

# Sustainability Report 2024

Summarised  
Version

Leading The Way In Sustainable Tourism



**GENTING**  
SINGAPORE

GENTING SINGAPORE LIMITED



# 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

### Ethos

# Driven to LEAD

Acting with Purpose, Delivering with Impact

Core Drivers

## Lower Emissions

- Resource Stewardship
- Responsible Value Chain
- Collaborating for Innovation

Material Topics

- Energy and Emissions
- Water
- Waste
- Sustainable Building and Facilities
- Responsible Sourcing and Supply Chain



## Enhance Wellbeing

- Care & Respect for All
- Nurturing Growth
- Equal Opportunities

- Diversity and Inclusion
- Wellbeing
- Human Capital Development
- Health and Safety



## Amplify Impact

- Uplifting Communities
- Better Together
- Serving with Purpose

- Empowering and Engaging Local Community
- Biodiversity Conservation
- Sustainability Education and Advocacy



## Deepen Governance

- Business Done Responsibly
- Recognised Globally
- Advocacy for Influence

- Sustainable Tourism
- Governance and Ethics
- Cybersecurity
- Human Rights
- 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.

## Decarbonisation

- ▶ Reduce carbon emission intensity by 30%<sup>1</sup>
- ▶ Reduce intensities of energy consumption and municipal water withdrawal by 30%, and operational waste-to-landfill by 50%<sup>2</sup>
- ▶ 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

## 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

## 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

## 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, and rainforests

## Greening Infrastructure and Transport

- ▶ Green 75% of buildings<sup>3</sup>
- ▶ Integrate sustainability principles and innovation into RWS 2.0 expansion build
- ▶ Achieve 100% electric transportation
- ▶ Quadruple EV charging stations

## 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



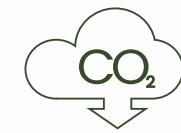
<sup>1,2</sup> 2015 as the baseline year. Intensity is calculated against our Gross Floor Area (GFA)

<sup>3</sup> By GENS GFA

# Key Highlights

## Lower Emissions

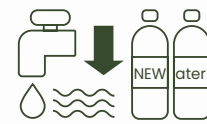
**28%**  
reduction in carbon emission intensity<sup>4</sup>



**50%**  
alternative water sources



**45%**  
reduction in municipal water withdrawal intensity<sup>4</sup>



**35%**  
reduction in waste-to-landfill intensity<sup>4</sup>



## BCA Green Mark 2021

*Hotel Ora* – Platinum Super Low Energy  
*Equarius Hotel* – Platinum  
*Illumination's Minion Land* – Platinum Zero Energy



<sup>4</sup> Intensity is measured against our Gross Floor Area (GFA) and is benchmarked against our 2015 baseline.

## Enhance Wellbeing

**0 reported**  
incidents of discrimination, labour grievances, and human rights violations



**44.8 hours**  
of training per team member on average.



## HR Asia Award

Awarded Best Companies to Work for in Asia and the Happiest Workplace Certification



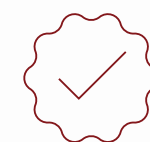
## Fire Safety Excellence Award 2024

attained for all our 6 hotels



## ISO45001

accreditation achieved across the entire resort for the first time



## Amplify Impact

**\$1,000,086**  
contributions  
in cash and in-kind donations



**476,398** volunteer hours  
since 2010, with 20 new volunteer events compared to 2023



**3 Heritage Trees**  
*Bhesa robusta*, *Garcinia celebica*, and the newly included *Alstonia angustiloba*



**1,045kg**  
of marine debris collected across 8 cleanups this year



**49 biodiversity surveys**  
conducted under the RWS-NUS Living Laboratory research partnership



## Deepen Governance

**AA Rating**  
for MSCI ESG Index



**FTSE4Good Index**  
included for the first time



**Code of Ethics and Business Conduct**  
published



**#1 RG Check**  
Accreditation score worldwide



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



**PMLTFPF Training**  
New enhanced training for Casino Team Members




# Awards and Accolades

## Awards

 **M&C Asia Stella Awards 2024**  
Best Sustainability Initiative (Hotel)


 **NVPC Company of Good**  
3 Hearts

 **ASEAN Green Hotel Award 2023-2024**


 **Employee Experience Awards 2024**  
Best Skilling Strategy Bronze

 **Total Defence (TD) Advocate Awards 2024**

 **TTG Travel Awards 2024**  
Best Integrated Resort

 **HR Asia**  
Best Companies To Work For In Asia 2024

 **National Fire and Emergency Preparedness Council (NFEC)**  
Fire Safety Excellence Award 2024

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


 **MICE Sustainability Certification**  
Venue: Gold - SACEOS

## Certifications

 **GSTC, CERTIFIED TO BOTH GSTC-D AND GSTC-H**  
1<sup>st</sup> in the world  
Since 2021

 **Vireo**  
Certification of Sustainability

 **EVENTS INDUSTRY COUNCIL 2023/4 SUSTAINABLE EVENTS STANDARDS (PLATINUM)**  
1<sup>st</sup> in the world  
Since 2022

 **WELL CERTIFICATION AT THE GOLD LEVEL**  
Equarius Hotel

 **WELL HEALTH-SAFETY RATING**

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

 **BCA GREEN MARK CERTIFIED BUILDINGS**

**Zero Energy Building**

- Pandan Gardens

**Platinum Super Low Energy**

- Hotel Ora

**Platinum**

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

**Platinum Zero Energy**

- Illumination's Minion Land

 **BizSAFE Star Certified**

 **PROGRESSIVE WAGE MARK**

### ACCREDITATIONS AND CERTIFICATIONS

- RG Check Accredited
- Association of Zoos & Aquariums (AZA) Accredited
- Institutional Animal Care and Use Committee (IACUC) certification for Research
- Bloomberg Gender Equality Score<sup>5</sup> as of 2022: 7.61, with 10 being the best score

## Leadership Engagement

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

## Memberships

- Member, Global Sustainable Tourism Council (GSTC)
- Member, World Association of Zoos and Aquariums (WAZA)
- Member, Southeast Asian Zoos and Aquariums Association (SEAZA)
- Member, Association of Zoos & Aquariums (AZA)

Note: Most of the awards and accolades stated were awarded to RWS.

<sup>5</sup> Discontinued from 21 October 2024

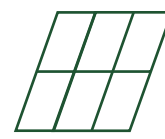
# Decarbonisation

GENS's commitment to decarbonisation is integral to our mission of becoming a carbon-neutral destination. Our decarbonisation target is set at a 30% reduction in total emission intensity across Scopes 1 to 3 by 2030 compared to our 2015 baseline.

We improve our operational efficiency and reduce emissions through ongoing infrastructure upgrades and performance optimisations, expanding our adoption of renewable energy, and partnering with industry leaders to adopt cutting-edge technologies and innovations.

This commitment extends beyond energy to encompass responsible water use, innovative waste management, and the adoption of sustainable building practices.

## 2024 Key Highlights



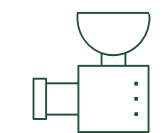
**Over 5,000 solar panels**, with all 12 new solar panel sites fully operational in 2024, doubling our solar energy generation compared to the previous year



**Completion and operation of our 2<sup>nd</sup> DCP** to support the resort's expansion, enhancing the resort's cooling efficiency



**204 Variable Speed Drives installed** as part of Building Management System project



**Installed a food waste grinder** at our resort to process food waste, which is then converted into electricity off-site



Universal Studios Singapore rooftop solar panels



High-efficiency District Cooling Plant (DCP)

**28%** ↓

reduction in Carbon Emission intensity per Gross Floor Area from a 2015 baseline

**2x** ↑

more solar energy generation compared to 2023

**26%** ↓

reduction in purchased electricity consumption intensity from a 2015 baseline

**45%** ↓

reduction in potable and NEWater withdrawal intensity from a 2015 baseline

**50%**

of water usage from alternative sources (Seawater, rainwater, NEWater, and reclaimed water)

**35%** ↓

reduction in waste-to-landfill intensity from a 2015 baseline, recycling 10 waste streams

# Greening Infrastructure and Transport

Buildings account for 39% of global carbon emissions, highlighting the urgent need for sustainable construction and design practices. GENS' commitment to this cause is evident through our adoption of green building designs, energy-efficient measures, and the use of eco-friendly materials, all aimed at fostering long-term economic resilience.

In addition, in alignment with Singapore's vehicle electrification plans, we are committed to electrifying our transport fleet and providing widespread access to EV charging stations.

As we gear towards our resorts' expansion, we prioritise sustainable development to ensure the resilience of our business.

## 2024 Key Highlights



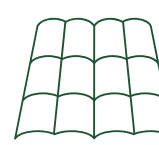
Illumination's Minion Land at Universal Studios Singapore was awarded the **BCA Green Mark 2021 Zero Energy Building** certification



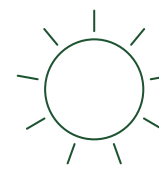
Hotel Ora was awarded the **BCA Green Mark 2021 Platinum Super Low Energy Building** certification



Equarius Hotel was re-certified to **BCA Green Mark 2021 Platinum** status



Upgraded our **ETFE roofs** to shield 80% of heat radiation, enhancing guest comfort and reducing energy used for cooling needs



We are establishing our **Thermal Energy Storage (TES) system** to reduce energy consumption by avoiding peak electricity demand and managing cooling load efficiently



Piloted a **fully electric Autonomous Vehicle (AV)** for guests and staff along the RWS hotel stretch



ETFE roofs installed across RWS to improve thermal comfort



Fully electric Autonomous Vehicle (AV)

**61%**

of GENS GFA (10 Buildings) achieved Green Mark certified GoldPlus / Platinum

**2**

BCA Green Mark Zero Energy Buildings across GENS properties, fully powered by on-site solar panels

**17,600m<sup>3</sup>**

Thermal Energy Storage system under construction

**28**

hybrid MPVs in our limousine fleet

**96%**

battery-powered buggies within our buggy fleet

**99%**

construction waste recycling rate

# Nurture Future-Ready Workforce

Our team members are at the heart of our operations. Therefore, we strive for a safe and inclusive environment that offers meaningful growth and continuous support.

To achieve this, we adopt the Tripartite Guidelines on Fair Employment Practices (TGFEPP) for maintaining excellent employment practices and actively collaborate with the National Trades Union Congress (NTUC) – Attractions, Recreation and Entertainment Union (AREU) to address workforce challenges and promote workers’ employability.

As we gear ourselves for RWS 2.0’s expansion, we prioritise our team members’ physical, social, financial, and mental wellbeing. We also provide ample and equal opportunities for upskilling and development, driving sustainable growth and long-term value creation.

## 2024 Key Highlights



Published our **Human Rights Policy and Corporate Statement**



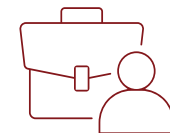
Successfully renewed the **Progressive Wage Mark** recognition from the Ministry of Manpower (MOM) for alignment to MOM’s Progressive Wage Model



Achieved **HR Asia Award** “Best Companies to Work for in Asia” and “Happiest Workplace Certification”



**New Learning Platforms** for our team members, such as H.i.T Learning and LinkedIn Learning



Engaged in the **Workforce Singapore’s Career Conversion Programme (CCP)** for Hospitality and Accounting roles



Attained the **Fire Safety Excellence Award 2024** for all 6 hotels



Investing in our people is a key priority



We organise workshops to promote team member wellbeing

**84.8%**

engagement rate for aRWSome Club events

**131**

care pals trained across business units

**44.8**

average learning hours per team member

**1:1.04**

women to men basic salary ratio

**0**

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

**ISO45001**

accreditation achieved across the entire resort for the first time



# Inclusive Community and Industry

At the heart of our operations is a steadfast commitment to bettering the lives of people in our midst and beyond our doors. As a key player in the hospitality and integrated resort industry, we believe in leveraging our resources, influence, and extensive touchpoints to uplift the communities we serve.

Beyond volunteerism and supporting local enterprises, we seek to drive meaningful impact through sustainability education for our guests and the wider community. We do so by mobilising the strength of our team members and collaborating with like-minded organisations. By empowering community stakeholders, we go beyond meeting immediate needs, working hand-in-hand to shape a more sustainable future.

## 2024 Key Highlights



Established the **GENS Giving Guidelines** to provide a clear framework and enhance our CSR approach



Contributed to food packing and **committed \$300,000** over 3 years to the Food From The Heart initiative



Commenced workshops at the **Children's Biodiversity Library** by S.E.A. Aquarium at Singapore's Central Public Library



Committed to an **MOU with NTUC LearningHub** to support and co-develop relevant courses aligned with the GSTC criteria



Conducted **Sustainability tours** for visitors of our resort



S.E.A. Aquarium **partnered with students from educational institutions** like SOTA and SMU on various projects



Launched the **Educators Connect Session** as a platform for outreach to schools to spread awareness of marine conservation



Empowering our team members to uplift communities



Workshops held at the Children's Biodiversity Library

**>\$1 million**

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

**>11,000**

beneficiaries supported

**476,398**

volunteer hours since 2010

**>4,800**

public guests engaged through marine education outreach programmes

**>21,300**

individuals educated on marine conservation across 427 schools

**>80%**

of spending is with local suppliers

# Preserving Nature

Situated on Sentosa Island, alongside a 2.9-hectare coastal forest teeming with vibrant terrestrial biodiversity and waters brimming with rich marine life, we are deeply committed to environmental stewardship, striving to minimise our ecological footprint while championing conservation efforts.

Recognising the importance of biodiversity in maintaining healthy ecosystems, we go beyond operational priorities to implement meaningful conservation initiatives. These include the diligent monitoring of our terrestrial forest, the protection of marine biodiversity, advocating actively for biodiversity conservation, and cultivating meaningful partnerships in research and conservation.

## 2024 Key Highlights



We successfully nominated the Common Pulai (*Alstonia angustiloba*) as a Heritage Tree, bringing our total to **three Heritage Trees at RWS**



Installed a **lightning protection system (LPS)** to protect large trees near the Tree Top Loft



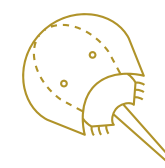
**S.E.A. Aquarium and NTU-EOS signed a MOU**, forging a new partnership for climate research and marine conservation



Led staff and public volunteers on **marine biodiversity survey expeditions** across Singapore



Conducted a **Marine Immersion and Wellness Study**, highlighting the positive emotional benefits experienced by visitors to the S.E.A. Aquarium



Participated in outreach events and **hosted the 5<sup>th</sup> IUCN Workshop on Horseshoe Crabs** at our Resorts World Convention Centre over three days



Our newest Heritage Tree, *Alstonia angustiloba*



We conduct biodiversity surveys for conservation studies

**\$5 million**

committed to the RWS-NUS Living Laboratory collaboration focusing on biodiversity conservation

**49**

biodiversity surveys conducted under the RWS-NUS Living Lab research partnership

**3**

heritage trees (*Bhesa robusta*, *Garcinia celebica*, and *Alstonia angustiloba*) in our resort

**1,045 kg**

of marine debris collected across 8 cleanups

**4**

additional LPS units for the large *Alstonia angustiloba* trees located near Tree Top Loft

**5**

marine biodiversity record submissions made to the Singapore Biodiversity Record

# Responsible Business Practices

A company’s approach to governance and ethical practices is crucial for building stakeholder trust and securing its permission to operate.

At GENS, we uphold the highest standards of integrity and conduct throughout our operations. We have established robust governance practices to ensure sustainable value creation for our guests, team members, investors, and other stakeholders.

Key governance areas, such as risk management and anti-bribery and corruption measures, reflect our strategy and commitment to long-term value creation.

## 2024 Key Highlights



Achieved **MSCI “AA”** Rating



Included in the **FTSE4Good Index** for the first time



Published our **Code of Ethics and Business Conduct** document



Completed **climate-related disclosures** via CDP and participated in ESG ratings such as MSCI and Sustainalytics



**Updated Terms of Reference** for Board of Directors aligned with ISSB Standards



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



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



**#1**

RG Check accreditation score worldwide

**“AA”**

MSCI ESG Rating: Industry Leader

**100%**

casino entry checks using facial recognition system

**100%**

RG training for casino team members

**ISSB**

Completed ISSB gap analysis and in progress to close gaps

**0**

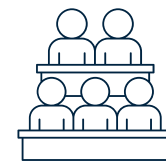
incidents Involving Customer Privacy Breaches, Corruption and Money Laundering, or Non-compliance with Environmental Regulations

# Conscious Consumption

Sustainable tourism is gaining momentum globally. However, a gap exists between awareness and action. The [2024 Trip.com Sustainable Travel Consumer Report](#) highlights two key barriers that hinder tourists' ability to adopt sustainable behaviours: price sensitivity and a limited understanding of sustainable practices.

As a key player in Singapore's tourism sector, we see this as an opportunity. Through initiatives that simplify and enhance access to sustainable options, we aim to empower guests to make informed and environmentally responsible decisions during their stay, bridging the gap between intent and action.

## 2024 Key Highlights



Hosted the **GSTC conference** at RWS Equarius Hotel, marking the first GSTC conference held in Singapore



Contributed to the **Singapore MICE Sustainability Roadmap** by the Singapore Tourism Board (STB)



Increased **sustainable sourcing** (e.g., 100% elimination of secondary packaging for wet and dry amenities)



Launched our **Self-guided Sustainability Tour Brochure** for guests and environmental enthusiasts



**Pledged our support** for the Singapore Hotel Association's (SHA) Hotel Industry Sustainability Pledge and the Sentosa Disposable Pledge by Sentosa Development Corporation (SDC)



We hosted the 2024 GSTC conference at Equarius Hotel



Showcasing our sustainability journey at the GSTC conference



### 1st in the world

Certified to both the GSTC Destination criteria and GSTC Industry criteria (Hotels) since 2021



### 1st in the world

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



### 1st in SG Hospitality

Achieved the WELL Certification at The Gold Level for Equarius Hotel and WELL Health and Safety Certification for 10 hotels



### First 4 in Singapore

Achieved SFA Farm-to-Table Recognition (Highest Tier) Programme for supporting local farmers



### 10 buildings

across GENS are certified BCA Green Mark GoldPlus and above



### SPARK!

Programme in collaboration with UNGCNS and UNGC to upskill our SME suppliers on tailored sustainability courses and networking opportunities



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For the full Genting Singapore Sustainability Report 2024,  
please visit [www.gentingsingapore.com](http://www.gentingsingapore.com).