMENT TO SPECIFIC HUMAN RIGHTS INTERESTS

Discrimination or Other Unreasonable Treatment

- Genting Malaysia does not tolerate any discrimination, acts that hurt the dignity of an individual, harassment, or unreasonably treat others based on national origin, citizenship, colour, race, belief, religion, ancestry, marital status, gender, disabilities, age, sexual orientation, gender identification, nationality, social status or any other basis prohibited by local law.
- We employ individuals with disabilities and support them through a dedicated buddy system to ensure their smooth integration in the workplace

Forced and Child Labour

- Genting Malaysia complies with local laws including the Children and Young Persons (Employment) Act 1966 and does not tolerate forced or child labour, including slavery and human trafficking. During the recruitment process, we rigorously verify the legal age and documentation of prospective employees to prevent labour issues such as child and forced labour.

Privacy and Personal Information

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

Harassment

- Genting Malaysia does not tolerate any action that causes physical or mental distress, such as sexual harassment or power harassment. The Group is committed to maintaining a harassment-free workplace, prohibiting sexual harassment and workplace bullying. Our policy helps achieve a gender-balanced workforce. We take strict action, including immediate dismissal as per the Employment Act 1955, against any violations.

Occupational Safety and Health

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

Collective Bargaining and Freedom of Association

- Genting Malaysia complies with local law and respects employees' right to freedom of association and collective bargaining. The Group supports each person's 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 the Genting Malaysia Berhad Workers Union Collective Agreement. Genting Malaysia's overseas operations also meet regularly with union delegates to ensure employees' needs are met and disputes are resolved. For employes not covered by the Collective Agreement, we strive to align their working conditions and terms of employment as closely as possible with its standards.

Rest and Leisure

- Genting Malaysia recognises the right to rest and leisure and will always comply with local laws including the Employment Act 1955 concerning excessive working hours, overtime and rest. The Group has established several key actions in eliminating excessive working hours such as introducing flexible work arrangement, limiting overtime and workload management.

Rights of Indigenous People

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

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
SOUND GOVERNANCE													
Anti-corruption													
Employees receiving training on anti-corruption													
Senior management	%	85.37%	NA	NA	85.37%	100.00%	100.00%	NA	100.00%	97.73%	100.00%	NA	98.63%
Management	%	99.89%	NA	NA	99.89%	99.90%	100.00%	NA	99.91%	100.00%	100.00%	NA	100.00%
Executive	%	99.09%	NA	NA	99.09%	99.90%	100.00%	NA	99.90%	100.00%	100.00%	NA	100.00%
Non-executive	%	98.17%	NA	NA	98.17%	99.79%	100.00%	NA	99.79%	100.00%	100.00%	NA	100.00%
All Employees	**%**	**98.40%**	**NA**	**NA**	**98.40%**	**99.81%**	**100.00%**	**NA**	**99.81%**	**99.99%**	**100.00%**	**NA**	**99.12%**
Operations assessed for risks related to corruption													
Operations assessed for corruption	%	100%	NA	NA	100%	100%	100%	NA	100%	100%	100%	NA	100%
Confirmed incidents of corruption and actions taken													
Number of confirmed incidents	No.	0	0	NA	0	0	0	NA	0	0	0	0	0
Staff disciplined or dismissed due to non-compliance with anti-corruption policy/ policies	No.	0	0	NA	0	0	0	NA	0	0	0	0	0
Cost of fines, penalties or settlements in relation to corruption	MYR	0	0	NA	0	0	0	NA	0	0	0	0	0
DATA PRIVACY AND SECURITY													
Number of substantiated cases													
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	No.	0	NA	NA	0	0	0	NA	0	0	0	0	0
MARKETPLACE STEWARDSHIP													
Supply Chain Management													
Procurement Practices													
Proportion of spending on local suppliers	%	90%	93%	67%	84%	94%	95%	44%	75%	91%	94%	53%	76%
Proportion of local suppliers	%	81%	96%	36%	73%	80%	92%	43%	70%	96%	93%	82%	90%,

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
PROTECTING THE ENVIRONMENT													
Energy Management													
Energy Consumption†													
Direct energy*	TJ	373	57	NA	430	505	58	NA	563	507	66	NA	573
Indirect Energy (electricity)	TJ	770	85	NA	855	823	87	NA	910	1,174	84	NA	1,258
Total Energy	**TJ**	**1,142**	**142**	**NA**	**1,284**	**1,328**	**145**	**NA**	**1,468**	**1,681**	**150**	**NA**	**1,831**

* *Direct energy comprises natural gas, liquefied petroleum gas, diesel and gasoline.*
** *Conversion coefficients for direct energy are derived from the IPCC Guidelines for National Greenhouse Gas Inventories (2006).*
† *2022 and 2023 data has been restated due to improved monitoring processes*
Genting Malaysia does not currently generate renewable energy but plans to implement this in the future.

Energy Intensity													
Energy Intensity	MJ/ customer	51	60	NA	52	53	55	NA	53	60	51	NA	46

Emissions Management

Greenhouse Gas Emissions (Operational)†													
Scope 1 - Direct GHG Emissions*	tCO_2e	26,840	2,957	NA	29,797	36,330	2,876	NA	39,206	36,450	3,085	NA	39,535
Scope 2 - Indirect GHG Emissions	tCO_2e	162,078	4,565	NA	166,643	173,290	5,008	NA	178,298	252,331	4,844	NA	257,175
Total Operational Emissions (Scopes 1 & 2)	**tCO_2e**	**188,918**	**7522**	**NA**	**196,440**	**209,620**	**7,884**	**NA**	**217,504**	**288,781**	**7,929**	**NA**	**296,710**

* *Scope 1 emissions from natural gas, liquefied petroleum gas, diesel and gasoline were derived from the emission factors published in the IPCC Guidelines for National Greenhouse Gas Inventories (2006).*
** *Scope 2 emissions were dervived from emission factors from the respective countries: Malaysia from the Energy Commission Grid Emission Factor for Peninsular 2021; UK from the Greenhouse gas reporting: conversion factors by the Department for Energy Security and Net Zero; and US from the EPA's GHG Emission Factors Hub.*
† *Restated using more accurate up-to-date emission factors using restated energy.*

Emission Intensity													
Emission Intensity*	$kgCO_2e$/ customer	8	3	NA	8	8	3	NA	7	10	3	NA	7

* *Emission intensity is based on GHG emissions from Scope 1 (owned or controlled sources) and Scope 2 (purchased energy).*

Greenhouse Gas Emissions (Non-Operational)†													
Scope 3 - Business Travel	tCO_2e	NA	NA	NA	NA	NA	NA	NA	NA	383	105	16^	504
^ *Bahamas only.*													
Scope 3 - Employee Commuting	tCO_2e	NA	NA	NA	NA	NA	NA	NA	NA	11,309	4,621	5,160	21,090

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Biodiversity													
Plants Planted													
No. of Trees and Shrubs	No.	7,494	NA	NA	7,494	7,339	NA	NA	7,339	7,759	NA	NA	7,759
No. of Floral Plants	No.	NA	NA	NA	NA	120	NA	NA	120	10,351	NA	NA	10,351
No. of Groundcover Plants	No.	480	NA	NA	480	1,940	NA	NA	1,940	8,125	NA	NA	8,125
Fines & Certification													
Total costs of environmental fines and penalties	MYR	0	NA	NA	0	0	NA	NA	0	0	NA	NA	0
Percentage of sites covered by recognised environmental management systems such as ISO14001 or EMAS	%	100.0%	NA	NA	100.0%	100.0%	NA	NA	100.0%	100.0%	NA	NA	100.0%
Water													
Water Discharge													
Surface water	ML	220	NA	NA	220	356	NA	NA	356	454	NA	NA	454
Third-party water	ML	0	NA	NA	0	0	NA	NA	0	0	NA	NA	0
Total	**ML**	**220**	**NA**	**NA**	**220**	**356**	**NA**	**NA**	**356**	**454**	**NA**	**NA**	**454**
Water Consumption													
Surface water	ML	6,420	NA	NA	6,420	7,150	NA	NA	7,150	7,966	NA	NA	7,966
Third-party water	ML	389	NA	NA	389	360	NA	NA	360	251	NA	NA	251
Total	**ML**	**6,809**	**49**	**NA**	**6,858**	**7,510**	**NA**	**NA**	**7,510**	**8,217**	**NA**	**NA**	**8,217**
Water Intensity													
Water Intensity	ml/ customer	306	21	NA	279	302	NA	NA	272	292	NA	NA	206
Waste Management													
Waste Generated*													
Waste diverted from disposal	mt	1,700	NA	NA	1,700	1,899	NA	NA	1,899	1,534	NA	NA	1,534
Waste directed to disposal	mt	11,186	NA	NA	11,186	14,938	NA	NA	14,938	15,749	NA	NA	15,749
Scheduled waste/hazardous	mt	11	NA	NA	11	16	NA	NA	16	38	NA	NA	38
Total	**mt**	**12,897**	**NA**	**NA**	**12,897**	**16,853**	**NA**	**NA**	**16,853**	**17,321**	**NA**	**NA**	**17,321**

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

Sustainability Performance Data

Indicator	Unit	2022	2023	2024
Hazardous Waste by Type (RWG only)				
E-Waste (SW110)	kg	8,680	10,430	15,280
Spent Engine Oil (SW305)	kg	380	2,550	790
Spent Hydraulic Oil (SW306)	kg	1,600	2,850	850
Heating Fuel (SW322)	kg	80	0	240
Paint Container and Empty Chemical Drum (SW409)	kg	270	370	590
Rags, Plastic and Paint Brushes Contaminated with Scheduled Wastes (SW410)	kg	190	0	19,800
Used Tubes Reagent (SW422)	kg	100	0	0
Recycled Waste Collection (RWG only)				
Paper	mt	19	23	58
Cardboard	mt	648	671	614
Plastic	mt	98	69	136
Metal	mt	90	92	121

		Combined Group (number and %)											
		2022				2023				2024			
Indicator	Unit	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
UPLIFTING PEOPLE													
Diversity													
Total Headcount*	No.	8,556*	2,897	3,845	15,298	10,068*	2,970	3,336	16,374	10,847	2,848	3,278	16,973
* *Excludes Egypt Data.*													
Workforce by Gender													
Male	No. (%)	5,489 (64.2%)*	1,575 (54.4%)	2,081 (54.1%)	9,145 (59.8%)	6,415 (63.7%)*	1,726 (58.1%)	1,814 (54.4%)	9,955 (60.8%)	6,981 (64.4%)	1,557 (54.7%)	1,796 (54.8%)	10,334 (60.9%)
Female	No. (%)	3,067* (35.8%)*	1,322 (45.6%)	1,764 (45.9%)	6,153 (40.2%)	3,653* (36.3%)*	1,244 (41.9%)	1,522 (45.6%)	6,419 (39.2%)	3,866 (35.6%)	1,291 (45.3%)	1,482 (45.2%)	6,639 (39.12%)
Workforce by Age Group													
Under 30 (age 29 and below)	No. (%)	3,789 (44.3%)*	747 (25.8%)	789 (20.5%)	5,325 (34.8%)	4,919 (48.9%)*	727 (24.5%)	550 (16.5%)	6,196 (37.8%)	5,560 (51.3%)	724 (25.4%)	518 (15.8%)	6,802 (40.1%)
30-50 (age 30 until 50)	No. (%)	4,094 (47.8%)*	1,591 (54.9%)	1,801 (46.8%)	7,486 (48.9%)	4,390 (43.6%)*	1,832 (61.7%)	1,597 (47.9%)	7,819 (47.8%)	4,460 (41.1%)	1,555 (54.6%)	1,572 (48.0%)	7,587 (44.7%)
Above 50 (age 51 and above)	No. (%)	673 (7.9%)*	559 (19.3%)	1,255 (32.6%)	2,487 (16.3%)	759 (7.5%)*	411 (13.8%)	1,189 (35.6%)	2,359 (14.4%)	827 (7.6%)	569 (20.0%)	1,188 (36.2%)	2,584 (15.2%)

* *Exclude RWK and RWL Data.*

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Workforce by Employee Category													
Senior Management	No. (%)	42 (0.5%)	39 (1.3%)*	NA	81 (0.5%)*	46 (0.5%)	30 (1.0%)	47 (1.4%)	123 (0.8%)	45 (0.4%)	29 (1.0%)	41 (1.3%)	115 (0.7%)
Middle Management	No. (%)	874 (10.2%)	419 (14.5%)*	NA	1,293 (8.5%)*	974 (9.7%)	109 (3.7%)	75 (2.2%)	1,158 (7.1%)	984 (9.1%)	109 (3.8%)	369 (11.3%)	1,462 (8.6%)
Executive	No. (%)	886 (10.4%)	16 (0.6%)*	NA	902 (5.9%)*	971 (9.6%)	31 (1.0%)	581 (17.4%)	1,583 (9.7%)	1,001 (9.2%)	31 (1.1%)	39 (1.2%)	1,071 (6.3%)
Non-Executive	No. (%)	6,754 (78.9%)	2,220 (76.6%)*	NA	8,974 (58.7%)*	8,077 (80.2%)	2,800 (94.3%)	2,633 (78.9%)	13,510 (82.5%)	8,817 (81.3%)	2,679 (94.1%)	2,829 (86.3%)	14,325 (84.4%)

* *Excludes Egypt Data.*

Indicator	Unit	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Workforce by Ethnicity													
Malay	No. (%)	3,719 (43.5%)	5 (0.2%)	1 (0.0%)	3,725 (24.3%)	4,387 (43.6%)	0 (0.0%)	0 (0.0%)	4,387 (26.8%)	4,402 (40.6%)	2 (0.1%)	1 (0.0%)	4,405 (26.0%)
Chinese	No. (%)	3,074 (35.9%)	37 (1.3%)	0 (0.0%)	3,111 (20.3%)	3,284 (32.6%)	57 (1.9%)	0 (0.0%)	3,341 (20.4%)	3,584 (33.1%)	42 (1.5%)	0 (0.0%)	3,626 (21.4%)
Indian	No. (%)	741 (8.7%)	38 (1.3%)	2 (0.1%)	781 (5.1%)	1,047 (10.4%)	59 (2.0%)	0 (0.0%)	1,106 (6.8%)	1,338 (12.3%)	60 (2.1%)	0 (0.0%)	1,398 (8.2%)
Bumiputera	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other Asian	No. (%)	0 (0.0%)	172 (5.9%)	601 (15.6%)	773 (5.1%)	0 (0.0%)	56 (1.9%)	557 (16.7%)	613 (3.7%)	0 (0.0%)	111 (3.9%)	538 (16.4%)	649 (3.8%)
Caucasian	No. (%)	0 (0.0%)	2,089 (72.1%)	919 (23.9%)	3,008 (19.7%)	0 (0.0%)	1,690 (56.9%)	726 (21.8%)	2,416 (14.8%)	0 (0.0%)	2,362 (82.9%)	694 (21.2%)	3,056 (18.0%)
Black/African American	No. (%)	0 (0.0%)	115 (4.0%)	1,083 (28.2%)	1,198 (7.8%)	0 (0.0%)	104 (3.5%)	961 (28.8%)	1,065 (6.5%)	0 (0.0%)	130 (4.6%)	976 (29.8%)	1,106 (6.5%)
Native American	No. (%)	0 (0.0%)	0 (0.0%)	20 (0.5%)	20 (0.1%)	0 (0.0%)	0 (0.0%)	16 (0.5%)	16 (0.1%)	0 (0.0%)	4 (0.1%)	16 (0.5%)	20 (0.1%)
Pacific Islander	No. (%)	0 (0.0%)	0 (0.0%)	22 (0.6%)	22 (0.1%)	0 (0.0%)	0 (0.0%)	18 (0.5%)	18 (0.1%)	0 (0.0%)	0 (0.0%)	18 (0.5%)	18 (0.1%)
Hispanic or Latino	No. (%)	0 (0.0%)	0 (0.0%)	664 (17.3%)	664 (4.3%)	0 (0.0%)	205 (6.9%)	765 (22.9%)	970 (5.9%)	0 (0.0%)	31 (1.1%)	790 (24.1%)	821 (4.8%)
Others	No. (%)	1,022 (11.9%)	441 (15.2%)	533 (13.9%)	1,996 (13.0%)	1,350 (13.4%)	799 (26.9%)	293 (8.8%)	2,442 (14.9%)	1,523 (14.0%)	106 (3.7%)	245 (7.5%)	1,874 (11.1%)

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Workforce by employment type													
Permanent	No. (%)	8,538 (99.8%)	2,857 (98.6%)	3,771 (98.1%)	15,166 (99.1%)	10,034 (99.7%)	2,806 (94.5%)	3,234 (96.9%)	16,074 (98.2%)	10,781 (99.4%)	2,848 (100.00%)	3,255 (99.3%)	16,884 (99.5%)
Temporary	No. (%)	18 (0.2%)	40 (1.4%)	74 (1.9%)	132 (0.9%)	34 (0.3%)	164 (5.5%)	102 (3.1%)	300 (1.8%)	66 (0.6%)	0 (0.00%)	23 (0.7%)	89 (0.5%)
Workforce by gender and age group for each employee category													
Senior Management													
Gender													
Male	No. (%)	33 (78.6%)	30 (76.9%)*	NA	63 (77.8%)*	32 (69.6%)	22 (73.3%)	32 (68.1%)	86 (69.9%)	33 (73.3%)	19 (65.5%)	28 (68.3%)	80 (69.6%)
Female	No. (%)	9 (21.4%)	9 (23.1%)*	NA	18 (22.2%)*	14 (30.4%)	8 (26.7%)	15 (31.9%)	37 (30.1%)	12 (26.7%)	10 (34.5%)	13 (31.7%)	35 (30.4%)
Age Group													
Under 30	No. (%)	0 (0.0%)	0 (0.0%)	NA	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
30-50	No. (%)	18 (42.9%)	25 (64.1%)*	NA	43 (52.4%)*	18 (39.1%)	20 (66.7%)	17 (36.2%)	55 (44.7%)	16 (35.6%)	20 (69.0%)	15 (36.6%)	51 (44.3%)
Above 50	No. (%)	24 (57.1%)	15 (38.5%)*	NA	39 (47.6%)*	28 (60.9%)	10 (33.3%)	30 (63.8%)	68 (55.3%)	29 (64.4%)	9 (31.0%)	26 (63.4%)	64 (55.7%)
Middle Management													
Gender													
Male	No. (%)	497 (56.9%)	269 (64.2%)*	NA	766 (58.8%)*	561 (57.6%)	66 (60.6%)	42 (56.0%)	669 (57.8%)	562 (57.1%)	68 (62.4%)	235 (63.7%)	865 (59.2%)
Female	No. (%)	377 (43.1%)	160 (38.2%)*	NA	537 (41.2%)*	413 (42.4%)	43 (39.4%)	33 (44.0%)	489 (42.2%)	422 (42.9%)	41 (37.6%)	134 (36.3%	597 (40.8%)
Age Group													
Under 30	No. (%)	8 (0.9%)	41 (9.8%)*	NA	49 (3.8%)*	20 (2.1%)	6 (5.5%)	0 (0.0%)	26 (2.2%)	23 (2.3%)	4 (3.7%)	30 (8.1%)	57 (3.9%)
30-50	No. (%)	673 (77.0%)	264 (63.0%)*	NA	937 (71.9%)*	726 (74.5%)	60 (55.0%)	38 (50.7%)	824 (71.2%)	708 (72.0%)	59 (54.1%)	227 (61.5%)	994 (68.0%
Above 50	No. (%)	193 (22.1%)	124 (29.6%)*	NA	317 (24.3%)*	228 (23.4%)	43 (39.4%)	37 (49.3%)	308 (26.6%)	253 (25.7%)	46 (42.2%)	112 (30.4%)	411 (28.1%)

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Executive													
Gender													
Male	No. (%)	529 (59.7%)	12 (75.0%)*	NA	541 (60.0%)*	573 (59.0%)	24 (77.4%)	325 (55.9%)	922 (58.2%)	588 (58.7%)	24 (77.4%)	21 (53.8%)	633 (59.1%)
Female	No. (%)	357 (40.3%)	4 (25.0%)*	NA	361 (40.0%)*	398 (41.0%)	7 (22.6%)	256 (44.1%)	661 (41.8%)	413 (41.3%)	7 (22.6%)	18 (46.2%)	438 (40.9%)
Age Group													
Under 30	No. (%)	314 (35.4%)	0 (0.00%)*	NA	314 (34.8%)*	355 (36.6%)	0 (0.00%)	66 (11.4%)	421 (26.6%)	350 (35.0%)	0 (0.0%)	3 (7.7%)	353 (33.0%)
30-50	No. (%)	490 (55.3%)	7 (43.8%)*	NA	497 (55.1%)*	523 (53.9%)	14 (45.2%)	339 (58.3%)	876 (55.3%)	539 (53.8%)	18 (58.0%)	23 (59.0%)	580 (54.2%)
Above 50	No. (%)	82 (9.3%)	9 (56.3%)*	NA	91 (10.1%)*	93 (9.6%)	17 (54.8%)	176 (30.3%)	286 (18.1%)	112 (11.2%)	13 (42.0%)	13 (33.3%)	138 (12.8%)
Non-Executive													
Gender													
Male	No. (%)	4,430 (65.6%)	1,143 (51.5%)*	NA	5,573 (62.1%)*	5,249 (65.0%)	1,614 (57.6%)	1,415 (53.7%)	8,278 (61.3%)	5,798 (65.8%)	1,446 (54.0%)	1,513 (53.5%)	8,757 (61.1%)
Female	No. (%)	2,324 (34.4%)	1,077 (48.5%)*	NA	3,401 (37.9%)*	2,828 (35.0%)	1,186 (42.4%)	1,218 (46.3%)	5,232 (38.7%)	3,019 (34.2%)	1,233 (46.0%)	1,316 (46.5%)	5,568 (38.9%)
Age Group													
Under 30	No. (%)	3,467 (51.3%)	660 (29.7%)*	NA	4,127 (46.0%)*	4,544 (56.3%)	721 (25.8%)	484 (18.4%)	5,749 (42.6%)	5,187 (58.8%)	720 (26.9%)	485 (17.1%)	6,392 (44.6%)
30-50	No. (%)	2,913 (43.13%)	1,164 (52.4%)*	NA	4,077 (45.4%)*	3,123 (38.7%)	1,738 (62.1%)	1,203 (45.7%)	6,064 (44.9%)	3,197 (36.3%)	1,458 (54.4%)	1,307 (46.2%)	5,962 (41.6%)
Above 50	No. (%)	374 (5.54%)	396 (17.8%)*	NA	770 (8.6%)*	410 (5.1%)	341 (12.2%)	946 (35.9%)	1,697 (12.6%)	433 (4.9%)	501 (18.7%)	1,037 (36.7%)	1,971 (13.8%)

* *Excludes Egypt data.*

New Hires													
Total new employee hires		2,850	592	1,148	4,590	4,371	820	670	5,861	4,071	534	509	5,114
Gender													
Male	No.	1,753	298	612	2,663	2,586	419	352	3,357	2,534	292	282	3,108
Female	No.	1,097	294	536	1,927	1,785	401	318	2,504	1,537	242	227	2,006

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Age													
Under 30	No.	2,327	325	401	3,053	3,611	489	234	4,334	3,659	314	221	4,194
30-50	No.	480	219	427	1,126	708	274	303	1,285	351	172	217	740
Above 50	No.	43	48	320	411	52	57	133	242	61	48	71	180
Disabilities													
Staff with a disability	No. (%)	NA	NA	NA	NA	NA	NA	NA	NA	5 (0.1%)	18 (0.6%)	15 (0.4%)	38 (0.2%)
Turnover													
Total employee turnover	No.	3,006 (35.1%)	782 (27.0%)	862 (22.4%)	4,650 (30.4%)	2,862 (28.4%)	1,000 (33.7%)	663 (19.9%)	4,525 (27.6%)	3,292 (30.4%)	885 (31.1%)	558 (15.5%)	4,735 (27.4%)
Turnover by Employee Category													
Senior Management	No. (%)	6 (14.3%)	NA	NA	6 (7.4%)	5 (10.9%)	8 (26.7%)	2 (4.3%)	15 (12.1%)	7 (15.6%)	14 (48.3%)	9 (22.0%)	30 (26.1%)
Middle Management	No. (%)	133 (15.2%)	NA	NA	133 (10.3%)	87 (8.9%)	40 (36.7%)	14 (18.7%)	141 (12.2%)	95 (9.7%)	10 (9.2%)	65 (17.6%)	170 (11.6%)
Executive	No. (%)	233 (26.3%)	NA	NA	233 (25.8%)	205 (21.1%)	5 (16.1%)	107 (18.4%)	317 (20.0%)	161 (16.1%)	2 (10.0%)	12 (30.8%)	175 (16.3%)
Non-Executive	No. (%)	2,634 (39.0%)	NA	NA	2,634 (28.8%)	2,565 (31.8%)	947 (33.8%)	540 (20.5%)	4,052 (30.0%)	3,029 (34.4%)	859 (32.1%)	472 (16.7%)	4,360 (30.4%)
Turnover by Gender													
Male	No. (%)	1,837 (33.5%)	400 (25.4%)	450 (21.6%)	2,687 (29.4%)	1,660 (25.9%)	NA	362 (20.0%)	2,022 (20.3%)	1,969 (28.2%)	489 (31.4%)	291 (16.2%)	2,749 (26.6%)
Female	No. (%)	1,169 (38.1%)	382 (28.9%)	412 (23.4%)	1,963 (31.9%)	1,202 (32.9%)	NA	301 (19.8%)	1,503 (23.4%)	1,323 (34.2%)	396 (30.7%)	267 (18.0%)	1,986 (29.9%)
Turnover by Age													
Under 30	No. (%)	2,184 (57.6%)	384 (51.4%)	298 (37.8%)	2,866 (53.8%)	2,187 (44.5%)	NA	219 (39.8%)	2,406 (38.8%)	2,691 (48.4%)	488 (67.4%)	180 (34.7%)	3,359 (49.4%)
30-50	No. (%)	746 (18.2%)	339 (21.3%)	396 (22.0%)	1,481 (19.8%)	582 (13.3%)	NA	265 (16.6%)	847 (10.8%)	483 (10.8%)	312 (20.1%)	248 (15.8%)	1,043 (13.7%)
Above 50	No. (%)	76 (11.3%)	59 (10.6%)	168 (13.4%)	303 (12.2%)	93 (12.3%)	NA	179 (15.1%)	272 (11.5%)	118 (14.3%)	85 (14.9%)	130 (10.9%)	333 (12.9%)

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Turnover by type													
Full time staff voluntary turnover rates													
Total full time staff voluntary turnover	No.	NA	NA	NA	NA	NA	NA	NA	NA	2,345	725	364	3,434
Total full time staff involuntary turnover	No.	NA	NA	NA	NA	NA	NA	NA	NA	947	160	194	1,301
Total	**No.**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**3,292**	**885**	**558**	**4,735**

Indicator	Unit	2022	2023	2024
Directors by gender and age group				
Gender				
Male	No. (%)	10 (83.3%)	9 (90.0%)	7 (77.8%)
Female	No. (%)	2 (16.7%)	1 (10.0%)	2 (22.2%)
Total	**No.**	**12**	**10**	**9**
Age Group				
Under 30	No. (%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
30-50	No. (%)	1 (8.3%)	1 (10.0%)	1 (11.1%)
Above 50	No. (%)	11 (91.7%)	9 (90.0%)	8 (88.9%)
Total	**No.**	**12**	**10**	**9**

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Labour Practices & Standards													
Total hours of Training by Employee Category													
Senior Management	Hours	784	NA	NA	784	1,536	260	16^	1,812	1,516	139	0^	1,655
Middle Management	Hours	7,460	NA	NA	7,460	23,894	1,951	144^	25,990	26,528	531	225^	27,284
Executive	Hours	8,193	NA	NA	8,193	25,781	304	0^	26,085	35,981	226	35^	36,242
Non-Executive	Hours	75,009	NA	NA	75,009	330,978	11,603	4,174^	346,755	524,572	15,968	2,573^	543,113
Total	**Hours**	**91,446**	**18,582**	**11,831**	**121,859**	**382,189**	**14,118**	**4,335^**	**400,642**	**588,597**	**16,864**	**2,833^**	**608,294**

^ *Miami and Bahamas only.*

No. of Training and Investment in Training													
No. of Training Programmes Conducted	No.	325	NA	NA	325	1,495	NA	NA	1,495	3,206	NA	NA	3,206
Total Investment in Training	MYR	3,677,362	NA	NA	3,677,362	6,901,535	NA	NA	6,901,535	6,760,812	NA	NA	6,760,812
Human Rights Violations Complaints													
Number of substantiated complaints concerning human rights violations	No.	0	0	0	0	0	0	1	1	0	0	0	0
Health & Safety													
Number of work-related fatalities													
Permanent full-time employees	No.	0	0	0	0	0	0	0	0	0	0	0	0
Contractors or temporary employees	No.	0	0	0	0	0	0	0	0	0	0	0	0
Total	**No.**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Work-related injuries													
Lost time incident rate ("LTIR")	Rate	1.24	NA	NA	1.24	0.79	NA	NA	0.79	0.77	NA	1.89	0.93

* *Calculated from the number of lost time injuries in the reporting period / the total number of hours worked in the reporting period * 200,000.*

Worker training on occupational health and safety													
Number of employees trained on health and safety standards	No.	8,892	NA	1,191	10,083	11,908	NA	1,975	13,883	14,177	NA	340^	14,517

^ *Miami and Bahamas only.*

Sustainability Performance Data

Indicator	Unit	Combined Group (number and %)											
		2022				2023				2024			
		Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group	Malaysia	UK & Egypt	US & Bahamas	Group
Non-compliance													
Number of cases of labour standards non-compliance	No.	NA	0	0	0	NA	0	0	0	NA	0	0	0
Community/Society													
Community Investment and beneficiaries													
Amount of community investment	MYR	712,500	673,236*	5,342,604	6,728,340*	752,866	369,108*	7,780,111	8,902,084*	830,754	2,383,812*	8,844,000	12,058,566*
Number of beneficiaries	No.	160,180	220,000*	410,144	790,324*	122,247	187,606*	526,500	836,353*	27,442	2*†	227,000	254,442*†

* *Excludes Egypt Data.*

† *We donated to 2 charity organisations in the UK, namely, Gam Care and CHIPS charity.*

Statement of Assurance by Internal Auditors

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

Subject Matter & Scope
The sustainability matters and indicators covered by the internal auditors for the stated companies' operations are as follows:

Subject Matters				Scope
No.	Sustainability Matters	No.	Sustainability Indicators	
1	Regulatory Compliance	1(a)	Percentage of employees who have received training on anti-corruption by employee category	Malaysia operations
		1(b)	Percentage of operations assessed for corruption-related risks	Malaysia operations
		1(c)	Confirmed incidents of corruption and action taken	Malaysia operations
2	Human Resource Management	2(a)	Percentage of employees by gender and age group, for each employee category	Malaysia operations
		2(b)	Percentage of directors by gender and age group	Resorts World Genting
		2(c)	Total hours of training by employee category	Malaysia operations
		2(d)	Percentage of employees that are contractors or temporary staff	Malaysia operations
		2(e)	Total number of employee turnover by employee category	Malaysia operations
		2(f)	Number of substantiated complaints concerning human rights violations	Malaysia operations
3	Privacy Data Protection and Cybersecurity	3(a)	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Malaysia operations
4	Responsible Gaming ("RG")	4(a)	Number of people benefited from the Request Assistance Policy Self Exclusion Programme	Resorts World Genting
		4(b)	Participation rate for the RG Awareness Training for Casino Employees	
		4(c)	Number of RG Roadshows	
		4(d)	Number of Attendees for RG seminars hosted	
5	Resource Efficiency	5(a)	Total energy consumption	Malaysia operations
		5(b)	Total volume of water used	Malaysia operations
6	Employee Safety, Health and Wellbeing	6(a)	Number of work-related fatalities	Malaysia operations
		6(b)	Lost time incident rate	
		6(c)	Number of employees trained on health and safety standards	
7	Corporate Governance	7(a)	Percentage of female directors	Resorts World Genting
		7(b)	Number of Board members by types of directors with % of composition by gender, race & age.	

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 2: General Disclosures 2021			
GRI 2 General Disclosures 2021	2-1	Organizational details	4 to 6
	2-2	Entities included in the organisation's sustainability reporting	1
	2-3	Reporting period, frequency and contact point	1
	2-4	Restatements of information	88
	2-5	External assurance	98
	2-6	Activities value chain and other business relationships	4 to 6
	2-7	Employees	90
	2-8	Workers who are not employees	92
	2-9	Governance structure and composition	18
	2-10	Nomination and selection of the highest governance body	Annual Report 2025: 61
	2-11	Chair of the highest governance body	18
	2-12	Role of the highest governance body in overseeing the management of impacts	18
	2-13	Delegation of responsibility for managing impacts	8
	2-14	Role of the highest governance body in sustainability reporting	8
	2-15	Conflicts of interest	Annual Report 2025: 61 to 62
	2-16	Communication of critical concerns	2 to 3
	2-17	Collective knowledge of the highest governance body	Annual Report 2025: 21 to 29
	2-18	Evaluation of the performance of the highest governance body	Annual Report 2025: 60
	2-19	Remuneration policies	Annual Report 2025: 63 to 64
	2-20	Process to determine remuneration	Annual Report 2025: 63 to 64
	2-21	Annual total compensation ratio	Annual Report 2025: 63 to 64

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	7
	2-23	Policy commitments	7
	2-24	Embedding policy commitments	7
	2-25	Processes to remediate negative impacts	13 to 15
	2-26	Mechanisms for seeking advice and raising concerns	85
	2-27	Compliance with laws and regulations	25
	2-28	Membership associations	27
	2-29	Approach to stakeholder engagement	10 to 12
	2-30	Collective bargaining agreements	86
GRI 3: Material Topics 2021			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	13 to 15
	3-2	List of material topics	14 to 15
	3-3	Management of material topics	14 to 15
GRI 101: Biodiversity 2024			
GRI 101: Biodiversity 2024	101-1	Policies to halt and reverse biodiversity loss	50
	101-2	Management of biodiversity impacts	48 to 50
	101-3	Identification of biodiversity impacts	48 to 50
	101-4	Locations with biodiversity impacts	48, 50
	101-5	Changes to the state of biodiversity	48 to 49
GRI 201: Economic Performance 2016			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	30
	201-2	Financial implications and other risks and opportunities due to climate change	54
	201-3	Defined benefit plan obligations and other retirement plans	67
	201-4	Financial assistance received from government	Annual Report 2025: 147
GRI 203: Indirect Economic Impacts 2016			
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	77, 79 to 80
	203-2	Significant indirect economic impacts	79 to 82

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 204: Procurement Practices 2016			
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	87
GRI 205: Anti-Corruption 2016			
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	87
	205-2	Communication and training about anti-corruption policies and procedures	19
	205-3	Confirmed incidents of corruption and actions taken	87
GRI 207: Tax 2019			
GRI 207: Tax 2019	207-1	Approach to tax	26
	207-2	Tax governance, control, and risk management	26
GRI 302: Energy 2016			
GRI 302 Energy 2016	302-1	Energy consumption within the organization	52, 88
	302-2	Energy consumption outside of the organization	52, 88
	302-3	Energy intensity	88
	302-4	Reduction of energy consumption	52, 88
GRI 303: Water and Effluents 2018			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	57
	303-2	Management of water discharge-related impacts	57
	303-4	Water discharge	89
	303-5	Water consumption	89
GRI 305: Emissions 2016			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	88
	305-2	Energy indirect (Scope 2) GHG emissions	88
	305-3	Other indirect (Scope 3) GHG emissions	88
	305-5	Reduction of GHG emissions	88

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 306: Waste 2020			
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	59 to 61
	306-2	Management of significant waste-related impacts	59 to 61
	306-3	Waste generated	89
	306-4	Waste diverted from disposal	89 to 90
	306-5	Waste directed to disposal	89 to 90
GRI 308: Supplier Environmental Assessment 2016			
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	42
GRI 401: Employment 2016			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	93 to 94
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	67
	401-3	Parental leave	67
GRI 402: Labor/Management Relations 2016			
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Genting Malaysia provides a reasonable notice period for operational changes, especially when relocation is involved.

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 403: Occupational Health and Safety 2018			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	70 to 72
	403-2	Hazard identification, risk assessment, and incident investigation	70
	403-3	Occupational health services	70 to 72
	403-4	Worker participation, consultation, and communication on occupational health and safety	70
	403-5	Worker training on occupational health and safety	70 to 72
	403-6	Promotion of worker health	68 to 69
	403-8	Workers covered by an occupational health and safety management system	70
	403-9	Work-related injuries	96
GRI 404: Training and Education 2016			
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	73 to 74
	404-3	Percentage of employees receiving regular performance and career development reviews	100%
GRI 405: Diversity and Equal Opportunity 2016			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	90 to 93
	405-2	Ratio of basic salary and remuneration of women to men	Genting Malaysia offers fair salary and remuneration, maintaining a 1:1 ratio.
GRI 406: Non-discrimination 2016			
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	64
GRI 407: Freedom of Association and Collective Bargaining 2016			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	86
GRI 408: Child Labor 2016			
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	86

GRI Content Index

GRI Standard	Disclosure	Description	Page Number
GRI 409: Forced or Compulsory Labor 2016			
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	86
GRI 413: Local Communities 2016			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement impact assessments, and development programs	75 to 77
	413-2	Operations with significanct actual and potential negative impacts on local communities	77 to 80
GRI 414: Supplier Social Assessment 2016			
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	42
GRI 416: Customer Health and Safety 2016			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	44 to 45
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	45
GRI 417: Marketing and Labeling 2016			
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	36
GRI 418: Customer Privacy 2016			
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	87

Performance Data Table from the ESG Reporting Platform(N1)(N2)

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	2022	2023	2024
Bursa (Anti-corruption)				
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category				
Senior Management	Percentage	85.37	100.00	98.63
Middle Management	Percentage	99.89	99.91	100.00
Executive	Percentage	99.09	99.90	100.00
Non-Executive	Percentage	98.17	99.79	100.00
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
Bursa (Data privacy and security)				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Bursa (Supply chain management)				
Bursa C7(a) Proportion of spending on local suppliers	Percentage	84.40	74.70	76.51
Bursa (Emissions management)				
Bursa C11(a) Scope 1 emissions in tonnes of CO_2e	Metric tonnes	29,797.00 *	39,206.00 *	39,535.00
Bursa C11(b) Scope 2 emissions in tonnes of CO_2e	Metric tonnes	166,643.00 *	178,298.00 *	257,175.00
Bursa C11(c) Scope 3 emissions in tonnes of CO_2e (at least for the categories of business travel and employee commuting)	Metric tonnes	0.00	0.00	21,593.53

Internal assurance | External assurance | No assurance | (*)Restated

Performance Data Table from the ESG Reporting Platform(N1)(N2)

Indicator	Measurement Unit	2022	2023	2024
Bursa (Energy management)				
Bursa C4(a) Total energy consumption	Megawatt	356,666.67 *	407,777.78 *	508,611.11
Bursa (Water)				
Bursa C9(a) Total volume of water used	Megalitres	6,858.000000	7,510.000000	8,217.000000
Bursa (Waste management)				
Bursa C10(a) Total waste generated	Metric tonnes	12,897.00 *	16,853.00 *	17,321.00
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	1,700.00 *	1,899.00 *	1,534.00
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	11,186.00 *	14,938.00 *	15,749.00
Bursa (Diversity)				
Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
Senior Management Under 30	Percentage	0.00	0.00	0.00
Senior Management Between 30-50	Percentage	52.40	44.70	44.30
Senior Management Above 50	Percentage	47.60	55.30	55.70
Middle Management Under 30	Percentage	3.80	2.20	3.90
Middle Management Between 30-50	Percentage	71.90	71.20	68.00
Middle Management Above 50	Percentage	24.30	26.60	28.10
Executive Under 30	Percentage	34.80	26.60	33.00
Executive Between 30-50	Percentage	55.10	55.30	54.20
Executive Above 50	Percentage	10.10	18.10	12.80
Non-Executive Under 30	Percentage	46.00	42.60	44.60
Non-Executive Between 30-50	Percentage	45.40	44.90	41.60
Non-Executive Above 50	Percentage	8.60	12.60	13.80

ernal assurance | External assurance | No assurance | (*)Restated

Performance Data Table from the ESG Reporting Platform(N1)(N2)

Indicator	Measurement Unit	2022	2023	2024
Gender Group by Employee Category				
Senior Management Male	Percentage	77.80	69.90	69.60
Senior Management Female	Percentage	22.20	30.10	30.40
Middle Management Male	Percentage	58.80	57.80	59.20
Middle Management Female	Percentage	41.20	42.20	40.80
Executive Male	Percentage	60.00	58.20	59.10
Executive Female	Percentage	40.00	41.80	40.90
Non-Executive Male	Percentage	62.10	61.30	61.10
Non-Executive Female	Percentage	37.90	38.70	38.90
Bursa C3(b) Percentage of directors by gender and age group				
Male	Percentage	83.30	90.00	77.80
Female	Percentage	16.70	10.00	22.20
Under 30	Percentage	0.00	0.00	0.00
Between 30-50	Percentage	8.30	10.00	11.10
Above 50	Percentage	91.70	90.00	88.90
Bursa (Labour practices and standards)				
Bursa C6(a) Total hours of training by employee category				
Senior Management	Hours	784	1,536	1,516
Middle Management	Hours	7,460	23,894	26,528
Executive	Hours	8,193	25,781	35,981
Non-Executive	Hours	75,009	330,978	524,572

Internal assurance | External assurance | No assurance | (*)Restated

Performance Data Table from the ESG Reporting Platform(N1)(N2)

Indicator	Measurement Unit	2022	2023	2024
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	0.90	1.80	0.54
Bursa C6(c) Total number of employee turnover by employee category				
Senior Management	Number	6	15	30
Middle Management	Number	133	141	170
Executive	Number	233	317	175
Non-Executive	Number	2,634	4,052	4,360
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	1	0
Bursa (Health and safety)				
Bursa C5(a) Number of work-related fatalities	Number	0	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	1.24	0.79	0.93
Bursa C5(c) Number of employees trained on health and safety standards	Number	10,083	13,883	14,517
Bursa (Community/Society)				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	6,728,340.00	8,902,084.00	12,058,566.00
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	790,324	836,353	254,442

N1: Information in the Performance Data Table from the ESG Reporting Platform is based on Group data, where available. For more information, please refer to the Detailed Sustainability Performance Data Table from pages 87 to 97.
N2: Total Hours of Training Employee Category comprises Malaysia only.

Internal assurance | External assurance | No assurance | (*)Restated

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