

## **CITY OF DREAMS MANILA WINS FORBES TRAVEL GUIDE'S WORK HERE WORK HAPPY AWARD**

At the FTG 2022 Best of the Year Awards, the Honor Recognizes Those Making a Difference in the Hospitality Industry

April 27, 2022 – As part of its 2022 Star Awards, Forbes Travel Guide (“FTG”), the only independent global rating system for luxury hotels, restaurants and spas, today announced that City of Dreams Manila won the Work Here, Work Happy accolade and is showcased with other honorees on [ForbesTravelGuide.com](https://www.forbes.com/travelguide). The award, the first ever to be presented by FTG in its annual awards to celebrate exemplary staff members and properties in the hospitality industry, was announced at the 2022 annual Best of the Year awards, alongside its yearly list of Five-Star, Four-Star and Recommended properties.

“We are honored by the accolade bestowed on us by the prestigious Forbes Travel Guide, for voting City of Dreams the winner for Work Here, Work Happy award in this year’s Best of the Year Awards. This recognition would not have been possible without the support of our owning company, Melco Resorts & Entertainment for enabling us to undertake measures beyond the ordinary to look after the welfare, personal and professional growth of our 4,000-strong colleagues,” City of Dreams Manila Property President Geoff Andres said. “We thank our colleagues for their amazing passion and dedication even through challenging times, as they always rise to the occasion to deliver exemplary service and support our goals.” He also gives credit to the unrelenting efforts of the resort’s Human Resources team that drives the resort’s “Employee Love” initiatives, that create an environment that fosters colleagues’ professional growth and work-life balance. The award also recognizes the resort’s commitment to 10 Core Promises making the resort “not just a place for work, but also where our colleagues feel genuinely cared for”.

### **Employee Programs**

Among its numerous initiatives: the resort institutes the President’s Award, which annually recognizes and rewards the most outstanding colleagues from both front of the house and the heart of the house; encourages volunteerism in weekly CSR initiatives; works in partnership with Ugnayan, an employee-management council, offers 24/7 buffet and unlimited meals in a modern employees dining room; provides sleeping lounges and bathroom facilities replete with clean towels, and amenities; provides free shuttle bus service at pick-up and drop-off points; grants generous employee discounts in its hotels and restaurants, to name some initiatives. It enrolls qualified managers in eCornell courses for free under Melco’s educational program, offers continuous various skills training and webinars, and has promoted about 2,113 deserving employees and 1,910 transfers since 2013.

During the Covid-19 pandemic, the integrated resort extended financial assistance through paid leaves from April 2020 to December 2021 to those unable to work, consisting of 100% of month's salary for one month, 50% for three months, and 30% thereafter; advancing 50% of the 13<sup>th</sup> month pay in mid-year to help with the families' school enrollments; granting of an unexpected 14<sup>th</sup> month/Loyalty Bonus; providing in-house accommodations, full meals and vitamins to colleagues who were required to work during restrictive community quarantines; and providing assistance for colleagues' vaccination needs, including offering of two-way limo service for pregnant colleagues among others.

In winning the Work Here Work Happy award, the resort bested other nominated FTG Star-rated properties around the globe that have implemented creative ways to attract and retain staff, through efforts related to culture-building, employee recognition, inventive recruitment campaigns, meaningful compensation and work-life balance programs. City of Dreams Manila's three hotels have through the years consistently merited Forbes Star ratings: Nüwa Manila and the Nüwa Spa (Five-Star), Nobu Hotel Manila and Hyatt Regency Manila (both Four-Star).

Apart from the Work Here, Work Happy Award, FTG, the world-renowned authority in genuine Five-Star service, also honored outstanding hospitality employees with the following accolades: Hotel Employee of the Year; Restaurant Employee of the Year; Spa Employee of the Year; and Hospitality Hero.

Properties in Forbes Travel Guide's worldwide collection were asked to submit nominations for these industry awards. An executive panel then chose the winners among hundreds of entries.

"Forbes Travel Guide is committed to celebrating service excellence in the hospitality industry," says Hermann Elger, CEO of Forbes Travel Guide. "During a time of staffing shortages and other challenges, each of these winners represented the best of our community by demonstrating resiliency, ingenuity and graciousness. They are an inspiration to us all."

For more on the 2022 Star Awards, visit [ForbesTravelGuide.com](https://www.forbes.com/travelguide).

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**About Forbes Travel Guide:**

Forbes Travel Guide is the only global rating system for luxury hotels, restaurants, and spas. Our anonymous professional inspectors evaluate based on up to 900 objective

standards, with an emphasis on exceptional service, to help discerning travelers select the world's best luxury experiences. The only way to get a Five-Star, Four-Star or Recommended rating is by earning it through our independent inspection process. For more information about Forbes Travel Guide, please visit [ForbesTravelGuide.com](https://www.forbes.com/travelguide).

### **About City of Dreams Manila**

The luxury integrated casino resort City of Dreams Manila marks the formal entry of Melco Resorts & Entertainment Limited (Melco) into the fast-growing and dynamic tourism industry in the Philippines. Officially opened in February 2015, City of Dreams Manila is operated by Melco Resorts Leisure (PHP) Corporation, a subsidiary of Melco Resorts and Entertainment (Philippines) Corporation.

The dynamic and innovative resort complex, located on an approximately 6.2-hectare site at the gateway to Entertainment City in Parañaque and part of the Aseana City township development, offers the ultimate in entertainment, hotel, retail, dining, and lifestyle experiences with aggregated gaming space, including VIP and premium mass gaming facilities Qi Long and Sky Gaming.

Melco is the first integrated resort operator in Macau and the Philippines to achieve the esteemed international third-party responsible gaming accreditation RG Check for its Macau properties, and City of Dreams Manila. Developed by the Responsible Gambling Council, RG Check is the world's most comprehensive responsible gaming accreditation program established and implemented by an independent panel of respected gaming specialists.

The integrated resort's three luxury hotels are each awarded with an accolade by Forbes Travel Guide (FTG): Nüwa Manila (Five-Star) since 2018, also named by FTG in its First Verified List of the World's Most Luxurious Hotels in 2018, and Nobu Hotel (Four-Star) and Hyatt Regency Manila, City of Dreams (Four-Star), for five years in a row. FTG also awarded Nuwa Spa with Five-Star rating for three years running since 2020, the first spa in the country to be awarded with this top rating, and recognized Nüwa Manila with Sharecare Health Security VERIFIED®, in compliance with expert-validated best practices that minimize the risk of COVID-19 and potential future public health risks.

Nüwa Manila, Nobu Hotel and Hyatt Regency Manila are recipients of the prestigious ASEAN Green Hotel Award for 2022-2024 for upholding sustainable tourism through environment-friendly principles, resource consumption reduction and local community involvement.

The three hotels are all Safety Seal-certified by the Philippines' Department of Tourism (DOT) and bear the World Travel and Tourism Council (WTTC) Safe Travels stamp granted also by the DOT. The Safe Travels Stamp is the world's first safety and hygiene

stamp for travelers to recognize businesses that have adopted global health and hygiene standardized protocols.

On property are impressive restaurants and bars, a retail boulevard, health and wellness centers, and distinctive entertainment venues: DreamPlay, the world's first DreamWorks-themed education-based family entertainment center; and CenterPlay a contemporary entertainment bar at the focal point of the main gaming floor, with live performances from top local artists.

City of Dreams Manila delivers an unparalleled entertainment and hospitality experience to the Philippines and is playing a key role in strengthening the depth and diversity of Manila's leisure, business and tourism offering, enhancing its growing position as one of Asia's premier leisure destinations.

For more information, please visit [www.cityofdreamsmanila.com](http://www.cityofdreamsmanila.com).

#### **About Melco Resorts and Entertainment (Philippines) Corporation**

Integrated casino developer Melco Resorts and Entertainment (Philippines) Corporation ("MRP") is a subsidiary of Melco Resorts & Entertainment Limited (NASDAQ:"MLCO"), the developer, owner and operator of casino gaming and entertainment casino resort facilities in Asia and Europe. MRP's subsidiary, Melco Resorts Leisure (PHP) Corporation ("Melco Leisure"), which developed City of Dreams Manila together with SM Investments Corporation, Belle Corporation and Premium Leisure Amusement, Inc., operates and manages the luxury integrated resort.

For more information about Melco Resorts and Entertainment Philippines please visit: [melco-resorts-philippines.com](http://melco-resorts-philippines.com).

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