



37TH ANNUAL GENERAL MEETING
21 APRIL 2022

GENTING SINGAPORE LIMITED

37TH ANNUAL GENERAL MEETING

AGENDA

- **2021 Highlights**
- **Looking Ahead**
- **Environmental, Social and Governance (ESG) Update**
- **Conclusion**

2021 HIGHLIGHTS

GENTING SINGAPORE LIMITED

FY2021 FINANCIAL HIGHLIGHTS

REVENUE

\$1.07 BILLION

EBITDA

\$448 MILLION

CREDIT RATINGS

Moody's Ratings A3

Rating and Investment ("R&I") Ratings A

MOODY'S

A3

R&I

A



ACHIEVEMENTS



Certified by Vireo Srl



Global Sustainable Tourism Council (GSTC)

Certification for GSTC Destination Criteria
Certification for GSTC Industry Criteria for Hotels



Bloomberg Gender-Equality Index 2022



Singapore Tourism Awards 2021

Special Award for Sustainability
Special Award for Community Care (Business)
Customer Service Excellence for Retail
Special Award for Community Care (Individuals)



ASEAN Green Hotel Award 2022



Singapore Association of Convention & Exhibition Organisers & Suppliers (SACEOS)

MICE Sustainability Certification
Intermediate Tier for Venue



Chartered Institute of Procurement & Supply ("CIPS") Asia Excellence in Procurement Awards 2021

Overall Winner: Resorts World Sentosa
Best Community Response Project

ATTRACTIONS

INNOVATIVE EXPERIENCES ADDING YIELD

UNIVERSAL STUDIOS SINGAPORE

PREMIUM NIGHTS - IT'S SHOWTIME

- Revolutionary dining experience
- Exclusive entertainment



HALLOWEEN HORROR NIGHTS EXHIBITION

- Showcasing nine years of Halloween Horror Nights



ADVENTURE COVE WATERPARK



THE FUN FLOWS AGAIN

- Reopened on 12 May 2021
- Newly enhanced with mini tipping buckets, splash bucket and water shooters at Adventure River



S.E.A. AQUARIUM

HIGH TEA IN THE DEEP SEA

- Wholesome experience coupled with S.E.A. Aquarium Behind the Panel tour

HOSPITALITY

INNOVATIVE EXPERIENCES ADDING YIELD

HOTELS

- Staycations with dining, attractions, nature tours and wellness activities
- RWS as an activity hub



SUSTAINABILITY TOUR - ECO TRAIL

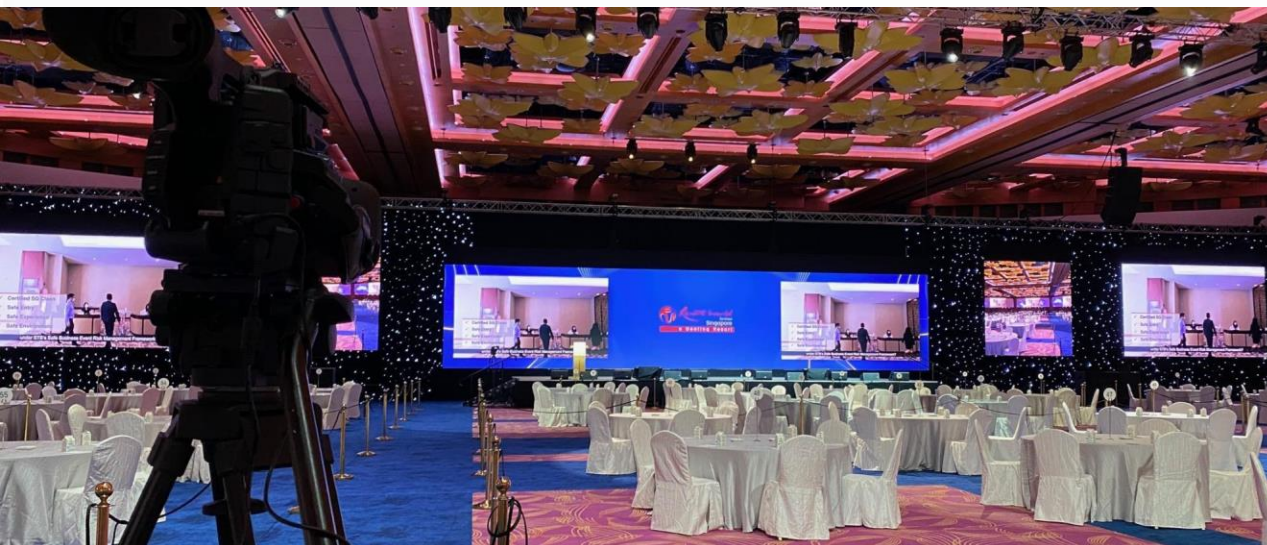
- Inspire guests into action through sharing of resort's key sustainability features



MICE

STRENGTHENING RWS'S BRAND AS A PREMIUM MICE DESTINATION

Hybrid events of varying scale



Launch of MICE eco-Events package



Certifications as a Sustainable and Safe Venue



2030 SUSTAINABILITY FRAMEWORK



Ambition	To be Global Leader in Sustainable Tourism		
Priorities	 <div>PLANET Care for our Planet</div>	 <div>PEOPLE Positive Socio Economic Impact</div>	 <div>BUSINESS Good and Ethical Business</div>
2030 Master Plan Pillars	<ul style="list-style-type: none">DecarbonisationPreserve NatureGreening Infrastructure and Transport	<ul style="list-style-type: none">Inclusive Community and IndustryNurture Future ready Workforce	<ul style="list-style-type: none">Conscious ConsumptionResponsible Business Practice

RWS-NUS LIVING LABORATORY



RESEARCH FOCUS



Biodiversity, Conservation
and Education



Decarbonisation and
Nature Based Solution

\$10 MILLION FUNDING

CORPORATE SOCIAL RESPONSIBILITY

COMMITMENT TO COMMUNITIES

- **Official Venue Partner** for the 6th year
- Over 30 budding artists performed at Resorts World Convention Centre, with President Halimah Yacob in attendance
- More than S\$2 million raised
 - ✓ The Straits Times School Pocket Money Fund and The Business Times Budding Artists Fund

17th edition of ChildAid on 9 December 2021



"Source: The Straits Times © SPH Media Limited. Permission required for reproduction".

RESPONSIBLE GAMBLING



- **Re-accredited twice in 2018 and 2021**
- **Highest RG Check accreditation score** worldwide since 2015
- **Leader** in responsible gambling marketing, policy, management and programmes
- **First accredited in 2015 as the only RG check accredited casino in Asia Pacific**
 - ✓ The world's most comprehensive and rigorous responsible gambling accreditation programme
 - ✓ 47 Criteria across 8 Core Standards
 1. RG Policy, Strategy and Culture
 2. Employee Training
 3. Self-Exclusion
 4. Assisting Players Who May Be Experiencing Harms from Gambling
 5. Informed Decision Making
 6. Marketing Communications
 7. Access to Money
 8. Venue and Game Design



HUMAN CAPITAL



<https://trainandtransform.ntuc.org.sg/trainandtransform/Pages/Details.aspx?ItemId=40>

Memorandum of Understanding with NTUC LearningHub

- Our commitment to help team members stay relevant and competitive



Source of picture: <https://www.ntuclearninghub.com/-/blog/a-closer-look-at-lhub-go-infinity>

Access to LHUB-GO for all Team Members

- Singapore's largest subscription-based online learning platform
- Continuous and lifelong learning

Top Courses

Digital Skills

People & Communications Skills

Health & Wellbeing

LOOKING AHEAD

2022 TOURISM OUTLOOK

CAUTIOUS OPTIMISM:

- Latest round of relaxation of COVID-19 restrictions expected to accelerate recovery
- Tripadvisor: “Year of Travel Rebound”

HOWEVER:

- China continues to pursue a “Zero COVID policy”
- IATA estimates: air capacity to recover ~70% of pre-COVID levels in 2022
- Greater rebound for business travel



TOURISM RECOVERING POST-2022



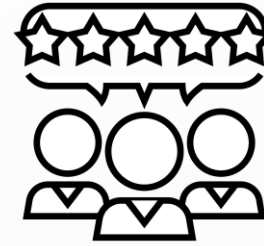
Unpredictable and Inconsistent

- New COVID variant spark travel restrictions
- Travel policy vary across markets



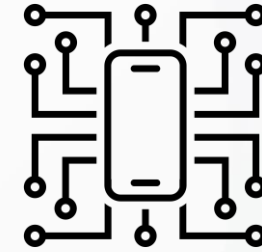
Regional Travel Focus

- Consumers prefer short-haul trips with increased flexibility



Higher Consumer Expectations

- Greater emphasis on “taking care of oneself”
- Willing to pay more for Differentiated Experiences



Digitalisation

- Digital Savvy and Mobile-First Consumers
- Greater flexibility and personalisation

RWS 2.0: PREPARING FOR POST-COVID TRAVEL INDUSTRY

IN SUPPORT OF SINGAPORE'S LATEST TOURISM STRATEGY



Material prepared based on Tourism Industry Conference 2022

RWS 2.0 - SINGAPORE OCEANARIUM

First-of-its-kind
in the world

3 X Larger
than S.E.A. Aquarium

Thought Leader Institution
championing marine education and
environmental protection


Targeted tender award: Q3 2022
Targeted opening: Q4 2024

A Centre for
**Conservation &
Restoration**
of vulnerable marine
organisms and
habitats

**Fascinating
Oceanic Zones**
including
Most Extensive
**Deep Ocean
Exhibit**

Engaged Learning
Immersive and
multisensory
storytelling

RWS 2.0 - SINGAPORE OCEANARIUM



**Showcases of
Ocean Conservation**
Inspire change and
promote stronger
public stewardship.



**Discovery Of
The Oceans**
Brought to life
through state-of-the-
art digital innovation
and interactive
technology.



**Centre For
Marine Sciences**
Empower generations
of the future to act
and innovate.

RWS 2.0 - SINGAPORE OCEANARIUM

RESEARCH AND LEARNING CENTRE An Educational Centre of Excellence



Advanced facilities for scientists and researchers to conduct research work and drive marine science outreach on-site.



Fully carbon-neutral in line with our sustainability goals.



Platform for an immersive, hands-on learning experience.

Facilities include:

- Learning Labs
- Collaborative Workspaces
- Seminar Rooms
- Rooftop Event Space

RWS 2.0 - MINION LAND



Key Highlights

- Construction start in 2022, Opening in end-2024
- A world's first original ride exclusive to Universal Studios Singapore
- Despicable Me Minion Mayhem – an immersive motion-simulator 3D ride featuring a hyper-realistic projection system

MICE & HOTEL UPGRADE

- Aligned with Singapore's ambition as the **Global-Asia Hub**
- **Hotels Refresh: >1,200 keys**
 - Festive Hotel as a **bleisure (business-leisure) and work-ation (work-vacation)** hotel with co-working spaces and lifestyle offerings.
 - Hard Rock Hotel Singapore and Hotel Michael refurbished progressively.
- **Resorts World Convention Centre Refresh**
 - Cater to **high-tech, innovative and sustainable MICE events**.



ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) UPDATE

SUSTAINABLE ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG)



ACCELERATING ESG EFFORTS

- the backbone of our sustainability journey

ENVIRONMENTAL:

- Energy, Water, Waste
- Sustainable Building Design & Facilities
- Biodiversity, Education Research and Conservation
- Responsible Sourcing & Supply Chain

SOCIAL:

- Diversity and Inclusion
- Wellbeing
- Training and Education
- Empowering and Engaging Local Community
- Sustainability Education and Advocacy
- Health and Safety

GOVERNANCE:

- Governance and Ethics
- Stakeholder Interest
- Responsible Gambling
- Sustainable Tourism

ENVIRONMENTAL INITIATIVES

Q1 22
(Awarded)



REDUCE Energy Efficient Improvements

Energy efficient Centralized District Cooling

- New and Upgrades
- >8% efficiency improvement



PRODUCE Solarization and Green Energy

Solar Panel 12 sites

- Quadruple current capacity
- 16,762 m², 2200 kWp
- ~550 4-room HDB/yr



INNOVATE Building and Facilities

1st GENS Zero Energy Building

- Warehouse
93,501 sqft (8,689.7 sqm)
- Technical workshop
33,902 sqft (3,150.7 sqm)

Upcoming
Plans

Building Management System Upgrades

- Demand Based Control
- Metering
- IOT sensors

Research and Collaboration

- Renewables
- Waste to Energy (SCNN)



SOCIAL INITIATIVES

INSPIRE

RWS-Ngee Ann Poly Collaboration

- Sustainability @RWS
- Tourism and Resort Management Diploma
- Education and Advocacy
 - Guests
 - Community
 - Team members



EDUCATE

SG CleanDay 24 Apr 2022

- Public Health Council PHC collaboration
- Cease sweeping in public spaces
- Four main Attractions in Singapore



CULTURE OF STRONG GOVERNANCE

EXPERIENCED BOARD AND COMMITTEES

- Highly experienced Board with diverse competencies and professional expertise
- Well-executed/considered risk management with long term view of company performance
- Responsible for review of management's performance and remuneration
- Upholds company values, standards and policies

BOARD RENEWAL & INDEPENDENCE

- Independent Directors (IDs) consistently form two-thirds of the Board
- All Board Committees are chaired and comprised of only IDs

DISCLOSURES FOR TRANSPARENCY AND ACCOUNTABILITY

- Regular quarterly business updates, bi-annual financial results release to investors and for public disclosure
- Annual Report, Sustainability Report
- TCFD - Taskforce for Climate Related Financial Disclosure

HIGHLIGHTS

CONFIDENCE IN SINGAPORE AS A QUALITY TOURISM DESTINATION

- Expanded SingapoReimagine international recovery campaign led by Singapore Government
- Differentiated leisure experience and business tourism to recapture tourism demand
- Singapore well positioned as a sustainable urban destination

A TRACK RECORD OF PRUDENT FINANCIAL MANAGEMENT

- Well- positioned to weather the crisis and lead recovery with strong balance sheet and excellent liquidity

FOCUS ON ESG

- Sustainability is at the heart of what we do
- Transformation journey, aligned with SG Government Green Plan 2030
- Strong corporate governance and transparency policy

LONG TERM VALUE CREATION

- Prudent and balanced approach to dividend payout
- Aligned with shareholders' long term interests
- Balance with the needs and growth strategy of the business