

press release

Resorts World Sentosa Welcomes You Back Safely

SINGAPORE, 28 June 2020 - With Singapore in Phase Two of reopening, our priority is to welcome back guests to our resort in a manner that puts health and safety at the centre of all the experiences that we have created. Even before Circuit Breaker, we have adapted to the changing environment very quickly and obtained SG Clean accreditation, with many cleaning and disinfection protocols of the highest standards.

From 1 July 2020, RWS will again be the delightful and fun resort dedicated to providing all our visitors with a happy and memorable retreat. Guests will be thrilled to go on their favourite movie-themed rides, and be reunited with much missed characters such as the mischievous Minions and lovable Sesame Street friends at our popular world-class attraction - Universal Studios Singapore. The marine animals at S.E.A. Aquarium will be absolutely delighted to see visitors again, after a prolonged absence of curious humans. RWS will once again be whole with the familiar squeals of excitement and laughter, and happy faces of families and friends, young and old. It is true when they say absence makes the heart grow fonder. We cannot wait to have visitors walk through our gates, and create many wonderful moments for them once again.

We will be adopting a cautious approach for our gaming facility, which will open as part of our attractions, and operate at a reduced capacity. It will be open but limited only to existing Genting Rewards members and/or Annual Levy Holders. The Casino will also abide by strict safe management measures.

Safe Entry, Safe Experience and Safe Environment

Guests can enjoy our offerings with the confidence and assurance that we have enhanced SG Clean¹ measures and put in place stringent safe management protocols across the resort in accordance with Singapore Government's directives. Based on the three principles of **Safe Entry**, **Safe Experience** and **Safe Environment**, our aim is to ensure guests are protected every step of their journey from the moment they arrive. Whether we are welcoming guests at the gate, assisting them to get on a ride, serving food, our team members are trained and committed to deliver our hospitality in a safe environment defined by:

- **Safe Entry:** *Where effective systems and processes are in place to screen all guests and team members, and facilitate contact tracing*
- **Safe Experience:** *Where safety means peace of mind for our guests to relax and enjoy with confidence and reassurance at every single point of the visitor journey*
- **Safe Environment:** *Where we spare no effort to ensure a sparkling clean destination resort synonymous with the highest level of hygiene and sanitisation*

¹ The SG Clean certification is a mark of excellence for tourism businesses that adhere to heightened standards of cleanliness and sanitation.

RWS has introduced a suite of enhanced safe management measures aligned to these principles at **Annex A**.

As a precautionary measure, we ask our guests to stay at home if unwell. During their visit, we require our guests to observe safe distancing, avoid crowding and practise good personal hygiene such as wearing face masks, washing hands frequently and using hand sanitisers. If they develop symptoms, we have medical personnel on standby and protocols in place to assist.

Careful and controlled approach to reopening

With the health, safety and well-being of our guests and team members as top priority, both attractions will take a careful and controlled approach where we will open four days a week with staggered operating hours in the initial phase. During this initial phase of reopening, all guests, including Annual and Season Pass Holders, are required to make online advanced reservation and book their date of visit prior to visiting the park. All offerings at Universal Studios Singapore will be available except for shows and street entertainment. Please refer to **Annex B** for details.

In preparing for a safe reopening of the casino, RWS has been working with medical experts to introduce new safety features. For example, we have adopted rigorous measures to provide as much fresh air circulation as possible to maintain optimal air quality that exceeds commercial facilities' standards. Other enhanced measures include: mandatory face masks, limiting number of players per gaming table, and antimicrobial-coated acrylic "safety shields" installed at all gaming tables and gaming machines for protection of guests and dealers.

RWS would like to thank the Singapore Government for the support and guidance in the return of the RWS experience and for helping us weather through the challenging period with many support schemes.

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ABOUT RESORTS WORLD SENTOSA

Resorts World Sentosa (RWS), Asia's premium lifestyle destination resort, is located on Singapore's resort island of Sentosa. Spanning 49 hectares, RWS is home to world-class attractions including Universal Studios Singapore, S.E.A. Aquarium, Dolphin Island and Adventure Cove Waterpark. Complementing the adventure and adrenaline of its theme parks and attractions are six unique luxury hotels, the world-class Resorts World Convention Centre, a casino and the Asian flagship of a world-renowned destination spa. RWS offers award-winning dining experiences and exciting cuisines from around the world across its many renowned celebrity chef restaurants, establishing itself as a key player in Singapore's vibrant and diverse dining scene and a leading gourmet destination in Asia for epicureans. The integrated resort also offers world-class entertainment, from original resident productions to concerts and public shows such as Lake of Dreams. RWS has been named "Best Integrated Resort" since 2011 for nine consecutive years at the TTG Travel Awards which recognises the best of Asia-Pacific's travel industry.

RWS is wholly owned by Genting Singapore, a company of the Genting Group. For more information, please visit www.rwsentosa.com.

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SAFE MANAGEMENT MEASURES

ATTRACTIONS

Safe Entry

1. SafeEntry check in and out
2. Entrance temperature checks using thermal scanners

Safe Experience

3. Admission and VIP tours for groups of up to five only
4. Mandatory wearing of face masks for guests
5. Online advanced reservation for all guests including Annual and Season Pass Holders to minimise crowding
6. Visible social distancing markers placed in areas where guests are directed to queue to ensure at least one-metre spacing
7. Visible safe distancing floor markers at all viewing areas at S.E.A. Aquarium
8. Alternate row seating for all rides, with family or group occupying same row
9. Queue tickets with return time to be issued during peak periods to reduce time spent queuing for rides
10. Shows, parades, fireworks and street entertainment will not be taking place to ensure social distancing requirements are met
11. Tables at F&B outlets spaced at least one-metre apart, marked with alternate seating
12. Menu viewing by scanning QR code and contactless payment set up at all Point-of-Sales counters
13. Hand sanitisers widely available
14. Roving Safe Distancing Ambassadors to ensure compliance
15. All Team Members on duty are required to wear face masks, and those in close contact with guests are required to put on both face shields and masks
16. Team segregation such as split team arrangements, staggered shifts and meal times, and safe distancing continue to be in place to protect our team members
17. Tables at staff cafeterias installed with antimicrobial-coated acrylic shields

Safe Environment

18. Intensive and frequent cleaning and disinfection of all high touch points including application of antimicrobial coating
19. All rides are wiped down after every use
20. All 3D glasses will be disinfected after every use

CASINO

Safe Entry

1. Entry limited only to existing Genting Rewards members and/or Annual Levy Holders
2. SafeEntry check in and out
3. Entrance temperature checks using thermal scanners

Safe Experience

4. Mandatory wearing of face masks for guests
5. Visible social distancing markers placed in areas where guests are directed to queue to ensure at least one-metre spacing

6. Alternate electronic gaming machines available
7. Gaming table seats are spaced at least one-metre apart
8. Limiting number of patrons at each gaming table
9. Not accepting bets by standing patrons
10. Seats in restaurants and lounges spaced at least one-metre apart
11. Deployment of roving Safe Management Ambassadors
12. Hand sanitisers widely available
13. Dealers disinfect hands before entering and exiting pits, and after handling items from patrons
14. Team members in close contact with patrons are required to put on face shields and masks when on duty
15. Staggered shifts and meal times for team members, including antimicrobial-coated acrylic shields installed at all tables in staff cafeterias and safe distancing of at least one-metre between seats

Safe Environment

16. Antimicrobial-coated acrylic shields installed at all gaming tables, gaming machines and F&B outlets
17. Increased frequency of cleaning and disinfection of all common areas and high touch points
18. Across casino, antimicrobial coating extensively applied to surfaces, covering all high touch points
19. Gaming chips collected from customers cleaned and sanitised
20. Playing cards disposed after 2 hours of use
21. Increased supply of fresh air through a combination of HEPA (*high efficiency particulate air*) air filters, Ultraviolet C treatment and air ionisers deployed across the gaming floor.

| Universal Studios Singapore | S.E.A. Aquarium |
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| <p><u>Reopening Date:</u> Wednesday, 1 July 2020</p> <p><u>Operating hours:</u> Thursday to Sunday (*from 9 July 2020) 2:00pm to 9:00pm *Closed from Monday to Wednesday</p> | <p><u>Reopening Date:</u> Saturday, 4 July 2020</p> <p><u>Operating hours:</u> Saturday to Tuesday 10:00am to 5:00pm *Closed from Wednesday to Friday</p> |
| <p>The following offerings will <u>not</u> be available until further notice:</p> <p><u>Street Entertainment</u></p> <ul style="list-style-type: none"> • Hollywood Dreams Parade • Rhythm Truck • Turntables • The Dance For The Magic Beans • Madagascar Boogie! <p><u>Shows</u></p> <ul style="list-style-type: none"> • Lake Hollywood Spectacular • Elmo’s TV Time • Lights, Camera, Action! • WaterWorld • Shrek 4-D Adventure • Donkey Live <p><u>Select experiences</u></p> <ul style="list-style-type: none"> • Magic Potion Spin • Amber Rock Climb <p>Please refer to RWS website for details including the latest programming updates.</p> | <p>All shows, public feeding sessions and character meet-and-greet will <u>not</u> be available until further notice.</p> <p>Please refer to RWS website for details including the latest programming updates.</p> |
| <p>Admission</p> <ul style="list-style-type: none"> • Onsite ticket purchase will not be available during the initial phase of reopening • Guests can purchase tickets at: www.rwsentosa.com • Prior to visiting the park, all guests, including Annual or Season Pass Holders, are required to make advanced reservation and book their date of visit at https://sdm.rwsentosa.com in order to be admitted into the park | |
| <p>Extension of Annual and Season Passes</p> <p>As a show of appreciation to all our members who have supported us over the years and been so much a part of the fun and adrenaline in our award-winning attractions, Annual and Season Pass Members will be provided complimentary extension to their memberships. The number of days extended will be equivalent to the duration of time that the parks were closed.</p> | |

EDITORS' NOTES

- 1) Please use the following photograph captions for visuals.
- 2) High resolution photographs can be downloaded from link: <https://app.box.com/s/3lp66da23qjmrpqpwf84yxo5qw8nl3et>
- 3) All photographs are to be attributed to: Resorts World Sentosa (圣淘沙名胜世界)



Guests excited to ride the movies and meet their favourite characters once again with the reopening of Universal Studios Singapore



Guests marveling at the collection of 100,000 marine animals at S.E.A. Aquarium and observing all safe management measures including mandatory wearing of masks



Intensive and frequent cleaning and disinfection of all high touch points at Universal Studios Singapore



Intensive and frequent cleaning and disinfection of all high touch points at S.E.A. Aquarium



Temperature scans for all guests before entering Universal Studios Singapore



Visible floor markers help guests observe safe distancing of at least one-metre in all ride queues at Universal Studios Singapore