

RESORTS WORLD™ SENTOSA

Sustainability Fact Sheet

Our Sustainability Approach

At Resorts World Sentosa (RWS), the drive to lead sustainable tourism never ceases! Guided by our 2030 Sustainability Master Plan, we have embarked on a transformative journey to achieve carbon neutrality, foster inclusive growth, and uplift communities.

With ongoing expansion works for RWS 2.0, we remain committed to mitigating our environmental footprint and achieving ambitious goals set out in our Master Plan, guided by our renewed Sustainability Framework “LEAD” and ethos “Acting with Purpose, Delivering with Impact”.

Our Resort Offerings

- 7 hotels
- 8 signature restaurants
- 3 exciting attractions
 - Adventure Cove Waterpark
 - Universal Studios Singapore
 - Singapore Oceanarium
- World-class Meetings, Incentives, Conferences, and Exhibitions (MICE)



Our Sustainability Offerings

- Self-guided Sustainability Tour
- Guided Sustainability Tours
- Marine Education Programmes
- Public Volunteer Programmes
- Sustainable hotels, attractions, and event spaces



Our Sustainability Framework - LEAD

- **Lower Emissions** - Our commitment to the environment
- **Enhance Wellbeing** - Our commitment to our team members
- **Amplify Impact** - Our commitment to making positive impact
- **Deepen Governance** - Our commitment to doing business responsibly



Our 2030 Sustainability Master Plan

- Decarbonisation
- Greening Infrastructure and Transport
- Nurture Future-Ready Workforce
- Inclusive Community and Industry
- Preserving Nature
- Responsible Business Practices
- Conscious Consumption



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For our planet: we are driven to Lower Emissions

Decarbonisation



Energy

Since 2015, we have reduced our carbon emission intensity by 28% and our electricity consumption intensity by 29% as of FY2024.

- **Renewable Energy:** Over 5,000 solar panels across 12 new sites have doubled our solar energy generation in 2024 compared to 2023, producing up to 3.8 GWh annually—enough to power 950 4-room HDB flats.
- **Building Management System:** Singapore's first large-scale, cloud-based Building Management System (BMS) at RWS optimises energy use with smart controls. Continued upgrades in 2024 led to significant energy savings, including an air side efficiency of 0.139kW/RT for Equarius Hotel. Additionally, over 208 Variable Speed Drives (VSDs) were installed across RWS to improve energy efficiency by adjusting voltage during low load periods.
- **District Cooling Plant (DCP):** Our centralised DCP recycles NEWater for cooling the resort, eliminating the need for individual chillers. In 2023, chiller upgrades increased efficiency by 6.8%. In 2024, we installed a 2nd DCP (DCP 2.0) to support our RWS 2.0 expansions and further enhance water and energy savings. A standout feature of DCP 2.0 is the implementation of a water recovery system that harvests rainwater, cooling tower blowdown water, and condensate water from our air conditioners.
- **Thermal Energy Storage (TES) System:** We are installing a Thermal Energy Storage (TES) system with a capacity of 25,000 RTh to store chilled water at night, potentially saving an additional 1.2 GWh annually.



Water

Since 2015, we have reduced our municipal water withdrawal intensity by 45% and 50% of our water consumption comes from alternative water sources as of FY2024.

- **Water Management Strategy:** In FY2024, 50% of our water consumption came from alternative sources: seawater (24%), NEWater (17%), rainwater (8%), and reclaimed water (1%).
- **2023 Water Audit:** With PUB's support, we mapped our water network and assessed water-saving installations. In 2024, we installed water-efficient fittings and additional meters to address leakages and improve monitoring.
- **Rainwater Harvesting:** The Universal Studios Singapore Lagoon can capture 32,000 m³ of rainwater, equivalent to nearly 13 Olympic-sized swimming pools. This water is used for irrigation, water features, and as a standby source for firefighting.
- **Condensate Reuse:** Condensate water from our Air Handling Units (AHUs) and Fan Coil Units (FCUs) is collected and repurposed for reuse in our DCP 2.0, reducing our reliance on NEWater for cooling operations.

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For our planet: we are driven to **Lower Emissions**

Decarbonisation



Waste

Since 2015, we have reduced our operational waste-to-landfill intensity by 35% as of FY2024.

- **Membership and Support:** We are a member of the Sentosa Carbon Neutral Network (SCNN), and we actively support the Sentosa Disposables Policy to reduce single-use plastics and disposables across all operations.
- **Waste Diversion:** In 2024, we diverted 1,593 tonnes of waste from landfills, maintaining a 19% recycling rate.
- **Waste Management Practices:** We continuously refine our responsible waste management practices through rigorous waste profiling exercises, piloting innovative solutions to repurpose waste, and educating our team members.
- **Waste Management Hierarchy:** We categorise our waste disposal into 5 facets – Prevention, Reuse, Recycle, Recover, and Disposal. This approach includes the identification of 10 distinct waste streams (i.e. paper/carton box, plastics, metal, food, cooking oil, e-waste, glass, linen, wood, and spent coffee/horticulture).
- **Food Waste:** We have installed a food waste grinder that processes food waste on-site to be converted into electricity off-site. We have also implemented a food waste management software at Hotel Ora's LOMA that logs and analyses food waste trends to help us develop targeted food waste reduction strategies.
- **Recycling playing cards:** Shredded playing cards have been integrated into our paper recycling stream, doubling paper recycling rates. This is a breakthrough considering that this was traditionally difficult due to the cards' lamination lining.



Procurement

We remain deeply committed to prioritising local businesses, with over 80% of our purchasing portfolio sourced from local companies

- **Sustainable Procurement:** We have achieved a 90% conversion to sustainable disposables and a 100% elimination of secondary packaging for wet and dry amenities. Additionally, we use 100% sustainable food ware packaging in staff cafeterias. We have also eliminated single-use plastic straws and bottles, reduced plastic tableware, and provided water carafes in hotel rooms.
- **Local-First Approach:** We prioritise supporting local farmers which reduces our carbon footprint associated with food transportation. Every year, we procure over 45 tonnes of locally sourced produce annually, including over 95% of our eggs and significant shares of vegetables, sprouts, and marine produce.
- **Farm-to-Table Recognition:** In 2023, RWS became one of first four companies in Singapore to earn the highest tier of the Singapore Food Agency's Farm-to-Table (FTT) Recognition Programme in recognition for our efforts in local sourcing. We have maintained this status every year.
- **Herb Garden:** Equarius Hotel's herb garden cultivates 50 premium herbs, providing essential ingredients to our specialty restaurants, such as Soi Social.
- **Sustainable Seafood:** Over 60% of seafood used in our culinary operations is responsibly sourced.

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Decarbonisation



Infrastructure and Transport

Since 2015, we have reduced our operational waste-to-landfill intensity by 35% as of FY2024.

- **Sustainable Buildings:** 13 buildings across RWS are Building and Construction Authority (BCA) Green Mark certified for exceeding standards in energy performance, climate resilience, and sustainable materials.

Platinum Zero Energy Building

- Pandan Gardens
- Illumination's Minion Land
- Research and Learning Centre

Platinum Super Low Energy

- Hotel Ora

Platinum

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

GoldPlus

- Equarius Villas
- Crockfords Tower

GoldPlus Super Low Energy

- Hotel Michael

- **WELL Health & Safety:** In 2023, RWS became the first hospitality property in Singapore to achieve WELL Health & Safety certifications across 10 buildings. Equarius Hotel earned WELL Certification at the Gold Level for its focus on occupant health and wellbeing.
- **Transport Fleet:** As of 2025, 100% of our buggies are electric. We also have 28 hybrid Multi-Purpose Vehicles (MPVs), and a total of 15 Electric Vehicle (EV) fast charging ports and 8 EV car sharing lots.
- **ETFE Roofs:** Our ETFE roofs have been upgraded to shield 80% of heat radiation, enhancing guest comfort and reducing energy used for cooling needs. They can be found along Avenue 8 and the Weave.
- **Guest Room Management System (GRMS):** Implemented in The Laurus, our newest luxury hotel, the GRMS balances guest comfort with energy savings of 325,000 kWh annually. It uses dual-technology sensors to accurately detect guest presence, preventing false cooling commands. Real-time data analytics empower hotel management to maximise efficiency. This GRMS is integrated with our resort-wide BMS, a first for RWS.

Awards and Certifications



BCA Green Mark Certified
10 buildings across RWS

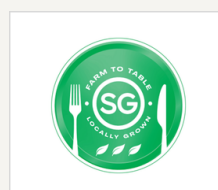


WELL Health-Safety Rating

- 3 Attractions
- 5 Hotels
- Resorts World Convention Centre



Well Certification at the Gold Level
Equarius Hotel



Singapore Food Agency
Farm-to-Table Recognition Programme (Highest Tier)
Since 2023



CIPS Asia Excellent in Procurement Awards

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

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For our planet: we are driven to **Enhance Wellbeing**

Nurture Future-Ready Workforce



Diversity and Inclusion

We believe in building a diverse, inclusive, and safe workplace where team members are encouraged to perform their best.

- **Fair Employment Practices:** We adopt the Tripartite Guidelines on Fair Employment Practices (TGFE) and adhere strictly to Singapore's Employment Act. We collaborate with NTUC-AREU and are members of SNEF, with our CEO, Mr Tan Hee Teck, who was elected as President in 2024.
- **Policies:** In 2024, we updated our Diversity and Inclusion Policy and introduced a Human Rights Policy and Corporate Statement. Learn more about our [policies](#) and our commitment to a safe and welcoming work environment in our [Code of Ethics and Business Conduct](#).
- **Partnerships:** We have partnered with non-profit organisations such as SG Enable, Professionals with Disabilities, Yellow Ribbon Singapore, and the Employment and Employability Institute (e2i) to provide specialised resources and training for individuals with different abilities.
- **Union Activities:** We support Attractions, Resorts and Entertainment Union (AREU) activities and maintain an inclusive feedback loop. Through close consultations and regular updates from AREU, we address any workforce challenges collectively.
- **Progressive Wage Model Mark:** In 2024, we renewed the Progressive Wage Model Mark accreditation by Singapore's Ministry of Manpower (MOM) for our progressive wages to lower-wage workers.



Wellbeing

We focus on fostering a healthy and supportive work environment that strengthens collaboration.

- **Wellbeing Framework:** In 2023, we established a comprehensive Wellbeing Framework centred on four key pillars: Physical, Social, Mental, and Financial wellbeing.
- **Physical and Social Wellbeing:** We organise a variety of sporting activities and events, such as friendly bowling, futsal, and basketball matches, to encourage healthy living and promote teamwork.
- **Mental Wellbeing:** As of 2024, we have 131 Care pals trained across business units to provide psychological first aid. For our 2024 Mental Wellbeing Week, we partnered with the Health Promotion Board (HPB), Singapore Association for Mental Health, and Wand Inspiration to deliver impactful activities like Self-Care Stations, Art Jamming Workshops, and Mental Wellbeing Talks.
- **Financial Wellbeing:** We provide team members with financial literacy workshops to equip team members with the knowledge to make informed financial decisions.
- **Health and Safety:** In 2024, we achieved the ISO45001 accreditation for the resort across 12 major business units and departments. We also renewed the bizSAFE Star Certificate and attained the Fire Safety Excellence Award 2024 for 6 of our hotels.

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For our planet: we are driven to **Enhance Wellbeing**

Nurture Future-Ready Workforce



Human Capital Development

We support our team members in reaching their personal and professional goals through providing continuous support

- **Encouraging life-long learning:** In 2024, we introduced our own mobile-friendly H.i.T Learning Platform and subscribed to LinkedIn Learning, granting team members access to over 25,000 e-learning courses. We have an average of 44.8 learning hours per team member as of 2024.
- **Union collaboration:** We actively collaborate with the National Trades Union Congress (NTUC) - Attractions, Recreation and Entertainment Union (AREU) to promote regular engagement, foster an inclusive feedback loop, address workforce challenges, and promote workers' employability.
- **Workforce development:**
 - We actively participate in career fairs with the Employment and Employability Institute (e2i) to reach out to job seekers with no prior experience or relevant skills, offering them pathways to join RWS.
 - In 2023, we launched the Management Associates Programmes (MAP) to identify and cultivate top talents with the goal of developing the next generation of leaders within RWS.
 - In 2024, we expanded our Work Study Diploma Programme to discover emerging talent from the Institute of Technical Education (ITE).
 - We worked closely with the Workforce Singapore's Career Conversion Programme (CCP) for Hospitality and Accounting roles to help more team members upskill and build competencies for new roles.
- **Meaningful partnerships:**
 - In 2023, we partnered with MOE through the Teachers Work Attachment Plus (TWA+) scheme, providing two teachers immersive insights to better prepare students for the workplace.
 - In 2024, we partnered with Sentosa Development Corporation (SDC) and NTUC LearningHub to support the 1-Step training scheme to upskill workers in key areas like sustainability, AI, customer experience, and wellness.
 - In 2024, we committed to a MOU with NTUC LearningHub to co-develop courses aligned with the GSTC criteria, positioning RWS as a leader in sustainable tourism practices.

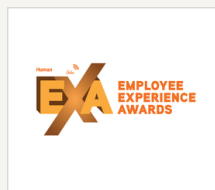
Awards and Certifications



Progressive Wage Mark
Renewed for 2024



HR Asia
Best Companies To Work For In
Asia 2024



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



BizSAFE Star Certified
Renewed for 2024



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

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For our planet: we are driven to **Amplify Impact**

Build Inclusive Community and Industry



Empowering Local Community

We believe in leveraging our resources, influence, and extensive touchpoints to uplift those around us.

- **Volunteer Efforts:** Since 2010, our team members have accumulated over 476,000 volunteer hours, including coastal clean-ups and food packing for over 1,000 vulnerable families. In 2024, we contributed more than \$1 million in cash and in-kind donations toward diverse causes
- **RWS Cares:** RWS Cares is our Corporate Social Responsibility (CSR) initiative aimed at driving meaningful social impact. On 1 November 2024, we celebrated RWS Cares Day by gathering 300 team members at Jalan Kukoh's Chinatown Active Ageing Centre to improve living conditions for seniors in 60 homes.
- **CSR Framework:** In 2023, we refreshed our CSR framework to focus on four pivotal pillars: Food Security, Education, Climate Change, and Supporting Local Enterprise.
- **Food Security:** We committed \$300,000 to the Food from the Heart (FFTH) RWS Eat Well @ Community Shop Programme, providing nearly 2,400 lower-income families with fresh food. Since March 2023, there have been over 20,500 redemptions.
- **Education:** In January 2024, we launched Singapore's first marine biodiversity-themed public library, committing \$1 million to its construction and programmes.
- **Climate Change:** Our Ocean Advocates, a volunteer-driven cleanup programme, collectively removed 1,045kg of marine debris across 8 cleanups in 2024.
- **Supporting Local Enterprises:**
 - In 2024, 86% of our suppliers were local, prioritising social enterprises and community stakeholders.
 - We dedicate a retail shelf in Hotel Ora to handcrafted goods from single mothers, the elderly, and persons with disabilities, with all proceeds going directly to the artisans.
 - In 2024, Singapore Oceanarium partnered with ARTDIS, a non-profit organisation supporting persons with disabilities in the arts, contributing over \$69,000. We also further committed \$250,000 over two years to support the ARTDIS Studio Programme.

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For our planet: we are driven to **Amplify Impact**

Preserving Nature



Biodiversity Conservation

We strive to minimise our ecological footprint while championing conservation efforts

Nestled within Sentosa's rich terrestrial and marine biodiversity, we lead conservation efforts that encompass monitoring our 2.9-hectare coastal forest, active advocacy for biodiversity conservation, and fostering research collaborations.

- **Landscape surveys:** In partnership with Nature Society Singapore (NSS) and NParks, our Landscape team has actively monitored our coastal forest in 2005, 2012, and 2022, revealing 93 plant species, with over one-third of which are deemed threatened under the International Union for Conservation of Nature's (IUCN) Red List of Threatened Species. In 2023, a bird and butterfly survey identified 17 bird species and approximately 21 butterfly species.
- **Heritage Trees:** RWS is home to three heritage trees listed by the National Parks Board under the [Heritage Tree Scheme](#). These ecologically significant trees include the Red-flowered Malayan Spindle Tree (*Bhesa robusta*) and the Common Pulai Tree (*Alstonia angustiloba*) in our coastal forest, and the Seashore Mangosteen Tree (*Garcinia celebica (hombroniana)*) in Universal Studios Singapore.
- **Eco-Pond at Equarius Hotel:** Designed as a wetland, the eco-pond supports wildlife like egrets and dragonflies, featuring bio-swale filters and a stormwater collection system that reuses water to irrigate our landscape.
- **RWS-NUS Living Laboratory:** Established in 2022 with the National University of Singapore (NUS) and the Tropical Marine Science Institute (TMSI), the RWS-NUS Living Laboratory is Singapore Oceanarium's largest ongoing research partnership. The collaboration has since completed two major projects—the Coral Triangle Biodiversity Conservation and the ReWild Programme— along with 49 biodiversity surveys.
- **RWS and NTU-EOS Partnership:** Singapore Oceanarium formalised its partnership with NTU's Earth Observatory of Singapore (EOS) through an underwater MOU signing ceremony. This collaboration will focus on addressing the challenges of climate change and its detrimental impacts on marine ecosystems.
- **Outreach and Education:** In 2024, Singapore Oceanarium partnered with St. John's Island National Marine Laboratory (SJINML) to host six taxonomy workshops and seven public seminars for knowledge exchange, engaging over 500 individuals on topics in marine biology and conservation. Singapore Oceanarium also hosted the 5th IUCN International Workshop on the Science and Conservation of Horseshoe Crabs and participated in the Blue Water EduFest 2024.

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For our planet: we are driven to **Deepen Governance**

Responsible Business Practices



Governance and Ethics

We uphold the highest standards of integrity and conduct throughout our operations.

We operate with integrity and full legal compliance, striving to deliver world-class experiences for our guests while upholding a zero-tolerance culture towards any violations of applicable laws.

- **ESG Disclosures:** We are committed to transparent disclosure through platforms such as CDP for climate change, Morgan Stanley Capital International (MSCI), Sustainalytics, and the Dow Jones Sustainability Index (DJSI).
 - Since 2022, we started on and continue to expand on our climate-related disclosures according to the recommendations by the Task Force on Climate-related Financial Disclosures (TCFD).
 - In 2024, we were included in FTSE4Good Index for the first time and received a score of “AA” for MSCI’s ESG Rating for the first time.
- **Responsible Gaming (RG):** We have achieved and maintained the highest Responsible Gaming (RG) Check accreditation score worldwide for 9 consecutive years, since 2015. We conduct RG training for 100% of our casino team members, have over 25% customer-facing casino team members trained and certified as RG Ambassadors, and ensure 100% of our casino entry checks use a facial recognition system.
- **Code of Conduct:** Our COC mandates the overall guiding principles and actions for our team members on professional conduct in response to specific risks and circumstances. For more details on our guiding principles, please refer to the full [Code of Ethics and Business Conduct \(COEBC\)](#) report.
- **Enterprise Risk Management (ERM):** Our ERM policy and framework are reviewed annually or when there is a substantial change to the business environment. Material risk management matters, including those relating to material sustainability risks, are reported to the Board and the Audit and Risk Committee every quarter via the Genting Singapore Management Risk Committee.
- **Prevention of Money Laundering, Terrorism Financing and Proliferation Financing (PMLTFPF):** We adhere to the PMLTFPF to ensure that daily operations are guided by principles of accountability, segregation of duties, and timely review of processes.

RESORTS WORLD™ SENTOSA

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For our planet: we are driven to **Deepen Governance**

Conscious Consumption



Sustainable Tourism

We make sustainable tourism more accessible and actionable for our guests

- **Memberships and Pledges:** We are committed to transparent disclosure through platforms such as CDP for climate change, Morgan Stanley Capital International (MSCI), Sustainalytics, and the Dow Jones Sustainability Index (DJSI).
 - **Sentosa Carbon Neutral Network (SCNN):** We are a founding member of the SSCNN, and we have pledged our support for the Sentosa Disposable Pledge by Sentosa Development Corporation (SDC).
 - **Singapore Hotel Association (SHA):** We serve as co-chair of the SHA Hotel Sustainability Committee, and we have pledged our support for the SHA Hotel Industry Sustainability Pledge.
 - **MICE Sustainability:** We are an active member of Singapore Association of Convention & Exhibition Organisers & Suppliers (SACEOS) MICE Sustainability Sub-Committee and Singapore Tourism Board's (STB) MICE Sustainability Committee.
- **Industry Collaborations:**
 - **Sentosa Disposable Pledge:** We collaborated with SDC and other Sentosa island partners to develop the Sentosa Disposables Policy to reduce the use of single-use plastics and disposables across our operations.
 - **MICE Sustainability Roadmap:** We contributed to the Singapore MICE Sustainability Roadmap by STB and helped shape the MICE Venue Sustainability Playbook. In 2023, we were selected by SACEOS and the Singapore Standards Council (SSC) to develop a Singapore industry guideline on MICE Waste Management and MICE Carbon Emissions Management.
- **2024 GSTC Conference:** We proudly hosted the GSTC conference at our Equarius Hotel, welcoming over 500 international delegates from 55 countries. This milestone marked the first time the GSTC conference was held in Singapore.
- **Sustainability Offerings:** Besides our sustainable destinations and amenities, we offer a range of immersive and educational guest experiences, including public volunteer programmes and sustainability tours. Learn more through our [RWS sustainability webpage](#).

Awards and Certifications



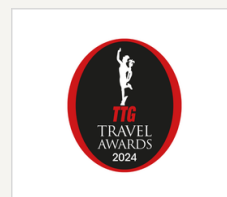
GSTC
Certified to both GSTC-D and GSTC-H
1st in the world since 2021



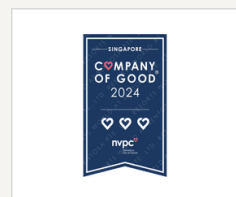
MICE Sustainability Certification
Venue: Platinum - SACEOS



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



TTG Travel Awards 2024
Best Integrated Resort



NVPC Company of Good
3 Hearts

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Sustainability Fact Sheet

Learn More

For enquiries, suggestions, or to request for more information, please contact sustainability@rwsentosa.com.

For more information, you may refer to:

- [Our Sustainability Offerings](#) on the RWS sustainability webpage
- [Awards and Accolades](#) on the RWS sustainability webpage
- [Sustainability Reports](#) on the Genting Singapore sustainability webpage
- [Code of Ethics and Business Conduct](#) on the Genting Singapore webpage
- [Corporate Policies](#) on the Genting Singapore Corporate Governance webpage
- [Annual Report](#) on the Genting Singapore Investors webpage