



Founder & Honorary Life Chairman YBhg Tan Sri Lim Goh Tong conferred honorary degree of Doctor of Entrepreneurship from UTAR, 10 Nov 2005.



Resorts World Bhd - 17<sup>th</sup> Senior Managers' Conference.

## HUMAN RESOURCES

The development of human resources within the Group is vital to ensure continuous improvement in service excellence, business continuity and further growth. A highly skilled, motivated and productive workforce is a key factor to the emergence of the Group as a world-class player in its operating industries. The Group has a strong workforce. Employees from the Group's subsidiaries totalled about 19,700 as at 31 December 2005. Together with Star Cruises, the Genting Group has close to 40,000 employees located globally. A total of about 1,340 employees were honoured with Long Service Awards in 2005, in recognition of their loyalty and dedicated services to the Group.



The signing of the 9th Collective Agreement between Resorts World Bhd and its employees' union.

On 24 November 2005, the Leisure & Hospitality Division via Resorts World, signed the 9th Collective Agreement with its employees' union. The Collective Agreement was successfully completed within a short period of four meetings in less than three weeks. This reflects the commitment of both parties to sustain harmonious industrial relations.

Among the many training conferences and team-building events held for the Group's employees in 2004 were Resorts World's 17th Senior Managers' Conference in Bintan, Indonesia with the theme "Delivering Unique Customer Experience for Competitive Advantage", the 12th Resorts World HR Conference at Awana Kijal Golf, Beach and Spa

Resort in Terengganu to discuss the development of world-class talent in the Group, the Annual Family Day, Asiatic 25th Management Conference in Bandung, Indonesia with the theme of "The Next 25 Years - Where Should We Be?", and Genting Sanyen Managers' Conference.

Resorts World had its 4th OSHA Awareness Campaign with the theme of "Safety is the Responsibility of All" to increase the awareness and knowledge of safe and healthy practices among employees. Its commitment towards safety at workplace have resulted in winning the prestigious "National Occupational Safety and Health Excellence Award 2005" for the Hotel and Restaurant category.

The Balanced Scorecard Performance Management System was implemented during the year. This system enables key performance indicators to be developed for departments and executives of the Group, consistent with the overall vision and strategies of the Group. In addition, the Competency Framework was implemented across the Group to deliver suitable training and development programs. Genting Centre of Excellence continues to play an essential role in the training and development of employees. Over 25 specially designed training programmes were conducted for executives of the Genting Group in 2005. Genting INTI International College, a collaborative partnership between Resorts World Bhd and INTI Universal Holding Bhd, a leading education group in Malaysia, continued to offer exciting courses in tourism, leisure and hospitality management in 2005.

The Assessment Centre for the Group was implemented to enhance the recruitment process and ensure that candidates who demonstrate the right attitude, skills and competencies are recruited.

Genting Sanyen Group - Senior Management Retreat.



Asiatic Development Berhad - 23<sup>rd</sup> Management Conference.







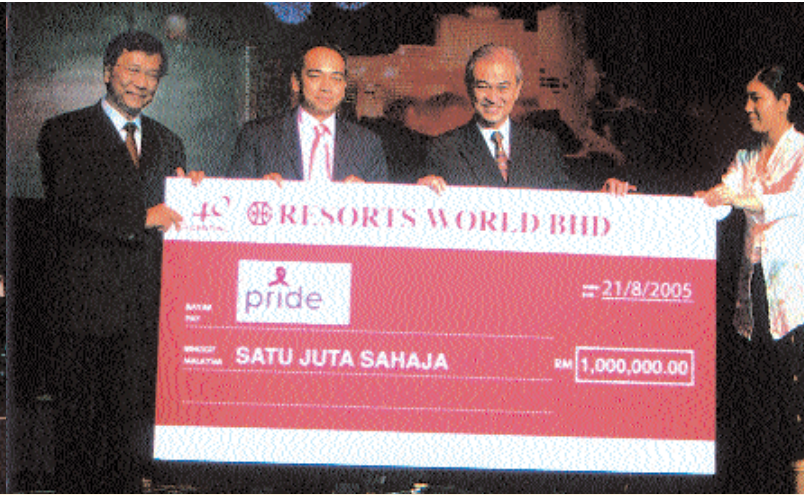
Some of the Group's Long Services Award recipients.

During the year, 50 management trainees successfully completed their training and have been deployed to various departments and business units. These trainees form part of the succession-focused strategies of the Group.

The Group is committed towards maintaining family values and enhancing the quality of life for its employees. In conjunction with Genting's 40th Anniversary celebrations, various events such as Family Day activities were held for the Group's employees. Commemorative anniversary gifts like special-made jackets, notebooks and souvenir mugs were given to employees of the Group. During the year, the Group's hostel facilities were upgraded with on-going refurbishment of the hostel rooms to enhance the comfort lifestyle of its employees.

The Group provides the opportunity for employees to enhance their development skills and qualifications. Resorts World's Finance department has been accredited by the various professional accountancy bodies such as the Authorised Training Organisation for The Institute of Chartered Accountants in England & Wales (ICAEW), Gold Approved Employer for Association of Chartered Certified Accountants (ACCA) and Certified Training Partner for Chartered Institute of Management Accountants (CIMA) to provide on-the-job training to the employees to become qualified accountants.

Launching of the Resorts World Bhd's Occupational Safety and Health Awareness Campaign 2005.



YBhg Tan Sri Lim Kok Thay presenting a RM1 million mock cheque to PRIDE's representative Datuk Nazir Razak, witnessed by Prime Minister YAB Dato' Seri Abdullah Ahmad Badawi.

## COMMUNITY SERVICES

The Group is a caring and responsible corporation and has supported numerous corporate philanthropy work including various charitable bodies, sports associations, educational institutions and health organisations.

In providing humanitarian relief, the Group donated more than RM3.5 million to those affected following the tsunami tragedy, which occurred in December 2004. This included the donation of RM1 million each to support the Malaysian Tsunami Disaster Fund, the Indonesian Tsunami Disaster Fund and the Force of Nature Foundation and RM0.5 million to the Pahang Tsunami Fund. In addition, other recipients included the MERCY Humanitarian Fund (RM100,000) and Persatuan Bencana Negeri Kedah (RM20,000). In response to Star Earthquake/Tsunami Relief Fund, various donation initiatives were held at Genting Highlands Resort to appeal to the public, guests and employees for their support. A total amount of RM60,000 was collected for this fund.

After a flash flood hit the indigenous 'orang asli' settlement in Pos Pasik, Kelantan, the Group extended its financial support to Jabatan Hal Ehwal Orang Asli to assist the families affected by the flood.

The Group's donation towards the Tsunami Disaster Fund, presented by YBhg Tan Sri Lim Kok Thay (left).





## RECOGNITION

The Genting Group continues to receive numerous recognitions for its commitment for high quality standards and management excellence. The Group was named the **No. 1 leading company in Malaysia** by Asian Wall Street Journal for the tenth year in January 2005.

The Group's Founder and Honorary Life Chairman Tan Sri Lim Goh Tong was honoured as the **Travel Entrepreneur of the Year** at the Travel Trade Gazette Awards 2005. This special inaugural award pays tribute to an individual for his outstanding achievements and positive contributions to the tourism and travel industry in this region.

This tribute was further extended to the Group's Chairman, President and Chief Executive Tan Sri Lim Kok Thay, when he was awarded the prestigious **Most Outstanding Hospitality Developer** at the Hospitality Asia Platinum Awards 2005 on 11 November 2005.



(Top)  
YBhg Tan Sri Lim Kok Thay with the inaugural TTG **Travel Entrepreneur of the Year** award presented to Founder and Honorary Life Chairman YBhg Tan Sri Lim Goh Tong.

(Left)  
YBhg Tan Sri Lim Kok Thay is the winner of the **Most Outstanding Hospitality Developer** award by Hospitality Asia Platinum 2005.



Genting - **No.1 Leading Company in Malaysia for 10 years** (1994 - 2002, 2004).



Genting Highlands Resort  
- **World's Leading Casino Resort**  
- **Asia's Leading Casino Resort**  
(World Travel Awards 2005).



Genting Highlands Resort  
- **Best Family Resort (Genting Theme Park)**  
(World Asia Publishing's Hospitality Asia Platinum Awards 2005-2006).



Mr. Justin Leong (right) receiving the **World's Leading Casino Resort** and **Asia's Leading Casino Resort** awards at the World Travel Awards 2005, London on behalf of Genting Highlands Resort.

Genting Highlands Resort was voted the prestigious **World's Leading Casino Resort** and **Asia's Leading Casino Resort** at World Travel Awards 2005 gala ceremony held in London on 13 November 2005.

Resorts World Bhd won the **Minister's Special Award** at the Malaysia Tourism Awards in August 2005. This award by the Ministry of Culture, Arts and Tourism of Malaysia is another great acknowledgement of the Group's commitment and contributions in developing the tourism industry in Malaysia over the past 40 years.



YBhg Tan Sri Alwi Jantan (second from left) holding the **Minister's Special Award** at the Malaysia Tourism Awards 2005.

Summary of the major awards and accolades received in 2005 are as follows:

- Tan Sri Lim Goh Tong - **Travel Entrepreneur of the Year** by Travel Trade Gazette Awards 2005.
- Tan Sri Lim Kok Thay - **Most Outstanding Hospitality Developer** by Hospitality Asia Platinum Awards 2005-2006.
- Genting Highlands Resort - **World's Leading Casino Resort** by World Travel Awards 2005.
- Genting Highlands Resort - **Asia's Leading Casino Resort** by World Travel Awards 2005.
- Genting Highlands Resort - **Best Family Resort (Genting Theme Park)** by Hospitality Asia Platinum Awards 2005-2006.
- Genting Highlands Resort - **Restaurant of The Year (The Olive, Genting Hotel)** by Hospitality Asia Platinum Awards 2005-2006.
- Genting Theme Park - **Malaysia's First Theme Park to Achieve ISO 9001:2000 Certification** by Lloyd's Register Quality Assurance Ltd.
- Resorts World Bhd - **Minister's Special Award** (Malaysia Tourism Awards).
- Resorts World Bhd - **National Award for Management Accounting (NAfMA) 2005 - Practice Solution Award** by the Malaysian Institute of Accountants and the Chartered Institute of Management Accountants.
- Resorts World Bhd - **National Occupational Safety and Health Excellence Award 2005: Hotel and Restaurant Category.**
- Resorts World Bhd - **ACCA Plus - Approved CPD Employer Certificate 2005.**
- Resorts World Bhd - Winner of 3 Excellent Gold Awards and 1 Gold Medal at The World Golden Chef Competition.
- www.genting.com.my - Winner of the most popular Travel-Destinations and Accommodation website in Singapore at the Hitwise Singapore Online Performance Awards 2005.
- Awana Kijal Golf, Beach & Spa Resort - **No. 1 Resort in the East Coast** by Hospitality magazine 2005.
- Star Cruises - the **Best Cruise Operator in Asia Pacific** for a record 8th time by TTG Travel Awards 2005.
- Star Cruises - **Best Product Promotion International** award - India Travel Mart.
- Star Cruises - **Unique Product International** award - India Travel Mart.
- Star Cruises Ship Simulator Centre - **Quality Management System Standard ISO 9001:2000** by Lloyd's Register Quality Assurance.
- Genting Sanyen Central Box Plant was awarded **ISO accreditation by SIRIM** in 2005 for ISO 9001:2000 surveillance audit.
- Genting Sanyen Power Plant was awarded the **Gold Award 2005** by MSOSH - Malaysian Society for Occupational Safety and Health.



Mr. Quah Chek Tin, Chief Operating Officer (right) receiving the NAFMA 2005 Practice Solution Award for Resorts World Bhd



Ms. Koh Poy Yong, Senior Vice President - Finance (right) receiving the ACCA Plus - Approved CPD Employer Certificate for Resorts World Bhd



Award-winning international chefs from Genting Highlands Resort.



Star Cruises  
**Best Cruise Operator in Asia-Pacific for 8 years**  
(1997 - 2002, 2004 - 2005)







Celebrating

40  
years

1965-2005

 **GENTING**

# Genting's Anniversary