

media release

Resorts World Sentosa clinched Special Award for Sustainability at the Singapore Tourism Awards 2021

Asia's premium lifestyle destination resort also garnered three other accolades including Special Award for Community Care (Business and Individuals) and Customer Service Excellence for Retail

Singapore, 23 July 2021 – Resorts World Sentosa's (RWS, 圣淘沙名胜世界) journey towards a sustainable premium lifestyle destination resort has achieved a new shine of affirmation as it was conferred the **Special Award for Sustainability** at the Singapore Tourism Awards 2021. The Special Award for Sustainability recognises businesses which are leading the charge in implementing sustainable tourism solutions that, among other things, reduce waste, achieve carbon neutrality, and promote conservation.

At the virtual awards ceremony this evening, RWS also took home three other awards including **Special Award for Community Care (Business and Individuals)** and **Customer Service Excellence for Retail**.

Organised by the Singapore Tourism Board (STB), the Singapore Tourism Awards is Singapore's most prestigious awards for the tourism sector and brings together the industry's best in delivering exceptional experiences and achieving enterprise excellence. This year's awards recognise and celebrate the extraordinary resilience and dedication shown by Singapore's tourism stakeholders and businesses as they continue to navigate the challenges of the COVID-19 pandemic.

Special Award for Sustainability

Named as one of the first winners of the Special Award for Sustainability, RWS is dedicated to continuously seek improvements in environmental conservation efforts, especially in energy savings, water conservation, reducing waste and pollution, educational outreach and maintaining biodiversity. In addition, RWS is committed towards a fair and inclusive workplace that supports local employment in Singapore by adopting the International Labour Organisation's 20 conventions, as well as the five principles of Singapore's Tripartite Alliance for Fair and Progressive Employment Practices.

Utilising an award-winning District Cooling Plant, energy efficient heat pumps, other energy saving equipment and complemented by real-time tracking with a building Energy Management System, RWS has attained cumulative energy savings of over 330 million kWh since 2013, and has also produced over five million kWh of renewable energy from its solar photovoltaic (PV) installation during the same period. All these efforts combined have enabled the integrated resort to avoid 140,000 tons of CO2 emissions. Reflecting its consistent and diverse sustainability efforts, RWS has adopted innovative technology solutions such as robotic swimming pool cleaners, robotic scrubbers, and smart bins at the integrated resort to achieve better resource-efficient operation processes. RWS has also implemented a paperless and 100% electronic end-to-end Source-to-Pay procurement

system to ensure a resilient, responsible and sustainable supply chain system. Committed to water conservation, RWS implemented a water reclamation system that reclaims water for cooling towers and harvested rainwater for landscaping purposes across its premises. RWS has also installed food grinders and biodigesters in its kitchens to significantly reduce the amount of food waste to landfill.

Receiving the award on RWS's behalf, Ms Loh Su Kim, Vice President, Sustainability, RWS (罗淑琴, 永续发展副总裁, 圣淘沙名胜世界), said: "We are deeply honoured to be recognised for our sustainability journey, and we will continue to pursue best in class sustainability practices as Asia's leading leisure and tourism destination. Moving forward, we will focus on driving sustainable tourism, invest in solutions to drive decarbonisation and engage our guests, team members and the wider community through various research, education and outreach programmes to promote environment and biodiversity conservation, and to give back to the society. We hope that many others will be similarly inspired to be part of the collective global and national effort to drive sustainability and nurture an environmentally-conscious workforce and community."

RWS was also honoured in the award categories below:

Special Award for Community Care (Business)

Named as one of the first winners of the Special Award for Community Care (Business), RWS was recognised for displaying exceptional care towards the community during this challenging period. As a truly Singapore organisation, RWS stands firmly united with Singapore in its fight against the COVID-19 pandemic. Believing in giving back to the community it operates in, RWS stepped forward as Managing Agent of Singapore's two largest Community Care Facilities ("CCF") at Singapore EXPO & MAX Atria and the Big Box warehouse mall with a combined capacity of 11,000 beds, or equivalent to nearly 27% of bed spaces in all CCFs in Singapore.

Staying true to the integrated resort's *kampong spirit* and as part of RWS Cares, RWS's flagship corporate social responsibility programme, over 2,000 of its team members selflessly volunteered to provide non-medical care for residents at the CCF. Leveraging their skills and extensive experience in food and beverage as well as hospitality, they brought a little piece of RWS to the recovering residents, and went the extra mile to create a more positive environment. Harnessing their skills and experience in running large-scale integrated resort operations, team members manned a 24/7 operations command centre which oversaw surveillance monitoring, incident tracking and call centre handling resident inquiries. They also provided a suite of one-stop residency services comprising day-to-day duties such as pre-arrival co-ordination, admission and discharge, patient engagement, cleaning and sanitisation, housekeeping, meal management and supply of daily necessities. On top of looking after the daily needs of residents, RWS's team member aRWSome Volunteers also co-organised many engagement sessions to keep them in good spirits. For example, residents participated in exercise workouts, art therapy sessions and tucked into delicious treats during festive celebrations.

Customer Service Excellence for Retail

Mr Abdul Qadir Bin Minhat, Sales Associate at RWS, bagged the Customer Service Excellence for Retail award. Abdul Qadir, who joined RWS in 2017, has consistently provided excellent service to guests. His willingness to learn has seen him accumulated strong product and services knowledge to better serve guests. He has also proactively supported other company initiatives such as developing modus operandi for the carnival booths in Universal Studios Singapore. With his knowledge and skills, Abdul Qadir has definitely elevated the guests' shopping experience at Universal Studios Singapore.

Special Award for Community Care (Individuals)

Mr Louis Loo Sew Min (盧兆明), Sous Chef (副总厨), RWS, took home the Special Award for Community Care (Individuals). Since he stood forward as a aRWSome Volunteer who contributed at the Community Care Facility (CCF), he and his culinary team mates worked at breakneck speed to cook for residents at the CCF. Every effort was well co-ordinated, including planning the menus for residents, taking into account their dietary requirements and preferences. The process also involved selecting and processing ingredients, cooking and packing the food into bento boxes. Apart from adhering to safe distancing guidelines and ensuring that his team were all wearing masks, gloves, aprons and hair nets at all times, Chef Louis ensured precision in calculating the right amounts of ingredients to avoid wastage. He also performed quality control checks on ingredients as well as ensured different menu choices, including vegetarian and halal options, were available. In fact, his team even developed a special Hari Raya set for residents. Outside of his hectic work schedule, Chef Louis volunteers his time in schools, and is also the founder of "Birdies and Family SG" - a common space for bird enthusiasts in Singapore to engage and share information on birds.

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ABOUT RESORTS WORLD SENTOSA

Resorts World Sentosa (RWS), Asia's premium lifestyle destination resort, is located on Singapore's resort island of Sentosa. Spanning 49 hectares, RWS is home to world-class attractions including Universal Studios Singapore, S.E.A. Aquarium, Dolphin Island and Adventure Cove Waterpark. Complementing the adventure and adrenaline of its theme parks and attractions are six unique luxury hotels, the world-class Resorts World Convention Centre and a casino. RWS offers award-winning dining experiences and exciting cuisines from around the world across its many renowned celebrity chef restaurants, establishing itself as a key player in Singapore's vibrant and diverse dining scene and a leading gourmet destination in Asia for epicureans. The integrated resort also offers world-class entertainment, from original resident productions to concerts and public shows. RWS has been named "Best Integrated Resort" since 2011 for nine consecutive years at the TTG Travel Awards which recognises the best of Asia-Pacific's travel industry.

RWS is wholly owned by Genting Singapore, a company of the Genting Group. For more information, please visit www.rwsentosa.com.

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EDITORS' NOTES

1. Please use the following photograph captions for visuals.
2. High resolution photographs can be downloaded from link: <https://app.box.com/s/6s0pj2w21tepaq6i7s2a79o0chdw62k3>
3. All photographs are to be attributed to: *Resorts World Sentosa* (圣淘沙名胜世界). Images may not represent current operational and safety guidelines.





Award-winning District Cooling Plant is used for all of Resorts World Sentosa's cooling needs.
(Image was taken before the COVID-19 pandemic.)



Resorts World Sentosa's aRWSome Volunteers manning the Operations Command Centre in the Community Care Facility at Singapore EXPO and MAX Atria.