

## **EMPLOYEE LOVE DEFINES COLLEAGUE CULTURE AT CITY OF DREAMS MANILA**

September 14, 2022 – As schools resume in-person classes, City of Dreams Manila imbibes the spirit of *bayanihan*, launching a Brigada Eskwela drive at Dr. Arcadio Santos National High School in Parañaque City, in support of the local government’s educational thrust. Led by Property President Geoff Andres, the integrated resort’s executives and team members kicked off the project in August, with a target to refurbish 20 classrooms by the end of September. Working in teams, the volunteers took to cleaning, repainting, and carpentry of classrooms and hallways to ensure a conducive space for learning. The property also donated cabinets to augment the school’s facilities.

### **Employee Love and CSR volunteerism**

Encouraging volunteerism mirrors City of Dreams Manila’s “Employee Love” program, which focuses not only on maintaining a people-centric workplace for the wellbeing and development of its team members but also in creating opportunities for them to engage in service to society and inspire positive change. “We believe this is the right thing to do. We are in the business not only of delivering exceptional gaming, hospitality and entertainment services to our guests, but to be a good corporate citizen striving to inspire and make a difference in the lives of our colleagues, the communities we work with, and the environment,” Property President Geoff Andres said.

Besides Brigada Eskwela, City of Dreams Manila conducts various corporate social responsibility programs supported by the strong spirit of volunteerism among colleagues. With the relaxation of community quarantines, already 22 outreach programs participated in by 675 volunteer employees from March to August this year were conducted, benefitting disadvantaged communities. Among the beneficiaries to date are: Bahay Aruga (Parañaque), Kanlungan sa ErMa (Malate), Children’s Joy Foundation, and Reception & Study Center for Children (Quezon City), Kids with Purpose (Las Piñas), and Philippine Red Cross through the company-wide quarterly blood donation drive held onsite.

### **Attractive compensation, health, and economic benefits**

The all-encompassing ‘Employee Love’ has also brought benefits offered to some 4,000 employees, including a competitive compensation program considered to be one of the best in the industry that amounts to an average monthly wage that is 106% higher than the monthly nominal wage data of P14,820. City of Dreams is also the first and only integrated resort in the country to offer a second layer insurance coverage for both team members and their enrolled dependents, amounting to up to 100% of the initial maximum benefit limit in case of critical illness. It also provides a bereavement financial assistance

of up to P30, 000 in the event of the demise of an employee and up to P15, 000 for a family member's demise in addition to the generous group life and accident insurance coverage offered.

A valued benefit is the 50% discount dining privilege in the restaurants operated by the resort and in the three hotels at City of Dreams Manila, and unlimited buffet meals at the team members' dining room when on duty.

City of Dreams Manila also offers various free learning programs at the company's online learning academy, Melco Absorb for the professional and personal growth of its employees. Qualified managers are enrolled for free in eCornell courses as part of managerial development program of Melco Resorts & Leisure Inc., the owning and management company of City of Dreams.

'Employee Love' was also in full display during the pandemic, when City of Dreams Manila went above and beyond to take care of its workforce. Despite headwinds caused by COVID-19, the company extended a generous financial assistance to those who were unable to work during the pandemic lockdowns, through paid leaves from April 2020 to December 2021, starting at 100% of month's salary for one month, 50% for three months, and 30% thereafter. It advanced 50% of 2020's 13<sup>th</sup> month pay in mid-year to help with the families' school enrollments and granted an unexpected 14<sup>th</sup> month/loyalty bonus from 2020 to 2022. For their health protection, the company administered Moderna vaccines for free to the employees and their dependents, offered two-way limo service for pregnant colleagues to and from their vaccination sites, while full board and accommodations were provided to those rostered during the lockdowns. The company also purchased oxygen tanks that were lent to team members and their families for home use at the height of the pandemic. Free vitamins were given to employees to strengthen their immune system, and antigen tests were administered at the company's cost for those rostered. COVID post-vaccination paid leaves of up to two days had helped in the recovery of those who experienced side effects. Also, through an accredited clinic, they and their families continue to enjoy discounted COVID-19 testing fees and are quickly assisted through a COVID hotline for medical concerns.

### **Ugnayan employee-management council**

The establishment of the employee-management council Ugnayan has resulted in the implementation of a harmonious work environment, as it provides a platform for constant communication and mutual collaboration between management and team members. Financial assistance programs under the initiative of Ugnayan are provided to members through the establishment of a credit cooperative, and its own Damayan program, which also provides immediate assistance in times of calamities and other emergencies.

Since its creation in 2019, Ugnayan has been implementing various programs for its members, such as: Damayan death, hospitalization and calamity financial assistance also for their family members in addition to that provided by the company; free flu vaccines, and at a discounted rate for their dependents; free family planning and reproductive health products and programs in partnership with POPCOM; bigger lactation facilities for nursing mothers; and e-bike charging stations. Moving forward, the council aims to do more projects focused on wellness programs and further enhancing employee facilities, among others.

In recognizing the employee-centered culture, Forbes Travel Guide (FTG), considered the only independent global rating system for luxury hotels, restaurants, and spas, also conferred on the integrated resort with the global 2022 ‘Work Here, Work Happy’ accolade. City of Dreams Manila is recognized for its creative ways to attract and retain staff, and maintain work-life balance programs driven by 10 Core Promises, as it also remains to be the property recognized with the most FTG stars in any resort in the country for its three hotels and spa: Nüwa Manila, Nobu Hotel Manila, Hyatt Regency, and Nüwa Spa.

### **Caring for the environment**

Complementing the property’s CSR initiatives and Employee Love programs are ongoing sustainability undertakings focused on renewable energy, energy efficiency, reduction in water consumption, recycling, digitalization of processes, sustainable sourcing and support to local small and medium enterprises, implementation of projects on colleagues’ welfare, and community development, among others.

These commitments have garnered various recognitions for City of Dreams Manila. Early this year, the property’s three luxury hotels were awarded with the 2022- 2024 ASEAN Green Hotel Award for upholding sustainable tourism through environment-friendly principles and local community involvement.

With the last quarter of the year drawing near, City of Dreams Manila approaches 2023 with the goal of strengthening its varied programs to push forward the Employee Love. As with the other properties of the resort’s parent company Melco Resorts & Entertainment (Melco), City of Dreams Manila thrives on the ethos that the best service requires the foundation of a strong people culture flourishing on an inclusive, diverse, and healthy work environment, with culture of excellence at its core.

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## 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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