

SUSTAINABILITY REPORT 2023

SUMMARISED VERSION

LEADING THE WAY IN SUSTAINABLE TOURISM



2023 KEY HIGHLIGHTS



◆ PLANET ◆

◆ PEOPLE ◆

◆ BUSINESS ◆

29% REDUCTION IN CARBON EMISSION INTENSITY¹

>\$1.2MILLION WORTH OF COMMUNITY INVESTMENT

1ST IN THE WORLD

- Global Sustainable Tourism Council: Certified to Destination Criteria and Industry Criteria for Hotels
- EIC 2022 Sustainable Events Standards (Venue): Platinum Level Certification

Renewable Energy Source

- Quadrupled renewable energy sources
- 12 new solar PV sites
- Tidal Turbine trial

Resource Efficiency

- 49% alternative water sources
- 37%¹ waste-to-landfill intensity reduction

Community Support

- >473,558 cumulative volunteer hours since 2010
- 7,000 beneficiaries impacted
- 33.7 training hours per employee
- 86% Local Sourcing
- Launch of **Children's Biodiversity Library by S.E.A. Aquarium** in partnership with National Library Board

Sustainable Buildings

- Building Management System** (Large-scale Cloud Based)
- 67% green buildings** by GFA
- BCA Zero Energy Building** Pandan Gardens

Biodiversity Conservation

- RWS - NUS Living Laboratory: Completion of Coral Triangle Biodiversity Conservation Project
- Launch of S.E.A. Aquarium Aquarist Lab
- Heritage Tree designation for *Bhesa robusta*

Recognition

- Singapore Tourism Award 2023: Best Employer
- CIPS Asia Excellence in Procurement Awards: Outstanding People Development Programme
- Bloomberg Gender Equality Index Since 2021
- Ministry of Manpower - Progressive Wage Mark

Electric Vehicle Facilities

- 96% electric buggies
- 10 new Hybrid MPVs
- New EV Charging Ports
- New EV bus deployed

WELL Certification (Gold)

Equarius Hotel - First Hotel in Singapore

International Certification

- WELL Health & Safety Rating

- Universal Studios Singapore
- S.E.A. Aquarium
- Adventure Cove Waterpark
- Resorts World Convention Centre
- Hotel Michael
- Crockfords Tower
- Hard Rock Hotel Singapore
- Hotel Ora
- Equarius Hotel
- Equarius Villas

SFA Farm-to-Table Recognition Programme

Highest Tier

Achievements

- Singapore Hotel Sustainability Award** 2023 - 2024
- Singapore MICE Awards** Sustainability Initiative of the Year
- Responsible Gaming Council: TOP 10 Accredited** Worldwide Venue

¹ 2015 as baseline year

2023 AWARDS AND ACCOLADES

AWARDS



SINGAPORE TOURISM AWARDS 2023
Outstanding Employer



SINGAPORE FOOD AGENCY
Farm-to-Table Recognition Programme (Highest Tier)



SINGAPORE MICE AWARDS 2023
Sustainability Initiative of the Year



SINGAPORE HOTEL ASSOCIATION
Singapore Hotel Sustainability Award 2023-2024



CIPS ASIA EXCELLENCE PROCUREMENT AWARDS

- Overall Winner (2021-2022)
- Best Use of Digital Technology (2022)
- Outstanding People Development Programme (2023)

CERTIFICATIONS & ACCOLADES



GSTC, CERTIFIED TO BOTH GSTC-D AND GSTC-H
1st in the world
Since 2021



EVENTS INDUSTRY COUNCIL 2022 SUSTAINABLE EVENTS STANDARDS (PLATINUM)
1st in the world
Since 2021



WELL V2 CERTIFICATION GOLD STANDARD



WELL HEALTH-SAFETY RATING

- | | |
|-----------------------------------|-----------------------------|
| ❑ Universal Studios Singapore | ❑ Hotel Michael |
| ❑ S.E.A. Aquarium | ❑ Crocford's Tower |
| ❑ Adventure Cove Waterpark | ❑ Hard Rock Hotel Singapore |
| ❑ Resorts World Convention Centre | ❑ Hotel Ora |
| | ❑ Equarius Hotel |
| | ❑ Equarius Villas |



BCA GREEN MARK CERTIFIED BUILDINGS:

Zero Energy Building

- ❑ Pandan Gardens

Platinum

- ❑ Resorts World Convention Centre
- ❑ Universal Studios Singapore
- ❑ Genting Hotel Jurong

GoldPlus

- | | |
|--------------------|--------------------|
| ❑ Hotel Ora | ❑ Hard Rock Hotel |
| ❑ Equarius Villas | ❑ Equarius Hotel |
| ❑ Crocford's Tower | ❑ Marine Life Park |
| ❑ Hotel Michael | |



BLOOMBERG GENDER-EQUALITY INDEX



PROGRESSIVE WAGE MARK

ACCREDITATIONS AND CERTIFICATIONS

- | | |
|--|--|
| ❑ RG Check Accredited | ❑ Institutional Animal Care and Use Committee (IACUC) certification for Research |
| ❑ Association of Zoos & Aquariums Accredited | |

LEADERSHIP ENGAGEMENT

- ❑ Founding Member, Sentosa Carbon Neutral Network
- ❑ Co-Chair, Hotel Sustainability Committee (HSC) by Singapore Hotel Association
- ❑ Member, MICE Sustainability Sub-Committee by Singapore Association of Convention & Exhibition Organisers & Suppliers (SACEOS)

MEMBERSHIPS

- ❑ Signatory, United Nations Global Compact
- ❑ Member, Global Sustainable Tourism Council
- ❑ Member, World Association of Zoos and Aquariums
- ❑ Member, Southeast Asian Zoos and Aquariums Association

SUSTAINABILITY FRAMEWORK



SUSTAINABILITY VISION

To be a global leader in sustainable tourism



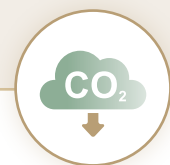
SUSTAINABILITY MISSION

To achieve carbon neutrality by 2030 and create positive socioeconomic impact

◆ PLANET ◆

ALIGN OUR BUSINESS TO A LOW CARBON AND CIRCULAR ECONOMY

Master Plan Core Focus



Decarbonisation



Preserving Nature



Greening Infrastructure and Transport

Material Topics

- ☒ Energy and Emissions
- ☒ Water
- ☒ Waste
- ☒ Sustainable Building Design and Facilities
- ☒ Biodiversity Conservation
- ☒ Responsible Sourcing and Supply Chain



◆ PEOPLE ◆

CREATE POSITIVE SOCIO-ECONOMIC IMPACT FOR OUR STAKEHOLDERS

Master Plan Core Focus



Inclusive Community and Industry



Nurture Future-Ready Workforce

Material Topics

- ☒ Diversity and Inclusion
- ☒ Wellbeing
- ☒ Human Capital Development
- ☒ Empowering and Engaging Local Community
- ☒ Sustainability Education and Advocacy
- ☒ Health and Safety



◆ BUSINESS ◆

DRIVE SUSTAINABLE TOURISM THROUGH SUSTAINABLE OFFERINGS AND RESPONSIBLE BUSINESS PRACTICES

Master Plan Core Focus



Responsible Business Practices



Conscious Consumption

Material Topics

- ☒ Sustainable Tourism
- ☒ Governance and Ethics
- ☒ Responsible Gaming



2030 SUSTAINABILITY MASTER PLAN

Guided by our Sustainability Framework, the Sustainability Master Plan is a strategic blueprint that outlines our ambitious goals and represents the next bound in our journey to achieve **carbon neutrality** by 2030 and create positive **socio-economic impact**.

◆ PLANET ◆

Decarbonisation

- Reduce carbon emission intensity by 30%¹
- Reduce intensities of energy consumption and municipal water withdrawal by 30%, and operational waste-to-landfill by 50%²
- Quadruple renewable energy and procure from low carbon sources
- Collaborate on precinct-level decarbonisation solutions
- Institute-industry research and collaboration on sustainability and climate resilience
- Supply chain engagement and ESG programmes for key suppliers
- Responsible sourcing for material categories

Preserving Nature

- Implement forest conservation management plan which includes restoration and protection of flora and fauna
- Contribute to the restoration of critically endangered marine species within protected areas in the region to conserve and enhance biodiversity
- Leverage nature-based carbon offsets to support the protection/restoration of peatlands, mangroves

Greening Infrastructure and Transport

- Green 75% of buildings³
- Integrate sustainability principles and innovation into RWS 2.0 expansion build
- Achieve 100% electric transportation
- Quadruple EV charging stations

◆ PEOPLE ◆

Inclusive Community and Industry

- Exceed 500,000 in cumulative volunteer hours to positively impact the community
- Develop long-term partnerships to engage and empower the community and to promote sustainability advocacy and education
- Drive behaviour change through education, outreach and immersive public programmes
- Support local businesses with more than 90% biddable spend

Nurture Future-Ready Workforce

- Adopt sustainable human resources management where we advance and promote equity, wellness and development
- Nurture future-ready, environmentally and socially conscious workforce

◆ BUSINESS ◆

Responsible Business Practices

- Take action on climate change risk and mitigation
- Transparency and disclosure in alignment with ESG rating standards
- Be a leader in responsible marketing, policy, management and programmes

Conscious Consumption

- Adopt global standards for sustainable travel and tourism
- Promote sustainable visitor programmes, experiences and education

¹ 2015 as the baseline year. Goal applies to Scope 1 and 2 emissions

² 2015 as the baseline year. GENS was fully operational in 2015

³ By GENS Gross Floor Area (GFA)



DECARBONISATION

GENS' commitment to decarbonisation is integral to our mission of becoming a carbon-neutral entity, driven by the urgency of climate change as evidenced by rising global temperatures and extreme weather patterns.

Recognising the critical role of energy in our operations, we are dedicated to optimising consumption and reducing greenhouse gas emissions, aligning with global sustainability goals. This commitment extends beyond energy to encompass responsible water use, innovative waste management, and the adoption of sustainable building practices.

◆ 2023 KEY HIGHLIGHTS ◆



Quadrupled solar energy capacity in 2023. Now spanning across the size of 2 football fields, our solar panels can generate 3.5GWh of energy annually



Completed Phase 1 implementation for **first large-scale Cloud-based Building Management System in Singapore**, allowing for enhanced real-time control over our buildings' performances



Installed 104 Variable Speed Drives (VSD), allowing monitoring and adjusting of control settings, catering to fluctuating needs



Completed trial of **Asia's first bi-directional tidal turbine installation beneath a bridge** to convert natural tidal rhythm into a sustainable energy source



Completed a **water audit** of our 49-hectare resort, identifying potential avenues for water source diversification and water usage efficiency



Doubled our paper recycling rates following a waste audit identifying additional recycling opportunities



Solar panels installed above Hard Rock Hotel



Solar panels installed above Pandan Gardens Warehouse

29% ↓

Reduction in carbon emission intensity*

32% ↓

Reduction in electricity consumption intensity*

4x

Renewable energy generation capacity across our properties

47% ↓

Reduction in potable water and NEWater withdrawal intensity*

49%

Of water usage from alternative sources (Seawater, rainwater, reclaimed water)

37% ↓

Reduction in waste-to-landfill intensity*, recycling 10 waste streams

* Intensity is measured per Gross Floor Area, as compared to 2015 baseline.

PRESERVING NATURE

Enveloped by a 2.9 hectare coastal forest, the marine waters of Sentosa, and being the home to the S.E.A. Aquarium, GENS is committed to protecting, preserving, and conserving the ecosystem around us.

Calling Sentosa Island our home, we are surrounded by rich terrestrial and marine biodiversity. While we cherish the ecosystem services they provide us, we are committed to reduce and minimise our environmental impact while simultaneously preserving and protecting our local biodiversity.

◆ 2023 KEY HIGHLIGHTS ◆



Advanced two **RWS-NUS Living Lab projects**: a biodiversity survey expedition with the participation of public citizen scientists and a new invertebrate culture programme



Conducted **biodiversity survey** on our coastal forest, expanding its wildlife catalogue, enabling further conservation studies



Participated in a **coral RFID tagging project**, contributing to the sustainable coral trade industry



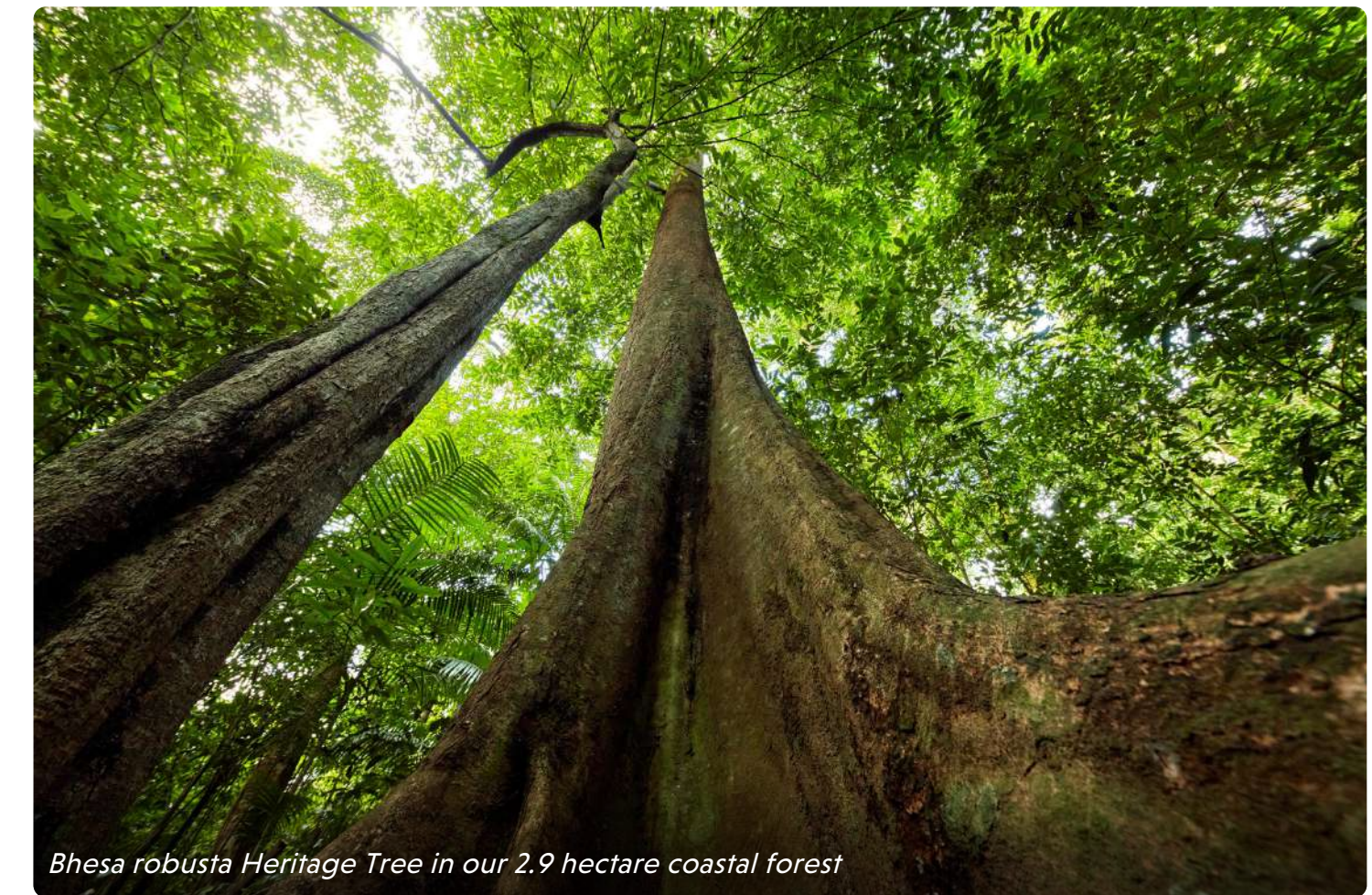
First showing for S.E.A. Aquarium at **Asian Dive Expo and Asia-Pacific Coral Reef Symposium**, promoting ocean literacy and conservation



Heritage Tree nomination for our *Bhesa robusta* tree, marking the second heritage tree on our property



Aquarist Lab in S.E.A. Aquarium



Bhesa robusta Heritage Tree in our 2.9 hectare coastal forest

\$5 million

Committed to RWS-NUS Living Laboratory collaboration focusing on biodiversity conservation

93

Plant species identified, together with 17 avian species, and 29 butterfly species found in our coastal forest

2

Heritage Trees (*Bhesa robusta* and *Garcinia celebica*) in our resort, enabling further protection efforts

300

Mangrove propagules and seeds sown in our mangrove nursery

64

New records of species in Sentosa

5

Outreach events on biodiversity conservation attended by the Education, Research, and Conservation team

GREENING INFRASTRUCTURE AND TRANSPORT

Buildings account for 39% of global carbon emissions, highlighting the urgent need for sustainable construction and design practices. As a sustainable tourist destination, GENS is committed to greening our infrastructure and transport through our efforts in adopting green building designs, energy efficiency measures and use of eco-friendly materials.

In addition, GENS is committed to electrification of transport and providing widespread access to electric vehicle (EV) charging stations.

As we gear towards our resort's expansion, we keep in mind the importance of sustainable development, ensuring resilience of our business.

◆ 2023 KEY HIGHLIGHTS ◆



Achieved BCA Green Mark **Zero Energy Building** for Pandan Gardens Warehouse



Upgraded 3 existing chillers under the District Cooling Plant (DCP) 1.0 plant



Completed installation of **second energy efficient DCP** to cater for RWS expansion



Addition of electric vehicle charging ports and sharing lots in our resort, totaling up to **23**



Expansion of electric vehicles numbers into our transport fleet



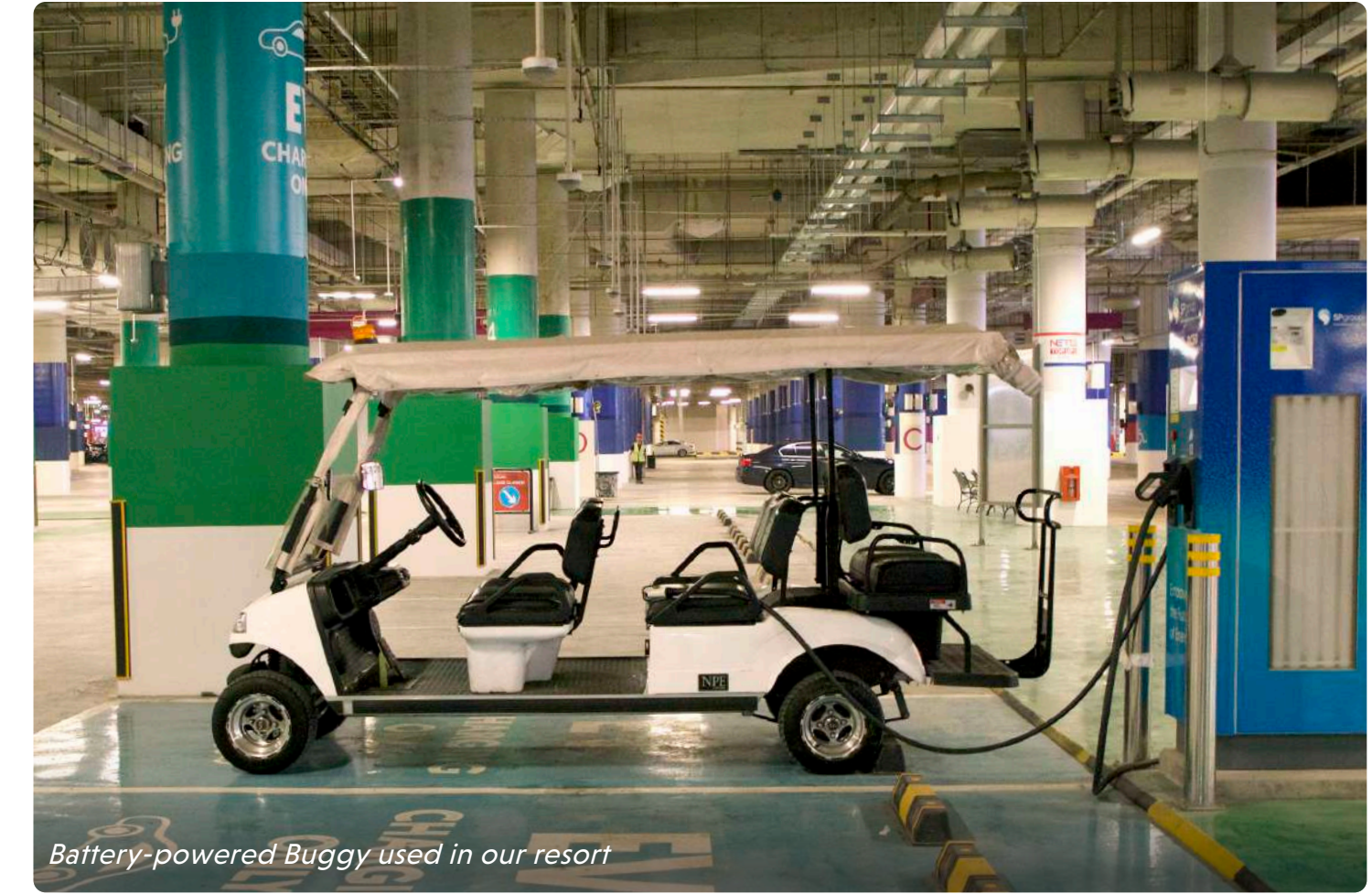
Completed **ETFE roof** installation on Avenue 8, enhancing future guest thermal comfort



Reuse of construction materials for the refurbishment of Hotel Ora from Festive Hotel



Use of **SGBC-certified sustainable materials** for the fitting of CHIFA! and Soi Social



Battery-powered Buggy used in our resort



Solar panels installed above Pandan Gardens Warehouse

13

Buildings Green Mark GoldPlus / Platinum certified, representing 67% of our GFA

Zero Energy Building

certification achieved by Pandan Gardens Warehouse, fully supplied by solar energy

6.8% ↑

Increase in DCP efficiency after upgrade of 3 chiller plants

17,600m³

Thermal Energy Storage system under construction

10

Hybrid MPVs added into our limousine fleet

96%

Battery-powered buggies within our buggy fleet

◆ PLANET ◆

◆ PEOPLE ◆

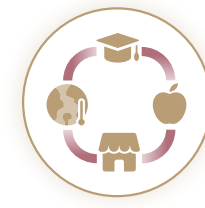
◆ BUSINESS ◆

INCLUSIVE COMMUNITY AND INDUSTRY

GENS is committed to uplifting local communities, recognising the vital role these communities play in creating resilient societies. By focusing on supporting underserved populations and local industries, GENS aims to foster a positive socio-economic impact.

Through sustainability education and effective communication, we seek to raise awareness and encourage collaborative efforts towards a sustainable future.

◆ 2023 KEY HIGHLIGHTS ◆



Refreshed our **CSR Framework**, to focus on education, food security, climate change, and supporting local industry and community



Launched **Children's Biodiversity Library** by S.E.A. Aquarium at Central Public Library, curating educational programmes to drive biodiversity conservation



Launched **Eat Well @ Community Shop** programme supplying local fresh produce to >2,000 under privileged families



Featured a **retail shelf curated by Social Gifting** at Hotel Ora, allowing guests to purchase items made by differently-abled crafters



Partial proceeds of S.E.A. Aquarium and Adventure Cove Waterpark ticket sales donated under **Change for Charity** by Community Chest



Project Belanja donation drive for Food from the Heart during our annual Party with a Heart event for team members



Pledged **10 Van Gogh-themed Bunnies** to National Art Council's stART Fund



Children creating arts and crafts in Children's Biodiversity Library by S.E.A. Aquarium. Picture by National Library Board



Residents retrieving fresh locally-grown produce from our Eat Well @ Community Shop

>\$1.2 million

Contribution in cash and in-kind donation to the local community

>7,000

Beneficiaries supported

473,558

Volunteer hours since 2010

9,000

Redemptions of fresh produce at our Food from the Heart Community Shops

10

Social Service agencies received partial proceeds from S.E.A. Aquarium and Adventure Cove Waterpark ticket sales through Change for Charity initiative

86%

of spending dedicated to local suppliers

◆ PLANET ◆

◆ PEOPLE ◆

◆ BUSINESS ◆

NURTURE FUTURE-READY WORKFORCE

A healthy and effective workforce forms the backbone of our business operations. We strive for a safe and inclusive environment for our team members, where each and everyone can feel safe and are provided equal opportunities for growth.

As we gear ourselves for RWS 2.0, we regularly look into the future of our organisation and look for opportunities to nurture and take care of our team members. We focus on the holistic wellbeing of our team members, providing them guidance to developing a healthy physical, social, financial, and mental wellbeing.

We also provide ample and equal opportunities for upskilling and development. We encourage and provide avenues for our team members to work towards their personal and career goals.

◆ 2023 KEY HIGHLIGHTS ◆



Awarded **Outstanding Employer** by the Singapore Tourism Award 2023 in recognition of our continuous effort to upskill our team members



Received the **Progressive Wage Mark** recognition from the Ministry of Manpower (MOM) for alignment to MOM's Progressive Wage Model



Awarded the **Bloomberg Gender-Equality Index** for the 3rd year in a row



Launched **aRWSome Club**, fostering a sense of belonging, inclusivity, and camaraderie amongst team members



Launched **Wellbeing Framework**, encompassing physical, social, mental, and financial wellbeing



Partnered with Ministry of Education through the **Teachers Work Attachment Plus scheme**, providing industry connections to educational institutions



Developed **G.U.E.S.T Framework and SMILE Campaign**, refreshing and upskilling the service capabilities of our team members



RWS was awarded Outstanding Employer under Singapore Tourism Award 2023



Party with a Heart 2023 event hosted for our team members

98

Organisation-wide activities hosted for over 3,000 team members

60

Young individuals attended learning journey through Young NTUC, facilitated by RWS

2

MOE-trained teachers attached to RWS through the Teachers Work Attachment Plus scheme

1 : 1.05

Women to men basic salary ratio

0

Reported cases of discrimination and grievances on labour practices and human rights

0

Serious work-related injuries, fatality, or occupational diseases reported

RESPONSIBLE BUSINESS PRACTICES

A firm's stance on governance and ethical practices plays a pivotal role in shaping stakeholder trust and its authorisation to function. Essential governance domains, including risk management, anti-bribery and corruption, reflect the organisation's approach to strategy and the creation of long-term value.

At GENS, we uphold ourselves with the utmost standards of behavior and integrity across all aspects of our operations. We have implemented strong governance protocols to preserve our value creation for our guests, team members, investors, and various stakeholders.

◆ 2023 KEY HIGHLIGHTS ◆



Completed **TCFD risk and opportunity disclosure and scenario analysis** ahead of regulation



Completed **ESG disclosure via CDP** and participated in ESG ratings such as MSCI and Sustainalytics



Conducted **limited external assurance** for Sustainability Report since 2022



Integrated Environment and Climate Risks in **Enterprise Risk Register** process



RWS achieved **highest RG Check accreditation score** worldwide



100% **RG training** for casino team members



>25% customer-facing casino team members **trained and certified as RG Ambassadors**



#1

RWS achieved the highest RG Check accreditation score worldwide

100%

Casino entry checks using facial recognition system

>25%

customer-facing casino team members trained and certified as RG Ambassadors

TCFD

Completed TCFD risk and opportunity disclosure and scenario analysis ahead of regulations

ESG Disclosure

Completed ESG disclosure via CDP and participated in ESG ratings such as MSCI and Sustainalytics

Assurance

Conducted limited external assurance for Sustainability Report since 2022, ahead of regulations

◆ BUSINESS ◆

◆ PEOPLE ◆

◆ PLANET ◆

CONSCIOUS CONSUMPTION

The World Tourism Organisation defines sustainable tourism as "tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities".

As a key player in Singapore's tourism sector, representing about one-third of international arrivals, our commitment to sustainable tourism has positioned us at the forefront of industry changes. In 2023, we further solidify this leadership with new milestones that signify our dedication to enhancing health and wellness standards in the hospitality industry and bolstering local businesses.

◆ 2023 KEY HIGHLIGHTS ◆



Achieved the **WELL Certification at the Gold level** for Equarius Hotel, upholding both wellness and sustainability for the design and performance



Achieved **WELL Health Safety Rating** for 10 of our properties, upholding the wellness standards of all our occupants



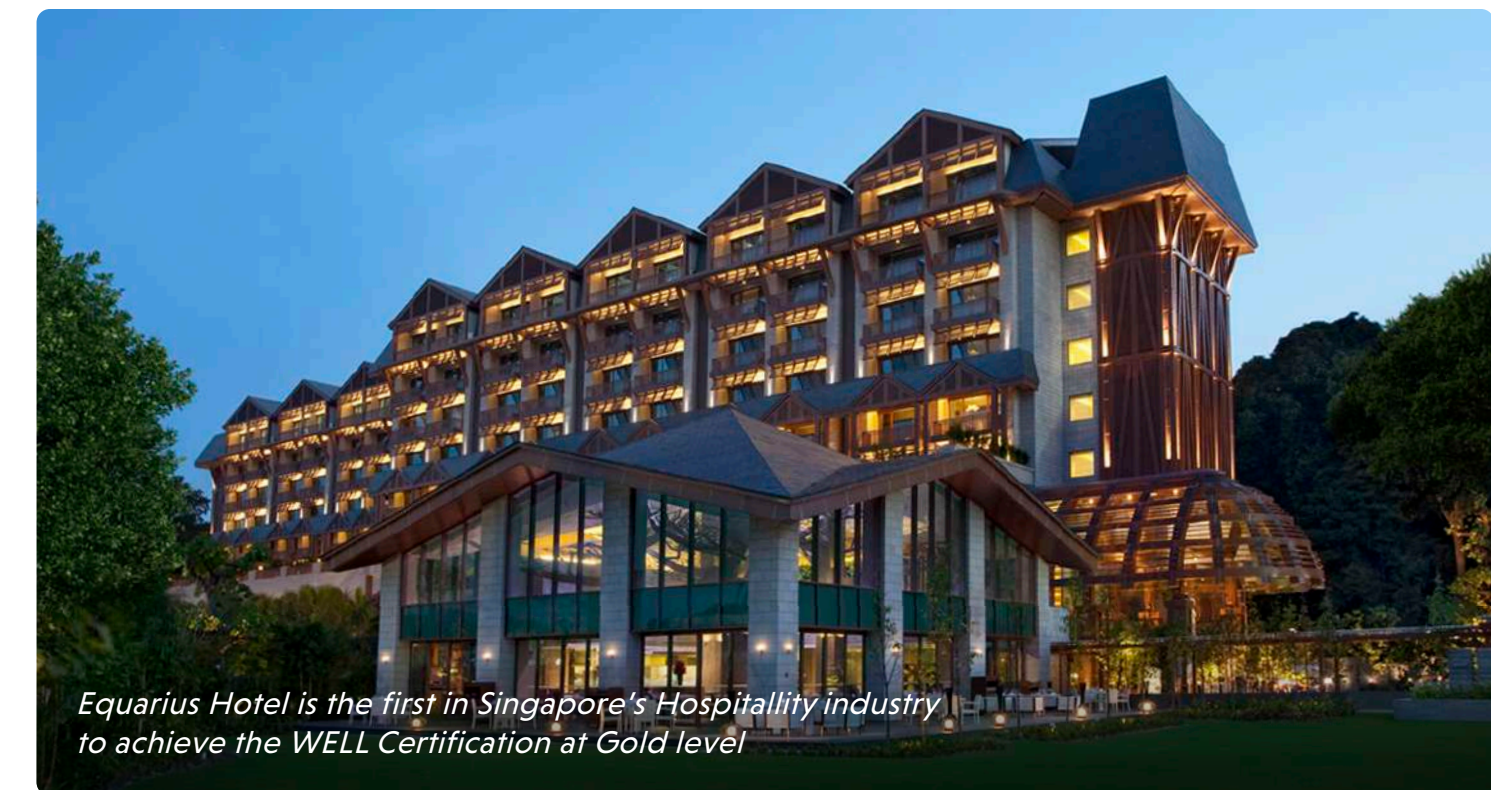
Increased **sourcing of local ingredients** for our F&B menu items, earning SFA's Farm-to-Table Recognition (Highest Tier)



Developed **immersive sustainability experiences** for our guests, aiming to educate, inspire, and empower them to take meaningful conservation actions



Extended our **support and participation** for the Singapore Hotel Association's Hotel Industry Sustainability Pledge and the Sentosa Disposable Pledge by Sentosa Development Corporation



1st in the World

Certified to both the GSTC Destination criteria and GSTC Industry criteria (Hotels)



1st in the World

Certified to 2022 EIC Sustainable Events Standards (Venue) Platinum Level



1st in Singapore Hospitality

Achieved WELL certification at the Gold level for Equarius Hotel and WELL Health and Safety Rating for 10 buildings.



SFA Farm-to-Table Recognition (Highest Tier)

1 of first 4 companies in Singapore to achieve



81%

Environmentally-friendly cleaning chemicals



90%

Plastic disposable wares and amenities converted to sustainable alternatives



GENTING SINGAPORE LIMITED

10 Sentosa Gateway
Resort World Sentosa
Singapore 098270

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For the full Genting Singapore Sustainability Report 2023, please visit www.gentingsingapore.com.