



**GENTING**  
SINGAPORE



Consolidate • Strengthen • Enduring

# 40<sup>th</sup> ANNUAL GENERAL MEETING

14 April 2025

# AGENDA

01

FY2024  
Year in Review

02

RWS 2.0:  
Vision to Reality

03

Environmental,  
Social and  
Governance  
(ESG)

04

Conclusion



# 01

# FY2024 Year in Review

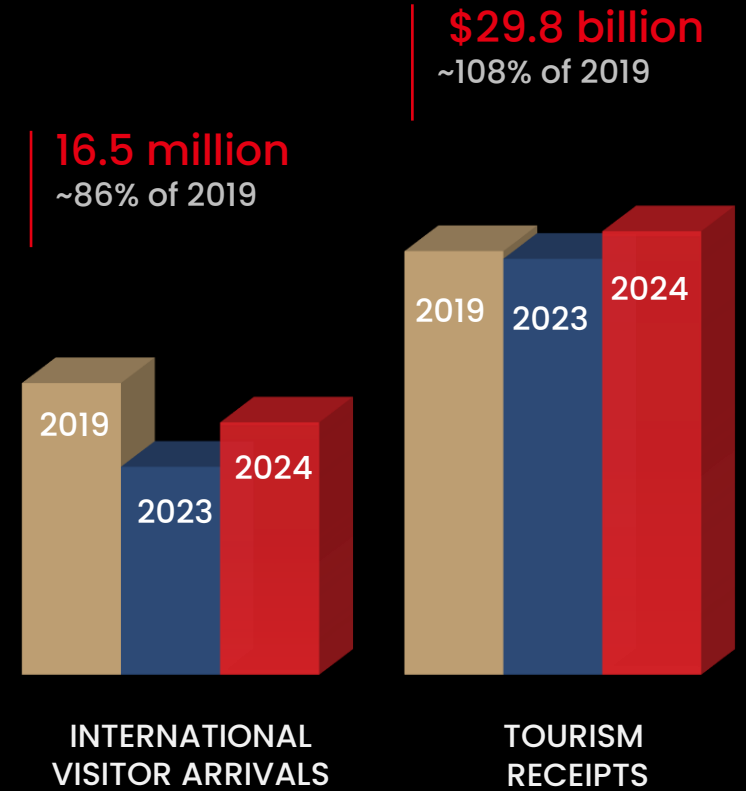


# GENS Group delivered strong performance on Singapore's Tourism Recovery Momentum

- Increased visitorship inflow
- Continued efforts to strengthen destination appeal, broaden reach and drive quality growth



## 2024 Tourism Statistics



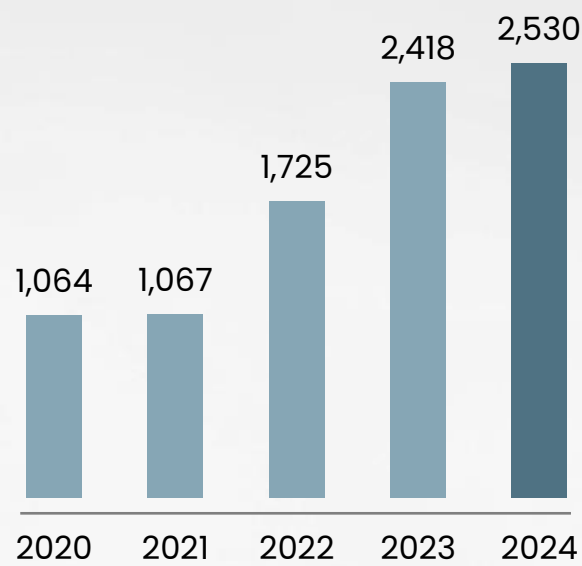
(Source: Singapore Tourism Board)



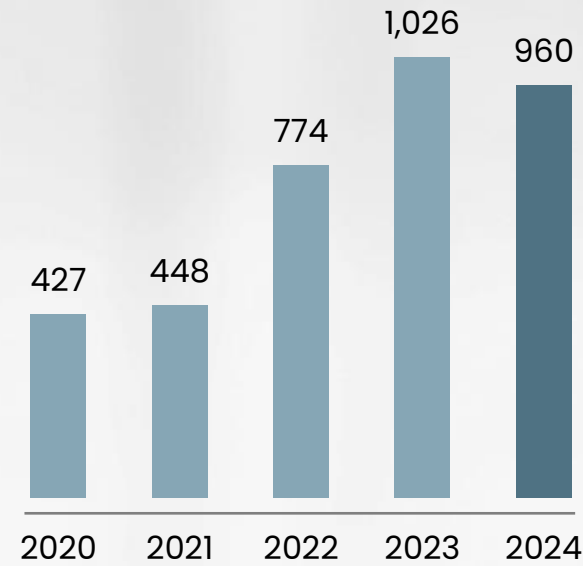
# Robust 2024 Performance

Driven by strong operational execution

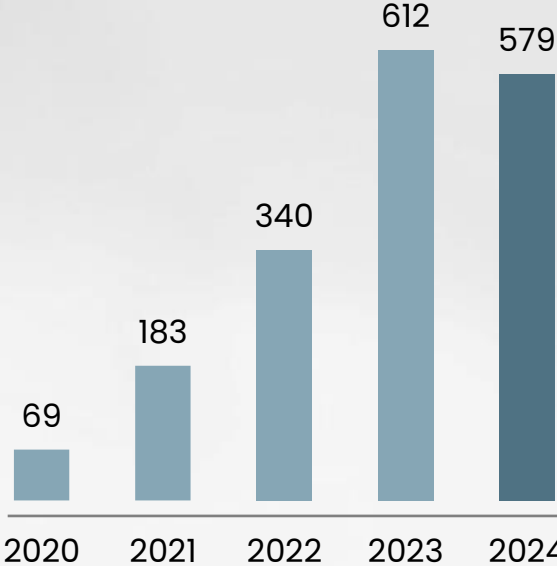
Revenue (S\$m)



Adjusted EBITDA (S\$m)



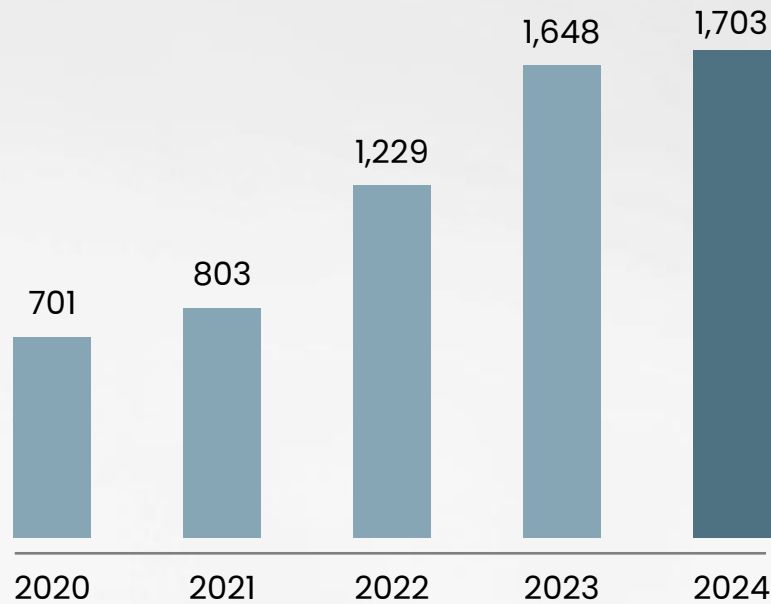
Net Profit (S\$m)



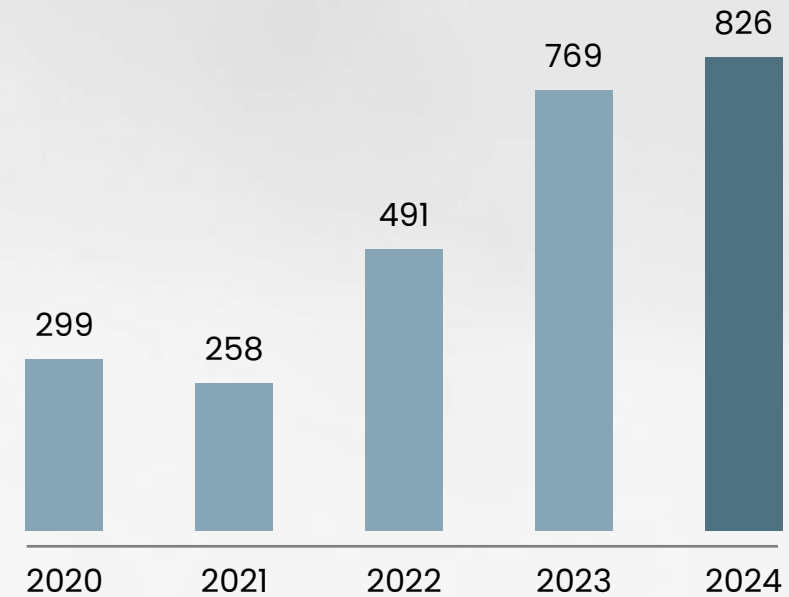
# Higher Year-on-Year Performance

Supported by increased airline capacity and Singapore's robust tourism recovery momentum in 2024

## Gaming Revenue (S\$m)



## Non-Gaming Revenue (S\$m)





# 2024 Achievements



**33rd TTG Travel Awards 2024**  
Travel Hall of Fame:  
Best Integrated Resort



**HR Asia Best Companies to Work for in Asia 2024**



**TripAdvisor Travellers' Choice Awards Best of the Best 2024**



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



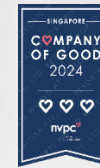
**Events Industry Council (EIC) Sustainable Event Standards for Venues**  
Platinum



**Singapore Food Agency Farm-to-Table Recognition Programme**  
Highest Tier



**Total Defence Advocate Awards 2024**



**NVPC Company of Good**  
3 Hearts



**ASEAN Green Hotel 2023-2024**



**Global Sustainable Tourism Council**  
Certified to GSTC Destination Criteria and Industry Criteria for Hotels



**BCA Green Mark (2024)**  
Platinum Super Low Energy, Hotel Ora Platinum, Equarius Hotel



**Singapore MICE Sustainability Certification**  
Gold Tier Venue



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

## Innovative Programming for Attractions

# S.E.A. Aquarium – Engaging New Audiences



### Fifth Annual Ocean Fest 2024

- Signature event that engaged visitors with expert talks, a photo exhibition, and interactive programmes



### Genshin Impact

- Drew younger, global fans of the popular mobile game
- Featured exclusive merchandise, themed food, and character appearances



# Innovative Programming for Attractions

## S.E.A. Aquarium – Raising Our Profile



### Conservation & Research Initiatives

Research partnership with Nanyang Technological University's Earth Observatory of Singapore (NTU EOS)

#### Outreach efforts:

- Reef shark donation to Hong Kong Ocean Park
- IUCN International Workshop on the Science and Conservation of Horseshoe Crabs
- Blue Water EduFest 2024
- Beach cleanups: > 1,000kg of waste removed



## Innovative Programming for Attractions

# Universal Studios Singapore – Delivering Cultural Blockbusters



## Tie-ups with major movie releases:

- A Mega Despicable Summer event in conjunction with **Despicable Me 4**
- A Universal Christmas celebrated release of **Wicked**

## Halloween Horror Nights 12

- Southeast Asia's biggest Halloween event
- Partnered with **Netflix** and **TEAM WANG** design to create two haunted houses



Strategic tie-up with world-renowned IP

# Harry Potter VISIONS OF MAGIC

Debuted at RWS in November 2024



- Asia premiere and largest-ever engagement of Harry Potter
- Ten magical environments – two exclusive to Singapore
- Immersive storytelling with responsive video content, bold architectural designs, and original soundscapes



# Strengthened Destination Appeal

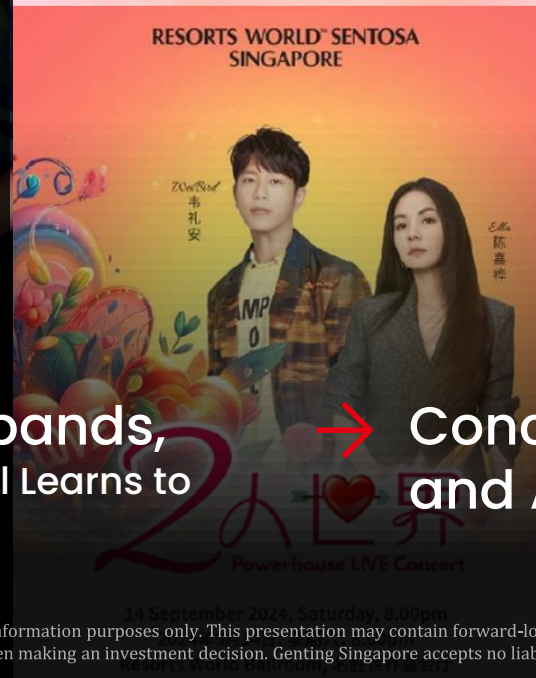
## World-class Entertainment



→ 17 star-studded concerts in 2024

→ Concerts by iconic bands, including Air Supply, Michael Learns to Rock, and Westlife

→ Concerts by Singapore and Asian music powerhouses





Strengthened Destination Appeal

**Dining**

***New Culinary Hotspots***

**Ka-Mon**

Japanese casual dining

**Sugarra**

Spanish fine-dining

**Syun**

Expertly crafted sushi, cocktails and more at its new space





# International MICE Events

underpinned by world-class sustainability practices



## GSTC2024

Global Sustainable Tourism  
Conference



## FIDE World Chess

Championship Singapore 2024



## BLAST

World Finals 2024 Singapore



## Strengthened Destination Appeal

# New Premium Lifestyle Experiences



### A Big Carnival of Joy (Dec 2024)

- Christmas market with artisanal treats, carnival games, daily snowfall and carolers
- 10-metre LED Eiffel Tower Pyramid
- 8.4-metre Hot Air Balloon
- Longest stollen (Singapore Book of Records) bringing joy to those in need



### Jiu Asia 2024 (Sep 2024)

- All-Asian alcohol event
- Showcased over 100 alcohol brands



### Sneaker Con SEA 2024 (Mar 2024)

- World's premiere sneaker event featuring sneaker culture, streetwear fashion, music and urban lifestyle



### Four limited-time collaborations

with celebrated chefs at  
RWS signature restaurants



# Boosting Sentosa's Tourism Attraction

## Sentosa Precinct Partnership



Memorandum of Understanding (MOU) was signed with Sentosa Development Corporation (SDC), DBS Bank (DBS), and the Singapore Tourism Board (STB) witnessed by Minister Grace Fu



Multilateral partnerships with key players to jointly create attractive offerings to drive growth in tourism arrivals and local attendance



# Boosting Sentosa's Tourism Attraction

## Sentosa Precinct Partnership



Collaboration with Sentosa Development Corporation (SDC) and NTUC Learning Hub to upskill employees in customer experience, sustainability, wellness, and artificial intelligence



Support co-development of Global Sustainable Tourism Council (GSTC) courses for Tourism Industry






# 02

## RWS 2.0: Vision to Reality



A satellite view of the Earth at night, showing the curvature of the planet on the left with a blue and white horizon. The rest of the image is a dark expanse of space filled with a dense network of golden-yellow lights representing city lights and urban areas across the globe.

# The world is changing before our eyes

As the world redefines what travel means,  
we are rethinking how destinations are created





FUTURE READY



EXPERIENTIAL

A  
FUTURE-FOCUSED  
APPROACH



MEANINGFUL



LASTING



No longer just about what we want  
people to see...

How do we want them to feel?



Not just sweets and desserts...

Stories told through craft,  
care and flavour





# A New Era Begins **FROM A RESORT TO A DESTINATION**



# OUR PILLARS OF EXPERIENCE

# IMMERSION



Immerse yourself in  
worlds that inspire you

# CONNECTION



More meaningful  
connection with the world  
around us

# ELEVATION



From 'World Class' to  
'World Defining'



ILLUMINATION'S  
**minion land**



Opened on 14 Feb 2025





# Illumination's Minion Land

At Universal Studios Singapore



**Exciting variety of rides,  
themed shops and eateries**  
geared to entertain audiences  
of all ages



**Buggie Boogie**  
The first-ever Minion dance party-  
themed carousel exclusive to Universal  
Studios Singapore



**Despicable Me  
Minion Mayhem**  
An immersive motion-simulator ride





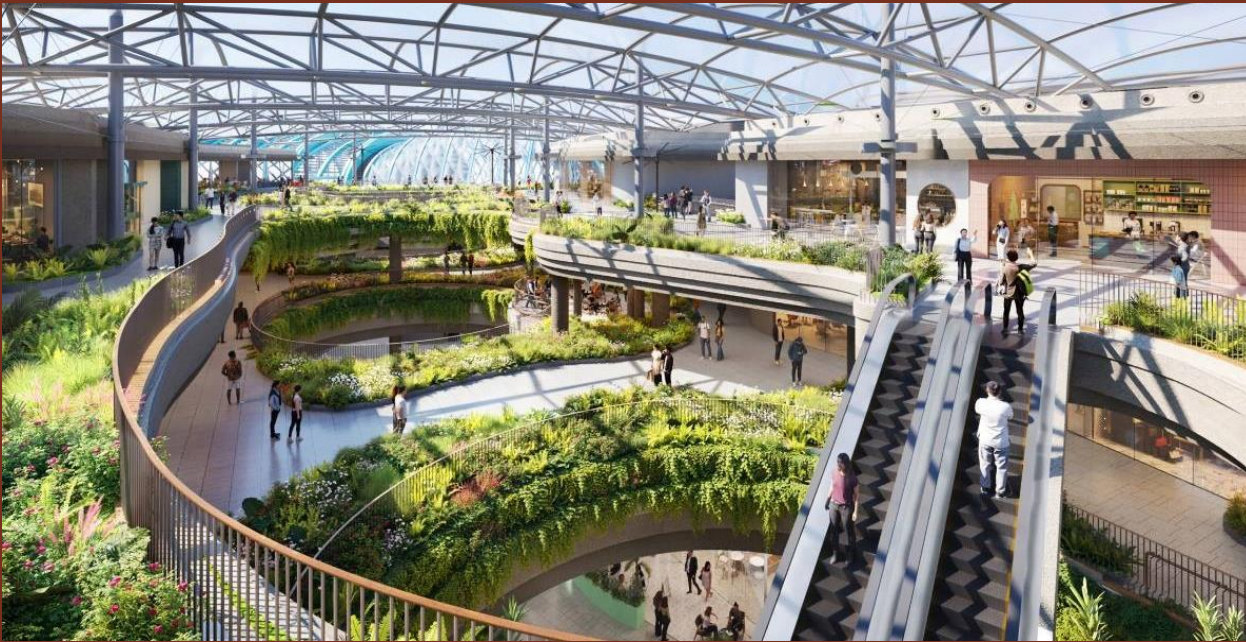
# WEAVE

2H 2025 soft Opening



# CENTRAL LIFESTYLE CONNECTOR

A curated collection of iconic concept stores, new culinary destinations,  
and an immersive lifestyle experience



**Inspired by Singapore's vibrant tropical beauty**

The architecture seamlessly weaves biophilic design  
with lush botanical landscapes

**More than 20,000 sqm over three levels**

Over 40 exciting concept stores with  
~70% new-to-market brands



# A tapestry of global flavours and experiences

...and more exciting lifestyle  
**dining & retail**  
concepts to be unveiled soon!



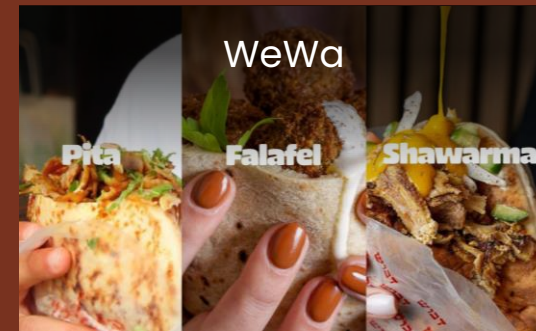
Maison Pierre Hermé Paris

Flagship haute pâtisserie and cafe  
in Singapore



Paul Pairet

2 brand new dining concepts  
by the renowned chef



WeWa

New-to-market quick service  
street food concept



Peking Chamber

Michelin-selected Peking Duck  
restaurant debuts in Singapore



Standard Bread

A famed Korean bakery  
making its Singapore debut



Chatterbox

A Singapore icon in a  
modern yet nostalgic setting



DRIM Black

A modern Hanok  
Steak House experience



The Food Hall

Celebrating the region's  
vibrant street food culture





# THE LAURUS

SINGAPORE

THE  
LUXURY  
COLLECTION®

Singapore's first Luxury Collection Resort  
*In partnership with Marriott International*

Q3 2025 Opening

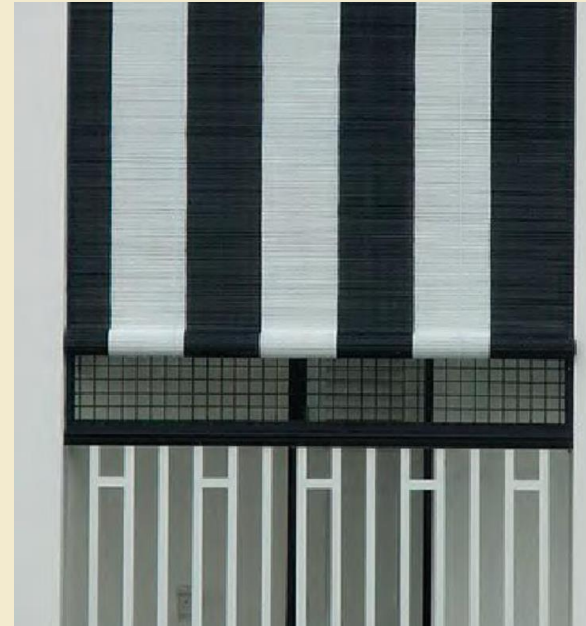
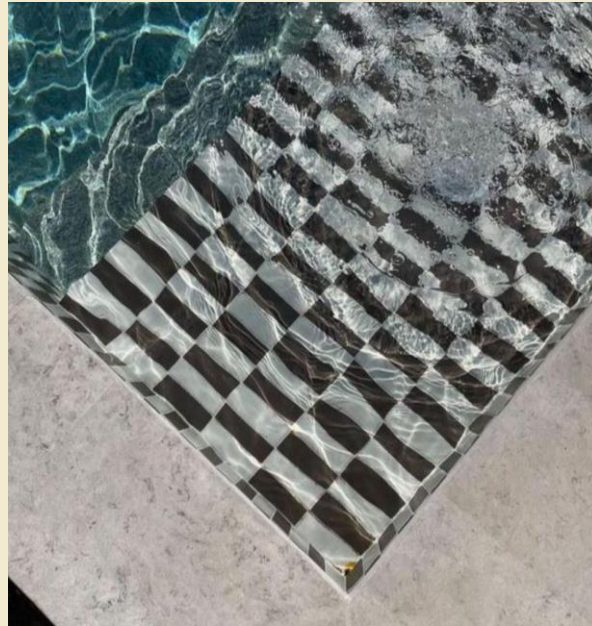


THE HOTEL STORY

# THE CURATOR OF MEMORIES

The hotel is inspired by a collector's home in Singapore –  
blending cultures, histories, and global tales.

Here, tropical charm and colonial elegance merge, creating  
a sanctuary that celebrates the essence of travel.







Discover a haven where tropical charm seamlessly blends with contemporary colonial elegance, offering an unparalleled escape into luxury.

Here, each corner tells a story, each room is an anthology of memories, elegantly capturing the essence of travel.



# DESTINATION BAR

## THE INSPIRATION

# A NOCTURNAL QUEST

An atmospheric destination bar that invites guests on a collector's night journey—where hidden gems, mystery, and moonlit enchantment unfold under the spell of discovery.





# THE LAURUS

SINGAPORE

The epitome of distinguished luxury, where  
refined comfort meets unparalleled exclusivity







# SINGAPORE OCEANARIUM

Q3 2025 Soft Opening



# Placing Guests at the Heart of the Experience

Engaging visitors through multi-sensory discovery, and hands-on experiences



Three times the size of the S.E.A. Aquarium



A unique blend of live habitats, state-of-the-art digital innovation and interactive technology





# Singapore Oceanarium

## Research and Learning Centre

A centre of excellence to reinforce our position as thought leaders

- **Uniting like-minded visionaries**  
Connecting people and fostering collaborations for marine conservation
- **Learning by Doing, Leading by Knowing**  
Hands-on learning programs to nurture the next generation of ocean stewards
- **Activating the Community**  
A hub for knowledge exchange and community engagement





# New Defining Feature of Resorts World Sentosa

Commenced construction in Q4 2024

## A Monumental Gateway to RWS

Iconic Biophilic  
Architecture

Two New Hotels  
with 700 keys

Stimulating Waterfront  
Promenade

Experiential  
Mountain Trail

A New Luxury Retail, Dining and  
Entertainment Experience

New Sculptural Masterpiece &  
Visitor Attraction by London-  
based Heatherwick Studio





# THE HUMAN ENGINE BEHIND THIS TRANSFORMATION

Behind every experience,  
is a passionate team pushing our transformation forward









# 03

## Environmental, Social & Governance (ESG)



# Sustainability Framework

## Vision

To be a global leader in sustainable tourism

## Mission

To achieve carbon neutrality by 2030 and create positive socioeconomic impact

## Ethos

Acting with Purpose, Delivering with Impact

Driven to

# LEAD

## Lower Emissions

Resource Stewardship

Responsible Value Chain

Collaborating for Innovation



## Enhance Wellbeing

Care & Respect for all

Nurturing Growth

Equal Opportunities



## Amplify Impact

Uplifting Communities

Better Together

Serving With Purpose



## Deepen Governance

Business Done Responsibly

Recognised Globally

Advocacy For Influence





# Sustainability Achievements



## BCA Green Mark Platinum Zero Energy Building certification

Illumination's Minion Land at Universal Studios Singapore is the first theme park attraction in Singapore to achieve this award



"AA" rating



FTSE4Good

Listed for the first time as a constituent



**The 2024 Leadership in Sustainability Reporting Award**



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



**ASEAN Green Hotel Award 2023-2024**



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



**GSTC, Certified to both GSTC-D and GSTC-H**  
1 st in the world Since 2022



**EIC SUSTAINABLE EVENTS STANDARDS (PLATINUM)**  
1 st in the world Since 2022





# Igniting Volunteerism

## RWS Cares Day

We brought together

>300 volunteers

to support 60 lower-income households together with Mayor of Central Singapore District, Ms Denise Phua



We have accumulated **476,398** volunteer hours since 2010





# Forging Inclusive Communities



## Showcasing local arts

We dedicated Hotel Ora's retail shelf to showcase curated handcrafted goods from artisans such as single mothers, the elderly, and persons with disabilities.

>\$3,200

in sales, with all proceeds going directly to the artisans



## Partnership with ART:DIS

Committed

>\$300,000

To support and empower artists with disabilities at ART:DIS



An aerial photograph of a coastal city. In the foreground, a large, modern building complex with a swimming pool and lush greenery is visible. The building has a distinctive design with a central tower and several wings. The pool is surrounded by a deck and some lounge chairs. The building is situated on a hillside overlooking a river. In the background, a city skyline with many skyscrapers is visible across the river. Several large cranes are positioned along the riverbank, and many ships are docked at the piers. The sky is blue with some clouds.

# 04

# Closing Remarks



## Well-Positioned to Deliver Long-Term Value Creation

Multi-phased RWS 2.0 investments

Committed to prudent and sustainable dividends

## Anchored by Firm Commitment to Robust ESG Practices

Aligned with Singapore Green Plan 2030

Carbon-neutral destination by 2030







**GENTING**  
SINGAPORE

# **40<sup>th</sup> ANNUAL GENERAL MEETING**

**14 April 2025**