

## **PARTNER OF LABOUR MOVEMENT**

### **Marina Bay Sands**

*Nominated by Attractions, Resorts & Entertainment Union*

Marina Bay Sands adopted the National Wage Council guidelines to uplift lower-wage workers. In 2021, the company made a market adjustment for basic wages for groups of workers amidst the pandemic. Despite challenges posed by the Covid-19 pandemic, Marina Bay Sands maintained the Singaporean Core policy for its workforce. Marina Bay Sands redeployed workers to take on safe-distancing duties and continued to pay workers in full even as operations were disrupted. Marina Bay Sands also took the downtime to send workers for further training.

A supportive partner, Marina Bay Sands has collaborated with the Attractions, Resorts & Entertainment Union (AREU), supporting the union's activities, including quarterly engagement and union members recruitment. Thanks to Marina Bay Sands' support, the number of workers who are AREU members grew by 515 (14 per cent) to more than 4,000 members between January 2022 and January 2023.

Marina Bay Sands is the first hotel in Singapore to introduce Robotic Process Automation (RPA) to streamline operations across its various business functions. It is also the first in Singapore to roll out a Radio-Frequency Identification (RFID) Express Checkout System in June 2019. As Marina Bay Sands progresses in its business, it partners with AREU to identify skills gaps and worker concerns.

With a commitment to equip workers with adaptive, technical, and technological skills, Marina Bay Sands signed the Company Training Committee agreement and co-organised a Learning Festival with AREU in October 2022. The agreement will look at digital literacy, mental well-being, lifelong learning and ways to bring targeted training to workers. On job redesign, Marina Bay Sands has also tapped into Workforce Singapore's Career Conversion Programmes and initiatives to reskill the MICE workforce to adapt to hybrid event management. Since 2010, Marina Bay Sands has continuously improved its work processes to achieve quality service and experience for the patrons.