

Annex B

Citations for Top Three Award Recipients

Outstanding Contribution

Lifetime Achievement for Outstanding Contribution to Tourism

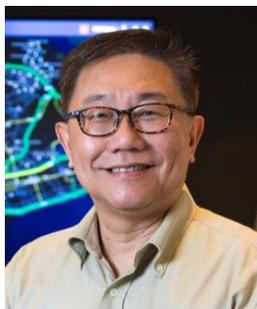


Mrs May Sng

As the Chairman of the Orchard Road Business Association (ORBA) from 2006 to January 2015, Mrs Sng contributed significantly towards the tourism sector and the development of Orchard Road precinct - Singapore's iconic shopping belt and most visited free access attraction. Mrs Sng initiated many signature events such as Fashion Steps Out, Rev-Up @Orchard and Christmas on *A Great Street*, all of which have increased vibrancy, footfall and visitor spending in the precinct and cemented it as a must-visit destination. Under her stewardship, ORBA membership grew from 40 to nearly 120 members, and Orchard Road received a number of international accolades including *Top 10 Shopping Streets in the World* by Swiss Magazine in 2007 and Lonely Planet's *Top 10 Christmas Markets of the Worlds* in 2011. For her role in the place management of Orchard Road, Mrs Sng also received the inaugural Place Champion Award, initiated and presented by the Place Management Coordinating Forum¹, last year.

¹ The Place Management Coordinating Forum is an interagency group comprising National Arts Council, National Heritage Board, Singapore Tourism Board and Urban Redevelopment Authority.

Best Business Event Champion



Mr Sing Mong Kee

Mr Sing Mong Kee is the immediate past president of the Intelligent Transport Society of Singapore (ITSS) and a member of the Board of Directors of Intelligent Transport Systems (ITS) Asia Pacific and ITS World Congress. As President of ITSS from 2004 to 2015, he tirelessly championed for Singapore to host the Intelligent Transport Systems World Congress (ITSWC) 2019, which is a best-in-class congress that is expected to attract 5,000 foreign delegates and generate S\$11 million in tourism receipts. Despite two earlier unsuccessful attempts, Mr Sing was undeterred and persevered to lobby for support for Singapore amongst other Intelligent Transport Society chapters within the Asia-Pacific region. His determination and conviction eventually paid off and led to Singapore securing the hosting rights for the event last year.

Citations for Special Recognition Recipients

Breakthrough Contribution to Tourism



BNP Paribas WTA Finals Singapore presented by SC Global

The BNP Paribas WTA Finals Singapore presented by SC Global has made a strong impact on Singapore's tourism sector through its inaugural edition in 2014. The 10-day tennis festival brought together the world's top eight singles and doubles women tennis players to compete for the prestigious Billie Jean King and Martina Navratilova trophies respectively. It also strung together an exciting programme comprising not just tennis matches, but also

business meetings, and entertainment and lifestyle offerings. The event attracted over 129,000 fans, out of which 20 percent were overseas visitors. In addition, the matches were broadcasted in over 177 countries and received an estimated viewership of 27 million, thus helping to raise Singapore's profile as a key sporting venue and a vibrant destination.

Exceptional Achievement



Mount Elizabeth Hospitals

Since 2013, Mount Elizabeth Hospitals has been named the recipient for *Best Healthcare Experience* for three consecutive years, attesting to its commitment to providing a consistently exceptional experience for its patients. Besides offering state-of-the-art medical facilities and treatments through a wide network of experienced specialists, it also strives to tailor the best possible care options for patients. The patient experience is further enhanced by the provision of dedicated medical evacuation and concierge services, as well as translators for foreign patients. Mount Elizabeth Hospitals also has in place a robust service quality management system which encompasses constant reviewing of patients' feedback and equipping its staff with service recovery skills. In addition, Mount Elizabeth Hospitals offers a transparent price assurance programme for a range of procedures, assuring patients of a peace of mind.