

ANNEX B

Citations for Special Recognition Recipients

Special Award for Sustainability



Mandai Park Holdings

Mandai Park Holdings (MPH) oversees the business and strategic development of Wildlife Reserves Singapore (WRS), the operator of Singapore's zoological parks – Jurong Bird Park, Night Safari, River Safari and Singapore Zoo. MPH is also driving the rejuvenation of the Mandai precinct into an integrated nature and wildlife destination, through its development arm, Mandai Park Development (MPD).



Resorts World Sentosa

Resorts World Sentosa, Asia's premium lifestyle destination resort, is located on Singapore's resort island of Sentosa. As one of the largest integrated resorts in the world, Resorts World Sentosa is dedicated to identifying and mitigating the negative impacts that its facilities and operations have on the environment. Resorts World Sentosa continuously seeks improvements in its environmental conservation efforts, especially in energy savings, water conservation, reducing waste and pollution, educational outreach and maintaining biodiversity.

Special Award for Most Exemplary Employer

Wildlife Reserves SINGAPORE

Wildlife Reserves Singapore

Wildlife Reserves Singapore (WRS) is dedicated to the management of world-leading zoological parks—Jurong Bird Park, Night Safari, River Safari and Singapore Zoo—that aim to inspire people to value and conserve biodiversity by providing meaningful and memorable wildlife experiences.

Throughout the pandemic, WRS has retrained and retained employees by providing opportunities for staff to be cross-deployed to new roles while simultaneously alleviating manpower constraints. WRS also launched a series of virtual innovation tools workshops for the non-essential services teams during the Circuit Breaker. The workshops equipped participants to employ creative solutions to improve guest experience in the parks. Active and frequent staff communication from senior management team have kept employees well-informed and allayed staff anxieties about job security and their wellbeing. In addition, a MandaiCares Hardship Fund was established to help employees facing financial hardships.







Gardens by the Bay

One of Asia's foremost garden destinations, Gardens by the Bay is a premier horticultural attraction that showcases the best of garden artistry.

Amidst uncertainties in the economic and labour market outlook due to the pandemic, Gardens by the Bay took the bold step of planning for the long term by embarking on an Operation and Technology Roadmap to strengthen its workforce and build resilience in its business strategies.

Special Award for Community Care (Business and Individuals)

 <p>MARINA BAY Sands SINGAPORE</p>	<p>Marina Bay Sands</p> <p>Marina Bay Sands is committed to strengthening the social fabric of Singapore and leaving a positive impact in the community.</p> <p>Sands Cares, the organisation’s community engagement programme, aims to drive impact and inspire change through providing shelter, food and services to vulnerable communities; supporting education and employment in the hospitality industry; promoting and preserving culture and heritage; as well as supporting disaster resiliency.</p> <p>With an employee population of close to 10,000 in Singapore, Marina Bay Sands’ team members have formed the force of good behind multiple community projects, over the last 10 years, giving back over 62,000 volunteer hours to the community.</p> <p>Marina Bay Sands also displayed a high degree of leadership in encouraging positivity by leveraging its iconic building to stand united in solidarity with Singapore’s fight against COVID-19. Working with Singapore Tourism Board for the SG United light up, the Sands SkyPark and ArtScience Museum were lit up every evening from April – June 2020, as a beacon of hope to the community and the nation.</p>
 <p>Resorts World Sentosa Singapore a Genting Resort</p>	<p>Resorts World Sentosa</p> <p>Resorts World Sentosa displayed an exceptional level of commitment beyond their own organisation and displayed selflessness to help others during the pandemic.</p> <p>RWS involved all business units in the set-up and running of the Community Care Facilities. The Senior Management showed exemplary leadership and initiative to ensure staffs’</p>

	<p>buy-in, recruiting more than 2,000 volunteers for the CCFs.</p> <p>RWS not only ensured a smooth operation from a logistics point of view, but also cared for the psychological well-being of residents.</p>
 	<p>SATS-Creuers Cruise Services Pte Ltd (SCCS) & Star Cruises</p> <p>SCCS and Star Cruises provided temporary accommodation on SuperStar Gemini & SuperStar Aquarius for over 8,000 migrant workers who had recovered from COVID-19 over a period of 5 months. Additionally, both organisations worked together and went the extra mile to cater to their welfare, creatively transforming terminal spaces to set up medical facilities, remittance service booths and facilitate services such as free haircuts by volunteers, exercise activities and ice cream distribution.</p>
	<p>Ian Soh, Mandarin Oriental, Singapore</p> <p>Ian Soh had faced the daunting task of implementing SOPs at the Designated Community Care Facility managed by Mandarin Oriental, Singapore. Ian's role to ensure that his team members are trained and familiarised with procedures displayed a high degree of leadership in encouraging positive change. Ian Soh displayed a high degree of selflessness in the execution of his role in the Designated Community Care Facility.</p>



Loo Sew Min, Resorts World Sentosa

Loo Sew Min selflessly volunteered to represent Resorts World Sentosa in 'red zone' (high risk) areas in its Community Care Facilities, when thousands of residents were housed. That was during the time when there was also a high degree of public uncertainty regarding the facility given its unprecedented nature. With his passion for birds, he is also actively volunteering his time in the old folks' home, schools, GRC, CC, and RC events, to educate the public on birds and he is committed to continue this effort under the current situation through online sessions.