

**Sentosa**

**12/13 ANNUAL REPORT**

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**CHANGING  
THE WAY  
YOU PLAY**

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# JOINT MESSAGE BY CHAIRMAN & CEO



**Moses Lee**  
Chairman

**Mike Barclay**  
Chief Executive  
Officer

## Celebrating 40 fun-filled years

2012 proved to be a year for reflection and celebration, as we marked Sentosa's 40<sup>th</sup> year as a leisure resort destination. Today, Sentosa offers its guests more excitement and fun-filled activities than ever before. We continue to dedicate ourselves to providing a platform for everyone to play and bond with friends and loved ones, and so we were delighted to see more than 20 million visitors grace us with their presence on Sentosa in the course of a year.

To mark the island's 40<sup>th</sup> year, we threw a slew of parties and activities to encourage Singaporeans and our foreign visitors to play on the island, while reliving their Sentosa experiences of yesteryear. For starters, we created a nostalgic exhibition that included a mural of photos contributed by our guests, sharing family pictures in our old monorail train and at the ferry terminal, the Musical Fountain and Fantasy Island.

On 1 September 2012, we celebrated the island's 40<sup>th</sup> birthday by throwing open our doors with free island admission for guests. A day of multiple activities culminated in a carnival and fireworks display at the Merlion Plaza.

This also marked the start of our Sentosa Gives week, during which our staff escorted some 2,000 special guests around our attractions and staged events to raise money for Singapore charities. It was the icing on our birthday cake to be recognised by Community Chest, who awarded Sentosa a Special Events Platinum Award.

## Life begins at 40!

In keeping with the old adage that 'life begins at 40', we certainly have no intention of slowing down! Sentosa Development Corporation will continue to stay true to its mandate of developing Sentosa as Singapore's leisure and lifestyle destination for both local and foreign guests. With this in mind, we launched a new water-themed family attraction on 14 April 2012 – Port of Lost Wonder, Singapore's first kids' club by the beach – which welcomed more than 90,000 visitors in its first year of operation. Our hotel stock was greatly enhanced by the opening of the trendy W Singapore-Sentosa Cove, as well as the elegant new Heritage Wing at the Mövenpick Heritage Hotel Sentosa. Indeed, we now offer more than 3,100 rooms across the island.

Other major additions to the island include the S.E.A Aquarium and Adventure Cove Waterpark in Resorts World Sentosa, which have proven to be hugely popular additions to our island offerings, and the opening of a collection of exciting eateries at Quayside Isle in Sentosa Cove.

It proved to be a very special year for golf on the island, as Sentosa Golf Club hosted the Barclays Singapore Open from 8 to 12 November 2012 and the HSBC Women's Champions from 28 February to 3 March 2013. The impeccable presentation of the challenging Serapong Course won plaudits from all over the world.

Sentosa's emphasis on world-class service remains a top priority, and we're happy to note that our customer satisfaction ratings were also at an all time high, with 95 per cent of survey respondents saying they were satisfied or very satisfied with the level of service on the island.

# JOINT MESSAGE BY CHAIRMAN & CEO

## An Invigorating Future

We have been busy planning new additions to Sentosa to make it even more compelling in the many years to come. Palawan Beach, home to Port of Lost Wonder, is getting a new 11,500 square metre Family Entertainment Centre. It will house KidZania, an indoor edutainment theme park, which immerses children in a role-play city of adult occupations.

On Siloso Beach, which is already home to the exhilarating MegaZip, iFly Singapore and Skyline Luge rides, adventure-seekers can look forward to the opening of the AJ Hackett Bungy Jump – Singapore's first Bungy Jump and the only double-swing bungy of its kind in the world. In addition, an intra-island cableway system is under construction, offering guests a convenient way to travel between Merlion Plaza, Imbiah Lookout and Siloso Point.

All these developments are never undertaken without giving due consideration to careful land use planning and the impact on the island's nature and heritage. It is only through the pursuit of this balanced approach to development that Sentosa has been able to build and strengthen its reputation as a progressive and attractive tourist destination. For our sustainable tourism initiatives, we were delighted to be recognised at the World Travel and Tourism Council's prestigious Tourism for Tomorrow Awards 2013 as a finalist in the Destination Stewardship category.

## Change of Captain

They say that time passes quickly when you're having fun. And that explains why the six-year tenure of our outgoing Chairman, Dr Loo Choon Yong, has gone by so quickly. Dr Loo was instrumental in guiding Sentosa through a period of tremendous transition, with the launch of both Sentosa Cove and Resorts World Sentosa. Under his guidance, visitorship to Sentosa increased by almost 300%. We would like to sincerely thank Dr Loo for his tremendous contributions, and we would also like to thank our outgoing Board members Bey Soo Khiang and Aw Kah Peng for their advice and support.

With that, let the fun continue! We encourage you to revisit Sentosa Island and enjoy a dose of tropical island life just minutes from downtown Singapore!

# VISION & MISSION



## VISION

To be the world's favourite leisure and lifestyle resort destination

## MISSION

We create the Sentosa Experience through outstanding service and best-in-class offerings



## Sentosa STAR Values

|                              |  |
|------------------------------|--|
| <b>Service</b>               | Serve from the heart & enjoy it!               |
| <b>Teamwork</b>              | Care for one another & build trust and respect |
| <b>Acting with Integrity</b> | Be professional & honest                       |
| <b>Results Oriented</b>      | Be innovative & decisive to make things happen |

Service comes from the heart at Sentosa. Sentosa's frontline staff are known as the island's service ambassadors or service hosts, and are taught to always go the extra mile with guests. Sentosa continually strives to enhance its levels of service to offer guests a memorable experience from the time they step onto the island until they leave. The Sentosa Star Values reflect that commitment we have made to our guests.



## Overview of Sentosa

**Sentosa Development Corporation (SDC)** was established on 1 September 1972 as a Statutory Board under the Ministry of Trade and Industry. Its charter since inception has been to oversee the development, management and promotion of the island as a resort destination for locals and tourists. Under the care of SDC, the island went through a makeover to become a premier getaway with multi-faceted appeal. From business conventions to beach parties, Sentosa caters to an extensive range of needs and interests.

SDC has evolved and grown over the years. It currently oversees the following business and commercial units – Sentosa Leisure Management Pte Ltd, Sentosa Golf Club, Sentosa Cove Resort Management Pte Ltd and Mount Faber Leisure Group Pte Ltd. Collectively, SDC & its subsidiaries are referred to by our stakeholders as the Sentosa Leisure Group.

SDC also manages the day-to-day operations of a cluster of nine islands south of Sentosa, including the conservation of the islands' greenery and heritage.

**Sentosa Leisure Management** handles the day-to-day operations on the island. This includes the development and operation of SDC-owned attractions as well as food and beverage outlets, marketing and sales, maintenance, safety and security, landscaping and retail. It also organises major events which have over the years, built a strong following of local and foreign guests. These include Sentosa Spooktacular, Singapore's largest Asian horror fest, Sentosa Buskers Festival which features an international lineup of performers and the Siloso Beach Party, Asia's biggest beach countdown party.

**Sentosa Golf Club** manages two award-winning 18-hole, 71-par championship golf courses on the island. It is responsible for the organisation and coordination of golf tournaments, including the HSBC Women's Champions which features some of the world's best female golf professionals, as well as the Barclays Singapore Open, Asia's richest national Open that is co-sanctioned by the Asian and European Tours.

**Sentosa Cove Resort Management** is responsible for the management of Sentosa Cove, which has evolved into an internationally prestigious residential and commercial waterfront district, including the ONE°15 Marina Club, W Hotel-Sentosa Cove and Quayside Isle, which offers a selection of specially-curated new-to-market restaurants, dining concepts from established groups, and specialty retail stores.

**Mount Faber Leisure Group** operates Singapore's sole cableway system and encompasses other related businesses such as attractions management, food and beverage, retail and inbound tour services. The iconic Singapore Cable Car is one of Singapore's top 10 landmarks.

## BOARD MEMBERS

(L to R):

**Moses Lee**  
Chairman,  
Sentosa Development Corporation  
(Dy Chairman – 1 Sep to 31 Dec  
2012; Chairman – From 1 Jan 2013)

**Dr Loo Choon Yong**  
Chairman,  
Sentosa Development Corporation  
(up to 31 Dec 2012)

**Mike Barclay**  
Chief Executive Officer,  
Sentosa Development Corporation



(L to R):

**Aw Kah Peng**  
Chief Executive,  
Singapore Tourism Board  
(up to 31 May 2012)

**Jennie Chua**  
Chairman, Sentosa Cove  
Director, Ascott Residence Trust  
Management Limited

**Christopher Fossick**  
Managing Director,  
Singapore and South East Asia,  
Jones Lang LaSalle



(L to R):

**Allen Lew**  
Chief Executive Officer  
(Group Digital Life), Singapore  
Telecommunications Limited

**Kevin Shum**  
Director (Social Programmes),  
Ministry of Finance



## BOARD MEMBERS

(L to R):

**Low Teo Ping**  
President, Sentosa Golf Club  
Global Supervisory Director,  
ATC Group B.V. (Netherlands)

**Olivier Lim**  
Chairman, Mount Faber Leisure Group  
Group Deputy CEO,  
CapitaLand Limited



(L to R):

**Lt-Gen (Ret) Bey Soo Kiang**  
Vice-Chairman,  
RGE Pte Ltd

**Chaly Mah**  
Chief Executive Officer,  
Deloitte Asia Pacific

**Ngiam Shih Chun**  
Deputy Secretary (Industry),  
Ministry of Trade and Industry  
(from 1 Sep 2012)



(L to R):

**Kwa Kim Li**  
Managing Partner,  
Lee & Lee

**Keith Yu-Jene Magnus**  
Chairman & Head of Investment  
Banking, Singapore and Malaysia,  
UBS AG

**Lionel Yeo**  
Chief Executive,  
Singapore Tourism Board  
(from 1 June 2012)





**LEADING  
THE PLAY**

## SENIOR EXECUTIVE TEAM

(L to R):

**Mike Barclay**  
Chief Executive Officer,  
Sentosa Development Corporation

**Low Tien Sio**  
Deputy Chief Executive Officer,  
Sentosa Development Corporation

**David Goh**  
Senior Divisional Director,  
Sentosa Leisure Management



(L to R):

**Chan Mun Wei**  
Divisional Director,  
Corporate Planning

**Low Wai Peng**  
Chief Financial Officer,  
Finance

**Benjamin Chia**  
Divisional Director,  
Property



(L to R):

**Lee Siyou Kim**  
Divisional Director,  
Resorts Development

**Eu Kwang Chin**  
Divisional Director,  
Information Technology

**Lim Suu Kuan**  
Divisional Director,  
Guest Experience



**LEADING  
THE PLAY**

## **SENIOR EXECUTIVE TEAM**

(L to R):

**Susan Ang**  
Divisional Director,  
Island Investment & Branding

**Peter Downie**  
General Manager,  
Sentosa Golf Club

**Cynthia Lee**  
Divisional Director,  
Human Resources and  
Administration



(L to R):

**Catherine Chew**  
General Manager,  
Sentosa Cove Resort Management

**Suzanne Ho**  
General Manager,  
Mount Faber Leisure Group

**Theresa Low**  
General Counsel,  
Legal



## COMMITTEE MEMBERS

## Human Resource Committee

| Chairman   | Members   | Secretary  |
|--|---|--|
| <p><b>Mr Moses Lee</b><br/>Chairman,<br/>Sentosa Development Corporation<br/>(From 1 Jan 2013)</p> <p><b>Dr Loo Choon Yong</b><br/>Chairman,<br/>Sentosa Development Corporation<br/>(Up to 31 Dec 2012)</p> | <p><b>Ms Jennie Chua</b><br/>Director,<br/>Ascott Residence Trust<br/>Management Limited</p> <p><b>Mr Low Teo Ping</b><br/>Global Supervisory Director,<br/>ATC Group B.V. (Netherlands)</p> <p><b>Ms Low Peck Kem</b><br/>Divisional Director,<br/>National Human Resources Division<br/>Ministry of Manpower</p> <p><b>Mr Mike Barclay</b><br/>Chief Executive Officer,<br/>Sentosa Development Corporation</p> | <p><b>Ms Cynthia Lee</b><br/>Divisional Director,<br/>Human Resource<br/>Sentosa Leisure Group</p> |

## Audit Committee

| Chairman   | Members  | Secretary   |
|--|--|---|
| <p><b>Mr Allen Lew</b><br/>CEO (Group Digital Life)<br/>Singapore Telecommunications<br/>Limited</p> | <p><b>Mr Chong Kee Hiong</b><br/>CEO,<br/>OUE Group Hotels and<br/>Resorts Division<br/>Overseas Union Enterprise Limited</p> <p><b>Lt-Gen (Ret) Bey Soo Khiang</b><br/>Vice-Chairman,<br/>RGE Pte Ltd</p> <p><b>Mr Kevin Shum</b><br/>Director (Social Programmes),<br/>Ministry of Finance</p> | <p><b>Ms Patsy Tan</b><br/>Senior Internal Auditor,<br/>Sentosa Leisure Group</p> |

## COMMITTEE MEMBERS

## Finance and IT Committee

| Chairman  | Members  | Secretary  |
|---|--|--|
| <p><b>Mr Keith Magnus</b><br/>Chairman &amp; Head of<br/>Investment Banking<br/>Singapore &amp; Malaysia<br/>UBS AG</p> | <p><b>Mr Chia Khong Shoong</b><br/>Chief Financial Officer,<br/>Fraser's Centrepoint Limited</p> <p><b>Mr Seah Chin Siong</b><br/>Deputy Chief Executive Officer,<br/>Singapore Pools (Private) Limited</p> <p><b>Mr Mike Barclay</b><br/>Chief Executive Officer,<br/>Sentosa Development Corporation</p> | <p><b>Mr Lek Yong Kwang</b><br/>Deputy Director, Finance<br/>Sentosa Leisure Group</p> |

## Development Committee

| Chairman   | Members  | Secretary  |
|--|--|--|
| <p><b>Mr Moses Lee</b><br/>Chairman,<br/>Sentosa Development Corporation<br/>(From 1 Jan 2013)</p> <p><b>Dr Loo Choon Yong</b><br/>Chairman,<br/>Sentosa Development Corporation<br/>(Up to 31 Dec 2012)</p> | <p><b>Mr Christopher Fossick</b><br/>Managing Director,<br/>Singapore &amp; South East Asia<br/>Jones Lang LaSalle</p> <p><b>Mr Chia Boon Kuah</b><br/>Executive Director,<br/>&amp; Chief Operating Officer<br/>Far East Organization</p> <p><b>Ms Kwa Kim Li</b><br/>Managing Partner,<br/>Lee &amp; Lee</p> <p><b>Ms Rita Soh</b><br/>Director,<br/>RDC Architects Pte Ltd</p> <p><b>Mr Mike Barclay</b><br/>Chief Executive Officer,<br/>Sentosa Development Corporation</p> | <p><b>Ms Tan Lee Keow</b><br/>Deputy Director,<br/>Property Division<br/>Sentosa Leisure Group</p> |



## 1972

The Sentosa Development Corporation (SDC) was formed to bring the vision for Sentosa Island to life. One of its key focuses was to develop services, facilities, and amenities on Sentosa to attract both locals and tourists.



## 1974

The \$6 million cable car transport system linking Sentosa and Mount Faber started operations with 43 cabins.



## 1979

Plans were completed for the vision for Sentosa Island. Construction of a musical fountain on a reclaimed site as well as a seafood restaurant on the *kelong* started.



## 1982

A stylish new logo for Sentosa was officially launched.



## 1983

The \$10.5 million electrical monorail system was officially opened on 1st January. This train system was designed to transport 1,000 passengers per hour on an elevated six-kilometre track.



## 1984

The Musical Fountain was enhanced with another rock wall of cascading water. In addition to the live performances held on stage, it attracted a total of 441,000 visitors throughout the year.

## 1986

The "Sentosa - Singapore's discovery island" tagline was introduced, along with the four colours of yellow, orange, green, and blue symbolising sun, fun, nature, and history.



## 1987

Sentosa's new ferry terminal was officially opened by PM Lee Hsien Loong, then the Minister for Trade and Industry and Second Minister for Defence of Singapore.



## 1994

The Festivals of Singapore opened. It was grouped under the Images of Singapore together with the Pioneers of Singapore and Surrender Chambers.



**1996**

The 37-metre tall Merlion was unveiled on 2 January, creating a majestic and awe-inspiring landmark on the Sentosa skyline.



**1997**

Sentosa Golf Club's Tanjong Course was rated the number one course in Singapore for two consecutive years by the *Asian Golf Review*.



**1999**

Pink dolphins started performing at Underwater World, thrilling audiences from around the world.



**2002**

Sentosa's new magical "Sentosa Show" replaced the musical fountain show.

# MILESTONES



## 2004

The refurbishment of Fort Siloso was completed, making it a one-stop centre for an introduction to Singapore's World War II history.



The Carlsberg Sky Tower opened, offering 360 degree views of Sentosa, Singapore's city skyline, and the southern islands.



## 2005

Sentosa Golf Club's Serapong Course hosted one of Singapore's most celebrated sporting events, the Singapore Open, with a US\$2 million prize money.



## 2006

The Palawan Beach reopened after a major \$11 million revamp, offering more recreation, food and beverage, retail and entertainment offerings, as well as improved amenities for beachgoers.



## 2007

Sentosa's \$140 million light-rail system, the Sentosa Express, replaced the Sentosa Monorail, enhancing transportation links between mainland Singapore and Sentosa.





## 2008

The Barclays Singapore Open's purse prize was raised to US\$5 million, making it the Asian Tour's richest golf tournament.



## 2009

Wave House Sentosa opened at Siloso Beach with a thumping non-stop, three-day party.

Sentosa opened a second vehicular bridge to ease incoming traffic, and converted the existing causeway bridge to a three-lane carriageway for outgoing traffic.

The MegaZip Adventure Park opened at the top of Mount Imbiah, promising sky-high excitement for locals and tourists alike.



## 2010

Singapore's first integrated resort, Resorts World Sentosa, opened together with the accompanying Universal Studios Singapore (USS) theme park.



## 2011

The Sentosa Boardwalk, a 700-metre footbridge connecting Sentosa and mainland Singapore opened. This promenade features garden themes set against lush landscapes and canopy-covered travellers.



iFly Singapore, the world's largest and Singapore's only indoor skydiving simulator, opened at Siloso Beach in May.



## 2012

The Port of Lost Wonder, Singapore's first-ever beachside children's club, opened on Palawan Beach in April, featuring an epic ship-themed waterplay area.

Sentosa celebrated its 40<sup>th</sup> Anniversary with a series of exciting activities from May to September. The island also welcomed its 150 millionth visitor in June.



Sentosa Cove got a new addition to its suite of luxury offerings when Singapore's first W Hotel, W Singapore-Sentosa Cove and W-branded private residences opened its doors in September.



## 2013

Quayside Isle opened in Sentosa Cove in March, offering a wide array of premium international dining concepts and specialty retail stores.



Sentosa Island celebrated its 40<sup>th</sup> birthday in September with much fun, fanfare, and finesse. In fact, celebrations to mark the island's Ruby year as Singapore's iconic leisure destination began as early as January 2012.



## Pre-Birthday Treats

Plans for the celebration left no one out. Fun, games and promotional activities and initiatives were lined up not just for island guests, but also for staff and island partners.

For starters, a set of limited-edition merchandise and collectibles was released every month to commemorate the 40<sup>th</sup> Anniversary. On top of that, Sentosa launched "My Sentosa Memories", a heart-warming campaign that collected more than 650 photographs of Sentosa's transformation over the years from the public. These photographs were then made into a colourful exhibition and displayed at VivoCity in September, and subsequently as a roving installation to six regional libraries in Singapore.

To spice things up, 14-year-old Nur Athirah Bte Kamal was surprised with a bundle of treats worth a total of \$10,000 in June for being Sentosa's 150 millionth visitor. All these activities culminated in a big bang on 1 September 2012.



Employees and island partners were in for a treat too. From February to August, the Sentosa Recreation Club organised a string of activities including an overnight running relay and weekly quizzes about the island for staff and island partners. They were treated to a feast at the 40<sup>th</sup> Anniversary Dinner that was held on 31 August at Sapphire Pavilion on Siloso Beach. Deputy Prime Minister Teo Chee Hean graced this dinner with his presence as Guest-of-Honour.



## Open Day Excitement

Following its 40<sup>th</sup> Anniversary Dinner celebration, Sentosa held an Open Day on 1 September, welcoming all visitors entering the island via the Sentosa Boardwalk or Sentosa Express with free island admission. On top of that, Singapore residents born in 1972, the same birth year as Sentosa, got to enjoy complimentary island admission during the months of August and September.

Plans for the celebration left no one out. Fun, games and promotional activities and initiatives were lined up not just for island guests, but also for staff and island partners.

## The Coolest Playground Ever

Next to the Port of Lost Wonder at Palawan Beach, young guests were treated to the first-ever ice slide by the beach in Asia. The 'Ice Playground by the Beach' featured two ice slides that measured five and eight metres long respectively; an ice train sculpture; and a drink dispenser sculpted like an ice luge to provide guests with cold drinks to beat the sweltering heat.

## Sand-sational Story-Telling

Five intricately made sand sculptures told the story of Sentosa's transformation from an idyllic fishing village to the bustling island resort destination it is today at 'Sandy Treasures'. Located at Beach Plaza, the main sculpture measured a monumental 18 metres long and 2.5 metres high. Guests walked down memory lane with each of the sculptures depicting a different story. The sculptures were crafted by both local and international sand sculptors.

## Busk for the Bash

Held alongside the birthday activities, the annual Sentosa Buskers Festival enlivened the atmosphere with entertaining acts by 16 international buskers from 10 countries. From classic juggling acts to a strong woman crushing apples with her biceps, the performers entertained the crowd with some of the wackiest acts. This year, the festival even extended all the way to Mount Faber, allowing more people to soak in the celebratory mood.





## **Flea and Easy**

The celebrations came with plenty of heart at Sentosa's first-ever flea market on the boardwalk. Featuring more than 100 stalls, Flea for Good lived up to its name with booth rental proceeds donated to its adopted charity, Hospice Care Association. Sentosa also extended rental rebates to social entrepreneurs and vendors who sold eco-friendly products at the flea market.

## **Birthday Balloon-anza with the Merlion**

The Merlion Plaza was transformed into a colourful carnival à la Mardi Gras. Stilt walkers in costumes made out of balloons jazzed up the joyous mood amid up-tempo beats from a samba drum crew.

At sundown, the 37-metre-tall Merlion Tower was turned into a huge, colourful digital canvas with 3-D video images projected onto its façade. The vibrant finale for the ruby anniversary celebration ended on a high when spectacular fireworks burst through the skies above Singapore's beloved island resort destination.

## NEW ATTRACTIONS & ACCOMMODATIONS



### Port of Lost Wonder: A First for Young Families

Kids rule at Singapore's first-ever beachside children's club – Port of Lost Wonder. Located on the island's famed Palawan Beach stretch, the \$13 million attraction was launched in April 2012.

Port of Lost Wonder is a 6,177 square-metre playground anchored by an epic ship-themed waterplay area where kids can splash around freely while under adult supervision. The attraction also features an outdoor activity zone, Curiosity Island, and a faux-turf, Hatch Patch, that is fast becoming a favourite among tumble-prone new walkers. The Port Belly restaurant, on the premises, is a great setting for casual family-friendly dining. Palawan Beach is set for more transformation, with new family-centric attractions catering for both indoor and outdoor play underway.



### Life's a Beach at Mambo Beach Club

Making waves as Sentosa's latest beachfront destination is Mambo Beach Club. Inspired by the classic 1950s beach bars in Miami, Cuba and the Caribbean, the new beachfront club offers a tropical getaway from city bustle with its relaxed upscale experience. Mambo recreates the casual chic vibes of tropical beach bars with its décor of expansive wooden decks, a plunge pool, and cushioned lounge chairs.

Beachgoers can sip a cocktail by the poolside and enjoy bar snacks from a Cuban-inspired menu while basking in the sun. On weekends, Mambo brings out the grills for a delectable barbecue brunch. When night falls, the beach bar transforms into a lounge for beachgoers to groove to the upbeat tunes from live entertainment acts and DJ spins.

## NEW ATTRACTIONS & ACCOMMODATIONS



### Fire Away at Combat Skirmish LIVE

Those looking to channel their inner Rambo will have the time of their lives at Combat Skirmish LIVE. Originally from Australia, Combat Skirmish is an exciting and innovative laser-simulation combat game, akin to a computer game coming to life. Armed with personal weapons, the mission is to take your opponents down as a team.

Opened in March 2012, Combat Skirmish LIVE offers six exciting activities at its Fort Siloso location – Tunnel Battle, Indoor Maze, Laser Clay Shooting, Mad Rush, Combat Skirmish Teambuilding, and Laser Clay Teambuilding. Just about anyone of any age can play Combat Skirmish – the game is safe and uses guns which are powered by a harmless infrared light.



### Mövenpick's New Heritage Wing: A Touch of Class with History

Mövenpick Hotels & Resorts literally rewrote history when a 1940s colonial building was restored and reopened as a new all-suite wing of the Mövenpick Heritage Hotel Sentosa. Launched in January 2013, this three-storey Heritage Wing adds an English imperial touch to the hotel.

Once used as a barrack base to house British artillerymen during World War II, the Heritage Wing underwent five months of meticulous restoration by Singapore's DP Architects to provide contemporary comfort with a touch of history. Drawing design inspiration from Singapore's unique culture, the wing's atmospheric original features such as colonial doors, window frames, high ceilings, wide corridors, and other architectural details were fully restored to their former glory. The wing now features 62 suites, Tablescape, an all-day restaurant, and World of Whiskeys, a 250-brand whiskey lounge, offering a refined experience for discerning guests.

## NEW ATTRACTIONS & ACCOMMODATIONS



### Take Flight in Angry Birds™ Cable Car Ride

Another 'feather' in the cap! Singapore Cable Car transformed the best gateway to Sentosa into an adventure when it brought the widely popular mobile game Angry Birds™ to its guests in June 2012. This "Angry Birds Adventure Atop Mount Faber" campaign is the first-ever collaboration between Singapore Cable Car and the game franchise creator, Rovio Entertainment. For eight months from June 2012 to February 2013, guests of Singapore Cable Car and Mount Faber were treated to a full-sensorial Angry Birds™ experience.

Guests nestled themselves comfortably into one of the 30 Angry Birds™ cable car cabins that came with a large plush toy ride companion, Angry Birds™ jingle and animation, and in-cabin decorations. All guests also received a complimentary Angry Birds™ face mask and a mocktail drink in a collectable cup. Beyond the cabins, they were treated to life-sized interactive game booths and exclusive Angry Birds™ cable car merchandise. They also participated in creative workshops, and ate exclusive Angry Birds™ meals at the Mount Faber hilltop.



### Additions to Sentosa Cove's premium suite of offerings

Sentosa Cove's luxurious waterfront residential precinct is fast establishing itself as an iconic cosmopolitan community in the region. Nestled against a backdrop of lush tropical landscaping, boundless ocean views and a natural deep-water marina featuring over 250 berths, the premium estate saw luxury condominium, Seven Palms, obtaining temporary occupation permit (TOP) in the first quarter of 2013. With the expected completion of 2,160 residential units by 2014, Sentosa Cove will be home to more than 6,500 residents. During the year, Sentosa Cove also welcomed two new additions to its premium lifestyle offerings – W Singapore-Sentosa Cove, Singapore's only marina hotel, and Quayside Isle, which features a collection of specialty restaurants and bars, casual gourmet cafés and retail shops overlooking the marina.



GROWING  
FUN

## NEW ATTRACTIONS & ACCOMMODATIONS



### W Singapore-Sentosa Cove Adds to Sentosa's Line of Luxe Hotels

Sentosa further affirmed its reputation as a lifestyle mecca when Singapore's first W Hotel, W Singapore-Sentosa Cove and W-branded private residences opened its doors on the island in September 2012. Nestled within the marina lifestyle haven of Sentosa Cove, the luxurious W Singapore-Sentosa Cove offers a lifestyle experience featuring 240 sea-and-marina-facing guest rooms, a state-of-the-art fitness centre, AWAY® Spa, WET® pool, and more than 1,500 square metres of meeting and event space, along with the trendy W Lounge and WOOBAR.

The hotel's two signature restaurants seek to delight the palates of epicures. SKIRT, the exuberant modern grill restaurant, serves the best cuts of meat grilled with flair at an open parilla, while The Kitchen Table specialises in international favourites.

## NEW ATTRACTIONS & ACCOMMODATIONS



### A New Lifestyle Berth at Quayside Isle

Quayside Isle upped the ante in Sentosa Cove when City Developments Limited unveiled the premium integrated F&B and retail destination in March 2013. Spanning over 40,000 square feet, Quayside Isle offers a wide array of international dining concepts and specialty retail stores to residents and guests.

Modelled after some of the world's most well-known marina locations such as Capri in Italy, Nice and Saint Tropez in France, Boston Back Bay in the USA, and Cockle Bay Wharf in Australia, Quayside Isle puts luxury and comfort at the heart of Sentosa Cove. Matched with a wooden boardwalk, the row of restaurants at Quayside Isle overlooks the stunning deep-water marina lined with yachts. This new hotspot for lifestyle dining looks set to be a choice destination for the well-heeled.



### Latest Offerings at Resorts World Sentosa

Resorts World Sentosa (RWS), Singapore's first integrated resort first opened its doors in January 2010. The 49-hectare destination resort is home to Southeast Asia's first and only Universal Studios theme park, Marine Life Park™, the Maritime Experiential Museum™, a casino, luxurious accommodation in six unique hotels, the Resorts World Convention Centre™, celebrity chef restaurants, a world-class spa, as well as specialty retail outlets.

In the past year, RWS continued to wow visitors with new world-class attractions and a string of strong offerings.

## NEW ATTRACTIONS & ACCOMMODATIONS



### Marine Life Park™: Home Of The World's Largest Aquarium

The highly anticipated Marine Life Park, the world's largest oceanarium, officially opened on 22 November 2012 with two attractions – S.E.A. Aquarium™ and Adventure Cove Waterpark.

Home to over 100,000 marine animals across more than 800 species, the world's largest aquarium, S.E.A. Aquarium, also boasts the world's largest viewing panel at 36 metres wide by 8.3 metres tall, giving visitors a sense of being on the ocean floor among the underwater creatures.

Thrill-seekers can look forward to having a whale of a time at the Adventure Cove Waterpark, which features six water slides, including the region's first hydro-magnetic coaster – Riptide Rocket. The waterpark is also the only of its kind in the region that gives guests the opportunity to snorkel among thousands of fish, feed stingrays and interact with sharks and dolphins.



### Universal Studios Singapore® Opens Sesame!

The world's first fully immersive Sesame Street® indoor-themed ride debuted to the delight of kids and their families at Universal Studios Singapore on 1 March 2013. The ride named 'Sesame Street Spaghetti Space Chase' features a zany science-fiction plot, complete with colourful surroundings, music, and special effects, sending guests on an adventure with 12 favourite characters from Sesame Street.

## NEW ATTRACTIONS & ACCOMMODATIONS



### Ocean Restaurant by Cat Cora

RWS welcomed another renowned name to its stellar line-up of celebrity chef-backed restaurants with the opening of Ocean Restaurant by Cat Cora, at the S.E.A. Aquarium in January 2013. Cat Cora is the first and only female Iron Chef from the Iron Chef America series. The restaurant, her first in Asia, showcases many of her signature dishes that have Mediterranean-Californian influences infused with an Asian flair. Guests at the 63-seater restaurant will get a truly memorable dining experience by indulging in gastronomic delights while enjoying a full view of the aquarium's marine life. The opening of Ocean Restaurant by Cat Cora has certainly added to the variety and vibrancy of the dining options at RWS, which currently include restaurants by celebrity chefs such as Joël Robuchon, Scott Webster and Sam Leong, to name a few.



### ESPA: Singapore's Largest Luxury Spa

RWS added another world-class product to its offerings when it unveiled ESPA, Singapore's largest luxury spa, in July 2012. Set amidst the lush greenery of the tranquil western tip of the resort, the ESPA at Resorts World Sentosa (ESPA at RWS) is an oasis for those wanting to take time out from the city hustle to relax, recharge, and rejuvenate.

Founded in 1993 by renowned spa guru Susan Harmsworth MBE, the ESPA brand is synonymous with luxury. It is the proud partner of luxury hotel groups such as Ritz-Carlton, Peninsula, One&Only and Leela Palaces, and has a presence in 55 countries.

ESPA at RWS is the brand's flagship spa in Asia with 24 treatment rooms and a repertoire of customised signature body and facial treatments. Guests can revitalise themselves with the help of the best technology and therapists, including the first-in-Singapore authentic Turkish Hammam, onsen-style pools, and other state-of-the-art spa facilities. Singapore's largest luxury spa is spread across an expansive 10,000 square metres of manicured landscaped gardens, pools, and ponds set against a backdrop of picturesque sea views and lush greenery. Expect a top-to-toe experience at the Nail Studio, a fully-equipped gym, a studio for yoga, pilates and meditation, and The Tangerine Spa Café.



## Buskers Back with New Bag of Tricks

Back for the third consecutive year, the Sentosa Buskers Festival was a mesmerising ensemble of international comedy, circus, and juggling acts. The week-long affair that was held from 1 to 8 September 2012 featured over 200 live shows that once again did not fail to amaze visitors. A total of 14 acts from 10 countries jazzed up the festival with intriguing performances ranging from circus comedy to trick cycling, juggling, and many more.

As with the previous year, all funds raised during the festival were contributed to the Community Chest of Singapore and the Association for Children with Special Needs (APSN), with proceeds channelled towards education, therapy, and counselling for underprivileged children.



## Spooky Fun Galore

Everyone loves a good scare! Thrill-seekers and brave souls flocked to Sentosa for a hair-raising time at Sentosa Spooktacular 2012 in October. For the first time in history, Sentosa upped the spook factor by holding the annual marquee Halloween event at Fort Siloso.

This year's frightfest also included five new Horror Trails – Ouija Board, Camp Berhantu, Deadly Doll Studio, The Land of the Lost Souls, and The Last Sequel, and four new iconic ghouls of Asian folklore – the Pontianak, the Chinese Ghost Bride, the Dead Soldier, and the Chinese Vampire. Coupled with 200 other zombies and spirits, the 'frightfully' successful event was Singapore's largest Asian horror fest.



## SIGNIFICANT EVENTS



### Spring Comes Alive at Sentosa Flowers 2013

Sentosa's flower extravaganza returned for the eighth time in February to transform the island into a colourful wonderland. Themed "Joys of Spring", the Sentosa Flowers Festival featured intricate flowerbeds and larger-than-life floral displays for the first time at Palawan Beach, adorning 4.5 hectares of golden beach with bursts of colours.

In celebration of the Lunar New Year of the Golden Snake, the nine-day festival featured a snake sand sculpture which was recognised by the Singapore Book of Records as the longest sand sculpture. The world-renowned sand sculptor, JOOheng Tan, also clinched the "Largest Pumpkin Carving" record with his gigantic masterpiece measuring 0.65m in diameter and 2m in circumference. This year's show attracted about 80,000 visitors who also came to see the giant floral carpet, made up of over 30,000 flowers, and to bask in the island's festive mood.



### Big Names Tee Off at Barclays Singapore Open

Sentosa Golf Club played host to some of the biggest names in the golfing world for the US\$6 million Barclays Singapore Open in November 2011. It was the eighth consecutive year the tournament, which was the first to establish itself as "Asia's Major", was hosted by Sentosa Golf Club.

The presence of some of the world's best golfers at this event was testament to the tournament's status as one of the world's premier golfing events. Then-world number one, Rory McIlroy of Northern Ireland, Australia's Adam Scott, and American powerhouse Phil Mickelson were among those who vied for the title at the tournament at Sentosa's Serapong course. Eventually, it was the 19-year-old Italian Matteo Manassero who beat world number 10 Louis Oosthuizen to clinch the title, emerging as the youngest winner in the illustrious history of the Barclays Singapore Open.

## SIGNIFICANT EVENTS

### HSBC Women's Champions Swings to Sentosa

For the first time, the prestigious HSBC Women's Champions was held at Sentosa Golf Club, reinforcing Sentosa's growing appeal as an internationally renowned destination to host world-class events.

Over the years, the US\$1.5 million tournament has attracted top Ladies Professional Golf Association (LPGA) elites from all over the world. This year was no exception as the event saw some of the best in women's golf, such as American Paula Creamer, South Korean Na Yeon Choi, and Taiwanese Yani Tseng, tee off on Serapong course, one of Asia's top five golf courses. The championship title was claimed by 28-year-old American Stacy Lewis amidst keen competition.

The invitation-only tournament is the only LPGA-sanctioned event to be held in Singapore. It will continue to be a mainstay at Sentosa Golf Club through to 2015.



### Asia's Biggest Beach Countdown Party

Back for the fifth year, the annual Siloso Beach Party lived up to its reputation as Asia's biggest beach countdown party with 19,000 revellers from all over the world. An impressive line-up of 28 local and international DJs served up adrenaline-pumping beats across five distinct party zones – Main Arena, Azzura Beach Club, Coastes, Mambo, and Wave House Sentosa – for party-goers to dance the night away.

The highlight of the massive party was the foam pool – the largest ever featured at the annual party – at 61 metres long and 16 metres wide. With special performances and street acts throughout the 1.2 km beach, the crowd welcomed 2013 with a blast.



### The Prestigious Singapore Yacht Show

Sentosa Cove continued to play host to the Singapore Yacht Show, which is being positioned as Asia's premier luxury yacht show. This high-end lifestyle event that brings together industry heavyweights and yachting aficionados was held at the ONE°15 Marina Club. The three-day event took place from 27 to 29 April and featured more than 25 of the world's most distinctive power and sailing luxury yachts.

### Traditional Hawaiian BBQ on the Beach

As part of Singapore Food Festival 2012, Sentosa held a barbeque extravaganza on Siloso Beach between 13 and 22 July 2012, offering guests a chance to experience this traditional method of barbeque that is usually only found in Polynesia. A tantalising spread of seafood, including clams, mussels, prawns, squid, fish and crab were grilled to luscious perfection and were accompanied by eight unique homemade barbeque sauces. In addition, delicious meat dishes were on the menu, including Texas-style beef ribs and beer-marinated pork sausages.

### Standard Chartered Marathon

The Standard Chartered Marathon is Singapore's largest running event, which drew over 53,000 participants, including 4,500 overseas runners. The marathon was awarded the Gold Label by the International Association of Athletics Federations (IAAF), placing it among the company of the world's elite races such as the Boston Marathon, and the London Marathon. Held on 2 December, the route brought runners through Sentosa Island and RWS' Universal Studios.

### Flying fun at the Red Bull Flugtag

Siloso Beach saw a total of 38 teams compete in the wacky Red Bull Flugtag competition, where they attempted to fly their manmade human-powered aircrafts off a six metre ramp into the lagoon. A 35,000-strong crowd filled Siloso with cheers as the teams showed off their creativity in the first Red Bull Flugtag in Singapore and Southeast Asia.

### Dancing the Night Away at ZoukOut

Each year, partygoers throng the Siloso Beach for ZoukOut, which features a power-packed lineup of DJs spinning a wide range of music genres, from electro, trance, house, techno, mambo, hip hop to pop. Over two nights on 7 and 8 December 2012, party lovers could choose between two party zones – the Moon Stage and the Star Stage – which featured music that kept the party pumping till the wee hours of the morning.



## SIGNIFICANT EVENTS



### **Inaugural iFly Singapore Skydiving Championships**

iFly Singapore marked an important milestone on 15 December 2012, with the launch of the iFly Singapore Indoor World Skydiving Championships. The first of its kind in Asia-Pacific, the competition drew 400 of the best talents from around the globe who competed in several amateur and professional categories in the world's largest wind tunnel facility.



### **Breitling Aerobatics Display**

The world-famous Breitling Jet Team soared over Sentosa with a spectacular showcase of complicated aerobatic stunts at breathtaking speeds. The team, based in Dijon, France, was on its first Southeast Asian tour, which took them to iconic and scenic locations in Malaysia, Indonesia, Singapore, Thailand and the Philippines. The seven jets took to the skies over Siloso Beach on 9 March 2013 as thousands gathered to witness the stunning aerial show.

# REACHING OUT VIA SOCIAL MEDIA



After a successful initial foray into the social media arena last year, Sentosa continues to strengthen its online presence and engage the online community across various social media platforms. To date, Sentosa has gathered more than 45,000 Facebook fans and 4,300 Twitter followers. In the past year, social media has become a regular feature in Sentosa's efforts to keep the public updated on the island's latest happenings.



The big news about Sentosa's 40<sup>th</sup> Anniversary celebration was shared through Facebook, Twitter, YouTube, and Instagram, building up the buzz for the major milestone. A special campaign – 10 Fab Free Things – was launched on Twitter to reward Sentosa's followers with giveaways like limited edition 40<sup>th</sup> Anniversary Islander cards and tickets to various attractions such as 4D Magix, Desperados, Cineblast, Songs of the Sea, Singapore Cable Car, Merlion, Wave House, and iFly Singapore.

Through YouTube, the exhilarating moments captured during the exciting search for Sentosa's 150<sup>th</sup> million visitor as well as Sentosa's big 40<sup>th</sup> birthday bash on 1 September were relived. Celebrities joined in the fun too, with their well wishes for the island captured in a specially created video clip shown on the multimedia-sharing website.



In September 2012, Sentosa also launched a Facebook page called "Ghosts Were People Too", a witty publicity effort as part of the marketing campaign for Sentosa's signature Halloween event, Spooktacular. Fans of the Facebook campaign could see "ghosts" roaming the streets of Orchard Road looking for jobs and appearing in a flash mob, as part of the sneak preview for the Spooktacular.



Sentosa is home to some of the best surviving and most diverse natural coastal rainforests in all of Singapore. The island also safeguards a significant slice of the nation's history in the form of conserved buildings and military installations built at a time when the island served as a coastal defence base under the British rule.



Sentosa's lush tropical greenery and rich cultural heritage provide a unique value proposition that attracts millions of visitors to the island each year. To ensure that Sentosa continues to balance the needs of the environment and its tourism potential in a socially responsible manner, the Sentosa Green Plan was launched in 2010, stipulating that at least 60 percent of the island remains as green and open spaces. Since then, the Green Plan has progressively evolved into a broader sustainability strategy to ensure the island's long-term well-being.



To date, Sentosa has 30 heritage trees that hold botanical and historical significance, as well as 16 buildings with conservation status located across the island. Fort Siloso, the heritage battery fortress, is surrounded by coastal forest and cliffs, while Imbiah and Serapong Hill are home to many rare and endangered species.



Moving forward, the biodiversity of the forests and the sea will continue to be monitored with the help of nature experts, while regular use of satellite imaging monitors the extent of vegetation cover on the island.

Apart from preserving its rich ecology and built heritage, Sentosa is committed to sustaining the environment through various innovative and collaborative approaches.

To minimise the island's carbon footprint, Sentosa has implemented ongoing electricity and water consumption initiatives that includes the migration to energy-efficient lightings, motion-sensing devices and water-saving taps. In an effort to reduce motor vehicle emissions, Sentosa encourages carpooling by charging a flat admission fee for all vehicles entering the island, regardless of the number of passengers in the vehicle. Admission charges to the island via the Sentosa Express monorail and the pedestrian Sentosa Boardwalk are priced affordably to encourage visitors to enter Sentosa in an environment-friendly manner.

In September 2012, Sentosa purchased its first fully-electric zero-emission van for staff to commute within the island for daily maintenance work. There are plans to introduce more environmentally friendly vehicles on the island.

CHEERING  
ON

# SUSTAINABLE TOURISM



## A World-leading Sustainable Tourism Destination

The island's consistent efforts to stay green have not gone unnoticed. In April 2013, Sentosa was acknowledged as one of the world's leading sustainable tourism destinations. The island resort was selected as a finalist for the prestigious Tourism for Tomorrow Awards 2013 under the 'Destination Stewardship' category, alongside the country of Bhutan and the Peaks of the Balkans. The Tourism for Tomorrow Awards are given by the World Travel and Tourism Council (WTTC) for sustainable tourism efforts.

In addition to recognising the island's ability to best demonstrate the protection of its nature and cultural heritage with environmental and economic benefits, the WTTC has acknowledged Sentosa's engagement of its multiple stakeholders in its sustainable tourism programmes.

Public outreach is a key component of the sustainability drive. Sentosa has collaborated with students from the Wee Kim Wee School of Communication and Information of the Nanyang Technological University in a joint recycling campaign called 'Project Bin&Go'. Between November 2012 and March 2013, the campaign, complete with roving green ambassadors, created interest and awareness among the island's guests and staff on proper recycling etiquette through games and other activities.

The island has opened its Sentosa Nature Discovery Centre to school groups, encouraging teachers to bring their students to learn about nature and conservation with our in-house guides. The forest restoration programme involves schools and corporate companies who are keen to do their part as good corporate citizens by helping out in activities like tree-planting.

Internally, the organisation has been inculcating a strong culture for environmental stewardship amongst its staff. Talks on sustainability topics are regularly held for employees. There is also an ongoing office recycling programme that collects items in good condition from employees on a quarterly basis to donate to a charity thrift shop.

On the training front, staff members are sent on courses offered by the World Wildlife Fund, the Building and Construction Authority of Singapore, and other environment-related training providers. Sentosa organises an annual Clean and Green workshop for the hotels and other Island Partners to bring across the importance of keeping the island green.



Sentosa is committed to giving back to society. The island continues its initiatives to inculcate a sense of shared responsibility among its staff by launching a series of activities for charity during the year.



After a successful launch in 2011, Sentosa lit up the lives of the underprivileged again by bringing back the Sentosa Gives campaign for the second year running. The campaign, held from 1 to 9 September 2012, reached out to some 1,522 children and caregivers, 150 elderly folks and 62 youths.

Smiles were aplenty at the Sentosa Parade, the opening fun walk that was organised as part of Sentosa Gives. Music and entertainment greeted the 360 children from various Voluntary Welfare Organisations (VWOs) and 150 senior citizens from neighbourhood estates. Throughout the week, children from the VWOs were hosted by staff volunteers and treated to an exciting day out to Sentosa's attractions.

For the first time, Sentosa Gives introduced 'Youth-in-Action', a programme that provided more than 60 youths an opportunity to be attached to Sentosa staff in various functional roles. The programme was well-received by the students. The Sentosa Buskers Charity Dinner was the closing event for Sentosa Gives 2012, raising more than \$200,000 for the Community Chest.

Sentosa continued its partnership with the Association for Persons with Special Needs (APSN) Tanglin School for another two years. As Sentosa's partner charity since 2010, the school has been using the island as an experiential learning location for its students with special needs. In addition to internship opportunities, career talks, and recreational outings at Sentosa, students were given hands-on practice for entrepreneurship and business skills through participation in the Sentosa Kidz Flea.



## AWARDS & ACCOLADES



Over the years, Sentosa's mantelpiece of international and local awards has been a testament to the hard work and dedication of its staff in creating a memorable experience for guests. This year, the island maintained its reputation with a series of new awards and accolades that further cemented its status as a progressive and outstanding resort destination and corporate organisation.

### International Awards



The island continued to create an impression on the international platform at the 57<sup>th</sup> Annual International Festivals and Events Association (IFEA) Convention and Expo in 2012. Sentosa made it to the IFEA hall of fame with eight prestigious awards for its outstanding events, programmes, and promotions. The awards recognise outstanding accomplishments by organisers of festivals and events around the world.



### Service Excellence

Sentosa made a showing more impressive than the previous years at the Excellent Service Awards (EXSA) Awards 2012. This national award that recognises individuals who have delivered outstanding services accorded a total of 40 Star, 53 Gold, and 94 Silver awards to Sentosa's employees. In fact, out of a total of 552 nominees in the Attractions category, Sentosa had 187 winners!



### Exemplary Employer

Sentosa is an organisation that believes in providing a stimulating work environment for its staff. Thus, it came as no surprise that the island bagged a number of awards in the past year for its efforts to become a better employer. Sentosa received the Bronze Award at Singapore HEALTH Award 2012, an award presented to organisations with Workplace Health Promotion programmes to improve employee health and well-being. Sentosa was also conferred the Work-Life Achiever Award in 2012, an honour that recognises organisations that have taken commendable steps towards achieving work-life harmony within their organisation. At the May Day Awards 2012, the National Trade Union Congress (NTUC) presented a Plaque of Commendation to Sentosa for promoting good industrial relations, workers' welfare, re-employment of older workers, training and skills upgrading.



## Progressive Workplace

At the Singapore HR Awards 2012, the Singapore Human Resources Institute recognised Sentosa for its outstanding HR practices. The Group received awards for Leading HR Practices, specifically in the areas of Strategic HR; HR Communications and Branding; Quality Work-Life, Physical, and Mental Well-Being; and Corporate Social Responsibility Award. Sentosa also bagged the Corporate HR award, an honour conferred upon organisations that have demonstrated effective HR practices. All in all, Sentosa went home with a total of five awards.

## Community Involvement

At the annual Community Chest Awards 2012, Sentosa was conferred the Special Events Platinum Award for its fund-raising efforts to Community Chest.



The Island's support for safety, security, and national defence did not go unnoticed either. During the Total Defence Award 2012, the Ministry of Defence conferred Sentosa with the Distinguished Defence Partner Award. This title is presented to employers and civil resource owners who have consistently demonstrated outstanding support towards national defence. Separately, the Ministry of Home Affairs presented Sentosa with the National Community Safety and Security Programme (CSSP) Award. This award recognises outstanding CSSP projects and volunteers that have made an impact within their community on a nation-wide basis. Sentosa also received the award for its "Emergency Preparedness @ Sentosa" project.



# GUEST ARRIVALS



## Total Island Guest Arrivals: 20.5 Million

20.5 million guests graced the island between April 2012 and March 2013, an 8 per cent increase from the last fiscal year. This can be attributed to the opening of new attractions, a wider variety of F&B options, new accommodations, targeted marketing and communications efforts as well as active social media engagement. India, Malaysia and Australia continued to be the top three international growth markets.

### Gated Attractions Visitorship:

**7,158,735**

#### List of gated attractions:

- Butterfly Park & Insect Kingdom
- Combat Skirmish Live
- Fort Siloso
- Gogreen Cycle & Island Explorer
- Gogreen Segway® Eco Adventure
- iFly Singapore
- Images of Singapore
- MegaZip Adventure Park
- Port of Lost Wonder
- Sentosa 4D AdventureLand
- Skyline Luge Sentosa
- Singapore Cable Car
- Songs of the Sea
- The Merlion
- Tiger Sky Tower
- Underwater World Singapore & Dolphin Lagoon
- Wave House Sentosa

### Ungated Attractions Visitorship:

**5,604,400**

#### List of gated attractions:

- Sentosa Nature Discovery
- Animal & Bird Encounters
- Beaches