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MESSAGE FROM OUR PRESIDENT

Dear Stakeholders,

We are pleased to bring you Genting Singapore PLC's inaugural Sustainability Report.

This report documents how sustainability is weaved into our core business as well as Resorts World Sentosa's (RWS) sustainability initiatives in 2012 and 2013. We will publish the report annually to keep track of our progress, rectify lapses and set targets for improvement.

We believe that sustainability should be part of the business. RWS is designed to be a sustainable development, incorporated with green technologies. Green technologies, in turn, have led to significant cost savings for the 49 hectares property annually; solar panels on the rooftop of the Revenge of the Mummy attraction in Universal Studios Singapore today generate energy to supply needs the equivalent of 133 Singapore's Housing and Development Board 4-room flats.

We are constantly looking for ways to promote sustainable business practices through our daily operations with our 13,000-strong workforce. Consistent practices will reap higher returns not just for the Company, but also for the community we operate in.

We appreciate the support of all who have recognized our efforts and our Team Members for their contributions in taking the Company forward. We are excited about what lies ahead in our sustainable journey as we continue to grow.

Genting Singapore PLC received our first recognition for community engagement when RWS won the "Exceptional CSR Practice" presented at the 14th Annual Business Awards organised by the British Chamber of Commerce in 2013. The award is an affirmation that we are on the right track on our journey, guiding us forward.

I hope this report marks the first of many milestones in our journey. It also represents our commitment to sustainability and in being a responsible Company.



Tan Hee Teck
President and Chief Operating Officer



ABOUT GENTING SINGAPORE PLC

For over 25 years, Genting Singapore PLC and its subsidiaries (collectively, the 'Group') have been at the forefront of gaming and integrated resort development in Australia, the Bahamas, the Philippines and the United Kingdom.



Today, it is best known for its flagship project, Resorts World Sentosa Singapore, which is one of the largest and most successful integrated resort destinations in the world.

Genting Singapore is part of the Genting Group in Malaysia and is listed on the Main Board of the Singapore Exchange Securities Trading Limited. As at 31 December 2013, the Group has a market capitalization of S\$18.28 billion and ranks among Singapore's largest companies by market capitalization.

RESORTS WORLD SENTOSA (RWS)

Resorts World Sentosa is located on Singapore's resort island of Sentosa. Spanning 49 hectares, the resort opened in January 2010 and welcomed over 45 million visitors in its first three years since opening. RWS is home to two mega attractions - the region's first-and-only Universal Studios theme park and the Marine Life Park, which comprises three sub-attractions - S.E.A. Aquarium, Adventure Cove Waterpark and Dolphin Island. The resort has Singapore's only Maritime Experiential Museum, the Resorts World Casino, luxurious accommodations in six unique hotels, the Resorts World Convention Centre, a 1,600-seat theatre, a destination spa, celebrity chef restaurants, and specialty retail outlets. The resort offers world-class entertainment, from original resident productions to concerts and public shows such as the Crane Dance and the Lake of Dreams. Resorts World Sentosa was named "Best Integrated Resort" consecutively in 2011, 2012 and 2013 at the TTG Travel Awards which recognizes the best of Asia-Pacific's travel industry.

CODE OF CONDUCT

The Group adheres to a Code of Conduct (the 'Code') approved by the Board. The Code applies to all Team Members within Genting Singapore PLC. This Code aims to provide guidance on the principles and best practices of the Group and is founded on the basis of promoting the highest standards of personal and professional integrity, honesty and values in Team Members' daily activities.

The Group believes that by observing these principles and best practices, Team Members will promote public confidence in the management of the Group and enhance the reputation of the Group. The six areas encompass:

- 01 Upholding professional integrity
- 02 Avoiding conflicts of interest
- 03 Representing the group to external parties
- 04 Promoting workplace safety and environment
- 05 Complying with laws and regulations
- 06 Deterring misconduct and fraud

GOVERNANCE STRUCTURE AND COMPOSITION

The Board has overall responsibility for the proper conduct of the Group's business, including overseeing business performance and affairs, setting and guiding strategic directions and objectives, and providing entrepreneurial leadership.

This would include matters relating to economic, environmental and social aspects, which together form the three pillars of sustainability. The board of directors is as listed below:

1. Tan Sri Lim Kok Thay
2. Mr. Tan Hee Teck
3. Mr. Lim Kok Hoong
4. Mr. Tjong Yik Min
5. Mr. Koh Seow Chuan

The Company generally complies with the principles and guidelines set out in the Code of Corporate Governance issued by the Monetary Authority of Singapore (MAS). The MAS issued the revised Code of Corporate Governance 2012 in May 2012. The Code of Corporate Governance 2012 is applicable to the Company with effect from the financial year commencing 1 January 2013.

For details, please refer to the 'Corporate Governance and Compliance' section in this

report, as well as the 'Corporate Governance' section in our Annual Report 2013.

OUR APPROACH TO SUSTAINABILITY

RWS is a young and growing business and we are committed to improve on our sustainability performance. As we are still in the process of forming long term sustainability trend expectations, we will not be discussing performance targets in this report.

In January 2012, RWS formalised the PlanetRWS Committee (see Figure 1), which was tasked to champion sustainability policies and programmes in the resort. The committee took on the role to formulate strategies, standards and procedures, reviews business sustainability practices and targets, and incorporate developments into the resort's sustainability management framework. The Committee and the CSR team are responsible for compiling our Sustainability Report.

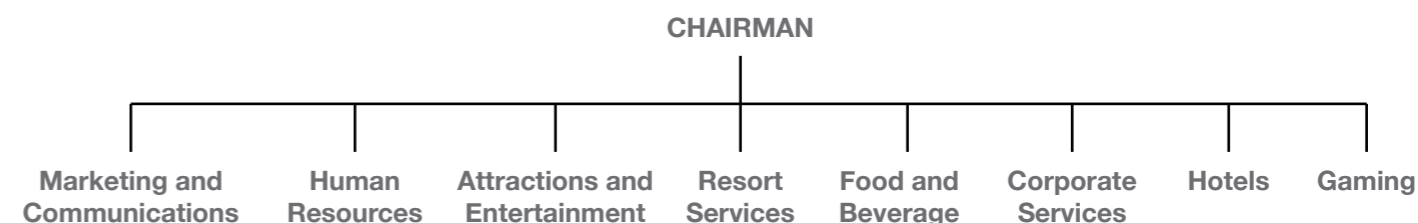


Figure 1 - PlanetRWS Steering Committee Structure

ABOUT THIS REPORT

This is Genting Singapore PLC's inaugural Sustainability Report. It is intended as an annual publication dedicated to provide financial, social and environmental information.



ATTRACTIONS

Universal Studios Singapore
Marine Life Park (S.E.A. Aquarium, Adventure Cove Waterpark and Dolphin Island)
Maritime Experiential Museum



RESORTS WORLD CASINO

Maxims Club
Maxims Platinum Club
Crockfords Club



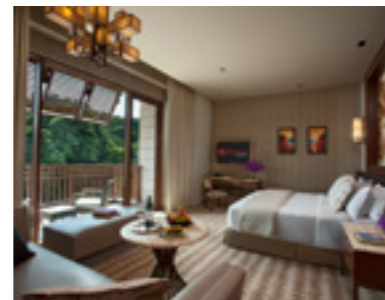
ENTERTAINMENT

Voyage de la Vie (July 2010 – July 2012)
Incanto (November 2012 – March 2013)
Lightseeker (28 Nov 2013 - 23 March 2014)
Crane dance



RESTAURANTS

Celebrity chefs
Asian cuisine
Western cuisine
Bars and Lounges



HOTELS AND SPAS

Festive Hotel
Hard Rock Hotel
Hotel Michael
Equarius Hotel
Crockfords Tower
Beach Villas
Ocean Suites
Tree Top Lofts
ESPA at RWS



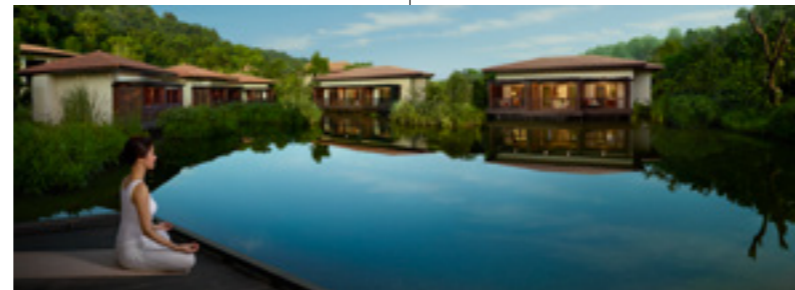
RW CONVENTION CENTRE

Business meetings
Incentives
Conferences
Exhibitions



SPECIALTY RETAIL OUTLETS

RWS's Attractions Merchandise



This report focuses solely on RWS, and discloses the performance of the integrated resort. Principal businesses covered in the report are listed in Figure 2 below.

The report provides 2 years' of data measuring the period 1 January 2012 to 31 December 2013, and is prepared in accordance with the Global Reporting Initiative (GRI) G4 guidelines (the core option). It should be read in conjunction with the Genting Singapore PLC Annual Report 2013, which provides detailed information on the company's financial and economic performance.

AVAILABILITY AND FEEDBACK CHANNEL

In line with our environmental policy, we will not be printing the report. A PDF version is available for download from our website: www.gentingsingapore.com

RWS values feedback on this report from stakeholders. Please send all feedback to csr@rwsentosa.com.

EXTERNAL ASSURANCE

We have not sought external assurance for this reporting period and will consider it when our reporting matures over time.

(below)
Figure 2 -
The principal businesses of RWS are listed below.

MATERIALITY ASSESSMENT

Resorts World at Sentosa Pte. Ltd. (RWS) is a wholly owned subsidiary of Genting Singapore PLC. This report focuses solely on RWS and excludes all jointly controlled entities and associates.

location of Sentosa do not have a material impact on sustainability related matters due to the restrictive nature of their operations, the small area they cover, and the limited number of people involved in them.

BOUNDARY SETTINGS

The management has made the decision to only report on activities performed within the geographical location of Sentosa, and to exclude facilities such as Marine Aquaculture and Research Centre (MARC) at Sungei Tengah, Genting Centre at Tanjong Pagar and the warehouse at Pandan Gardens. The decision was based on the fact that activities performed outside the geographical

The first formal Genting Singapore PLC stakeholders' engagement for the purpose of sustainability reporting was held in Nov 2013 when representatives from senior management voted on material topics from a pre-identified list of sustainability subjects. The process was assisted by external consultants who specialise in sustainability related advisory services.

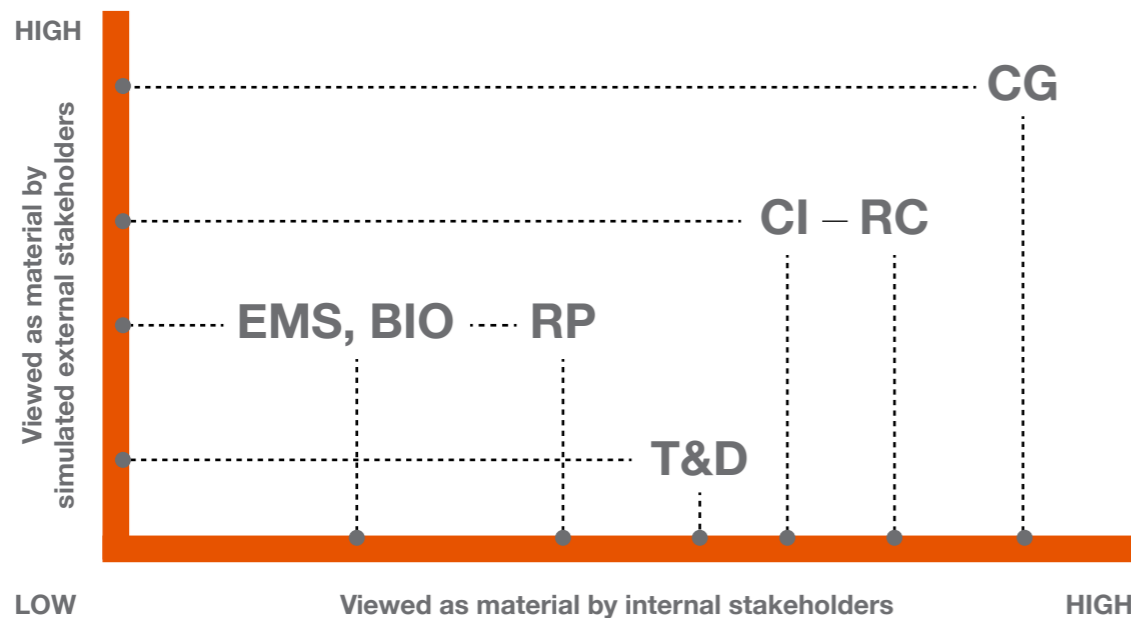


Figure 3 - Materiality Assessment

Arising from the materiality assessment process is a list of 7 sustainability topics (see Figure 3 above) recognized as material to RWS's stakeholders. They are:

- EMS** Environmental management system
- BIO** Biodiversity
- RP** Responsible provision of products and services
- T&D** Training and development
- CI** Community investment
- RC** Regulatory compliance
- CG** Corporate governance

RWS expects that the results of the materiality assessment will be valid for the next two years (2014 and 2015) before a review may be required, or unless there are significant changes to the nature of reporting.

| MATERIAL SUSTAINABILITY TOPICS | | GRI ASPECTS |
|--------------------------------|--|--|
| RP | Responsible provision of products and services | Customer health and safety Product and service labelling Customer privacy |
| CI | Community investment | Local communities |
| T&D | Training and development | Training and education Employment Occupational health and safety |
| CG | Corporate governance | Anti-corruption Grievance mechanisms for impacts on society Environmental grievance mechanisms Labour practices grievance mechanisms Human rights grievance mechanisms Anti-competitive behaviour |
| RC | Regulatory compliance | Product and service labelling Marketing and communications Compliance |
| BIO | Biodiversity | Biodiversity |
| EMS | Environmental management system | Energy Water Emissions Effluents and waste |

Figure 4 - Mapping sustainability topics to GRI aspects

STAKEHOLDERS' ENGAGEMENT

We engaged internal stakeholders across RWS Senior Management Group for the purpose of sustainability reporting.

The stakeholders include representatives from Resort Operations, Food and Beverage (F&B), General Management, Rooms, Attractions, Compliance/Responsible Gambling, Resort Services, Legal Affairs, Finance, Marketing and Communications, and Human Resources.

With the depth of experience and knowledge of the business, our senior management has articulated the key sustainability issues for this inaugural report. In the coming years, we plan to expand the scope and number of stakeholders for consultation in the materiality assessment process.

DISCLOSURE AND CURRENT LEVEL OF ENGAGEMENT WITH ITS STAKEHOLDERS

The Group releases all material price sensitive information through SGXNET, and subsequently, the information is posted on the corporate website of the Company to ensure all shareholders, investors and the general public are updated with the latest developments in a timely and consistent manner.

The Annual General Meeting (AGM) is an important forum for dialogue with shareholders. Shareholders are encouraged to participate in the proceedings and ask questions about the resolutions being proposed and the operations of the Group.

The Group maintains a corporate website at www.gentingsingapore.com. The website has a dedicated and easily identifiable 'Investor Relations' section where shareholders and other interested parties can find useful information relating to the latest financial results, announcements, annual reports, investor presentations and circulars.

Please refer to Annual Report 2013 for further information.

CONCERNS RAISED DURING OUR STAKEHOLDERS ENGAGEMENT

In 2013, the Casino Regulatory Authority of Singapore (CRA) imposed disciplinary actions on RWS for breach of entry and exit rules, which are social safeguards for responsible gambling. RWS management has taken on board CRA's observations and recommendations and implemented measures to enhance our compliance with social safeguard requirements.

SUPPLY CHAIN

Our supply chain comprises primarily 3,000 active vendors and they are largely local with a small percentage from Hong Kong, United States of America, Malaysia, Japan and Australia. The procurement organization handles a diversified range of products and services ranging from food and beverage, casino operations, information technology, attractions, engineering services, hotel, entertainment, etc. The procurement's mission is to procure products and services in the most cost effective and efficient manner with environmental sustainability and community interest as one of the key considerations.

FINANCIAL HIGHLIGHTS

The financial highlights of RWS are detailed in Figure 5.

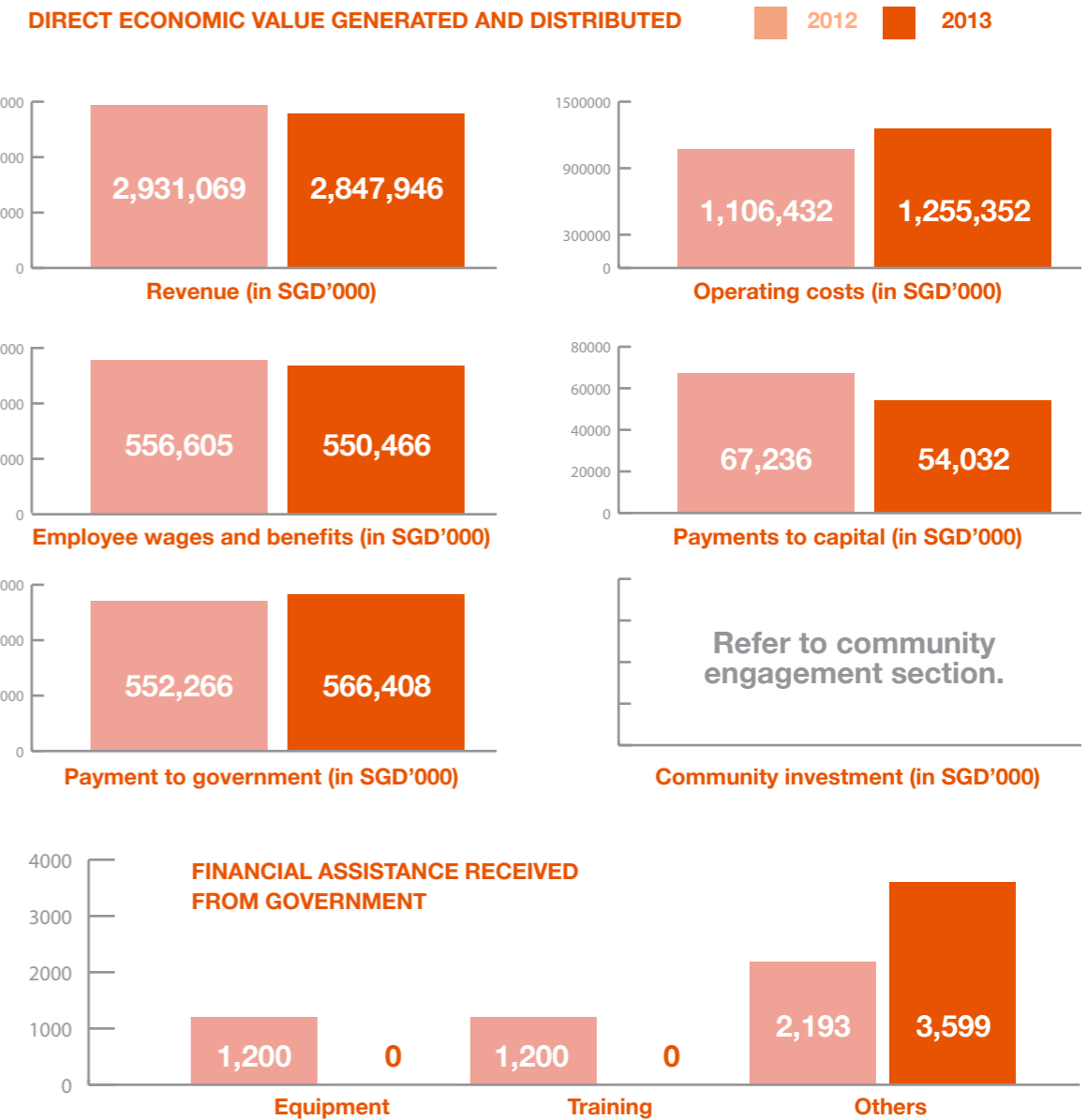


Figure 5 - Financial Highlights

With RWS fully opened in December 2012, the Company enjoyed an expanded revenue base in the non-gaming segments. Whilst RWS registered higher volume in the premium gaming business in 2013, overall gaming revenue registered a drop, impacted by lower win percentages. The Company also incurred higher operating costs in expanding the business as well as operating and maintaining the resort.

For more details on financial performance, refer to Genting Singapore PLC Annual Report 2013.



RESPONSIBLE PRODUCTS AND SERVICES

RWS is committed to providing responsible products and services that put our guests' benefits and safety as priority. This includes accountable labelling, stringent safety assessments, continual compliance with regulations, and adopting industry best practices.

To reflect these areas substantively, we will focus on Attractions and Resorts World Casino due to the unique regulations that are applicable to them. Meanwhile our hotels and spa, convention centre, entertainment, F&B and retail operations will be covered under General as they are subject to broader regulations governing facilities and retail-oriented businesses. The categorisation is detailed in Figure 6 below.

ATTRACTIONS

- Universal Studios Singapore
 - Ride safety and regulations
 - Emergency preparedness
 - Guest satisfaction

Marine Life Park

- Ride safety and regulations
- Facility and product safety
- Water quality regulations
- Guest satisfaction

RESORTS WORLD CASINO

- Responsible gambling

GENERAL

Hotels and spa, convention centre, entertainment, F&B and retail operations

- Emergency preparedness
- Food safety
- Retail product safety and Labelling

Figure 6 -
Categorisation of
RWS's products
and services



ATTRACTION – UNIVERSAL STUDIOS SINGAPORE (USS)

Bringing together the best of Universal Studios theme parks in Hollywood, Orlando and Osaka (Japan), USS boasts 23 attractions and shows in seven themed zones, with 18 of them original to or adapted for Singapore.

The 20-hectare theme park boasts a collection of the world’s most popular rides, attractions and shows; the world’s biggest single collection of DreamWorks Animation attractions; Far Far Away Castle from the world of Shrek; Madagascar theme park attraction; TRANSFORMERS The Ride: The

Ultimate 3D Battle attraction and many more.

Supporting the attractions are 30 restaurants and food carts, as well as more than 20 retail stores and carts. The park has been visited by more than 12.68 million guests since its opening in March 2010.

Guest and Team Member safety in the theme park is of paramount importance to us. All our attractions in USS are subject to Building and Construction Authority’s (BCA) Amusement Rides Safety Act and the Public Entertainment Licensing Unit. In addition, we voluntarily commit our operations to the ASTM International (ASTM) Committee F24 Standards, a stringent standard



Clockwise (from top left): TRANSFORMERS The Ride: The Ultimate 3D Battle; Sesame Street Spaghetti Space Chase; Jurassic Park Rapids Adventure™; Shrek 4-D Adventure

“The 20-hectare theme park boasts a collection of favourites”

upheld by all Universal Studios theme parks globally. Both standards address the design, manufacture, maintenance, inspection and operations of all our rides and shows.

Reliability and safety of the rides and shows are further improved through the sharing of best practices during Universal Parks and Resort’s

(UPR) annual technical/operations safety summit. An example is the application of a standardized operating procedure for the TRANSFORMERS The Ride: The Ultimate 3D Battle, which is available in other Universal Studios theme parks around the world. Also, on a daily basis, our Operations team conducts pre-opening detailed checks to ensure all attractions are safe for use.

At every one of our attractions, we display a full range of health and safety requirements to ensure that all our guests are fully informed of the rider requirements involved in participating in our activities. These notices are repeated prominently at multiple points. In addition, we include a comprehensive list of safety requirements for all our attractions in both our 'Rider's Guide' and 'Studio Guide', available throughout the park.



Studio Guide available in Universal Studios Singapore@ contains information about safety requirements.

In compliance with BCA's regulations, incidents are classified into three categories and response strategies are formulated specific to each category, as detailed in Figure 7 below.

| | Category 01 | Category 02 | Category 03 |
|-----------------|--|--|---|
| Nature | Death, medium to serious ride-related injuries, evacuation using reach equipment, fire, failure of ride, derailment, collision and restraint system failure during operation, testing or inspection. | Minor ride-related injuries, collision, unintended ride stoppage, contact with safety air bag during use of bungee device. | Vomiting or nausea experience by customer, loss of electrical power, evacuation without using reach equipment, evacuation at normal discharge locations of ride, other malfunctions of the ride. |
| Response | Inform the relevant authorities immediately by telephone. The ride should be shut down immediately and an incident report must be submitted within 24 hours. | Required to inform BCA immediately and an incident report should be submitted within 24 hours. | Any other adverse incidents not listed under Category 1 or 2 shall be classified under Category 3. Category 3 incidents shall be reported to BCA within seven (calendar) days of occurrence via an incident report. |

Figure 7 - Reporting adverse incidents

To date, there has not been any non-compliance case with respect to labelling of our attractions.

While we are committed to upholding stringent standards for technical performance, we also recognise the possibility of human error. Our attractions attendants undergo a Singapore Workforce Skills Qualifications (WSQ) certified Work Safety programme and a comprehensive on-the-job training. In addition, all attractions Team Members go through annual recertification to ensure safety protocols and responses are always fresh on their minds.

An effective and functioning Fire and Rescue Management System is in place for all our attractions. Annually, we obtain the Certificate of Compliance (COC) from Singapore Civil Defence Force (SCDF), a positive affirmation of our strong emergency response protocols and training.

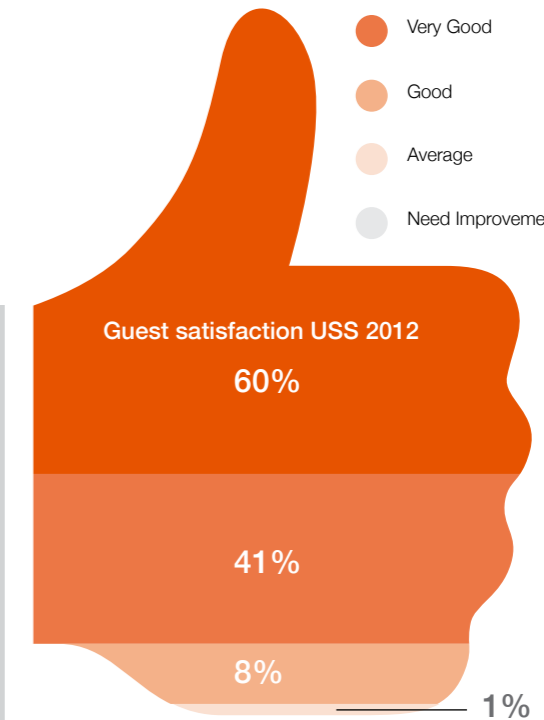
Satisfying guests is an integral part of delivering responsible products and services. We are in the entertainment industry and recognize that guest satisfaction is critical to our sustainability. Therefore, we have dedicated Guest Research, Guest Correspondence and Guest Services teams to follow up on guest surveys, feedback and enquiries.

We generally adopt a random sampling approach and target to survey at least 500 guests per month to form a representative sample. Results of the survey are shown in Figures 8a and 8b below.

We are proud that our guests graded our service commitment level consistently above "Very Good" in 2012, with an average score of 4.41 out of 5 (5 being the best score) and 4.42 in 2013. We also reviewed feedback from external sources.

The Customer Satisfaction Index of Singapore (CSISG) developed by Singapore Workforce Development Agency (WDA) and Institute of Service Excellence at Singapore Management University (ISES) computes customer satisfaction scores at the national, sector, sub-sector and company levels, serving as a quantitative benchmark of Singapore's service quality. We are proud to say that USS scored 81.6 points, above the average of 79.8 points, putting us well above the competition in 2013 Q3. Our USS Team Members will continue to bring the best service to our guests.

- Excellent
- Very Good
- Good
- Average
- Need Improvement



(top) Figure 8a - Customer Satisfaction USS 2012



(bottom) Figure 8b - Customer Satisfaction USS 2013



Dueling Racer in Adventure Cove Waterpark™



ATTRACTION – MARINE LIFE PARK (MLP)

The Marine Life Park is RWS's second anchor attraction. With more than 60 million litres of water, the park is home to more than 100,000 marine animals from over 800 different species. MLP aspires to be the top marine life park through world-class experiential, education, research and conservation programmes, and this is borne out by the activities and programmes the park has rolled out since its inception in November 2012.

There are three attractions in MLP– S.E.A. Aquarium, the Adventure Cove Waterpark and Dolphin Island. Since it opened, MLP has welcomed over 3 million visitors.

At S.E.A. Aquarium, guests can meet more than 800 species of marine life via 49 exhibits and choose from a menu of educational programmes.

At Adventure Cove Waterpark, guests can zip down exhilarating waterslides, snorkel with 20,000 colourful reef fish, or join immersive programmes that give them the rare opportunity to get up-close with our marine animals.

Dolphin Island is home to our 24 Indo-Pacific bottlenose dolphins. It offers a suite of programmes that allow our guests to experience close bonding with the animals through interactive encounters.

It is our responsibility to ensure that our attractions' condition, water quality and general park safety are assessed and monitored by qualified personnel regularly. MLP attractions are subject to the same BCA Amusement Rides Safety Act and ASTM Committee F24 Standards. Besides these, Adventure Cove Waterpark follows the Comprehensive Aquatic Risk Management



In addition, appropriate labelling is done for our experiential programmes - Ultimate Marine Encounters, to ensure all participants are suited for the programmes. Some examples of the requirements are:



Participants are advised not to fly within 24 hours after programmes that require full body submersion



Swimming proficiency requirements



Minimum participation age and height



Diving certification (for specific programmes)

Programme (CARMP) which details the best practices for waterpark safety which is also observed by leading water parks in the United States, and SS556 – Code of Practice for the Design and Management of Aquatic Facilities.

gone one step further by engaging certified master divers. This is an initiative beyond the requirements of a standard facility of MLP's scale, and is done to ensure all programmes are conducted under professional supervision.

RWS is strict regarding the external recertification requirements of our divers. We have

(top) Open Ocean Gallery in S.E.A. Aquarium™

We engage lifeguard specialist vendor Jeff Ellis and Associates, (one of United States leading nationally recognised lifeguard certifying organisations), a respected leader in waterpark safety, to train, audit and certify every lifeguard in our park. All 150 lifeguards are certified through their International Lifeguard Training Programme. We divide the park into zones to perform the “10/20 protection rule” whereby lifeguards can scan their zone in 10 seconds to identify guests in distress, and render aid within 20 seconds. All our lifeguards are able to perform the above protocols as they are refreshed through mandatory weekly in-servicing and annual recertification. In 2013, Adventure Cove Waterpark received an overall grading “Exceeds” for its 3rd and 4th quarter Jeff Ellis audit. The audit tested our lifeguard team’s vigilance, emergency response skills, general safety and facility documentation. This audit score placed us in the top 20% of those certified by Jeff Ellis and Associates worldwide.



We pay great attention to the quality of water that our guests come into contact with and those that our marine life lives in. This is made possible by our dedicated water quality testing laboratory team housed in Dolphin Island. The team employs physical, chemical and instrumentation testing to ensure that the water quality meets international best practice, government regulations, and in-house operational standards, and lastly within a safe quality range for humans and marine life. RWS’s pools and attractions are in full compliance with the Environmental Public Health Act Regulation 10 (see Figure 9 below).



Clockwise (from top): Sea Trek® Adventure in Open Ocean Gallery at S.E.A. Aquarium; Ray Bay in Adventure Cove Waterpark™; Open Ocean Dive at S.E.A. Aquarium

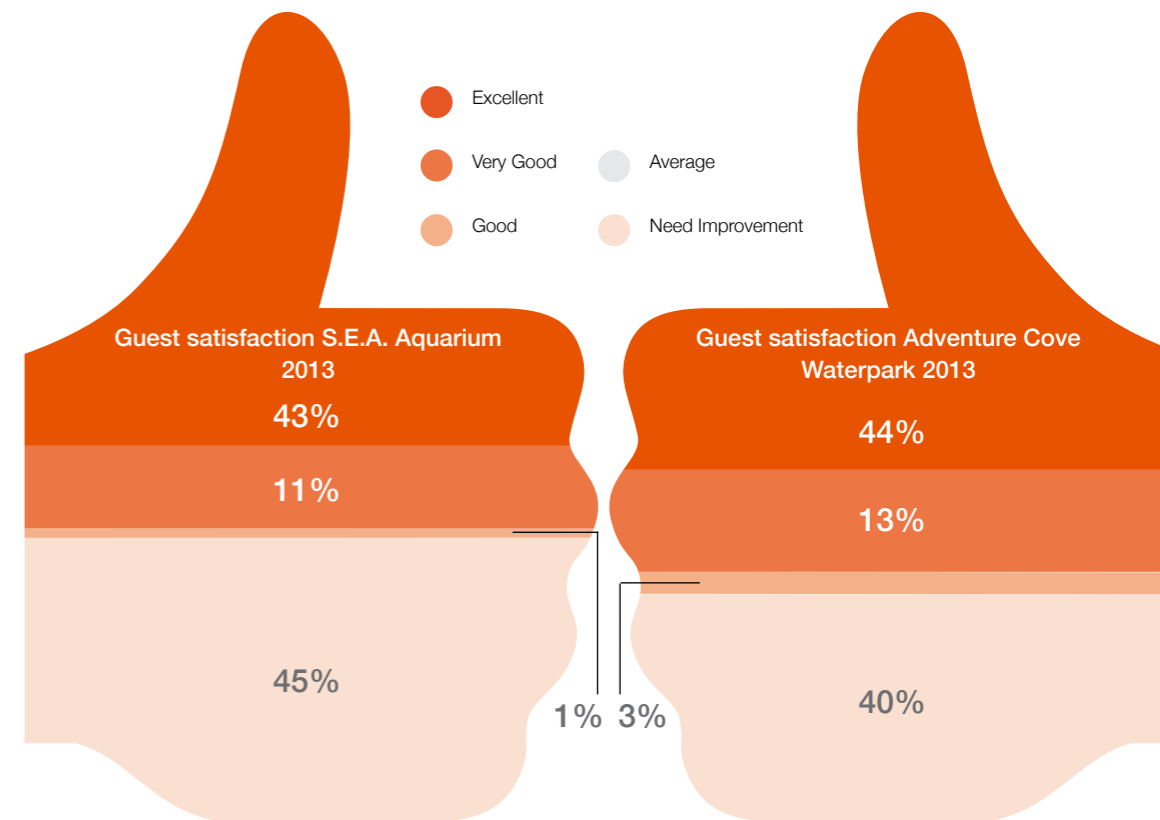
Figure 9 – Indicators measured to meet NEA guidelines

* More details about indicators measured can be found under NEA – Code of Practice on Environmental Health, Section 7, Appendix 6 (Water Quality Standards for Swimming Pools)

| Indicators | Operational Levels |
|-----------------------------|---|
| Chlorine (free and total) | Primary disinfectant and operation range 1.0 to 30 mg/l |
| Temperature | Ambient |
| pH | 7.2 – 7.8. (for maximum disinfectant effectiveness) |
| Total Bacterial Plate Count | No more than 200 colonies per ml of water sampled |
| Coliform Count | No more than 10 colonies per 100ml of water |
| E-coli | 0 colonies per 100ml of water |

Our commitment to our guests’ safety is paramount. With the above measures, we believe that our guests will be able to enjoy our facilities with peace of mind. We are in full compliance with SS556 and ASTM guidelines.

MLP was launched in Nov 2012 and we started gathering guest satisfaction responses in 2013. A survey methodology similar to the one employed in USS is adopted. The results collated are reflected in Figures 10a and 10b. S.E.A. Aquarium scored an average of 3.08 out of 5 (5 being the best score) while Adventure Cove Waterpark scored an average of 3.20 out of 5. We take feedback seriously and will review how we can improve our service to better meet the needs of our guests.



(left) Figure 10a - Guest satisfaction S.E.A. Aquarium 2013

(right) Figure 10b - Guest satisfaction Adventure Cove 2013

“ Dear Dolphin Island@RWS, Thank you for a great experience with your well-taken-care of dolphins, cheerful and supportive staff, all within a very nice and modern facility. Your Trainer For A Day program is highly recommended. My daughter loves the food preparation activity, touching and kissing the dolphins, feeding, canoeing, and most of all the Dolphin Adventure. Happy New Year and keep it up with Dolphin Island’s remarkable activities. Thank you.” — **Handoko Chandra, Indonesia**



RESORTS WORLD CASINO – RESPONSIBLE GAMBLING

At Resorts World Casino, guests enjoy a variety of exclusive treats, such as special events and performances, competitions and food promotions, providing holistic entertainment experience for our guests.

We recognise and are fully committed to the prevention of problem gambling at our premises. For the sustainability of our business, it is in our interest to promote responsible gambling amongst our guests.

Our operations are regulated by Singapore's

Casino Control Act. The Act imposes measures to keep problem gambling in check. More information on the Casino Control Act can be found on <http://statutes.agc.gov.sg/>

We work closely with the Ministry of Social and Family Development and the National Council on Problem Gambling (NCPG) Singapore and have implemented a range of responsible gambling initiatives including:

- Team Member responsible gambling training
- Collaterals promoting responsible gambling within the casino
- Information and help services referral by Team Members to guests who display problem gambling behaviours

In addition, our Pre-commitment Programme (PCP) was created to allow guests to voluntarily set their gaming limit. We have specially trained Responsible Gambling Ambassadors (RGA) who are proficient in assisting guests who exhibit problem gambling behaviours in a sensitive and effective manner.

RWS believes in responsible ambience creation. Our clocks are prominently displayed, lighting is adequate and alcohol service controlled to reduce tendency of problem gambling in the casino.

We ensure all our publicity collaterals are in English and Mandarin, and are distributed and displayed throughout the casino. All our touch-points such as slot machines and game table

screens feature the NCPG helpline for guests to seek assistance discreetly. Game rules, winning probabilities and cost of play are also provided in gaming guides to draw out the implications of each play to guests.

Another element of responsible gambling is responsible advertising, as stipulated under The Act: Casino Control (Advertising) Regulations 2010. For the years 2012 and 2013, there have been no penalties as a result of non-compliance. We received a warning letter in 2013 for failing to report a charity giveaway. More information on Casino Control (Advertising) Regulations 2010 can be found at <http://app.cra.gov.sg/public/www/content.aspx?sid=40>



(top left) Resorts World Casino

(left) Posters displayed in Resorts World Casino to remind guests to gamble responsibly.

GENERAL

The resort has over 1,500 rooms, spread across six hotels with varying themes, as well as Singapore's largest destination spa – ESPA at RWS.

We can host over 36,000 guests at any one time within our event spaces, from the region's largest column-free ballroom to our 37 function rooms and over 20 unique event venues.

With more than 60 F&B outlets, gourmands can find a gamut of cuisine types from around the world here to satisfy every palate and budget – ranging from traditional Cantonese banquet at Feng Shui Inn, French haute cuisine at Joël Robuchon Restaurant, all-American fast-food at Mel's Drive-In in Universal Studios Singapore to nostalgic hawker favourites at Malaysian Food Street.

AREAS AND POSSIBLE REGULATIONS

EMERGENCY PREPAREDNESS - FIRE SAFETY ACT (2010)

SYSTEM IN PLACE

1. All of our facilities are in compliance with the Fire Safety Act and any products used for the upkeep and maintenance of the facilities must have been certified and registered under the National Environmental Agency (NEA).

2. Emergency preparedness is important for both Team Members and guests to make swift and effective decision during adversity. Our Safety Department coordinates fire drill evacuations for all our hotels twice a year.

USS conducts weekly emergency drills to allow Team Members to practice deployment and rescue of guests in cases of emergency.

A mass emergency evacuation drill was conducted in 2013 Q4 for the S.E.A. Aquarium to test Team Members' competency levels in emergency evacuation and rescue.

3. In August 2012, Resorts World Casino conducted a fire drill with Singapore Civil Defence Force (SCDF) to simulate the scenario of evacuating guests from the affected gaming zone effectively.

PERFORMANCE/ COMPLIANCE

1. We received a warning letter from Singapore Civil Defence Force (SCDF) in 2012 with respect to pathway obstruction. The root cause was identified and rectified. There was no non-compliance case in 2013.



Figure 11 - Regulations and compliance systems in the resort's operations.

In the CSISG 2013 Q3 survey, RWS hotels were surveyed for the first time. We are delighted to have achieved a score of 78.4, above the industry average of 77.5 points, exceeding several veteran industry players.

Regulations and compliance systems applicable to the resort's operations in general are detailed in Figure 11 below.

AREAS AND POSSIBLE REGULATIONS

FOOD SAFETY – GRADING OF LICENSED EATING ESTABLISHMENTS AND FOOD STALLS BY NATIONAL ENVIRONMENTAL AGENCY (NEA)

SYSTEM IN PLACE

1. All F&B outlets in Singapore must be licensed by NEA to operate. Each NEA-licensed F&B outlet is inspected twice a year and graded. All food handlers undergo an NEA-approved F&B hygiene training course prior to employment.

It is mandatory for all Team Members to go through the hygiene course during orientation. All hygiene requirements are covered during regular inspections by our Quality Assurance Executives.

2. Voluntary labelling is adopted, specifying clearly to our guests the proper consumption of our products, and the potential risks involved.

PERFORMANCE/ COMPLIANCE

1. RWS has 81 NEA licensed F&B outlets and all of these have held an 'A' grading since the resort opened in February 2010.

2. Our food ingredient labelling meets regulatory requirements and our F&B team provides more details to guests who have any food/labelling query.

All products ordered from our manufacturers indicate expiry dates on all frozen/ packed/ chilled/ canned/ bottled products.

There was no non-compliance cases with regards to food labelling.

RETAIL PRODUCT SAFETY AND LABELLING

SYSTEM IN PLACE

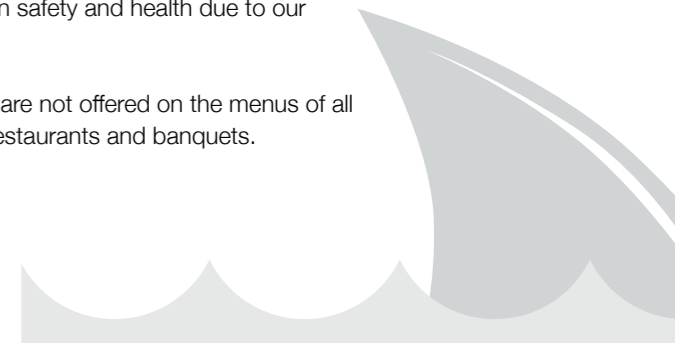
1. All RWS/USS branded products follow the same International Testing Requirements and labelling required by UPR for consistency across the board.

2. We uphold a resort-wide policy in which shark's fins are not listed on our menu.

PERFORMANCE/ COMPLIANCE

1. There was no cases of non-conformity or compromises in safety and health due to our products.

2. Shark's fins are not offered on the menus of all RWS-owned restaurants and banquets.





COMMUNITY ENGAGEMENT

"Improving Lives. Bringing Hope." is the vision of RWS. We are in the business of bringing families closer, delighting our guests, and putting a smile on every child's face.

Even before RWS was opened, we were already engaging the community through RWS-initiated community projects. Today, we have integrated our community outreach programmes with our operations. In 2013, we were also awarded the "Exceptional Corporate Social Responsibility Practice" by the British Chamber of Commerce. Figure 12 summarises our community efforts.

IN 2013:

 LIVES TOUCHED
3,300

VOLUNTEER HOURS DEVOTED

Over
5,500
hours

FUNDS DONATED

Over
\$1
million

TEAM MEMBERS EMPOWERED

748
Apprenticeship Mentors

(left)
Through aRWSome Wishes, RWS brought festive cheer to 800 underprivileged children across Singapore by granting their Christmas wishes.

Figure 12 - Results of our community engagement

CHILDREN AND YOUTHS

Bringing hope and inspiring children and youths of all backgrounds through education and mentorship opportunities.

ARWSOME KIDS' DATE

The annual aRWSome Kids' Date began as a simple wish to give underprivileged children a day of hope and fun. Since 2008, we have worked with more than 40 Voluntary Welfare Organisations (VWO) to organize outings for children from Singapore and Malaysia. In 2013, we delighted 124 children with a twist to our signature aRWSome Kids' Date by organising a sleepover at S.E.A. Aquarium. Over the years, more than 3,700 children have joined us for aRWSome Kids' Date to our attractions - USS, MLP and our resident shows.



ARWSOME APPRENTICESHIP

Youths-at-risk are inspired by our customised apprenticeship programme with RWS's senior Team Members mentoring them. Together with our partner, Heartware Network, this programme not only builds skills, but also helps youths academically as it contributes to their Co-Curricular Activities (CCA) grade that can be used to improve their GCE 'N' and 'O' Levels aggregate to be eligible for admission to schools of higher education. (CCA grades of A1-A2 will be given 2 bonus points and grades of B3-C6 will be given 1 bonus point). Our Apprenticeship programmes focus on culinary, theme park operations, entertainment and hospitality. In 2013, we welcomed another 29 youths, up from 9 in 2012. 67 youths have benefited from this initiative to date.

TEAM MEMBERS

Empowering Team Members to be champions of volunteerism and community giving through aRWSome Volunteers.

ARWSOME VOLUNTEERS

From planning to execution, our community projects are fully directed and championed by our Team Members. We strive to strengthen the spirit of volunteerism and aim to increase the volunteerism rate to 7.5%. In 2013, volunteerism rate rose to 5.75% from 3.23%, bringing us closer to our target.



(top)
A beneficiary met one of our Indo-Pacific bottlenose dolphins through our Dolphin Interaction Programmes, Dolphin Discovery, during Dolphin Island™'s opening in September 2013.

(bottom)
Through the culinary track of our mentorship programme - aRWSome Apprenticeship, 29 youths picked up culinary skills and were taught how to serve guests at a formal setting.

COMMUNITY

Improving the lives of every member of the community through conscientious operations.



Our beneficiary unwrapping the Christmas present he wished for, granted by our Team Members during aRWSome Wishes 2013.

FOOD FROM THE HEART

Since September 2012, we donated over 19,100 fresh, leftover bread and pastries from our food and beverage outlets to needy families and various homes in Singapore. This programme alleviates hunger among the less fortunate while reducing food wastage.

MARINE CONSERVATION

Marine Life Park is committed to conservation, education and research. Our efforts focus on aquatic habitat and species research, sound aquaculture practices, habitat restoration and strong community conservation. With this

commitment, the Marine Life Fund was set up to support projects in Singapore and the region. It aims to nurture marine stewardship by encouraging and supporting research, conservation and public outreach. In 2013, we invested \$53,927.04 on 5 projects, an increase from the investment of \$40,000 on 2 projects in 2012. This is complemented by our MLP education programmes such as Teachers Work Attachment and Assembly Programmes at schools. They are designed to share the knowledge our team and scientific personnel built up with educators and students.

We strive to involve as many of our business operations and Team Members as possible to give back to society. Programmes have been initiated to address the needs of the community, and Team Members from several business units have been involved in many of our community projects.

OUR PLANS FOR 2014

In 2014, we want to extend caring beyond our immediate local communities. Being in the tourism industry, we have local and foreign guests and we intend to expand our community engagement efforts to include other parts of Asia.

CHILDAID ASIA TOKYO

Genting Singapore PLC partnered Little Creators, a non-profit organisation based in Japan in support of ChildAid Asia, Tokyo 2014. Through this partnership, 126 children and youths will have the opportunity to perform at the world renowned Suntory Hall, Tokyo.



HUMAN CAPITAL

Being an integrated resort covering various business units, RWS requires a big team to support the operations of the resort. As at 31 Dec 2013, we have a total workforce of 13,697 Team Members who perform the bulk of our entire organization's work.

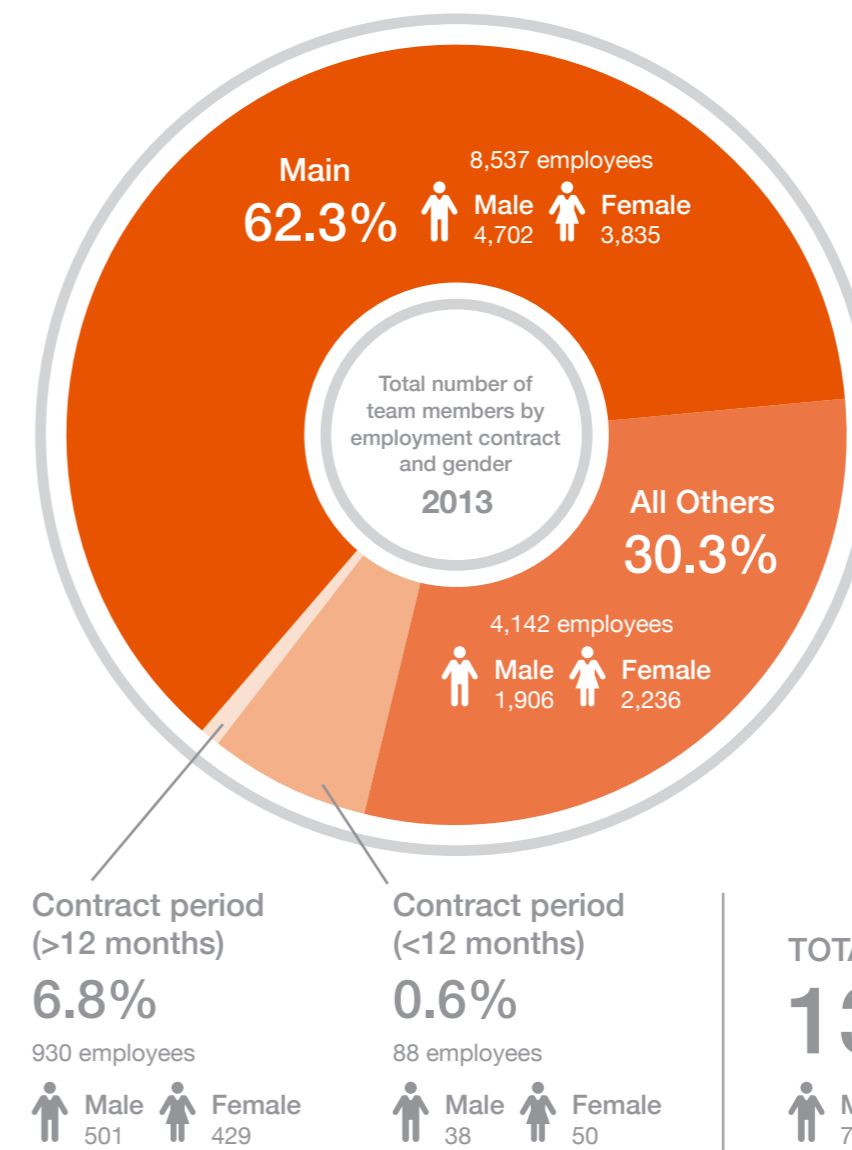


Figure 13 - Total number of Team Members by employment contract and gender
* Team Members with contract period of more than 12 months are considered to be permanent Team Members.

Out of the 9,467 permanent Team Members employed, 45% are female and 55% are male, while 98.8% are employed on a full-time basis and the remaining 1.2% are employed on a part-time basis. Refer to Figure 13 for a detailed breakdown.

We welcome diversity in our company and have Team Members from 48 countries across the world. The bulk of our workforce comes from Singapore, Malaysia, China and Philippines. We

have a recruitment fair every December to cater for the year-end festive season and school holidays.

COMPOSITION OF WORKFORCE

Our workforce is a young one, with the bulk of new hires belonging to the age group of 20-29 years. Gender equality is upheld in our hiring process. Based on our records, 48% and 52% of new hires were females in 2012 and 2013 respectively. Refer to Figure 14 for a detailed breakdown.

| Age Group | FEMALE | | MALE | |
|--------------|--------|------|------|------|
| | 2012 | 2013 | 2012 | 2013 |
| Below 20 | 27 | 16 | 13 | 7 |
| 20-29 | 671 | 418 | 621 | 336 |
| 30-39 | 288 | 144 | 356 | 199 |
| 40-49 | 84 | 68 | 153 | 106 |
| 50-59 | 25 | 27 | 38 | 30 |
| 60 and Above | 17 | 10 | 30 | 14 |

Figure 14 – New hire numbers by age group and gender

The proportion of our senior management defined as Assistant Vice President (AVP) and above, from Singapore alone was 34% and 41% in the years 2012 and 2013 respectively. This proportion is significantly higher at 77% and 83% when the Asia Pacific region is considered. A detailed breakdown of hires is found in Figure 15 below. RWS is committed and supportive of hiring people from the local communities to provide employment opportunities and support the local economy.

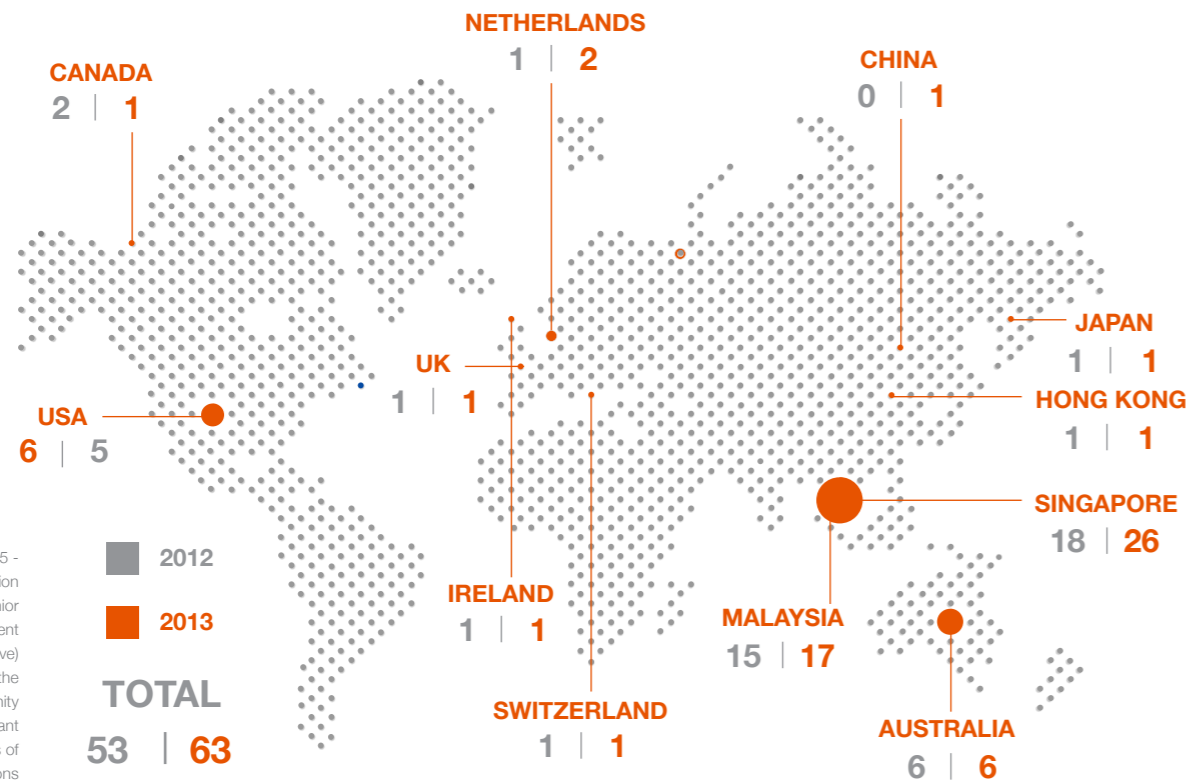


Figure 15 - Proportion of senior management (AVP and above) hired from the local community at significant locations of operations

PROGRAMMES FOR SKILLS MANAGEMENT AND LIFELONG LEARNING

Our Team Members are our biggest asset. Their hard work and commitment ensure that RWS delivers the best to our guests. It is therefore in our interest to retain a skilled workforce motivated towards performance excellence. Our skills

upgrading is focused on Leadership and People Management, Service, Soft Skills and Functional Skills in the areas of Hospitality, Casino, F&B and Attractions. We provide 3 different schemes to cater to our Team Members' need for self-improvement:

1. FES Further Education Sponsorship

FES was launched in 2011 with the aim of supporting Team Members in tertiary education and professional certification courses directly related to their current and future job responsibilities. Other than approved academic programmes offered by recognized institutions, RWS also co-developed the Diploma in Applied Science (Aquaculture) and Diploma in Business Practice (Tourism Management) with Temasek Polytechnic and Ngee Ann Polytechnic respectively. RWS sponsors 90% of the academic programmes' fees while Team Members co-pay the remaining 10%. This arrangement reduces our Team Members' financial burden while ensuring that they are responsible for their knowledge enhancement. To date, 52 Team Members have benefitted from FES.

“As a mother of a young child, I am unable to spare so much money on tertiary education fees. My supervisor has been very supportive and encouraging since the moment I expressed interest in improving myself through FES. I pursued a degree in Management and it has definitely widened my options as there are many opportunities for advancement within the department.” — Ivy Ng, Universal Studios Singapore® Technical Services



2. Career Fast Track Programmes

The career fast track programmes are targeted at Team Members identified to have potential in managerial roles in the areas of Casino, Hospitality, F&B and Attractions. The programmes rotate these Team Members in different roles to accelerate their learning. A total of 30 Team Members embarked on the fast track programme in 2013.

3. WSQ Workforce Skills Qualifications

We are involved in the Singapore Workforce Skills Qualifications, a national credentialing system developed by Workforce Development Agency (WDA). WSQ trains, develops, assesses and recognizes individuals for the key competencies we look for, thus adding value to our Team Members' capabilities. We have supported 70 in-house accredited WSQ programmes. Since 2009, a total of 54,989 WSQ certificates were awarded. The WSQ awards presented by WDA to RWS are testimonies of our commitment in improving and upgrading the skills levels of our Team Members:

- 2010 – WSQ Most Supportive Employer Award
- 2011 – WSQ Best Trainer Award
- 2013 – (1) WSQ Training Excellence Award and (2) WSQ Advocate Award

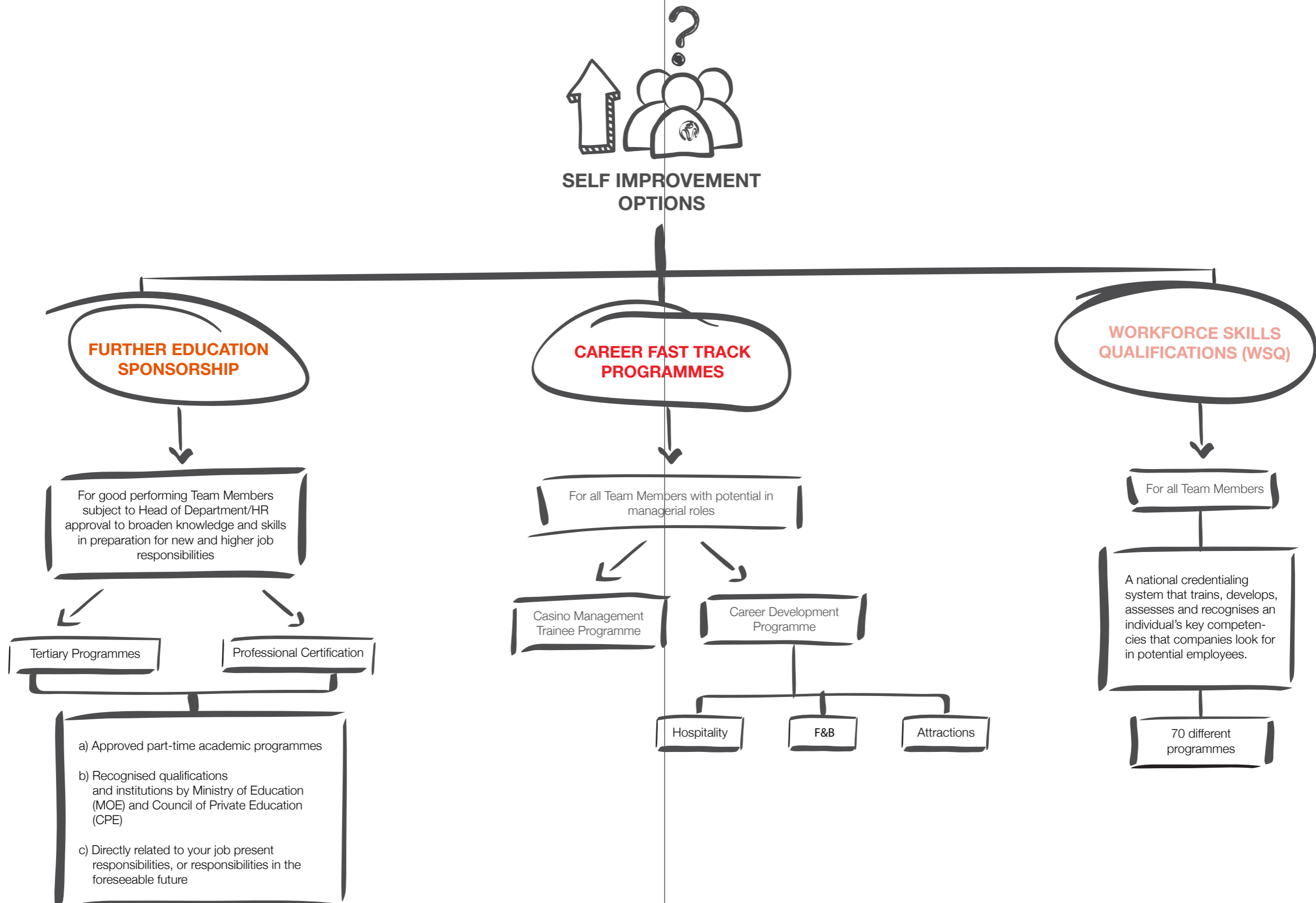


Figure 16 - Programmes for skill management and lifelong learning.

These training and development programmes allowed Team Members to clock average training hours as detailed in Figure 17.

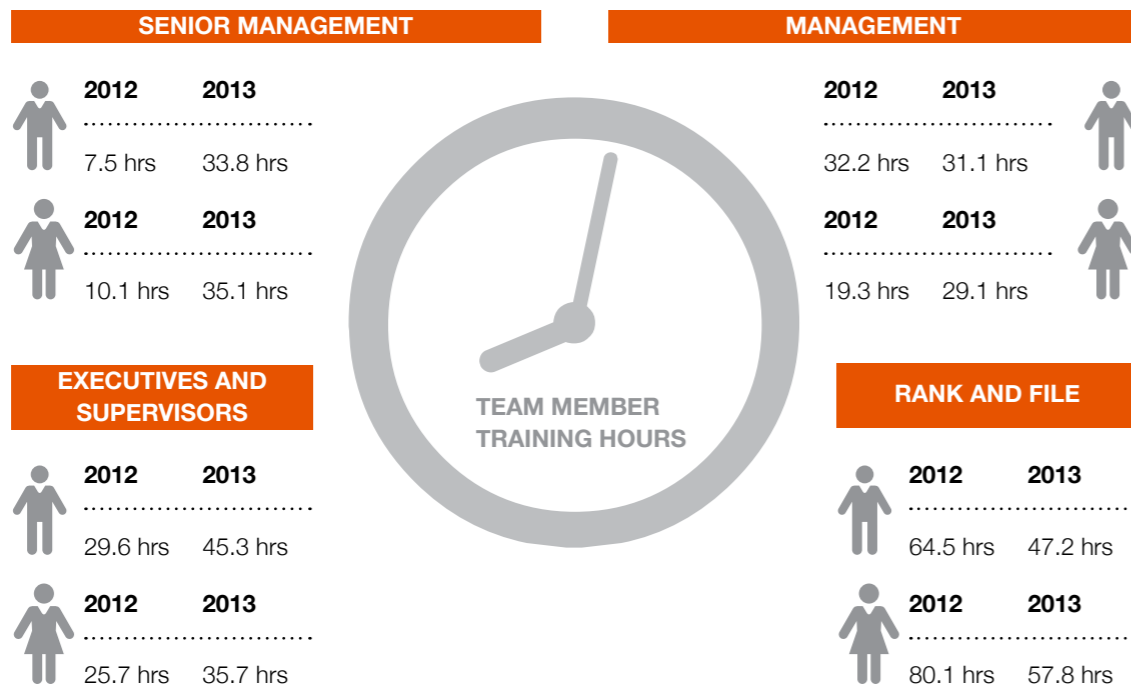


Figure 17 – Average hours of training per year, per Team Member by gender and Team Member category

PERFORMANCE AND CAREER DEVELOPMENT

All our Team Members undergo a three-stage Performance Appraisal Cycle. The first stage is the Performance Review and Plan which takes place from January to February annually. During this stage, Team Members set their goals that will help them in their career advancement. The second stage is a Mid-Year Review conducted between June and July. At this point, Team Members check on their progress for the year with their supervisors. Finally, the Year-End Performance Appraisal is held in the last quarter to conclude the cycle.

“Resorts World Sentosa provides job opportunities to people from all walks of life, including those from the Yellow Ribbon Programme like myself. The company gives us a second chance in life and many learning opportunities. It is also encouraging to know that my supervisors are appreciative of my efforts, especially when my role requires me to take on the midnight shift at times.” — **Kamen Yeo, F&B, Stewarding**



WORKPLACE SAFETY AND HEALTH

We place strong emphasis on workplace safety and health and have set up a committee to drive workplace safety and health programmes (see Figure 18 for organisation structure). The committee comprises representatives from key business units and departments in RWS. We believe a collective effort is the best way to achieve good performance.

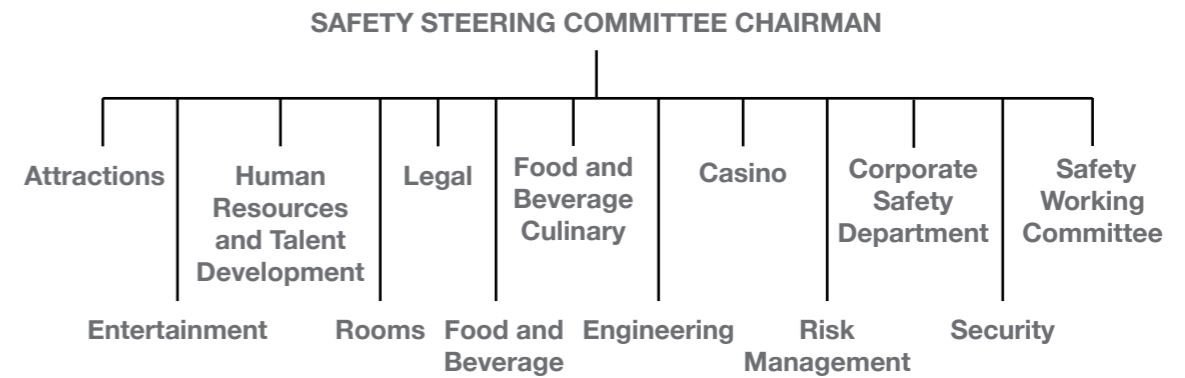


Figure 18 – Safety steering committee structure.

Extensive training programmes are conducted for Team Members in general as well as for certified Safety and Fire Safety Officers in RWS. Examples of such programmes include the weekly sessions about Fire Safety Awareness, Workplace Safety and Health Awareness as well as the Live Fire Extinguisher training carried out upon request.

for sharing within RWS.

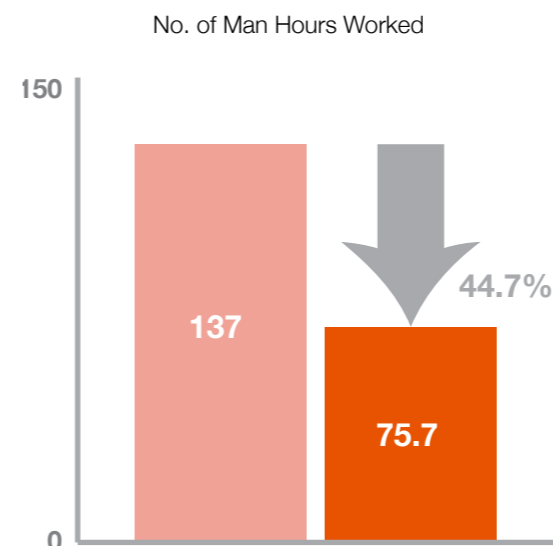
We are regulated by the Ministry of Manpower's (MOM) Workplace Safety and Health's (WSH) Incident Reporting Regulations. We also work closely with the WSH Council to achieve our long-term goal of zero serious incidents and work-related ill-health. These regulations are strongly supported by National Trades Union Congress (NTUC).

As a certification requirement, all Safety Officers have to attain 40 Safety Development Units (SDU) through upgrading seminars every 2 years, and all Fire Safety Managers have to accumulate 30 Continual Professional Development (CPD) Units through courses every 3 years. The consistent training keeps our Team Members' skills relevant

RWS monitors its WSH performance using Accident Severity Rate (ASR) and Accident Frequency Rate (AFR) as defined under MOM regulations (see formulas below).

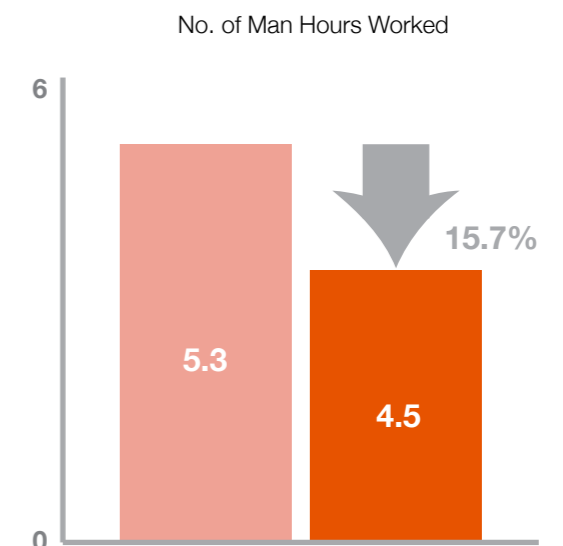
ASR Accident Severity Rate

$$\frac{\text{No. of Man Days Lost To Workplace Accidents}}{\text{No. of Man Hours Worked}} \times 1,000,000$$



AFR Accident Frequency Rate

$$\frac{\text{No. of Workplace Accidents Reported}}{\text{No. of Man Hours Worked}} \times 1,000,000$$



(left) Figure 19a - Accident severity rate

(right) Figure 19b - Accident frequency rate

Overall, there were improvements in both statistics; with ASR and AFR having reduced by a significant 44.7% and 15.7% respectively. There were no fatalities due to work-related incidents in both years. These improvements are largely attributed to new initiatives launched in 2013, grouped under 3 categories of actions below:

1. Workplace safety and health promotion

Sources of injury could be greatly reduced by heightening our Team Members' awareness of good work safety and health practices. Through the WSH bulletin in our monthly internal newsletter, we encourage communications to improve WSH. In addition, we hold the WSH-novation competition together with the Hospitality and Entertainment Industry (H&E) WSH Challenge 2013 to share ways of reducing work-related injuries in a creative manner.



The WSH-novation competition held at RWS in August 2013, educated participants on how to reduce work-related injuries in a fun and creative manner.

2. Strengthening compliance

In 2013, we supported 3 business units in implementing the WSH Management System as part of our overall outreach. On top of our annual audits, we also initiated a total of 90 WSH inspections to help business units identify areas of non-compliance and aligning them to our standards thereafter.

3. WSH in-house training

Apart from emergency response and prevention training, a Risk Management Awareness course is conducted monthly since Feb 2013 and the OHSAS 1800:2007 internal auditor course training was provided. This training encourages Team Members to view safety as an issue to be managed rather than a set of rules to comply.

In 2014, we will be participating in the WSH Council Innovation awards and revamping our WSH bulletin to reignite interest and promote WSH. For compliance-related systems, we are reviewing our incident reporting structure to streamline the process, as well as consider additional procedures to optimize operational control in the areas of fatigue management and contractor control. We believe the continuous focus on training and the refinement of our procedures will help us achieve better results in 2014.

GRIEVANCE MECHANISMS ON LABOUR PRACTICES AND HUMAN RIGHTS

RWS has committed to the Tripartite Alliance (comprising NTUC, Singapore National Employers Federation and MOM) for Fair Employment Practices (TAFEP) Guidelines by signing the Employers' Pledge in July 2007. It is based on 5 key principles as stated below:

- 01 Recruit and select employees on the basis of merit, such as skills, experience and ability, regardless of age, race, gender, religion or family status.
- 02 Treat employees fairly and with respect and implement progressive human resource management systems.
- 03 Provide employees with equal opportunities for training and development based on their strengths and needs, to help them achieve their full potential.
- 04 Reward employees fairly based on their ability, performance, contribution and experience.
- 05 Abide by labour laws and adopt Tripartite Guidelines which promote fair employment practices.

We seek to deal with all Team Members' work-related grievances fairly, responsibly and promptly. During the first quarter of 2013, we implemented an official Grievance Handling Procedure.

Any Team Member with a grievance (which includes an appeal against performance ratings or disciplinary action) may report the matter to his or her immediate supervisor within two weeks from the date of incident. If the grievance is related to the supervisor, or remains unresolved after two weeks from date of reporting, Team Members may surface the issue to the next level of authority - Head of Department. The Head of Department will then proceed to resolve the grievance within two weeks.

In cases in which the Team Members are dissatisfied with the resolution, the matter should

be communicated to their HR relationship manager, who will review and arbitrate the issue with the Head of HR. The final level of resolution will be handled by the Chief Executive Officer.

This layered approach allows Team Members to vent any grievances, with assumed confidentiality. To discourage grievances being made without merit, frivolously or with ill intent, disciplinary actions may be taken against such cases. In conclusion, the management is committed to fair treatment of all complaints made in good faith, regardless of the resolutions.

There was no incident raised through our official grievance mechanism in 2012 and 2013.



CORPORATE GOVERNANCE AND COMPLIANCE

At RWS, we uphold high standards of corporate governance and are in compliance to the law and regulations. We believe business should be conducted with honesty and integrity and it is our responsibility to ensure our workforce is aware and accountable.

ANTI-CORRUPTION

At the very apex of our corporate governance structure, we have a specialized 4-member Audit Committee (AC) which comprises a majority of Independent Directors. They are tasked to review and discuss with internal and external auditors on identifying suspected frauds, irregularities or any infringement of laws.

To facilitate transparency, the AC established a Whistle-blower Policy, which applies to external parties and all Team Members of Genting Singapore and companies under its management oversight, including Resorts World Sentosa. This policy aims to provide a responsible and secure means to raise complaints or concerns regarding:

- Any abuse of power or authority
- Non-compliance of internal controls, rules and regulations
- Non-compliance of Code of Conduct
- Fraud, corruption, misconduct or unsafe work practices

This is done through a dedicated whistle-blower email channel and phone line. Whistle-blowers are protected from reprisals where complaints are made in good faith. All cases are treated fairly with investigations and resolution of the issues being properly recorded by Compliance. A consolidated report is submitted periodically or when required by the AC.

We are guided by the Financial Action Task Force (FATF), an intergovernmental body that makes recommendations to countries on anti-money laundering and terrorism financing. Singapore is one of the 34 member countries that have joined FATF and as RWS operates in Singapore, we comply with the strict guidelines of FATF.

We have a gifts and entertainment policy which is communicated to all our Team Members to equip them with the necessary knowledge on dealing with such situations.

There were no corruption cases for the years 2012 and 2013, demonstrating the integrity of our

Team Members as well as the effectiveness of our internal controls.

ANTI-COMPETITIVE BEHAVIOUR

There have not been any legal actions or outcomes regarding anti-competitive, anti-trust or monopoly practices. In addition, there are no dealings or cooperation with competitors with anti-competitive implications.

COMPLIANCE

There were no significant fines for non-compliance regarding our key attractions - USS and MLP, as well as other hospitality services like hotels, spas, entertainment, retail, and F&B outlets.

We paid monetary fines of \$290,000 in 2013 and \$870,000 in 2012. These were issued under the Casino Control Act for regulatory breaches. In addition to the fines, we received 3 and 4 warning letters in 2012 and 2013, respectively. RWS respects the decision of the regulatory boards regarding the non-compliance cases and is committed to strengthen our standards for compliance to regulations.

On 6 February 2013, Resorts World Casino's licence was renewed by Casino Regulatory Authority (CRA) for another 3 years, after being assessed that RWS had fulfilled matters set out in Section 45 of The Act.

GUEST PRIVACY

We have a guest privacy policy in place whereby there are options available for guests to receive information to facilitate our delivery of goods and services including servicing of membership programmes. For example, ESPA and hotels provide guests with an opt-in choice to receive marketing updates. For our membership programmes - Genting Rewards and RWS Invites, guests are also able to update their preferences in relation to receiving marketing updates on relevant platforms.

To date, there has been no breach of guests' privacy and data.



BIODIVERSITY

The resort was envisioned to be a sustainable development, from the design and construction phase, we sought to integrate sustainability features into the resort. Today, we continue to instill sustainability practices in our daily operations and management.

RWS is located on Sentosa Island, off the southern coast of Singapore, and occupies 49 hectares of land with a unique habitat. We are committed to the protection of the native and terrestrial ecosystems present on our premises as well as the independent ecosystem we have introduced into our oceanarium.

Special care was taken to relocate corals where we reclaimed a land mass of 8.06 hectares for development. In addition, we conducted a comprehensive assessment on the existing

vegetation, to determine our strategy for protecting and relocating the local flora and fauna. We then made the decision to conserve 2.9 hectares secondary coastal forest which is listed in the Singapore Green Plan which consists of over 30 native species.

Our records reveal a total of 11 plant species (see Figure 20) in our protected forest that are listed on Singapore Red Data Book - a repository of the rare and endangered plant species in Singapore.

| Category | No. of species | Names |
|-----------------------|----------------|--|
| Critically Endangered | 1 | Garcinia forbesii |
| Endangered | 3 | Ficus vasculosa Garcinia hombroniana Symplocos adenophylla |
| Vulnerable | 7 | Archidendron contortum Bhesa robusta Dracaena maingayi (Dragon Blood Tree) Palaquium obovatum Pouteria obovata Sygium palembanicum Sygium polyanthum |

Figure 20 – Singapore Red Data Book endangered species

HABITATS PROTECTED, RESTORED AND SUCCESSFULLY RELOCATED

01 Planning and construction

a. Coral relocation efforts

RWS engaged experienced marine biologists from DHI Water and Environment, a NEA accredited consultant for site assessment studies, to manage the relocation of affected corals. A total of 6 marine experts assessed the corals suitable for relocation, selected corals that are easily transported and with a high survival rate of 80 – 90 % upon relocation. A phased approach was subsequently adopted - prospecting a new site for the corals, harvesting them and finally relocating them. Throughout the process, we minimized the impact on the corals by keeping them fully submerged in water.



200 corals were relocated to the Southern Islands in 2007 to minimise the impact of the development on them.

03 Ecosystems created (within MLP)

MLP is an entirely new ecosystem that we have brought in. From the acquisition and habitat design phase, to the monitoring and engagement of our animals, we strive to provide the highest level of care for our marine animals. We abide by animal welfare guidelines set by the Agri-Food and Veterinary Authority of Singapore (AVA). In addition, we follow guidelines and regulations related to operational permits, the veterinary code of conduct and industry best practices.

ACQUISITION AND PROPER DISPOSAL OF ANIMALS

In addition to compliance with the regulations laid down by AVA, we adhere to the standards and guidelines pertaining to operational practices and specific cases of acquisition or disposal listed below:

- 1) The Zoo and Aquarium Association (ZAA) Code of Practice
- 2) Association of Zoos and Aquariums (AZA) Code of Practice
- 3) Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)*

*CITES permits required for acquisition of CITES animals

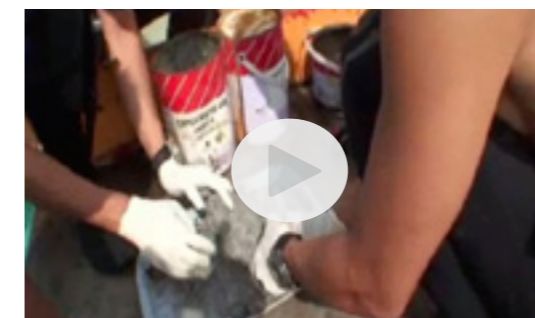
LIFE SUPPORT SYSTEMS (LSS) AND HABITAT DESIGN

We built a multi-step water purification system to convert sea water around Sentosa Island into water suitable for supporting our marine life. When drawing in water, pumps are positioned deeper to take in less polluted water. The water goes through an ozone chamber to oxidise unwanted organic material, followed by the foam fractionator to separate unwanted organic materials from the water, and finally, goes through the sand filters. Water is kept in good condition constantly for our marine animals by re-filtering.

Besides water purification, species-based assessments of animals' needs are carried out to determine physical chemistry parameters (such as temperature, pH, salinity), chemistry parameters (such as dissolved oxygen, nitrogen compounds phosphate), aesthetics (such as rock work, plants), and enrichment (such as hiding spots, sand bottoms, gravel bottoms) required for healthy growth of our animals. We aim to provide exhibits reflecting the animals' natural habitats.

All in all, 200 pieces of corals from 20 varieties were relocated to the Southern Islands. None of them were rare or endangered. We monitored the corals' health over the next 12 months following the relocation and over 75% of the corals survived the relocation a year later.

Watch this video to find out more about our coral relocation project - http://www.youtube.com/watch?v=EUt_8nlUVrg



b. Tree conservation exercise

200 trees and palms were transplanted prior to the construction and were held temporarily in a nursery on Sentosa. This decision was made after considering the carbon footprint resulting from transporting them elsewhere. These transplanted plants are now providing shade throughout our resort. Within RWS's premises, we are proud to have conserved 2 heritage trees, the Dracaena Maingayi and Garcinia Hombriana. Wide spacious enclosures of 10 meters were commissioned to protect them during the construction phase. As part of our efforts in conserving 2 old and large Ficus trees, we realigned the design of our construction and managed to integrate them within MLP.

02 Protection of existing biodiversity - secondary coastal forest protection

During the construction of our resort, we surrounded the forest with a perimeter hoarding to reduce spill-over impact. We went one step further by applying to the governmental authorities to change our plans for the Adventure Cove Waterpark and the two units of Tree Top Lofts, relocating them outside the forest to protect and conserve the forest's existing biodiversity. Today, we continue to preserve the forest and enrich the biodiversity in RWS, by importing and planting more trees.

FACILITIES AND SYSTEMS FOR MONITORING ANIMALS' CONDITIONS

We developed a state-of-the-art, multi-disciplined diagnostics and animal-monitoring health laboratory that goes above and beyond industry requirements in providing advanced diagnostic. This allows us to monitor our marine animals in-house and in "real-time". The lab significantly reduces time needed between clinical presentation of illness and treatment, as all sample handling and processing are done in-house. Our current laboratory operations cover three areas – water quality, clinical, and environmental.



Water quality

Our in-house water quality laboratory takes up to 950 water samples and runs over 4,200 tests in a single week. These tests include simple checks for pH levels to more complicated chemical composition and bacteriological levels. The primary method of analysis is photometric analysis conducted via photo-spectroscopy, the current industry gold standard analysis method.

Once anomalies are detected, the water quality team works closely with the LSS team to make adjustments to the system described above.



Clinical

The clinical laboratory is equipped to process and analyse clinical and biological samples for routine checks like complete blood cell counts (CBC), blood chemistries, cytology and microbiology, as well as advanced diagnostic like hormone analysis, protein electrophoresis, ultrasound, digital X-ray, thermography, endoscopy and necropsies. The laboratory has strong contacts with several international laboratories specializing in aquatic animals and marine mammals. We often consult these laboratories about the best techniques for treatment and care. Our laboratory is always looking to expand its capabilities and networks to produce the best possible treatment outcomes.



Environmental

Environmental monitoring is conducted to identify chemical or biological factors that may pose a threat to the marine animals at RWS. It addresses risks stemming from chemical environmental contaminants, microbial contaminants, soil, air and precipitation (rain, run-off and sludge). The laboratory is capable of providing real time air quality information detailing particle counts, microbiology and PSI at RWS, and is capable of analysing samples of soil, air and precipitation for microbial content and chemical composition taken routinely. It also conducts information exchange with professional groups to keep its techniques updated.

TREATMENT OF AQUATIC ANIMALS

We understand that there may be concerns about how we manage our aquatic animals especially our larger animals like manta rays, sharks and dolphins. As an organization, we will not compromise ethical standards in the course of business operations. We follow the Zoo and Aquarium Association (ZAA) Code of Practice as a guide for our methods in handling and interacting with our animals.

Our Team Members keep abreast of relevant information by attending international conferences and workshops in aquatic animal husbandry and animal health. These conferences and

workshops (for example Elasmobranch Husbandry Symposium and Workshop) are held by reputable organizations such as International Marine Animal Trainers Association (IMATA) and International Association of Aquatic Animal Medicine (IAAAM). They learn from best practices in caring for our marine animals. More specific questions and answers about our animals can be found on our dedicated marine life blog. Through our blog, we wish to allay the concerns of our stakeholders as well as share educational content about marine wildlife. This knowledge is built upon decades of experience of our animal care team and daily interactions with our animals.

Our blog can be found at <http://mlp.rwsentosablog.com/>



MARINE LIFE SPECIES


MLP houses over 100,000 animals of over 800 species in more than 60 million litres of water. Our marine life species include sharks, a variety of rays, sea jellies, moray eels and many others. Among this population, species listed** in the IUCN Red List are stated in Figure 21 below:

| | SPECIES NAME | COMMON NAME | NUMBER* |
|-------------------|---------------------|----------------------|---------|
| Endangered | Acropora suharsonoi | N/A | 2 |
| | Cheilinus undulates | Napoleon wrasse | 2 |
| | Pterapogon kauderni | Banggai cardinalfish | 71 |



Figure 21 – Species listed in the IUCN Red List.

*Please note that animal numbers are subject to change
 **Only species in the Endangered, Vulnerable and Near Threatened categories are listed for the purpose of this report.

| | SPECIES NAME | COMMON NAME | NUMBER* |
|-------------------|---|----------------------------|---------|
| Endangered | Sphyrna lewini | Scalloped hammerhead shark | 10 |
| |  | | |
| Vulnerable | Acropora echinata | Blue Echinata Acropora | 5 |
| | Catalaphyllia jardinei | Catalaphyllia jardinei | 15 |
| | Euphyllia ancora | Euphyllia ancora | 13*** |
| | Montipora capricornis | N/A | 35 |
| | Pavona cactus | N/A | 15 |
| | Pavona decussate | N/A | 3 |
| | Pectinia alvicornis | N/A | 3 |
| | Pectinia lactuca | N/A | 4 |
| | Tridacna deresa | N/A | 2 |
| | Turbinaria peltata | N/A | 4 |
| | Turbinaria reiniformis | N/A | 20 |
| | Acanthastrea lordhowensis | Pineapple coral | 8 |

| | SPECIES NAME | COMMON NAME | NUMBER* |
|------------------------|-------------------------|---------------------|---------|
| Near threatened | Acropora florida | Acropora florida | 4 |
| | Acropora Formosa | Acropora formosa | 2 |
| | Acropora hyacinthus | Acropora hyacinthus | 2 |
| | Acropora millepora | Acropora millepora | 10 |
| | Acropora tenuis | Acropora tenuis | 3 |
| | Caulastrea tumida | Caulastrea tumida | 6 |
| | Cynarina lacrymalis | Cynarina lacrymalis | 8 |
| | Duncanopsammia axifuga | N/A | 25 |
| | Montipora undata | N/A | 1 |
| | Seriatopora callendrum | N/A | 8 |
| | Stylophora pistillata | N/A | 1 |
| | Trachyphyllia geoffroyi | N/A | 12 |
| | Symphyllia agaracia | N/A | 3 |
| | Tridacna maxima | N/A | 1 |
| | Tridacna squamosal | N/A | 1 |

Least Concern

Lower Risk

Figure 21 – Species listed in the IUCN Red List.

*Please note that animal numbers are subject to change
 ***This represents the number of coral colonies.



ENVIRONMENTAL STEWARDSHIP

We believe that sustainability is never an afterthought. Sustainability needs to be built into the design of our premises and operations to be truly effective. Hence, green elements were incorporated (as listed in Figure 22) into the design of our facilities. These features have helped us reduce our energy consumption significantly.

(left)
The Eco-Lagoon in Universal Studios Singapore®, measuring the size of 12 Olympic-sized pools acts as a rainwater storage facility.

Solar panels

Nature

Photovoltaic solar panels are installed on the rooftop of the "Revenge of the Mummy" in USS. Energy generated from the panels is used to support the energy requirements of the attraction.

Performance

638,043 kWh of electricity is generated annually which is equivalent to the amount of electricity needed to power 133 HDB 4-room flat for an entire year. (Average 100m² per 4 room HDB)



Green roofs and walls

Nature

Green roofs with a surface area of 29,063 m² and green walls with a surface area of 555.23 m² had been incorporated into the buildings.

Performance

Both features act as heat insulators to keep buildings cooler and thus lowering energy consumption. Buildings in RWS now have a low envelope thermal transfer value (ETTV) of 12.88W/m².



Eco-coolers

Nature

Eco-coolers which use condensate water to reduce temperatures by 2-3 degree Celsius, are used to cool outdoor areas instead of air-conditioning. The water is then channelled back to the Eco-Lagoon.

Performance

Energy requirements for an eco-coolers system is typically 10% of a conventional cooling system.



Canopy system

Nature

Double-layered ETFE (Ethylene tetrafluoroethylene) canopy systems are used throughout USS and the resort to reduce ambient temperature by shielding areas under them.

Performance

ETFE canopies have low heat transmission values and shading coefficients, effectively reducing temperature without the need for additional cooling process.



Landscaping

Nature

8,130 trees, 3,081 palms and 16,626 m² of turf have been planted. Some trees were recovered from the construction sites within RWS.

Performance

The plants soften the appearance of the concrete structures and cool the environment with shading.

Other than the above design elements, we have also launched energy-saving initiatives (as listed in Figure 23) that have contributed to a cumulative savings of 6.72 gWh as at December 2013 which amounts to 2.66% of total electrical energy consumed in 2013.

During Earth Hour 2013, our tenants and guests joined us to save an equivalent of 447 kWh which amounts approximately to 1.2 month's electrical consumption by a 4-room HDB flat.

Figure 22 - List of design elements

| Initiative | Nature | Performance |
|------------------------------|--|---|
| Air-conditioning | During off peak hours, the temperature setting of air-conditioners is adjusted upwards. Alternatively, they are turned off. | The cumulative chilled water savings as at Dec 2013 is 688,000kWh, which is equivalent to the amount of electricity needed to power 74 HDB 4-room flat for an entire year (based on 8hrs/day usage). |
| Lighting | Lights are dimmed or turned off during off-peak hours. LED retrofitting is carried out in various locations such as back of house, staircases and halogen down light in the casino. | The cumulative energy savings as at Dec 2013 is 554,000kWh, which is equivalent to the amount of electricity needed to power 115 HDB 4-room flats for an entire year. |
| Variable Speed Drive (VSD) | We began a phased installation of variable speed drives to better optimize the controls of our machinery to match our operations demand. We have concluded phase 2 at the end of 2013, installing VSDs in hotels and across the common areas in RWS. | The cumulative energy savings as at Dec 2013 is 241,000kWh, which is equivalent to the amount of electricity needed to power 50 HDB 4-room flats for an entire year. |
| Operational control strategy | Fine-tuning of RWS chilled water pumping system which optimizes District Cooling Plant's (DCP) controls and pumping system. This optimizes operation hours of lighting, air-conditioning and ventilation fans. | The remaining cumulative energy savings resulting from this operational control strategy as at 2013 is 5,237,000kWh, equivalent to the amount of electricity needed to power 1,161 HDB 4-room flats for an entire year. |

Figure 23 - List of energy-saving initiatives

Specific areas that we monitor include energy consumption, electrical consumption, carbon emissions, water consumption and waste management.

Our efforts in designing sustainable buildings were recognized when Hard Rock Hotel, Festive Hotel and Universal Studios Singapore received the Green Mark GoldPlus Award from the Building and Construction Authority (BCA) in 2011 and 2012. In 2013, we are in the process of completing the Green Mark GoldPlus Award assessments for Crockfords Tower, Hotel Michael, Equarius Hotel, ESPA at RWS, Beach Villas, MLP, as well as the Green Mark Platinum Award assessment for Maritime Experiential Museum.

For the years 2012 and 2013, there have been no significant fines as a result of non-compliance with environmental laws and regulations.

ENERGY CONSUMPTION

We use City Gas to power our central heating and in kitchens for our daily operations. This forms the bulk of our non-electrical energy consumption. A small amount of diesel is used to run our backup power generators, dynamic uninterruptible power systems and forklifts. Lastly, a negligible amount of gasoline is used to operate vehicles such as buggies. Detailed consumption figures can be found in Figure 24 below.

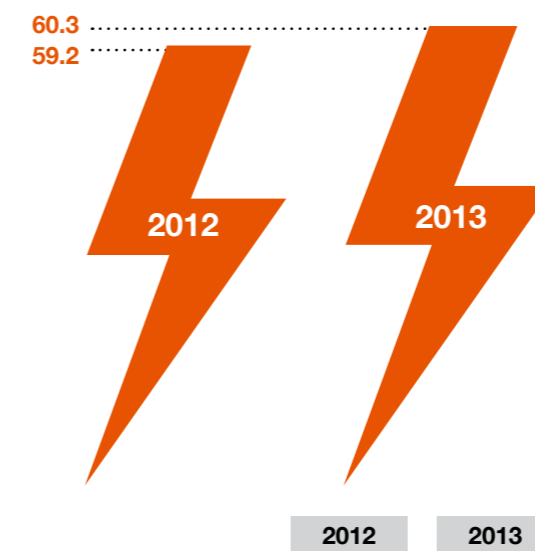
Our absolute energy consumption for each year remains relatively stable with a variance of less than 2% despite the opening of MLP in November 2012 while our energy intensity has decreased by 6.4% in 2013.

ELECTRICITY CONSUMPTION

Electricity is obtained from the power grid. Our electrical energy consumption goes towards running our integrated resort operations as well as the DCP which provides chilled water for air-conditioning and LSS. Data on indirect energy consumption is described in Figure 25 below.

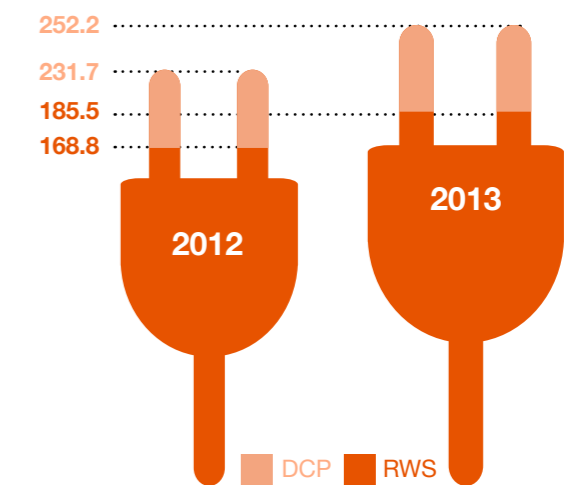
We are a growth company. In 2012, we launched MLP, Equarius Hotel, Beach Villas, ESPA at RWS in various stages and in 2013, we continued to expand our MLP services. This growth has led to an increase in our absolute electricity consumption by 8.8% in 2013. Based on our energy intensity's statistics, we continue to be energy efficient and consistent on a per gross floor area basis.

DIRECT ENERGY CONSUMPTION



| | 2012 | 2013 |
|--|-------------------------|-------------------------|
| Motor gasoline (Converted to TJ) | Negligible | Negligible |
| Liquefied petroleum gas (Converted to TJ) | 58.5 (98.3%) | 59.6 (98.9%) |
| Gas/diesel oil (Converted to TJ) | 0.7 (1.7%) | 0.6 (1.1%) |
| Total energy consumed (TJ) | 59.2 | 60.3 |
| Average gross floor area (m ²) | 314,310 | 342,929 |
| Energy intensity (TJ/ m ²) | 18.8 x 10 ⁻⁵ | 17.6 x 10 ⁻⁵ |

INDIRECT ENERGY CONSUMPTION



| | 2012 | 2013 |
|--|-------------------------|-------------------------|
| DCP (gWh) | 62.9 (27.1%) | 66.7 (26.4%) |
| RWS (gWh) | 168.8 (72.9%) | 185.5 (73.6%) |
| Total energy (gWh) | 231.7 | 252.2 |
| Average gross floor area (m ²) | 314,310 | 342,929 |
| Energy intensity (gWh)/ m ²) | 73.7 x 10 ⁻⁵ | 73.5 x 10 ⁻⁵ |

(left) Figure 24 - Direct energy consumption (in TJ)

(right) Figure 25 - Indirect energy consumption (in gWh)

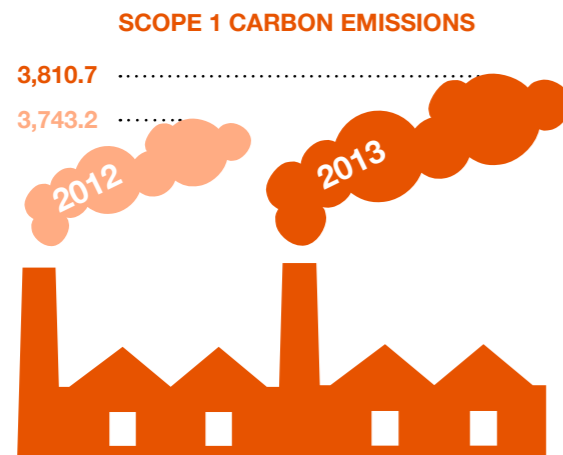
We carry out internal energy audits on a monthly basis to understand our consumption trends and identify key areas for improvement. This is further supplemented by external energy audits performed by third party providers who share industry best practices with our Team Members.

Moving forward, we will continue to look into the feasibility of other energy saving projects. A few projects planned for 2014 include expanding the retrofitting of LED lights to other locations within

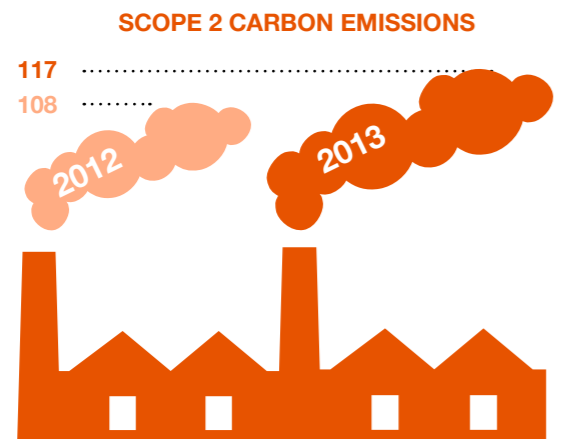
RWS and optimising of our chiller's condenser with a mist system.

CARBON EMISSIONS

The bulk of our carbon emissions come from Scope 2 as the vast majority of our operations draw electricity directly from the grid. At this moment, we focus on Scope 1 (as detailed in Figure 26) and Scope 2 (as detailed in Figure 27) emissions.



| | 2012 | 2013 |
|---|----------------------------|----------------------------|
| Motor gasoline (Converted Kg CO ₂) | NIL | 2.4 |
| Liquefied petroleum gas (Converted Kg CO ₂) | 3,688.3 (98.5%) | 3,762.2 (98.7%) |
| Gas/diesel oil (Converted Kg CO ₂) | 54.9 (1.5%) | 46.1 (1.3%) |
| Total emission (Kg CO ₂) | 3,743.2 | 3,810.7 |
| Average gross floor area (m ²) | 314,310 | 342,929 |
| Carbon emissions intensity (Kg CO ₂ / m ²) | 1,190.9 x 10 ⁻⁵ | 1,111.2 x 10 ⁻⁵ |



| | 2012 | 2013 |
|---|---------|---------|
| Total emission (million Kg CO ₂) | 108 | 117 |
| Average gross floor area (m ²) | 314,310 | 342,929 |
| Carbon emissions intensity (million Kg CO ₂ / m ²) | 343.1 | 342.3 |

While there was an increase in absolute Scope 2 emissions by 8.3% in 2013 due to the opening of MLP, Equarius Hotel, Beach Villas and ESPA at RWS, the carbon emission intensity decreased by 0.23% in the same period. We continue to focus on energy saving initiatives as detailed in the section above, on projects such as VSD and replacement of lighting to LED, to reduce the impact of our carbon emissions.

(top) Figure 26 - Scope 1 carbon emissions (in Kg CO₂)
(bottom) Figure 27 - Scope 2 carbon emissions (in million Kg CO₂)

WATER CONSUMPTION

Our primary water resource comes from the public utilities. Water is required to operate our marine eco-systems, food and beverage venues, MLP, hotels, spas, landscaping maintenance and other purposes. Our water consumption performance is found in Figure 28 below.

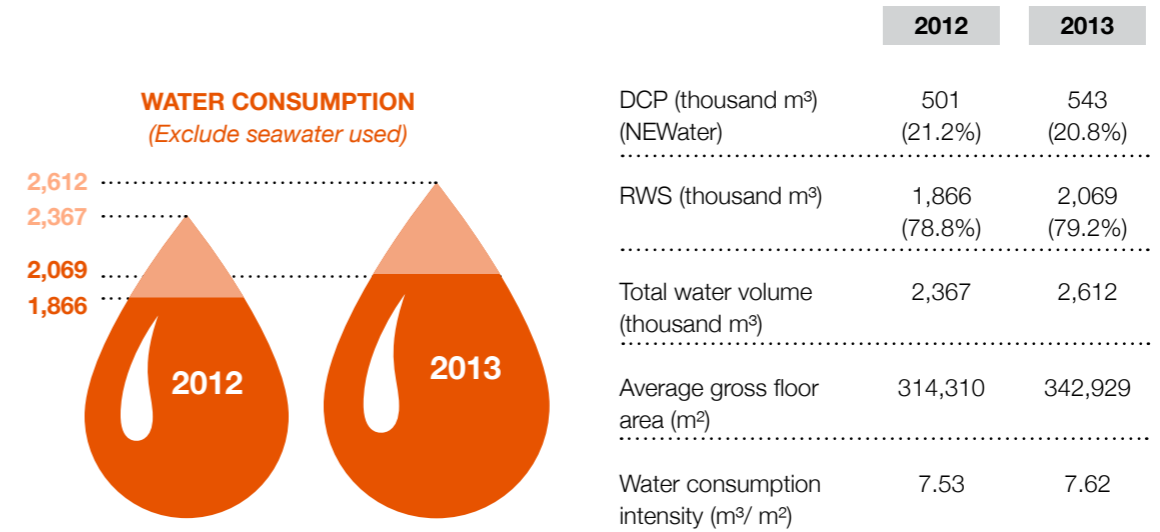


Figure 28 - Water consumption (exclude seawater used, in thousand m³)

In 2013, our water consumption volume increased by 10.4%, which was largely driven by heavy water requirements from Adventure Cove Waterpark opened in November 2012 and Hotels opened in February 2012 – Equarius Hotel, Beach Villas and ESPA at RWS.

In May, our rainwater harvesting system entered full operations, allowing us to capture rainwater from multiple catchment points in RWS. We treated the water and pumped them into our eco-lagoons for multiple purposes which has reduced our water demands. A list of these initiatives is provided in Figure 29.

| Initiative | Nature | Performance |
|-------------|--|---|
| Eco-Lagoons | Apart from being a water body, eco-lagoons are used to capture surface-run off water and collect rainwater for other uses. The 2 lagoons (in USS and ESPA at RWS) have a surface area of 8,412 m ² and 1,200 m ² respectively. The water collected is treated before use. The treated water is used for the attraction in USS, Jurassic Park Rapids Adventure™, to irrigate the resort's landscape and as a standby source for fire-fighting. | An average of 121 m ³ of water is captured in the lagoons daily. In 2013, the entire harvesting system collected 787,653 m ³ of rainwater for recycling which is equivalent to 315 Olympic-sized swimming pools. |

Figure 29 - List of design elements and water conservation practices

| Initiative | Nature | Performance |
|---------------------------------|--|--|
| Underground water storage tanks | These underground tanks are used to store water captured from the drains. The stored water is then used for irrigation purposes and reduces our reliance on potable water. | Total capacity of 1,600 m ³ . |

Figure 29 - List of design elements and water conservation practices

WASTE MANAGEMENT

Every day, an approximate 32 tonnes of solid waste is generated in our premises. We aim to manage waste at our premises responsibly and have implemented an effective waste management system that meets our demands. This includes our 3Rs programme - recycling, reusing and reducing. Lastly, the remaining solid waste is disposed and handled by our appointed external NEA-certified vendor.

In Singapore, discharged water is transported by a network of pipelines city-wide to waterworks or waste water treatment plants. All used water generated in RWS is collected through this same system. In addition, all used sea water discharged from LSS and MLP is being filtered and treated prior to discharge back into the sea.

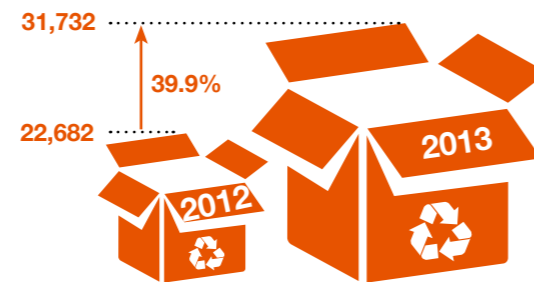
Figure 30 details the solid waste produced by RWS.



Figure 30 - Solid waste produced (in thousand kg)

| | 2012 | 2013 |
|---|---------|---------|
| Total weight (thousand kg) | 15,240 | 15,870 |
| Average gross floor area (m ²) | 314,310 | 342,929 |
| Solid waste intensity (kg/ m ²) | 48.5 | 46.3 |

Despite the expansion of our operations in 2013, there was only 4.1% increase in the total solid waste produced. In particular, our recycling efforts were carried out across RWS as well as within business units, whereby unique waste items such as cardboard cartons used in packaging and plastic bottles throughout the resort were generated. A total amount of 380,780kg of cardboard cartons, 21,160kg of plastics and 16,830kg of papers, were recycled in 2013. The monthly average recycled amounts for cardboard cartons, plastics and papers are presented in Figures 31, 32 and 33 respectively.



Our monthly carton recycling initiative has grown substantially by 39.9% in 2013.

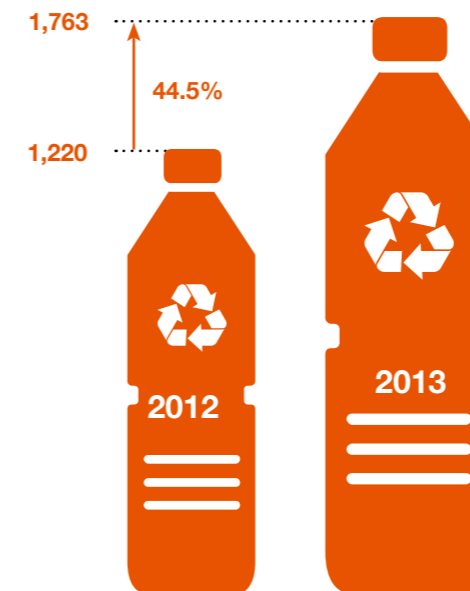
(right) Figure 31 - Monthly average of cardboard cartons recycled (in kg)



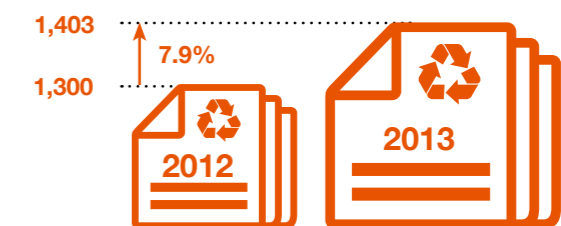
Our plastic bottles recycling campaign started in June 2012. With our recycling process maturing, our monthly average for recycled bottles rose by approximately 44.5% in 2013.

Our paper recycling campaign started a month later in July 2012. Our hotels continue to be proactive in recycling newspapers and copies of reference directories provided to our guests.

Plastic bottles collected from the resort for recycling.



Our monthly average paper collection increased by 7.9% in 2013.



(left) Figure 32 - Monthly average of plastic bottles recycled (in kg)

(right) Figure 33 - Monthly average of paper recycled (in kg)

MOVING FORWARD



From design up, RWS was built with sustainability in mind. We understand that our business goes hand in hand with promoting the interest of the local communities and protecting the environment in which we operate in. Now that our core business is stabilising, we believe it is a natural progression to report on our sustainability efforts.

Moving forward, we will continue to review our material sustainability issues, improve our sustainability initiatives and data tracking progress.

GLOSSARY

| | |
|----------------|---|
| AC | Audit Committee |
| AFR | Accident Frequency Rate |
| AGM | Annual General Meeting |
| ASR | Accident Severity Rate |
| ASTM | ASTM International, previously "American Society for Testing and Materials" |
| AVA | Agri-Food and Veterinary Authority of Singapore |
| AVP | Assistant Vice President |
| AZA | Association of Zoos and Aquariums |
| BCA | Building and Construction Authority |
| CARMP | Comprehensive Aquatic Risk Management Program |
| CBCs | Complete Blood Cell counts |
| CCA | Co-curricular Activity |
| CITES | Convention on International Trade in Endangered Species of Wild Fauna and Flora |
| CM | Centimetre |
| COC | Certificate of Compliance |
| CPD | Continual Professional Development |
| CRA | Casino Regulatory Authority of Singapore |
| CSISG | Customer Satisfaction Index of Singapore |
| CSR | Corporate Social Responsibility |
| DCP | District Cooling Plant |
| EPMA | Environmental Protection and Management Act |
| F&B | Food and Beverage |
| FATF | Financial Action Task Force |
| FES | Further Education Sponsorship |

| | |
|----------------------|--|
| GCE | General Certificate of Education |
| GHG | Greenhouse Gases |
| GRI | Global Reporting Initiative |
| HACCP | Hazard Analysis and Critical Control Points |
| H&EI | Hospitality and Entertainment Industry |
| HR | Human Resources |
| IAAAM | International Association of Aquatic Animal Medicine |
| IMATA | International Marine Animal Trainers Association |
| ISES | Institute of Service Excellence at Singapore Management University |
| KG | Kilogram |
| LPG | Liquefied Petroleum Gas |
| LSS | Life Support System |
| M² | Square Metre |
| MARC | Marine Aquaculture and Research Centre |
| MAS | Monetary Authority of Singapore |
| MLP | Marine Life Park |
| MOM | Ministry of Manpower |
| NCPG | National Council on Problem Gambling |
| NEA | National Environmental Agency |
| NTUC | National Trades Union Congress |
| OHSAS | Occupational Health and Safety Assessment Specification |
| PCP | Pre-commitment Programme |
| PLC | Public Limited Company |
| PSI | Pollutant Standard Index |
| RGA | Responsible Gambling Ambassadors |
| RW | Resorts World |
| RWS | Resorts World Sentosa |
| SCDF | Singapore Civil Defence Force |

| | |
|--------------|--|
| SDU | Safety Development Units |
| SS556 | Code of Practice for the Design and Management of Aquatic Facilities |
| TAFEP | Tripartite Alliance for Fair Employment Practices |
| TJ | Tetrajoules |
| UPR | Universal Studios Parks and Resorts |
| USS | Universal Studios Singapore |
| VSD | Variable Speed Drive |
| VWO | Voluntary Welfare Organisation |
| WDA | Singapore Workforce Development Agency |
| WSH | Workplace Safety and Health |
| WSQ | Singapore Workforce Skills Qualifications |
| ZAA | Zoos and Aquariums Association |

GRI CONTENT INDEX

FOR 'IN ACCORDANCE' – CORE OPTION

GENERAL STANDARD DISCLOSURES

| General standard disclosures | | Section |
|-------------------------------|--|--------------------------------------|
| Strategy and analysis | | |
| G4-1 | Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability. | Message from our President (Pg 3) |
| Organizational profile | | |
| G4-3 | Report the name of the organization. | About this report (Pg 8) |
| G4-4 | Report the primary brands, products and services. | About this report, Figure 2 (Pg 8-9) |
| G4-5 | Report the location of the organization's headquarters. | About Genting Singapore PLC (pg 6) |
| G4-6 | Report the number of countries where the organization operates and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report. | About Genting Singapore PLC (pg 5-6) |
| G4-7 | Report the nature of ownership and legal form. | About Genting Singapore PLC (pg 6) |
| G4-8 | Report the markets served (including geographic breakdown, sectors served and types of customers and beneficiaries). | About this report, Figure 2 (Pg 8-9) |

| General standard disclosures | Section |
|--|---|
| G4-9 Report the scale of the organization, including: <ul style="list-style-type: none"> Total number of employees Total number of operations Net sales (for private sector organizations) or net revenues (for public sector organizations) Total capitalization broken down in terms of debt and equity (for private sector organizations) Quantity of products or services provided | Human capital, Figure 13 (Pg 33); About this report, Figure 2 (Pg 8-9); Financial highlights (Pg 13); About Genting Singapore PLC (Pg 6) |
| G4-10 a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). | Human capital, Figure 13 (Pg 33) |
| G4-11 Report the percentage of total employees covered by collective bargaining agreements. | Human capital (Pg 41) |
| G4-12 Describe the organization's supply chain. | Stakeholders' engagement: supply chain (Pg 12) |
| G4-13 Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: <ul style="list-style-type: none"> Changes in the location of, or changes in, operations, including facility openings, closings and expansions Changes in the share capital structure and other capital formation, maintenance and alteration operations (for private sector organizations) Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination. | No significant changes. |
| G4-14 Report whether and how the precautionary approach or principle is addressed by the organization. | Governance structure and composition, Our approach to sustainability (Pg 7) |

| General standard disclosures | Section |
|--|--|
| G4-15 List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. | Human capital (Pg 41) |
| G4-16 List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: <ul style="list-style-type: none"> Holds a position on the governance body Participates in projects or committees Provides substantive funding beyond routine membership dues Views membership as strategic | Singapore Hotel Association; Singapore National Employers Federation |
| Identified material aspects and boundaries | |
| G4-17 a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report. | Materiality assessment, boundary settings (Pg 10) |
| G4-18 a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content. | Materiality assessment, boundary settings (Pg 10) |
| G4-19 List all the material Aspects identified in the process for defining report content. | Materiality assessment, Figure 4 (Pg 11) |
| G4-20 For each material Aspect, report the Aspect Boundary within the organization, as follows: <ul style="list-style-type: none"> Report whether the Aspect is material within the organization If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> The list of entities or groups of entities included in G4-17 for which the Aspect is not material or The list of entities or groups of entities included in G4-17 for which the Aspects is material Report any specific limitation regarding the Aspect Boundary within the organization | Materiality assessment <ul style="list-style-type: none"> Boundary settings (Pg 10) Figure 4 (Pg 11) |

| General standard disclosures | | Section | | | | | | | | | |
|--|---|--|-------|---------|------------------------------|--|--|------------------|-----------------------|-----------------------|-----------------------------|
| G4-21 | <p>For each material Aspect, report the Aspect Boundary outside the organization, as follows:</p> <ul style="list-style-type: none"> Report whether the Aspect is material outside of the organization If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified Report any specific limitation regarding the Aspect Boundary outside the organization | <p>We have identified two key material aspects outside the organization:</p> <table border="1"> <thead> <tr> <th>Topic</th> <th>Aspects</th> <th>Entities / group of entities</th> </tr> </thead> <tbody> <tr> <td>Responsible provision of products and services</td> <td>Customer health and safety (Responsible gambling) (Pg 24-25)</td> <td>Society at large</td> </tr> <tr> <td>Regulatory compliance</td> <td>Compliance (Pg 42-43)</td> <td>Casino Regulatory Authority</td> </tr> </tbody> </table> | Topic | Aspects | Entities / group of entities | Responsible provision of products and services | Customer health and safety (Responsible gambling) (Pg 24-25) | Society at large | Regulatory compliance | Compliance (Pg 42-43) | Casino Regulatory Authority |
| Topic | Aspects | Entities / group of entities | | | | | | | | | |
| Responsible provision of products and services | Customer health and safety (Responsible gambling) (Pg 24-25) | Society at large | | | | | | | | | |
| Regulatory compliance | Compliance (Pg 42-43) | Casino Regulatory Authority | | | | | | | | | |
| G4-22 | Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements. | Inaugural report | | | | | | | | | |
| G4-23 | Report significant changes from previous reporting periods in the Scope and Aspect Boundaries. | Inaugural report | | | | | | | | | |
| Stakeholder engagement | | | | | | | | | | | |
| G4-24 | Provide a list of stakeholder groups engaged by the organization. | Stakeholders' engagement (Pg 12) | | | | | | | | | |
| G4-25 | Report the basis for identification and selection of stakeholders with whom to engage. | Stakeholders' engagement (Pg 12) | | | | | | | | | |
| G4-26 | Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process. | Stakeholders' engagement, Disclosure and current level of engagement with its stakeholders (Pg 12) | | | | | | | | | |
| G4-27 | Report key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to those key topics and concerns, including through its reporting. | Materiality Assessment (Pg 10-11), Stakeholders' engagement, Concerns raised during our stakeholders engagement (Pg 12) | | | | | | | | | |
| Report profile | | | | | | | | | | | |
| G4-28 | Reporting period (such as fiscal or calendar year) for information provided. | About this report (Pg 9) | | | | | | | | | |

| General standard disclosures | | Section |
|------------------------------|---|---|
| G4-28 | Reporting period (such as fiscal or calendar year) for information provided. | About this report (Pg 9) |
| G4-29 | Date of most recent previous report (if any). | Inaugural report |
| G4-30 | Reporting cycle (such as annual, biennial). | Message from our President (Pg 3) |
| G4-31 | Provide the contact point for questions regarding the report or its contents. | About this report, Availability and feedback channel (Pg 9) |
| G4-32 | <ol style="list-style-type: none"> Report the 'in accordance' option the organization has chosen. Report the GRI Content Index for the chosen option Report the reference to the External Assurance Report, if the report has been externally assured. | About this report (Pg 9) |
| G4-33 | <ol style="list-style-type: none"> Report the organization's policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report. | About this report, External assurance (Pg 9) |
| Governance | | |
| G4-34 | Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts. | Governance structure and composition (Pg 7) |
| Ethics and integrity | | |
| G4-56 | Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics. | About Genting Singapore PLC, Code of Conduct (Pg 6) |

SPECIFIC STANDARD DISCLOSURES

| Indicators | Section |
|--|---|
| Category: Economic | |
| EC1 Direct economic value generated and distributed | Financial highlights (Pg 13) |
| EC6 Proportion of senior management hired from the local community at significant locations of operation | Human capital, Figure 15 (Pg 34) |
| Category: Environmental | |
| EN3 Energy consumption within the organization | Environmental stewardship <ul style="list-style-type: none"> Energy consumption, Figure 24 (Pg 57) Electricity consumption, Figure 25 (Pg 57) |
| EN5 Energy intensity | Environmental stewardship <ul style="list-style-type: none"> Energy consumption, Figure 24 (Pg 57) Electricity consumption, Figure 25 (Pg 57) |
| EN6 Reduction of energy consumption | Environmental stewardship <ul style="list-style-type: none"> Figure 22 (Pg 54-55) Figure 23 (Pg 56) |
| EN8 Total water withdrawal by source | Environmental stewardship, Water consumption, Figure 28 (Pg 59) |
| EN10 Percentage and total volume of water recycled and reused | Environmental stewardship, Water consumption, Figures 28-29 (Pg 59-60) |
| EN11 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | Biodiversity (Pg 46) |
| EN12 Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas | Biodiversity (Pg 46-48) |

| Indicators | Section |
|--|---|
| EN13 Habitats protected or restored | Biodiversity <ul style="list-style-type: none"> Habitats protected, restored and successfully relocated (Pg 47), Life Support System and habitat design (Pg 47), Facilities and systems for monitoring animals' conditions (Pg 48) |
| EN14 Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk | Biodiversity <ul style="list-style-type: none"> Figure 20 (Pg 46), Acquisition and proper disposal of animals (Pg 47), Treatment of aquatic animals (Pg 48), Marine life species, Figure 21 (Pg 49-51) |
| EN15 Direct Green House Gas (GHG) emissions (scope 1) | Environmental stewardship, carbon emissions, Figure 26 (Pg 58) |
| EN16 Energy indirect Greenhouse Gas (GHG) emissions (scope 2) | Environmental stewardship, carbon emissions, Figure 27 (Pg 58) |
| EN18 Greenhouse Gas (GHG) emissions intensity | Environmental stewardship, carbon emissions <ul style="list-style-type: none"> Figure 26 (Pg 58) Figure 27 (Pg 58) |
| EN19 Reduction of Greenhouse Gas (GHG) emissions | Environmental stewardship <ul style="list-style-type: none"> Figure 22 (Pg 54-55) Figure 23 (Pg 56) |
| EN22 Total water discharge by quality and destination | Environmental stewardship, waste management (Pg 60) |
| EN23 Total weight of waste by type and disposal method | Environmental stewardship, waste management, solid waste produced, Figures 30-33 (Pg 60-61) |
| EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations | Environmental stewardship (Pg 56) |

| Indicators | | Section |
|--|--|---|
| Category: Social Sub-category: Labour practices and decent work | | |
| LA1 | Total number and rates of new employee hires and employee turnover by age group, gender and region | Human capital, composition of workforce <ul style="list-style-type: none"> Figure 14 (Pg 34) Our management information system was unable to capture the age and gender information for some of the employees who left the organisation. We regret that we are unable to share the turnover data by age and gender breakdowns at the time of this report. In 2014, we have enhanced our management information system to capture the age and gender of our past employees, such that we are aligned to best market practices. We will be able to report the age and gender profile in our turnover in the 2015 report. |
| LA6 | Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and by gender | Human capital, workplace safety and health <ul style="list-style-type: none"> Figure 19a (Pg 39) Figure 19b (Pg 39) |
| LA8 | Health and safety topics covered in formal agreements with trade unions | Human capital, workplace safety and health (Pg 39) |
| LA9 | Average hours of training per year per employee by gender and by employee category | Human capital, programmes for skills management and lifelong learning, Figure 17 (Pg 38) |
| LA10 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings | Human capital, programmes for skills management and lifelong learning (Pg 37) |
| LA11 | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category | Human capital, performance and career development (Pg 38) |
| LA16 | Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms | Human capital, grievance mechanisms on labour practices and human rights (Pg 41) |

| Indicators | | Section |
|---|---|---|
| Sub-category: Human rights | | |
| HR12 | Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms | Human capital, grievance mechanisms on labour practices and human rights (Pg 41) |
| Sub-category: Society | | |
| SO1 | Percentage of operations with implemented local community engagement, impact assessments and development programs | Community engagement, Figure 12 (Pg 29) |
| SO2 | Operations with significant actual and potential negative impacts on local communities | Responsible products and services, Resorts World Casino – responsible gambling (Pg 24-25) |
| SO5 | Confirmed incidents of corruption and actions taken | Corporate governance and compliance, anti-corruption (Pg 43) |
| SO7 | Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes | Corporate governance and compliance, anti-competitive behaviour (Pg 43) |
| SO8 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | Corporate governance and compliance, compliance (Pg 43) |
| SO11 | Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms | Biodiversity, treatment of aquatic animals (Pg 48-49); Responsible products and services, Resorts World Casino – responsible gambling (Pg 24-25) |
| Sub-category: Product responsibility | | |
| PR1 | Percentage of significant product and service categories for which health and safety impacts are assessed for improvement | Responsible products and services <ul style="list-style-type: none"> Attraction – Universal Studios Singapore (Pg 16-19) Attraction – Marine Life Park (Pg 20-23) Resorts World Casino – Responsible gambling (Pg 24-25) General, Figure 11 (Pg 26-27) |

| Indicators | Section |
|--|--|
| PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes | Responsible products and services <ul style="list-style-type: none"> • Attraction – Universal Studios Singapore (Pg 19) • Attraction – Marine Life Park (Pg 23) • Resorts World Casino – Responsible gambling (Pg 25) • General, Figure 11 (Pg 26-27) |
| PR3 Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements | Responsible products and services <ul style="list-style-type: none"> • Attraction – Universal Studios Singapore (Pg 18) • Attraction – Marine Life Park (Pg 21) • Resorts World Casino – Responsible gambling (Pg 25) • General, Figure 11 (Pg 26-27) |
| PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by types of outcomes | Responsible products and services <ul style="list-style-type: none"> • Attraction – Universal Studios Singapore (Pg 18) • Attraction – Marine Life Park (Pg 21) • Resorts World Casino – Responsible gambling (Pg 25) • General, Figure 11 (Pg 26-27) |
| PR5 Results of surveys measuring customer satisfaction | Responsible products and services <ul style="list-style-type: none"> • Attraction – Universal Studios Singapore <ul style="list-style-type: none"> ▪ Figure 8a (Pg 19) ▪ Figure 8b (Pg 19) • Attraction – Marine Life Park <ul style="list-style-type: none"> ▪ Figure 10a (Pg 23) ▪ Figure 10b (Pg 23) • General (Pg 27) |
| PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes | Responsible products and services, Resorts World Casino – Responsible gambling (Pg 25) |
| PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | Corporate governance and compliance, guest privacy (Pg 43) |
| PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services | Corporate governance and compliance, compliance (Pg 43) |

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