

RESORTS WORLD™ SENTOSA

Delivery to RWS

August 2025



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Security Check Points

There are 2 types of clearance lanes when entering towards Back-Of-House. Delivery Personnel will need to keep either **left** or **right** lane, depending on the type of entry access.



Entry Access Types:-

- **Left Lane : Pre-Cleared**

[Delivery and Service Contractor Trucks / Vans with Pre-Cleared Access]

- Registered vehicles will be granted advanced clearance to the BOH.
- Random security checks will be conducted.
- To register, kindly provide the details required in the Pre-Clearance Form as attached herewith and sent to your respective Business Unit/Procurement Representatives.

- **Right Lane : Ad-Hoc**

[Ad-Hoc Delivery and Service Contractor Trucks / Vans with printed copies of Deliver Orders (DO) / Purchase Orders (PO)]

- Verification process will be conducted by RWS Security Personnel for access to the BOH.
- 100% security checks will be conducted.

Registration of Long Term – Contract Commercial Vehicles

To ensure a seamless process for regular delivery / servicing vehicles, Suppliers may register their vehicle details into RWS' Carpark System (Pre-Clearance Vehicle). For more details, Suppliers can approach their respective RWS Representative.

Details required for registration:-

- Name of Company
- Company Contact Person Telephone Number
- Vehicle License Plate Number
- Vehicle IU (In-Vehicle Unit) Number

Note that this process is **not** applicable for **private** (non-commercialised) vehicles.



Security Check Points Clearance

Suppliers are to provide one of the relevant supporting documents mentioned below to RWS Security Check Point during delivery.

- Delivery Order (DO)
- Permit To Work (PTW) + Pre-Approved Vehicle Clearance Form
- Purchase Order (PO)

Weekdays (Mon – Thu)
\$6.50 for 1st hr
\$1.10 for ½ hr or part thereof
Capped at \$13.10 per day (0000hrs to 2359hrs)

Weekends (Fri/Sat/Sun/PH)
\$9.70 for 1st hr
\$1.10 for ½ hr or part thereof
Capped at \$16.30 per day (0000hrs to 2359hrs)



Note:

Delivery Personnel is reminded to leave the premises once delivery has been completed as parking charges will be imposed for those who stayed beyond the time limit.



Delivery Guidelines

- Delivery Hours : Mondays to Sundays, 0800 to 1700 hours.
- Suppliers are advised to follow the allocated time slots given to minimize delays.
- Delivery for non food items shall be done after 1 pm [*unless exceptional approval is granted*].
- Please report to Loading Bay K located at Basement 2 for documentation checking and instructions by Receiving before delivering to the ship-to location stated in the PO. Any deviation will not be accepted by Receiving.
- Suppliers are required to deliver goods based on the instructions printed on the purchase orders.
- All delivery personnel/Suppliers should adhere to proper dressing rules and safety shoes should be worn at all times.
- All bulky, heavy, construction and build up/tear down materials are ONLY allowed after 2300 hours till 0700 hours into the operational area. Suppliers are encouraged to contact the Requester/Receiving Contact Person at least 5 -7 days in advance, to obtain delivery approval and delivery notification to Logistics for receiving preparation.



Delivery Guidelines

▪ For Food & Beverage Products:-

- All Food Suppliers must deliver frozen and chilled products in the appropriate product temperatures stated in the Food Safety clauses in our PO Terms & Conditions.
 - (<http://www.rwsentosa.com/Portals/0/RWS%20Revamp/Our%20Suppliers/ResortsWorldSentosa-OurSuppliers-Clause22-FoodSafetyRequirementsforVendors.pdf>)
- All pre-packed products should come with an appropriate label in accordance with Singapore Food Agency (SFA) Labeling Guidelines for Food Importers & Manufacturers.
 - (<https://www.sfa.gov.sg/food-information/labelling-packaging-information/labelling-guidelines-for-food-importers-manufacturers>)
- All Suppliers should ensure the cleanliness of goods handling vehicles/equipment.
- All food deliveries should be accompanied with 4 sets of DO/Invoices, for Non-food 3 sets of DO/Invoices.

Note :

ALL delivery orders are to be **endorsed** (accompanied with original stamp) by Receiving at the respective loading bays. Delivery orders **WITHOUT** proper endorsements by our Receiving will be considered invalid.



Work Safety & Health Requirements

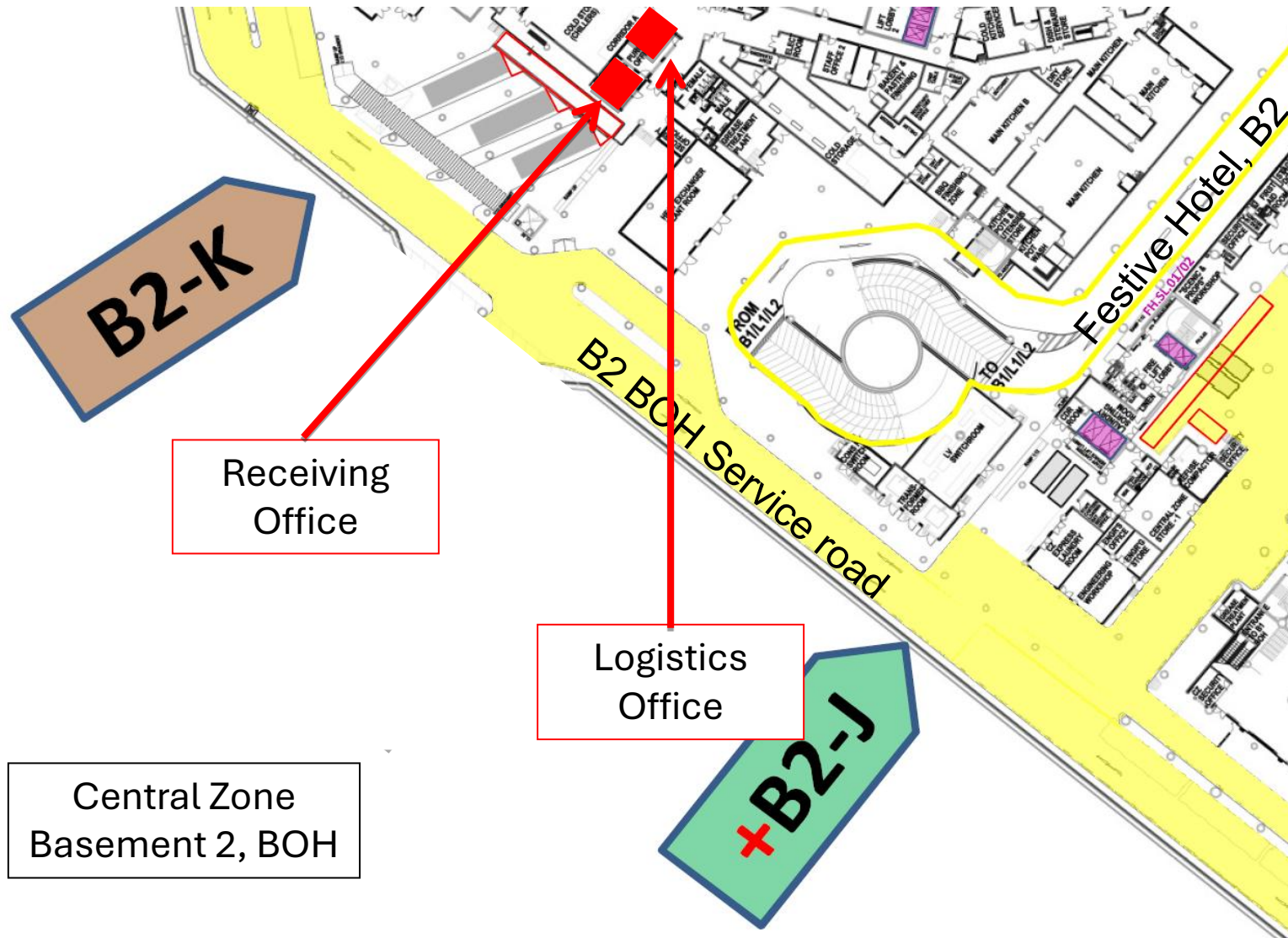
Important Notes:-

- Pallet jack, industrial heavy duty trolley and over height sack of cargo are not allowed for delivery to within RWS
- Trolley Height Limitation :
900 X 600 X 1000mm



- Suppliers are not allowed to climb the safety barriers. Violators will be refused of their delivery

Logistics & Receiving Office Locations



Receiving Duty Line Contact:

+65 9654 2136

Central Zone BOH,
Uniform Collection
Queue Area

Vehicle Height Clearance

- Vehicles exceeding - Length > 24 feet (7.2 meter), Width > 10 feet (3 meter) and Height > 13’ 4” (4.1 meter) are **NOT** allowed access into Basement car park.

Height Clearance	Loading Bay
2.8 meter	Basement 2 Loading Bay N
3.2 meter	Basement 2 Loading Bay D
3.3 meter	Basement 2 Loading Bay G
3.6 meter	Basement 2 Loading Bay J
4.1 meter	All Other Loading Bays