



Melco's internally designed Morpheus-branded service program awarded by prestigious global accolade "ATD Excellence in Practice Awards 2022"

Sep 6, 2022

MACAU, Sept. 06, 2022 (GLOBE NEWSWIRE) -- Melco Resorts & Entertainment's in-house training program has been awarded by the prestigious and globally renowned talent development organization *Association for Talent Development (ATD)*. Melco's training program '*Morpheus Moments – Whatever It Takes, Whenever, However*' has been granted the top *2022 Excellence in Practice Award* by ATD in the *Customer Service Training* category.

Morpheus at City of Dreams has been honored with numerous awards including being hailed as one of the *World's Greatest Places* by *TIME Magazine* and receiving the prestigious architecture and design accolade *Prix Versailles*. The '*Morpheus Moments – Whatever It Takes, Whenever, However*' program has been custom designed in-house to align with the excellence and service promise of the Morpheus brand. Melco service training programs are custom designed to align with the property consumer brand as the Company's brand promise is delivered through its people. Melco continues its leadership among Macau and Asia's integrated resort operators with 97 Stars achieved in *2022 Forbes Travel Guide*, with its complete property portfolio attaining the top tier Forbes Five-Star recognition.

Ms. Akiko Takahashi, Executive Vice President and Chief of Staff to Chairman & CEO of Melco Resorts & Entertainment, said, "We are proud to receive this prestigious award from *ATD*. The achievement is a testament to the culture of excellence created by our Chairman and CEO, Mr. Lawrence Ho. It is an honor to be recognized for our internally-developed, tailor-made and branded service program '*Morpheus Moments – Whatever It Takes, Whenever, However*'. It takes the effort of the entire team to achieve such results, and we thank our business unit leaders, human resources and supporting units for their unbridled commitment to excellence. Special thanks go to our Learning team and Ms. Joyce Wong, Director of Property Training, Learning Academy, for their tireless dedication in implementing the program to successful fruition, and to Mr. David Sisk, Chief Operating Officer of Macau Resorts, for his leadership."

Organized by the world's largest talent development association, the *ATD Excellence in Practice Awards* recognize exceptional practices in workplace learning and development, including the provision of clear and measurable results for achieving corporate goals, outstanding design values and alignment with other talent development strategies. This year's *ATD Excellence in Practice Awards* winners were selected from more than 140 entries in 13 categories.

About Melco Resorts & Entertainment Limited

The Company, with its American depository shares listed on the NASDAQ Global Select Market (NASDAQ: MLCO), is a developer, owner and operator of integrated resort facilities in Asia and Europe. The Company currently operates Altira Macau (www.altiramacau.com), an integrated resort located at Taipa, Macau and City of Dreams (www.cityofdreamsmacau.com), an integrated resort located in Cotai, Macau. Its business also includes the Mocha Clubs (www.mochaclubs.com), which comprise the largest non-casino based operations of electronic gaming machines in Macau. The Company also majority owns and operates Studio City (www.studiocity-macau.com), a cinematically-themed integrated resort in Cotai, Macau. In the Philippines, a Philippine subsidiary of the Company currently operates and manages City of Dreams Manila (www.cityofdreamsmanila.com), an integrated resort in the Entertainment City complex in Manila. In Europe, the Company is currently developing City of Dreams Mediterranean (www.cityofdreamsmed.com.cy) in the Republic of Cyprus, which is expected to be the largest and premier integrated destination resort in Europe. The Company is currently operating a temporary casino, the first authorized casino in the Republic of Cyprus, and is licensed to operate four satellite casinos ("Cyprus Casinos"). Upon the opening of City of Dreams Mediterranean, the Company will continue to operate the satellite casinos while operation of the temporary casino will cease. For more information about the Company, please visit www.melco-resorts.com.

The Company is strongly supported by its single largest shareholder, Melco International Development Limited, a company listed on the Main Board of The Stock Exchange of Hong Kong Limited and is substantially owned and led by Mr. Lawrence Ho, who is the Chairman, Executive Director and Chief Executive Officer of the Company.

For media enquiries, please contact:

Chimmy Leung
Executive Director, Corporate Communications
Tel: +852 3151 3765
Email: chimmyleung@melco-resorts.com