

# Fact Sheet



## Human Capital

Since opening in 2010, Marina Bay Sands has been committed to being the employer of choice in Singapore by creating good jobs and developing careers. As a long-term employer with one of the largest workforces in the hospitality industry, Marina Bay Sands places the welfare and well-being of Team Members as a top priority in its people management strategy. Over 50 per cent of Marina Bay Sands' Team Members have worked at the company for more than five years. Nearly a quarter of its workforce are considered pioneers of the company, having chalked up 10 years or more with Marina Bay Sands.

To help the integrated resort and its over 10,000 employees stay competitive, Marina Bay Sands invests in continued education and training for its Team Members, ensuring that skill sets and competencies remain relevant to dynamic market conditions.

### Investing in Training to Increase Productivity

To raise the competency and productivity of its workforce, the integrated resort has collaborated closely with Workforce Singapore (WSG) and SkillsFuture Singapore (SSG) since 2009, aligning its service training to national standards of service competencies defined by the Singapore Workforce Skills Qualifications (WSQ) framework.

- Since its opening, Marina Bay Sands has invested over 3.87 million hours of training and attained close to 49,000 statements of attainment for Team Members who have completed WSQ modules. The integrated resort offers more than 100 WSQ modules and more than 50 in-house non-WSQ training programmes.
- Marina Bay Sands has a strong focus on enriching local youth, and the integrated resort offers an array of internship opportunities across the property. Under the SkillsFuture Earn-and-Learn initiative, Marina Bay Sands also partners with schools such as the Institute of Technical Education and Republic Polytechnic in Singapore to offer Diplomas and Specialist Diplomas through an integrated on-the-job training and classroom learning programme.
- The company's cross-functional scheme empowers staff with diverse skill sets, thereby allowing lateral career opportunities within the integrated resort.
- In January 2018, Marina Bay Sands introduced a new "Learning Leave" policy to support lifelong learning and continuous self-development for its staff. Learning Leave provides all full-time Team Members (locals and foreigners) with up to two days of paid Learning Leave per calendar year to attend SkillsFuture courses in the following areas:
  - Language and Communication,
  - Service Excellence or
  - IT-related courses

### Creating an Inspiring Working Environment

- Marina Bay Sands offers a comfortable and inspiring working environment for its Team Members where they are able to enjoy an array of employment benefits and a wide variety of sporting and social activities.

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- The area where Team Members work and move about under the expansive property - the Heart-of-House - is a mini-city complete with a convenience store; an AXS machine; ATMs; two 24-hour dining rooms; a one-stop service counter for Team Members, HROne; and a Team Member Healthcare Centre.
- Exceptional individual contributors are recognised in a “Best of Best” Award annually. Since its inception in 2014, over 1,200 nominees have been shortlisted, with 195 extraordinary employees emerging as winners.
- The integrated resort also rewards academic excellence of Team Members’ children. Since 2013, the Marina Bay Sands Youth Education Award has been given out to approximately 600 children.
- The integrated resort’s Corporate Social Responsibility programme, **Sands for Singapore**, organises an array of volunteer work and activities and gives Team Members the opportunity to make a positive difference to underserved communities in Singapore.

## Accolades

Marina Bay Sands has been recognised for its human capital efforts through several accolades:

- ‘Gold Employer of Choice’ (500+ Employees) at the 2019 Human Resources Director (HRD) magazine’s annual Employer of Choice awards
- Progressive Employer Award at the 5<sup>th</sup> Enabling Employers Awards (EEA)
- Ranked third in Randstad 2019 “Most Attractive Employer” in Singapore
- Top HR Team on Human Resources Director (HRD) magazine’s Top HR Teams list 2018
- Top Performer in the following categories at the 2017 Human Resources Director (HRD) Employer of Choice – Diversity & Inclusion, Health & Wellbeing and Reward & Recognition
- Top HR Team on Human Resources Director (HRD) magazine’s Top HR Teams list 2017
- Bronze winner in the 500+ employees category at the 2016 Human Resources Director (HRD) Employer of Choice
- Top Performer in the following categories at the 2016 Human Resources Director (HRD) Employer of Choice – Access to Technology, Diversity & Inclusion, and Work-Life Balance
- Asia’s Best Employer Brand Award 2015 by The Employer Branding Institute
- Best Companies to Work For in Asia Award at HR Asia Awards 2015
- Most Attractive Employer in the Hospitality and Recreation Services Sector at Randstad Award 2015 and 2014
- WSQ Best Trainer Award 2013 for Food and Beverage by Singapore Workforce Skills Qualifications
- WSQ Most Supportive Employer Award 2012 by Singapore Workforce Skills Qualifications
- WSQ HR Mentor Award 2012 by At-Sunrice GlobalChef Academy
- Chef Mentor Award 2012 and 2015 by At-Sunrice GlobalChef Academy
- Recognition for the Enabling Employers Awards 2011 by Enabling Employers Network
- Distinguished Partner Award 2010 by Singapore Workforce Skills Qualifications