



GENTING

SINGAPORE

35TH ANNUAL GENERAL MEETING

28 May, 2020

REVENUE

~S\$2.5bn

EBITDA

~S\$1.2bn



Best Integrated Resort

For 9 consecutive years

RESORTS WORLD SENTOSA

ASIA'S PREMIUM LIFESTYLE DESTINATION



Singapore Tourism Awards 2019

**Best Meetings/
Incentives Organiser Award**



Michelin Guide Singapore 2019

**One Michelin Star
table65**



World Travel Awards

**Asia's Leading
Theme Park Resort**

UNIVERSAL STUDIOS SINGAPORE®

Sesame Street - 50 Years and Counting



Halloween Horror Nights 9

5 Haunted Houses | 2 Scare Zones | 1 Carnival Zone (New)



S.E.A. AQUARIUM

Glowing Ocean

Spotlight on signs and signals emitted by marine life to hint at adverse effects of climate change



Guardians of the S.E.A.A



Science in the S.E.A.A



Kayak and Klean

ACCREDITED BY THE
**ASSOCIATION
OF ZOOS &
AQUARIUMS**

Re-accreditation by
Association of Zoos
and Aquariums

FIRST IN SINGAPORE MICE EVENTS

Singapore MICE Forum (Island Edition)



World Congress on Maritime Heritage



The Special Event Asia



Skift Forum Asia (Inaugural Asia edition)



RWS  Cares

2019 CSR Achievement Highlights

>7,700

Volunteer hours clocked

>71,000

People benefited

~S\$6.7 million

In cash and in-kind donations to various charity organisations in Singapore



Assisi Hospice Outing at RWS



aRWSome Volunteer Day



aRWSome Wishes

Green Environment Sustainability

- **Guardians of the S.E.A.A** - public outreach & engagement
- **Internal sustainability & waste reduction efforts**



NEA Singapore Packaging Agreement (SPA) Awards

Top Achievement Award

Social Inclusivity

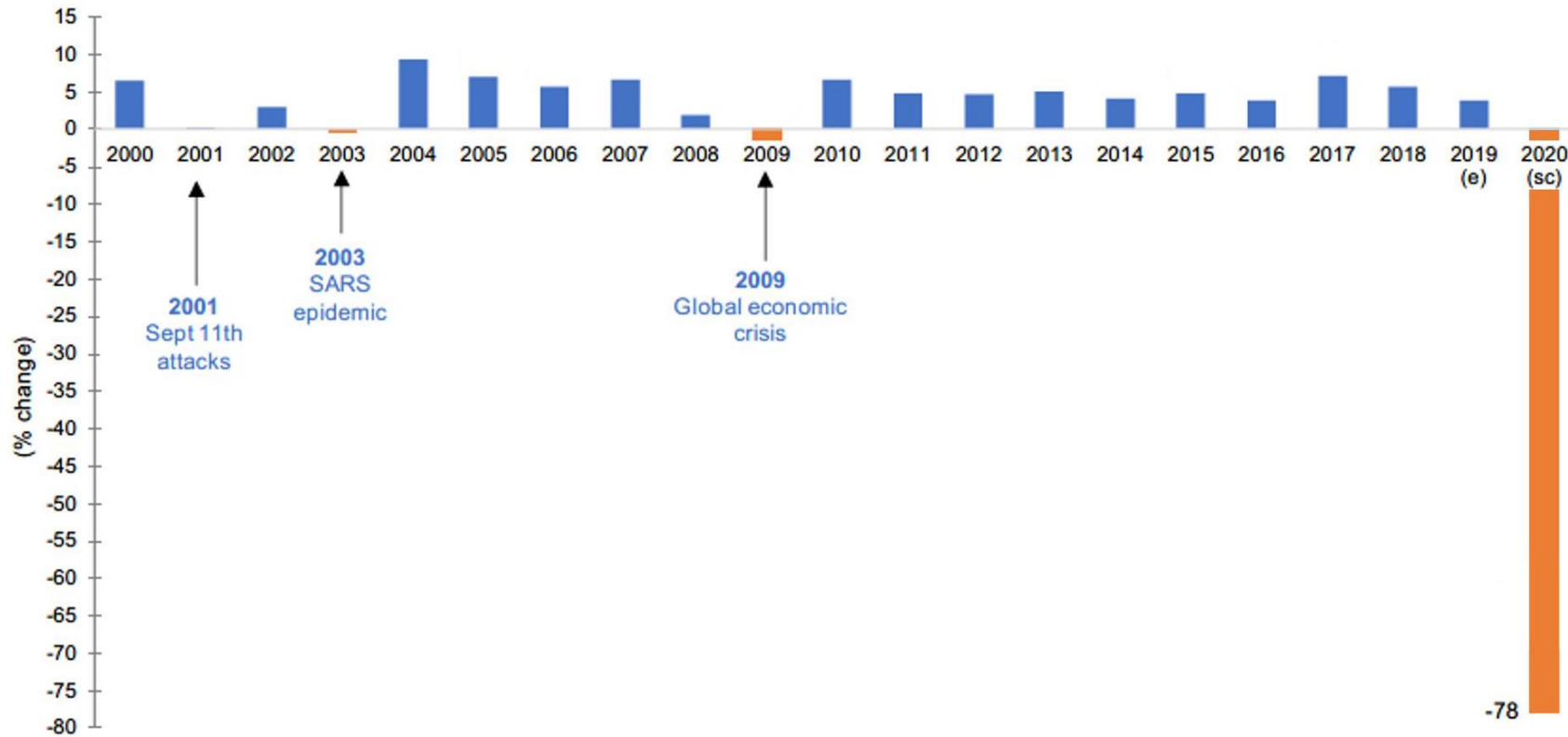
- **aRWSome Apprenticeship Programme**
- Mentoring at-risk youths pursuing SHATEC WSQ Higher Certificates
- **Sesame Street 50th Anniversary Fund Raising**
- Raised ~\$24,000 for Autism Resource Centre with Pathlight School
- **Disabled Divers International**
- Singapore's only accredited diving centre
- **Sport Singapore's Inclusive Sports Festival**
- Complimentary diving trials to individuals with disabilities (2nd year)



NS Advocate Award (National Pinnacle award) 2019

SEVERE IMPACT OF COVID-19

International Tourist Arrivals, 2000–2019 and Scenarios for 2020 (% Change)



As of 20 April, **100%** of **ALL** worldwide destinations have introduced **travel restrictions** in response to pandemic:

- **45%** of all destinations have totally or partially closed their borders
- **30%** of destinations have suspended totally or partially international flights
- **18%** have implemented closing of border for specific countries of origin.

Data Source: UNWTO World Tourism Barometer (May, 2020)

SEVERE IMPACT OF COVID-19

In April 2020, global international passenger capacity so far experienced **unprecedented 94% reduction** (estimated)

April 2020 International Passenger Capacity

Country/Territory	Capacity change from originally-planned	
United States	-22,976,621	-88%
United Kingdom	-22,345,210	-90%
Germany	-19,374,444	-92%
Spain	-18,041,897	-94%
China	-16,683,876	-95%
France	-13,480,021	-91%
Italy	-12,464,502	-94%
Japan	-9,501,833	-88%
Thailand	-8,441,105	-94%
Republic of Korea	-7,960,525	-86%

Country/Territory	Capacity change from originally-planned	
Hong Kong SAR of China (CN)	-7,122,206	-93%
Singapore	-6,596,279	-93%
India	-6,286,458	-89%
Taiwan, Province of China (CN)	-5,400,277	-85%
Malaysia	-4,959,606	-85%
Australia	-4,115,805	-92%
Indonesia	-3,723,583	-87%
Vietnam	-3,681,731	-89%
Philippines	-2,993,741	-86%

Data Source: ICAO - Effects of COVID-19 on Civil Aviation (8 May, 2020)

BUSINESS OUTLOOK

Over 3 phases

① > ② > ③

Circuit Breaker
(7 Apr-1 Jun)



Domestic Re-opening
(2 Jun-)



Essential Business Travel



Select International Travel



Full Opening of International Travel
(2H 2021~)



STRONG SUPPORT BY GOVERNMENT

- Jobs Support Scheme (JSS)
- Foreign Workers Levy Rebate
- Property Tax Rebate
- Deferment of Corporate Income Tax Payment
- Support Schemes for Training and Digital Transformation



Coronavirus: STB provides \$22m to help tourism businesses prepare for recovery; more help for travel agents

Concerted effort to promote tourism businesses market services and build demand for when global travel resumes.

WEATHERING THE STORM

The Group's performance will be severely impacted

- Financial Results for 2020 will be significantly and adversely affected
- Profit guidance issued on 17 March 2020



Cost Control Measures Implemented

- **Non-Executive Directors:** 15% reduction in fees*
- **Executive Directors:** 18% reduction in base salary*
- **All Management Staff:** 9% to 18% reduction in base salary*
- **All Employees:** Encouraged to take no-pay leave and/or annual leave
- Streamlined workflow & strengthened productivity drive

*Implemented for 1H 2020

WEATHERING THE STORM WITH RESILIENCE

The Group is well positioned to weather COVID-19 storm

MOODY'S | A3

GENS has maintained a net cash position since 2010, providing the company a good buffer to withstand weak operating performance caused by the corona virus outbreak.

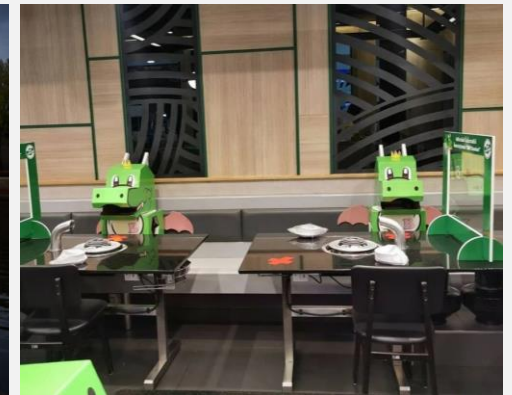
- Leverage likely to remain strong despite earnings decline because of the coronavirus outbreak
- Operation of a high-quality integrated resort in a duopoly gaming market
- Excellent liquidity, supported by sizable cash holdings, to withstand a severe but temporary cash burn

Moody's Credit Opinion (21 May, 2020)

NEW - NORMAL

“We will travel again – but differently.” – World Economic Forum

- Safe Distancing
- Capacity Restrictions
- Low-Touch / No-Touch Economy
- Focus on Sanitation and Hygiene
- Health Verification Requirements
- Increased use of Digital Platforms
- Importance of Trust in Brand



POSITIONING FOR RECOVERY

**TURNING CRISIS
INTO OPPORTUNITY**

**ORGANIZATIONAL
RENEWAL FOR FUTURE
GROWTH**



Enhanced health & safety protocols



Content-rich, inspiring destination marketing



Technology & innovation



Talent acquisition and development

CONTRIBUTING TO NATIONAL EFFORTS TO CARE FOR COVID-19 PATIENTS

Singapore Expo Community Care Facility (CCF)

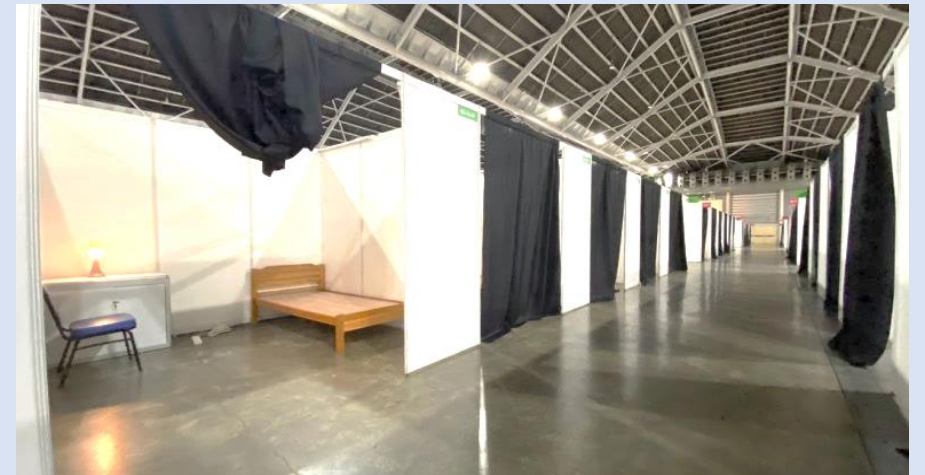
Singapore's **Largest CCF** with 8,000 bed spaces, accounting for 40% of national CCF capacity

RWS as Managing Agent of the facility providing care for early-onset and in-recovery patients

Private-public partnership involving Ministry of Health, Parkway Pantai, SingHealth, SAF, Woodlands Health Campus

Within a short span of time, **RWS has quickly and efficiently installed systems and teams of volunteers in non-medical but critical roles needed for the CCF.**

RWS  Cares



CONTRIBUTING TO NATIONAL EFFORTS TO CARE FOR COVID-19 PATIENTS

2,100-Strong Team of RWS Volunteers



One-stop residency service to cater to the non-medical needs of patients:

- Pre-arrival coordination
- Admission and discharge
- Patient engagement and feedback
- Meals arrangement
- Housekeeping
- Cleaning
- Packing and supply of daily necessities for patients

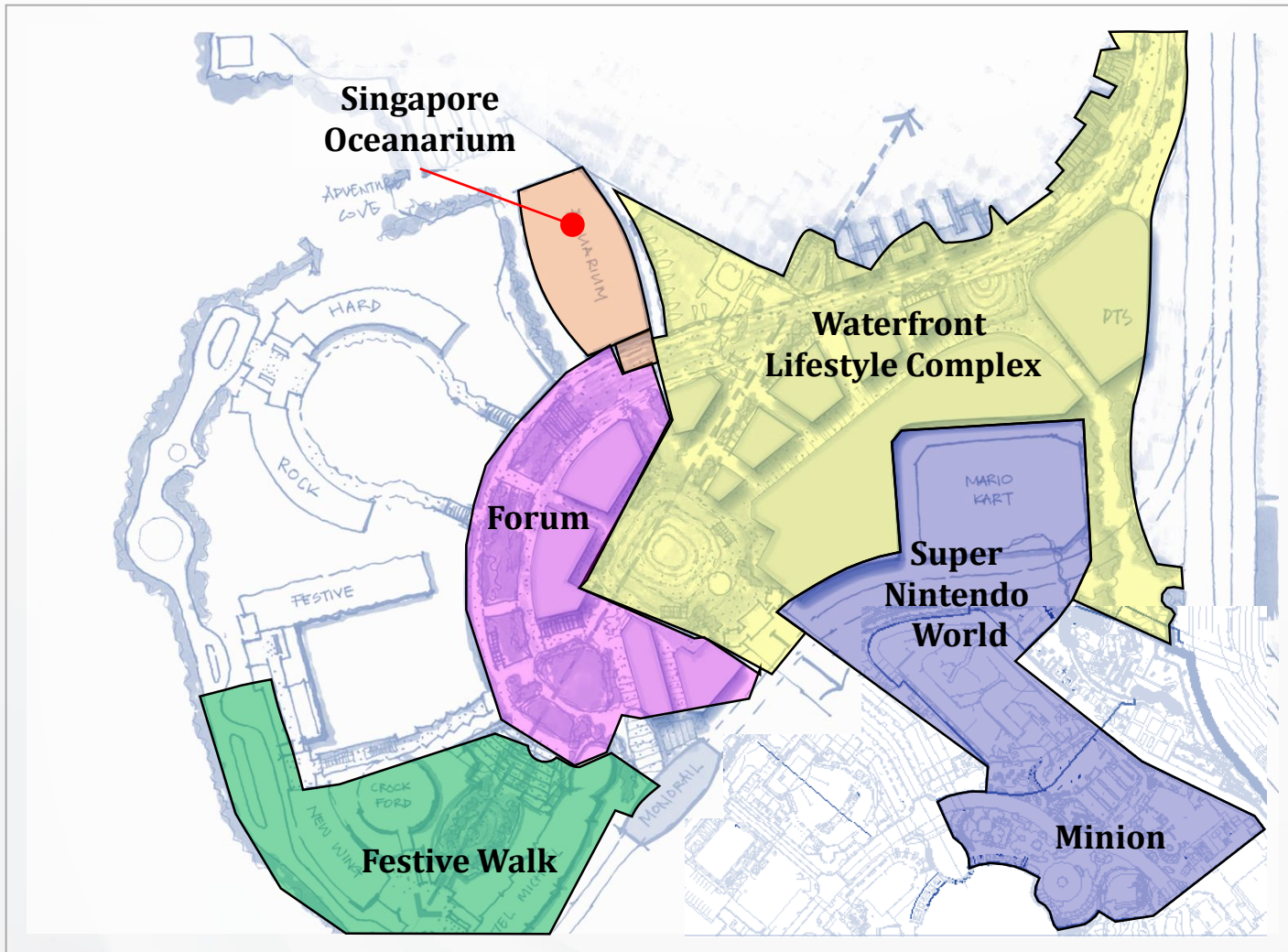


24/7 Operations Command Centre



- Incident and event tracking
- CCTV and surveillance monitoring
- A call centre to handle resident inquiries and requests

RWS EXPANSION PLAN



RWS 2.0

Continuing our journey as the *best Integrated Resort in Asia Pacific*

~ **50%**
New GFA

> **164,000m²**
New attractions, entertainment
and lifestyle offerings

- Transformation of **world class attractions**
- **Centrepiece** of the Greater Southern Waterfront
- Spur new wave of **tourism growth for Singapore**

JAPAN INTEGRATED RESORT

NATIONAL TIMELINE



Q3 2020

Publication of Integrated Resort
Implementation Guidelines

2H 2020

Request-for-Proposal (RFP) and
IR Operator Selection by
Municipal Governments

1H 2021

Municipal Governments to Submit
Proposals to Federal Government
for **IR Area Designation**

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