



GEG is First Gaming Operator to Hold Employee Training on Service for Customers with Intellectual Disabilities

April 27, 2018 – Galaxy Entertainment Group (“GEG”) is committed to nurturing its team members by continuously supporting the development of their professional qualities. To cater to the professional development of team members at all levels, GEG invests great resources in talent cultivation and development, providing diversified on-the-job training. GEG recently worked with the Association of Parents of the People with Intellectual Disabilities of Macau (AFEDMM) to organize a training program related to serving customers with intellectual disabilities. GEG is the first gaming operator to work with the AFEDMM to host this kind of training. The goal of the program was to deepen team members’ knowledge of and communication with people with intellectual disabilities, as well as to improve team members’ skills in handling relevant situations. Thirty employees from the security departments of StarWorld Hotel and Galaxy Macau™ participated.

In order to improve professional services for all customers, GEG invited AFEDMM tutors Chung Po Yee to provide training that included basic knowledge of the United Nations Convention on the Rights of Persons with Disabilities, recognizing relevant persons and assisting persons who have become separated from their caregivers. After the training session, team members interacted with a group of AFEDMM members with the aim of deepening team members’ knowledge of intellectual disabilities through real-world experience. The AFEDMM members presented a series of popular songs, ending the training on an upbeat note.

Operations Manager of Security Mr. Ronny Kong said, “Through this training, we have the opportunity to meet people with intellectual disabilities and learn how to identify and help them. GEG often provides diversified professional training for employees to improve ourselves. The skills we learn are useful for us to apply to daily work, especially in giving people in need the appropriate support.” GEG places emphasis on supporting their career development. Since 2004, over 1,000 training programs have been rolled out, enrolling over 530,000 participants to improve their professionalism.

Throughout the years, GEG has worked closely with AFEDMM in organizing various interactive activities such as visits and inclusive workshops. In addition, the Group also donates to the association regularly in support of its charitable work and service enhancement. In the aftermath of “8.23 Typhoon”, the GEG Foundation offered funding to support AFEDMM’s post-disaster relief efforts, including emergency assistance to affected families living in Macau and Zhuhai, China and financial assistance on the



renovation of damaged facilities at Hil Kong Centre, Hong Kong Hin and Seng Kong Se. Moving forward, GEG will continue to uphold the philosophy of “what is taken from the community is to be used for the good of the community”, increase its cooperation with local social welfare institutions and charitable groups and extend its helping hand to all sectors of the community.

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Photo captions:



P001: Group photo of AFEDMM members and GEG team members.



P002: Representative of AFEDMM presents souvenir to Vice-president of security Daniel Lye.



P003: GEG invited AFEDMM tutor Chung Po Yee to give a lecture on people with special need.