

press release

Resorts World Sentosa clinched award for Outstanding Employer at the Singapore Tourism Awards 2023

The integrated resort bagged the win as it ramps up skills development efforts to gear up for its RWS 2.0 expansion plans. Slated for June 2023, RWS is set to roll out an industry-first marine and biodiversity scholarship programme.



Resorts World Sentosa team members undertook close to 300,000 hours of training in 2022, marking a jump of more than 50% from 2021.

SINGAPORE, 19 May 2023 – Resorts World Sentosa (RWS, 圣淘沙名胜世界) has clinched the **Outstanding Employer** title in the Singapore Tourism Awards 2023 for its exemplary dedication to strengthening human capital capabilities. This follows RWS’ revitalised focus to ramp up efforts to upskill and re-skill its employees – in line with the integrated resort’s move to gear towards the next stage of growth for its expansion plan, and as Singapore tracks its path of economic recovery beyond the pandemic.

Organised by the Singapore Tourism Board (STB), the Singapore Tourism Awards is Singapore's most prestigious awards for the tourism sector and recognises the industry's best in delivering exceptional experiences and achieving enterprise excellence.

Accelerating skills development in anticipation of tourism recovery

Ms Lee Shi Ruh (李溪茹), RWS' Chief People Officer (首席人事官), shared: "This award is a mark of recognition for our strategic approach towards inspiring and nurturing our team members as we chart the path towards our next growth phase. We have ramped up efforts to address skills scarcity needs and advance skillset transformation for our employees as travel restrictions ease and the tourism industry recovers."

In 2022, RWS employees undertook close to 300,000 hours of training, marking a jump of more than 50% from 2021. In line with Singapore's call to boost mid-career support, the integrated resort also works closely with industry partners such as Workforce Singapore and Singapore Hotel Association to offer a suite of job-redesign initiatives and career conversion programmes. To date, more than 100 team members have undergone cross-training opportunities – with the objective of enriching their job roles.

Fostering an accessible learning environment to empower employees

As an advocate of human capital development, RWS is committed to providing its employees with easy access to a slew of both online and offline learning opportunities. Employees can choose courses for personal development or attend curated functional training curricula and programmes at their own pace. This enables them to acquire emerging skills such as data analytics and robotic process automation on the back of a growing digital economy, helping them to be equipped, to stay relevant and to better navigate the new business environment.

Last year, RWS also introduced a tiered skill allowance framework across various roles to incentivise employees who put in extra effort to maintain or improve critical skills that are relevant to their job functions.

Ms Lee added: "The driving force behind our strategy is to inculcate a lifelong learning culture among our team members and help them remain competitive and versatile. At RWS, we recognise that skills development is a pivotal move that will propel us towards becoming future-ready. Our employees are constantly equipped with relevant skills to adapt to an ever-changing workforce landscape, especially as we progressively transform into a sustainable and innovative top tourism destination."

The prestigious Outstanding Employer award by the Singapore Tourism Board is the latest recognition conferred to the integrated resort for its ongoing efforts to nurture its employees. In 2022, RWS was honoured with two awards, namely, NTUC May Day – Partner of Labour Movement and SkillsFuture Employer Award (Gold) by SkillsFuture Singapore. These accolades recognise RWS' collaborative efforts and strong partnerships with government agencies and the union in driving skills development and lifelong learning within the integrated resort. Genting Singapore, the parent company of RWS, has also been listed on the Bloomberg Gender-Equality Index since 2021 for its commitment to supporting gender equality through its Diversity & Inclusion policy, representation, and transparency.

Ongoing commitment to nurture talents in the tourism industry

In a move to build up the next generation of young leaders in the tourism industry, RWS has rolled out a two-year **Management Associate Programme (MAP)** to help passionate individuals to unlock

their creativity and problem-solving capabilities through training and exposure to diverse job roles. For more information, visit [Careers - Resorts World Sentosa \(rwsentosa.com\)](https://www.rwsentosa.com/careers).

In anticipation of the S.E.A. Aquarium's transformation into the Singapore Oceanarium, the integrated resort remains steadfast in building its talent pool. In an industry first, RWS will be launching a scholarship programme, **SGOlarships @ Singapore Oceanarium**, to nurture and build a pipeline of talents who are passionate about the marine life and biodiversity.

Recruitment drive at Resorts World Convention Centre

With its plans to expand with new attractions, entertainment and lifestyle offerings, RWS is set to hold its recruitment drive – in partnership with the Employment and Employability Institute – at Resorts World Convention Centre on 24 May 2023. The event will comprise an experiential tour, career talk, and role showcase to help prospective candidates gain better understanding of how they can make a difference. To register interest, visit <https://event.e2i.com.sg/web/RWSHospitality>.

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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 concerts to public shows. RWS has been named "Best Integrated Resort" since 2011 for the 10th year in a row 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

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2. High resolution photographs can be downloaded from link: https://drive.google.com/drive/folders/10XhLkS8FXHMo_y3OYePXn-jFVAy8Cf_a
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