



GENTING

SINGAPORE

36TH ANNUAL GENERAL MEETING

15 APRIL, 2021

GENTING SINGAPORE LIMITED

36TH ANNUAL GENERAL MEETING

AGENDA

- ☐ **2020 HIGHLIGHTS**
- ☐ **TRAVEL & TOURISM OUTLOOK**
- ☐ **TO RECOVERY & BEYOND**
- ☐ **CONCLUSION**

FY2020 FINANCIAL HIGHLIGHTS

REVENUE

~S\$1.1bn

EBITDA

~S\$427mln

CREDIT RATINGS

Moody's Ratings A3

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

MOODY'S

A3

R&I

A

AWARDS & ACCOLADES



**Bloomberg Gender-Equality
Index 2021**



**SkillsFuture Employer Awards
(Non-SME) 2020**



**Singapore Packaging
Agreement Awards 2020**



**13th Annual Travel Trade
Gazette (TTG) China
Travel Awards 2020**
Best Integrated Resort
(International)



**Singapore Tourism
Awards 2020**
Special Recognition Award/
Best Business Event Venue
Experience



**ASEAN MICE Venue
Standard Award
2020 to 2022**
**ASEAN Tourism
Standards Awards 2020**



**Travel Weekly Asia
2020 Readers'
Choice Awards**



**Chartered Institute of
Procurement & Supply
("CIPS") Asia Supply
Management Awards**

STAYING SAFE

A SPARKLING RESULT

Because your safety has always been our priority, we have achieved the SG Clean seal of assurance. Discover our enhanced measures that have made this possible.



Appointment of
Safe Distancing Ambassadors



Safe distancing floor markers



STAYING SAFE



GAMING

- Contactless transaction
- Perspex shields installed
- Sanitisation equipment used

HOTELS

- Staggered check-in timings
- Baggage sanitisation during check-in
- Key card sanitisation with UV cabinets



ATTRACTIONS

- Online advance reservation
- Virtual queue and alternate seating at rides
- Real time count monitoring

RE-IMAGINING OF BUSINESS – ADDING YIELD: S.E.A. AQUARIUM



AQUA GASTRONOMY

Singapore's first and only underwater destination dining experience

NEW IMMERSIVE ZONE



EXPANDED AND ENHANCED ZONE



CALIBRATED RESUMPTION OF BUSINESS: MICE



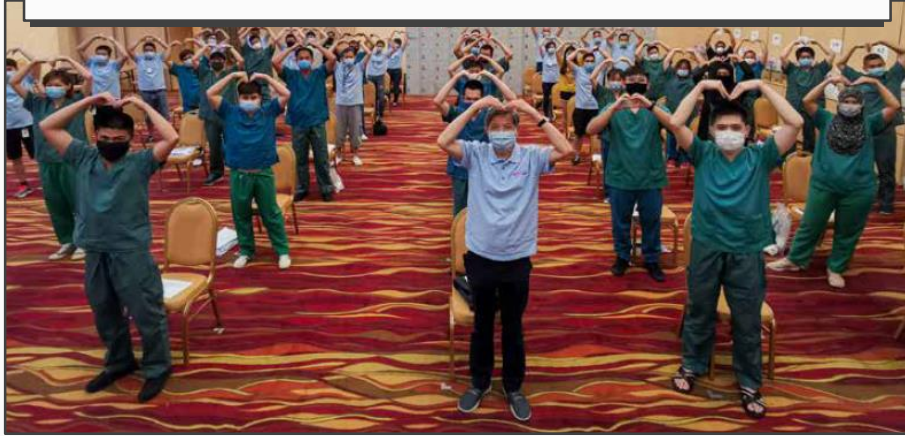
SINGAPORE'S FIRST HYBRID PILOT EVENT



ALIGNED WITH SINGAPORE TOURISM BOARD'S SAFE BUSINESS EVENT FRAMEWORK

SUSTAINABILITY HIGHLIGHTS

COMMITMENT TO COMMUNITIES



- Acted as the Managing Agent at **Singapore EXPO & MAX Atria**, and the **Big Box warehouse mall**
- More than 2,000 team members have volunteered
- Cared for more than 34,000 patients (60% of all reported cases in Singapore)

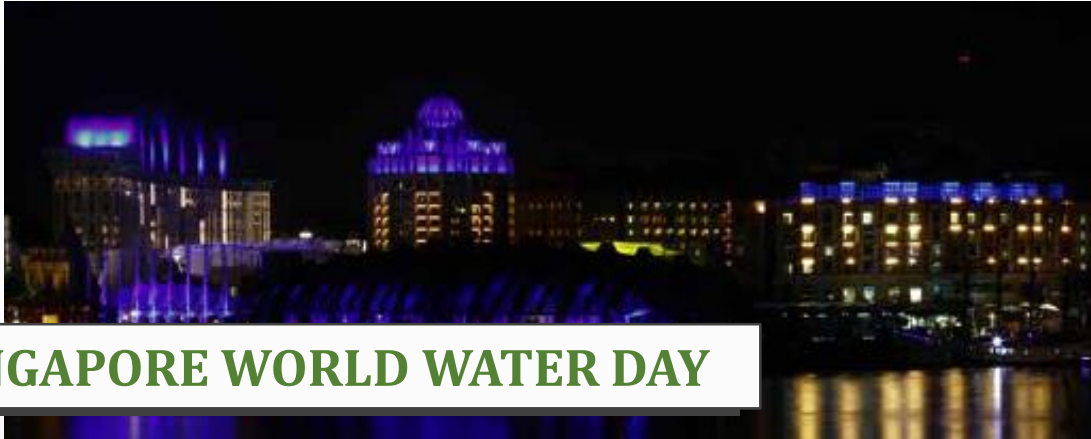
HUMAN CAPITAL DEVELOPMENT



- Worked closely with **Workforce Singapore (WSG)** and **SkillsFuture Singapore (SSG)** to transform workforce through re-skilling and upgrading



SUSTAINABILITY HIGHLIGHTS



SINGAPORE WORLD WATER DAY



PACKAGING & RECYCLING



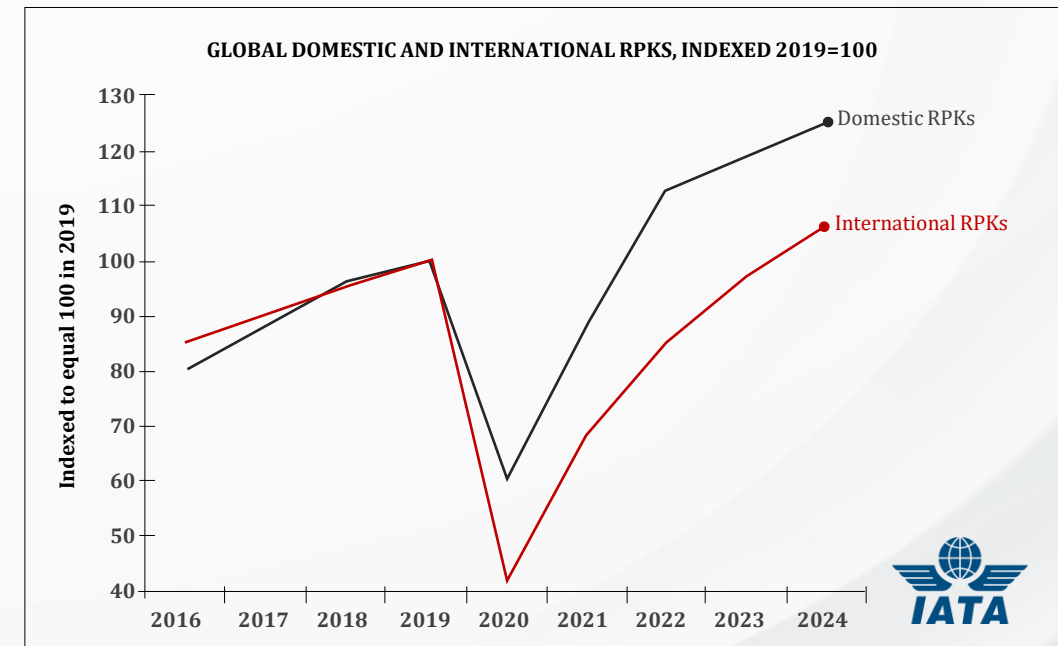
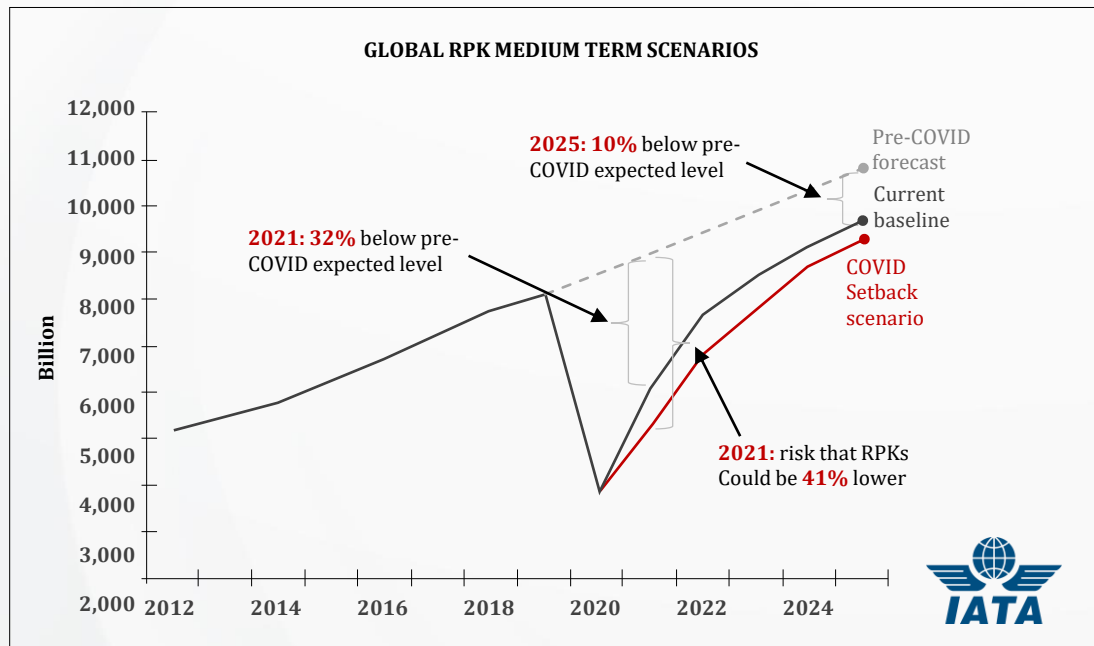
CHILDREN FOR CHILDREN



**100% SUSTAINABLE SEAFOOD
MENU @ AQUA GASTRONOMY**

LOOKING AHEAD... GLOBAL TRAVEL OUTLOOK

- Decline of international travel estimated at **~70% for whole of 2020**
- ... a return to 2019 levels could take **2½ to 4 years** (UNWTO)
- International air travel to recover to pre-COVID (2019) levels from 2023-2024 onwards (IATA)



CAREFUL & CALIBRATED RE-OPENING

- **SINGAPORE'S COVID-19 VACCINATION DRIVE**

- Over 1.5 million COVID-19 vaccine doses have been administered
- Nation has the capacity to get population vaccinated against Covid-19 by Q3 2021



“Since the pandemic hit, we have focused on weathering this long winter but now, it is time for us to start thinking about the future – what do we need to do today, so that we can thrive and succeed tomorrow?”

——— Keith Tan, Chief Executive, STB

- **PHASE 3 REOPENING**

- Calibrated and cautious manner of easing
- Final Phase of reopening back to pre-COVID norm

- **EASING TRAVEL RESTRICTIONS**

- Reciprocal Green Lanes
- Travel Bubbles
- Bilateral travel corridors
- COVID-19 digital vaccine certificates

- **CONTINUED SUPPORT FROM SINGAPORE TOURISM BOARD & GOVERNMENT**

- Jobs Support Scheme
- Various SkillsFuture and Training schemes
- Singapore Rediscover Vouchers
- Marketing support for our new tourism initiatives

STAYING VIGILANT AMID UNCERTAINTIES

❑ Directors and Management:

Continue to take up to 30% reduction in base salary since April 2020

❑ Operational Optimisation:

- Streamline workflow
- Strengthen productivity drive
- Optimise workforce deployment

SPRING WILL COME AGAIN ...



**STAYING
RESILIENT**



**DEVELOPING A MORE
ROBUST BUSINESS MODEL**



**BUILDING FOR
THE FUTURE**

BECOMING A SUSTAINABLE TOURISM DESTINATION



**Impact of COVID-19
on business travel
may be overstated**
(Skift, 2021)



**BLEisure trends likely to
be sustained post-COVID**



Emergence of new psychographic travel segments



Sustainability will be a major driving force in consumption choices



Higher spending propensity on wellness



Travelling (and spending) on self-discovery



Evolving consumer expectations



Mobile-first customer experience



Hybrid experiences



User-centricity

SUSTAINABLE ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG)

ACCELERATING ESG EFFORTS

- the backbone of our sustainability journey



○ ENVIRONMENTAL STEWARDSHIP:

- RWS Sustainability
- Waste, Energy, Emissions
- Water, Effluents, Biodiversity

○ SOCIAL:

- Developing our People
- Corporate Social Responsibility

○ GOVERNANCE:

- Corporate Governance
- Regulatory Compliance
- Policy and Code of Conduct

FOCUS ON 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

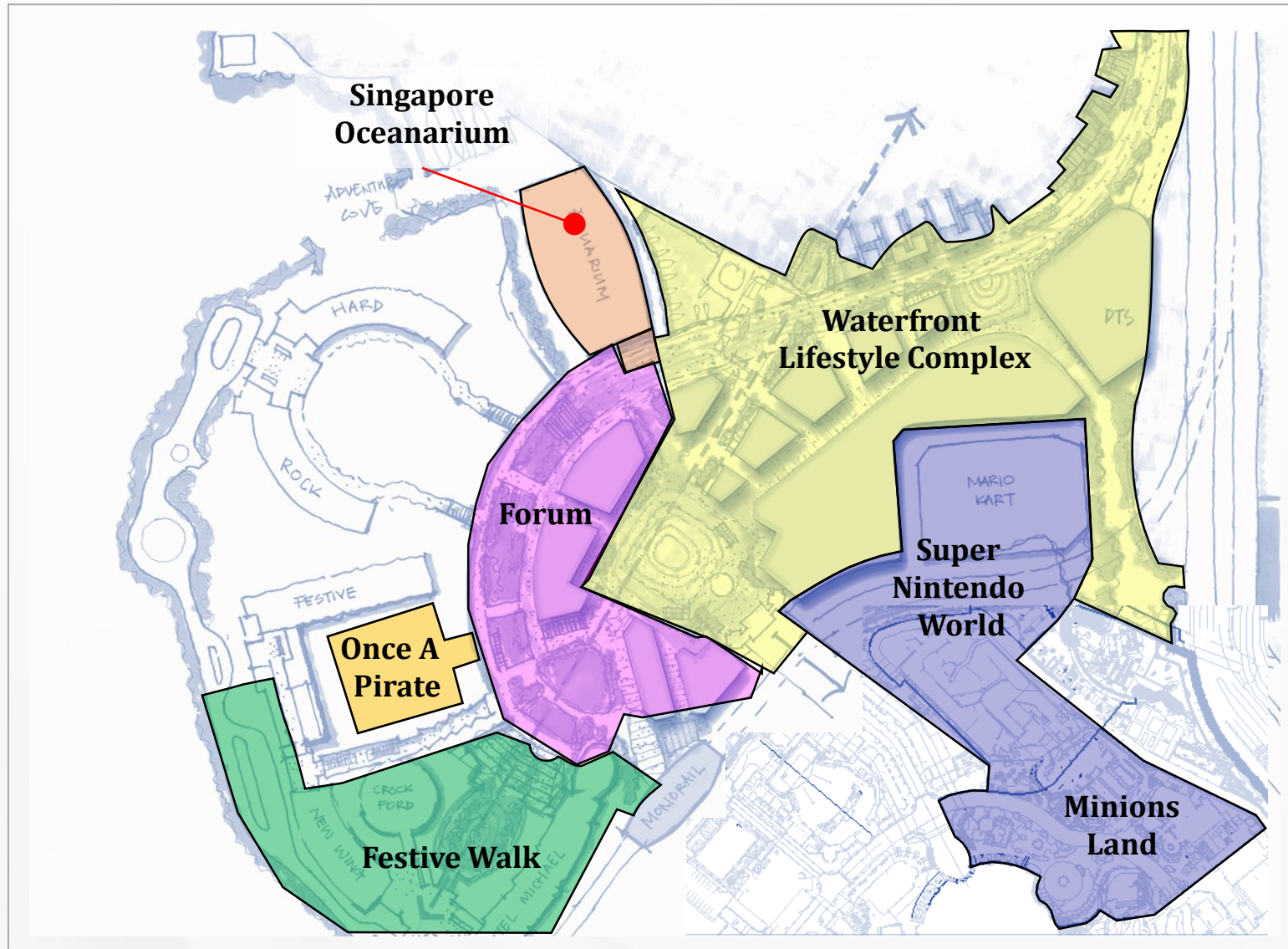
BOARD RENEWAL & INDEPENDENCE

- Independent Directors (IDs) consistently form 2/3 of the Board
- Complete refresh of IDs in the past four years, and expansion of Board including appointment of a new Lead Independent Director

DISCLOSURES FOR TRANSPARENCY AND ACCOUNTABILITY

- Regular quarterly business updates, bi-annual financial results release to investors and for public disclosure
- Annual Report, Sustainability Report

RWS EXPANSION PLAN



RWS 2.0

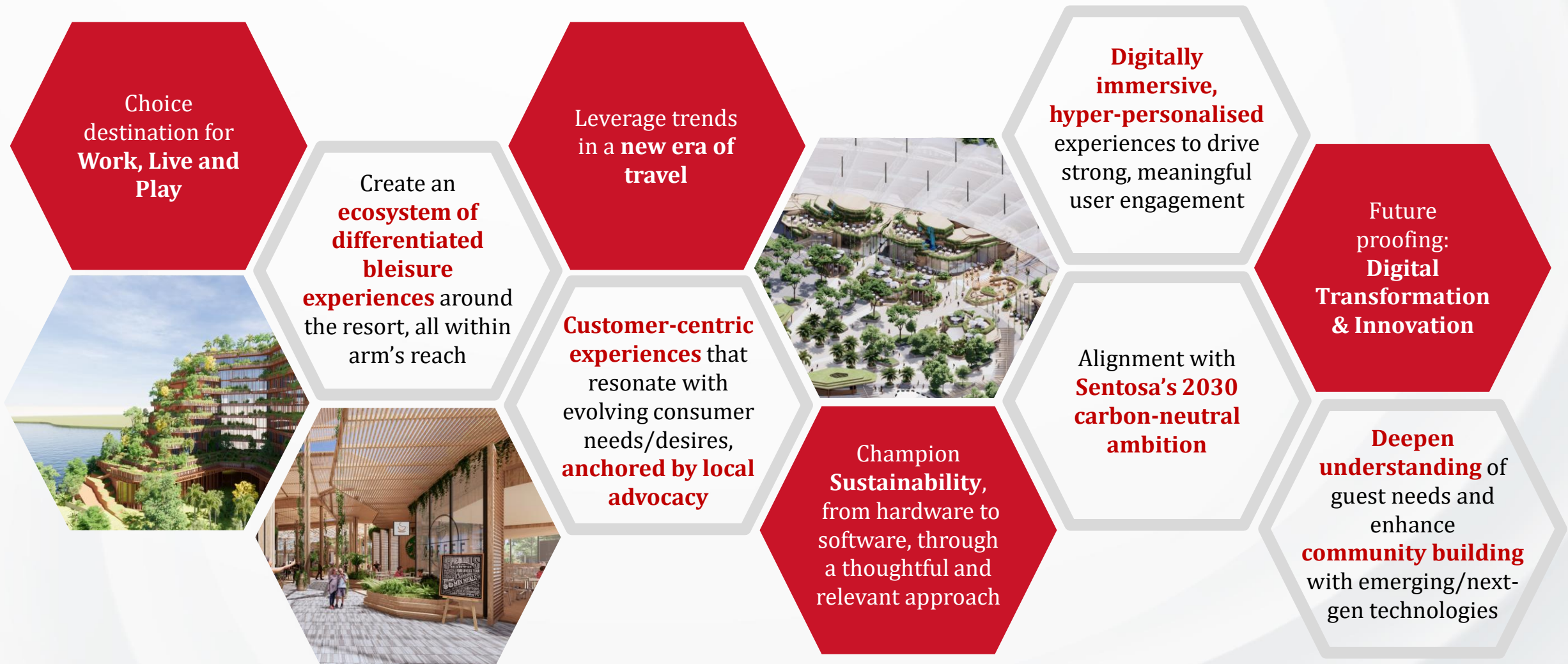
CONTINUING OUR JOURNEY AS THE
BEST INTEGRATED RESORT IN ASIA PACIFIC



~ 50%
New GFA

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

RWS 2.0: POSITIONING OURSELVES FOR THE TRAVEL REVIVAL



JAPAN IR OPPORTUNITY

NATIONAL TIMELINE

2020

Publication of Integrated
Resort Implementation
Guidelines

2021

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

2022

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

UPDATE

YOKOHAMA

- City has launched a formal bidding process
- We remain committed to create a world-class IR destination
- We continue to engage with relevant stakeholders

CONCLUSION

CONFIDENCE IN SINGAPORE AS A SAFE LEISURE AND BUSINESS DESTINATION

- Calibrated recovery expected
- Strong commitment from Singapore Government and drive transformation of the industry to become the trailblazer for “quality tourism”
- Shift towards a sustainable and innovative destination

A TRACK RECORD OF PRUDENT FINANCIAL MANAGEMENT

- Well-positioned to weather the crisis 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

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