

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. A third of its workforce are considered pioneers of the company, having chalked up 10 years or more with Marina Bay Sands.

To help its over 11,000 employees stay competitive, Marina Bay Sands invests in continued education and training for its Team Members, ensuring that skillsets and competencies remain relevant to dynamic market conditions.

Investing in Training

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 more than 5.1 million hours of training and over S\$45 million in the development of Team Members. The integrated resort offers more than 100 WSQ modules and over 50 in-house non-WSQ training programmes.
- Marina Bay Sands 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 skillsets, thereby providing lateral career opportunities within the integrated resort.
- In January 2018, Marina Bay Sands introduced a "Learning Leave" policy to support lifelong learning and continuous self-development for its staff. Learning Leave provides all full-time Team Members 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.
- Marina Bay Sands is a proud recipient of the SkillsFuture Employer Awards 2021, which serves as a testimony to the integrated resort's efforts in championing for employees' skills development while inculcating an environment of lifelong learning.

Creating an Inclusive Working Environment

Diversity and inclusion are at the core of Marina Bay Sands' hiring philosophy. The integrated resort began its hiring journey for persons with disabilities since opening in 2010.

- The company's 'Diversity and Inclusion' committee champions initiatives to hire and assimilate persons with disabilities into the workforce through workplace modifications and a structured

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system that does not differentiate their compensation, benefits or paths for career progression. As of June 2023, close to 60 persons with disabilities across 14 departments have significantly progressed their careers with Marina Bay Sands.

- In 2021, Marina Bay Sands received the Enabling Mark (Platinum), a national-level accreditation by SG Enable in recognition of its best practices in disability-inclusive employment.
- The company actively hires senior workers across the property. As of end of 2022, more than 1,250 Team Members were aged 55 and above, spanning across 75 different departments with an average tenure of eight years.
- The area where Team Members work and move about under the expansive property - the Heart-of-House - is a mini underground city complete with a convenience store; an AXS machine; two 24-hour dining rooms; a one-stop service counter for Team Members, HROne; and a Team Member Healthcare Centre.
- 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 1,120 children.
- The integrated resort's Corporate Social Responsibility programme, **Sands Cares**, offers 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 numerous accolades:

- Advocates of Second Chances (Employers) Award by Yellow Ribbon Singapore
- Listed as one of the top 20 most attractive companies to work for in 2023 in a study by Randstad
- 5-star Employer of Choice by Human Resources Director (HRD) 2021, 2022, 2023
- Special recognition for Most Exemplary Employer at the Singapore Tourism Awards 2022
- Ranked 23rd in The Straits Times and Statista's Singapore's Best Employers 2022 (8th in 2021)
- SkillsFuture Employer Awards 2021 by SkillsFuture Singapore
- Enabling Mark (Platinum) from 2021 to 2024 by SG Enable
- Excellence Award & HR Team of The Year by Human Resources Director's (HRD) Employer of Choice 2020
- 'Gold Employer of Choice' (500+ Employees) by Human Resources Director's (HRD) Employer of Choice 2019
- Progressive Employer Award at the 5th Enabling Employers Awards (EEA)
- Ranked third in Randstad 2019 "Most Attractive Employer" in Singapore
- Top HR Team on Human Resources Director's (HRD) Top HR Teams list 2017, 2018
- Top Performer in the following categories by Human Resources Director's (HRD) Employer of Choice 2017 – Diversity & Inclusion, Health & Wellbeing and Reward & Recognition
- Bronze winner (500+ employees) by Human Resources Director's (HRD) Employer of Choice 2016
- Top Performer in the following categories by Human Resources Director's (HRD) Employer of Choice 2016 – Access to Technology, Diversity & Inclusion, and Work-Life Balance