

CREATE A BETTER TOMORROW TODAY

SUSTAINABILITY REPORT 2022



MGM CHINA HOLDINGS LIMITED
美高梅中國控股有限公司

MGM China Holdings Limited

Incorporated in the Cayman Islands with limited liability
Stock Code: 2282



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Chairpersons' Message

The past year was a difficult period requiring great perseverance and dedication. MGM China celebrated its 15th anniversary and, thanks to the extraordinary efforts of our Golden Lion Team over this past year, we were able to sustain our high standards of growth and development in the face of adversity. Our team continues to show support to, and caring for, the community by working hand in hand with the Macau SAR Government and healthcare professionals in battling the Covid impact.

Other important milestones for us include our successful efforts to re-tender for a 10-year gaming concession. We are grateful to the Macau SAR Government for granting us a gaming concession and even more pleased that our submission was rated the best of all the tender submission. The gaming contract award has accelerated our plans to develop in line with the national and Macau SAR policies, to promote the economic diversification of Macau and the development of "Tourism+" integration.

Our goal is to facilitate the development of the city and continue leveraging on our strengths to enhance innovation and further cement Macau's position as "One Center, One Platform, and One Base". We will focus our investment on expanding the international tourist market and non-gaming projects, seeking public-private partnerships for the betterment and prosperity of our community. Our facilities will be redesigned and upgraded to create attractive and original offerings, cementing Macau's position as a World Center of Tourism and Leisure.



Social Impact & Sustainability

As we build for the future, our vision to “Create a Better Tomorrow Today” will be at the forefront of our efforts to create a sustainable MGM China. Our sustainability pillars of People, Community, Planet, Guests & Partners, and Sustainability Governance were introduced in our Sustainability Report 2020, which won the bronze award for “Asia’s Best Sustainability Report (First Time)” at the Asia Sustainability Reporting Awards (“ASRA”) 2021. We are proud to be Macau’s first and only entity to be recognised by ASRA, one of the world’s most prestigious awards for excellence in sustainability reporting. As part of our sustainability framework, we have also linked material topics to relevant United Nations Sustainable Development Goals (“SDGs”) to ensure that our disclosures are in line with our sustainability strategy.

Our Board oversees the Company’s environmental, social, and governance (“ESG”) matters, including efforts to increase our climate resilience. Environmental and climate-related risks are included as

part of our overall risk management system overseen by the Management Risk Committee and reported to the Board. Mitigation and adaptation strategies for significant risks are identified to promote agility and resilience in our business. Adaptation measures are a crucial part of Design Guidelines and commissioning requirements for newly developed properties and projects, while mitigation actions and countermeasures are included in our Contingency Operation Manuals.

In 2022, MGM Resorts International (“MRI”) conducted a climate risk and opportunity assessment, which gave us a better understanding of our exposure to water stress in Macau. We will continue upholding our commitment to water stewardship stipulated in the newly established MRI Global Water Policy. To better align with the recommendations by the Task Force on Climate-related Financial Disclosures (“TCFD”) and reflect the urgency of climate action, we are planning to conduct our own climate scenario analysis to better understand the potential climate risk to our operations.





We further drive decarbonization through equipment and technology upgrades, low-carbon operations, and collaborative partnerships to ease the transition to a low-carbon future in response to Macau's green policies and the country's Dual Carbon Goals. Since its establishment last year, we have supported the Low Carbon Green Hotel Development Alliance ("LCGHDA") in organizing a sub-forum and media campaign to bring Macau's hospitality industry together, deepening cooperation with environmental experts, with the aim of meeting the country's Dual Carbon Goal and transitioning Macau to a low-carbon economy through common wisdom and consensus.

The progress of the 2030 goals and targets across key energy, waste and society key performance indicators ("KPIs") are regularly reported in our annual disclosures and approved by the Board. We have engaged a third-party consultant to monitor and track our energy use, which has achieved normalized savings greater than the yearly target. We will continue to evaluate and manage our performance in line with our sustainability strategy as an essential part of our pledge to sustainable development. Apart from reviewing and fine-tuning our operations, our environmental stewardship efforts also focus on encouraging sustainable practices among our Golden Lion Team through the MGM Go Green Summer 2022 and among the community as a whole, with whom we share best sustainability practices through seminars and forums to foster a sustainable culture for the entire region.

Guest Experience

Creating an excellent guest experience is one of the core values at MGM China, and our accolades for 2022 showcase our commitment to making every guest experience special. This year, MGM MACAU and MGM COTAI received a total of seven Forbes Travel Guide's Five-Star Awards, demonstrating our position as a leader in the hospitality industry. Continuing our efforts to energize the community, we will organize entertainment events and work with artists to advance, promote and elevate Chinese culture with resilience and self-confidence.



William J. Hornbuckle
Chairperson and Executive Director
MGM China Holdings Limited
April 2023

As a responsible corporate citizen, MGM China has always been committed to promoting responsible gaming ("RG") and believes it is the key to building a healthy and sustainable business model for the industry. With years of devoted endeavours, MGM MACAU casino has successfully completed the "Responsible Gambling Indicators" program initiated by the Macau SAR Government and received the qualification of a "Responsible Gaming Implementation Model Unit". In addition to its regular annual RG initiatives, MGM China has joined with local community associations to launch a new initiative called "MGM Responsible Gaming Community Engagement Scheme".

We continue to provide a helping hand in support of local small and medium enterprises ("SMEs"). In 2022, over 28% of our spending on products was sourced from local SMEs, and we are always looking for ways to maximise our partnerships with local suppliers. Our MGM SME Committee identifies and develops opportunities for SMEs through initiatives such as business matching and mentorship programs for start-ups, and we actively help local producers tap into the Greater Bay Area ("GBA") and mainland China market to widen the reach of Made-in-Macau products.

Golden Lion Team

Finally, we could not have achieved the progress and success in sustainability without the efforts of our excellent Golden Lion Team. Apart from offering our team members competitive salaries and a safe and healthy work environment, we will continue to improve personal and professional development opportunities. We also prioritize the wellbeing and work-life balance of our team members by extending our focus beyond the team to their family relationships. We have taken initiatives such as signing the "Letter of Intent on Cooperation in Parental Education" with Education and Youth Development Bureau ("DSEDJ") to provide a series of seminars and workshops to help team members develop their skills and knowledge in promoting harmony at home.

We are grateful to the Golden Lion Team and our stakeholders for their continued support and trust as we move onto a new chapter. We are committed to continue to work with community partners and jointly witness the change and success of Macau. Sustainability will remain a critical component in our target to delivering excellence and achieving greater success in the years ahead.



Pansy Ho
Co-Chairperson and Executive Director
MGM China Holdings Limited
April 2023

About This Report

This is our third standalone annual sustainability report (the "Report") of MGM China Holdings Limited (Stock Code: 2282) ("MGM China" or the "Company"). This Report provides a holistic picture of our sustainability approach, achievements and commitment of the Company in resolving material sustainability issues related with our key stakeholders.

Reporting Period and Boundary

This Report covers the Company's sustainability strategies and ESG performance during the period from 1 January to 31 December 2022 (the "reporting period" or "the Year"), which is the same period as MGM China's Annual Report. This Report provides an overview of the Company's hospitality, gaming, and entertainment businesses at MGM MACAU and MGM COTAI in Macau, Hong Kong, and mainland China, where the Company holds majority operational control. The environmental performance data is derived from our business operation in Macau, while the social performance data covers the operation in Macau, Hong Kong, and mainland China.

Reporting Standards

This Report has been prepared in accordance with the "mandatory disclosure requirements" and adhere to the "comply or explain" provisions outlined in the Environmental, Social and Governance Reporting Guide ("ESG Guide") under Appendix 27 of the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited ("HKEx"). This Report is also prepared with reference to Global Reporting Initiative Standards ("GRI Standards") 2021.

Reporting Principles

According to the reporting standards adhered to, this Report is presented with the principles under the ESG Guide of materiality, quantitative, balance and consistency. The Company also ensures a proper presentation of quality information with the principles set out in the GRI Standards, namely accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability.

Materiality

Materiality was assessed based on the outcomes of stakeholder engagement and relevant material topics were reviewed and confirmed by senior management to ensure their significance.

Quantitative

We provide quantitative data that includes calculating processes and relevant words that the Company has defined. Quantitative targets are set to evaluate the effectiveness of our sustainability policies and management.

Balance

We presented our ESG performance data objectively, providing a complete picture of both our accomplishments during the reporting period and our potential improvement areas going forward.

Consistency

To enable accurate year-over-year comparison, the data are computed using consistent procedure and methodologies.

This Report is also prepared with reference to TCFD recommendations and the SDGs. MGM China supports the SDGs and identified specific goals which are synergistic to the Company's operations and sustainability strategies. To promote the level of accuracy and credibility, the Internal Audit team from our parent company, MRI, has reviewed part of our sustainability performance data as well.

Contact Us

We welcome your feedback, and your valuable input will help us continue to improve. If you have any suggestions or questions about ESG-related matters of MGM China, please communicate with us by email at sustainability@mgm.mo.

About MGM China

Our Business Overview

MGM China is a leading hospitality company that develops, owns and operates two integrated resorts in the Greater China Region. Dedicated to making great moments happen, we are committed to delivering a high-quality entertainment and hospitality experience.

Our mission is to unleash greatness across our organization — in our talented people, product portfolio, and brand. Together, we strive to make great moments that bring artistry and entertainment

to life. MGM China is majority-owned by MGM Resorts International (NYSE: MGM), one of the leading global international hospitality companies. MGM China has a subsidiary, MGM Grand Paradise, SA which holds one of the six gaming concessions to operate casino games in Macau. MGM Grand Paradise, SA is the owner and operator of MGM MACAU and MGM COTAL. For more information about our financial performance and business operations, please refer to the corporate [Annual Report 2022](#).

Company Profile at a Glance



2
Integrated
Resorts



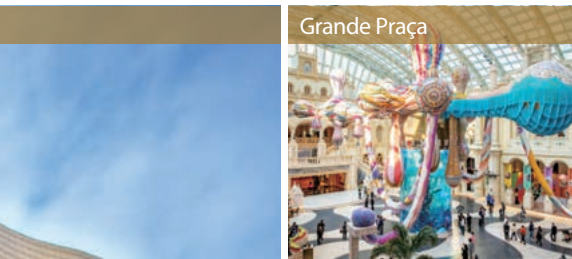
585,683m²
GFA



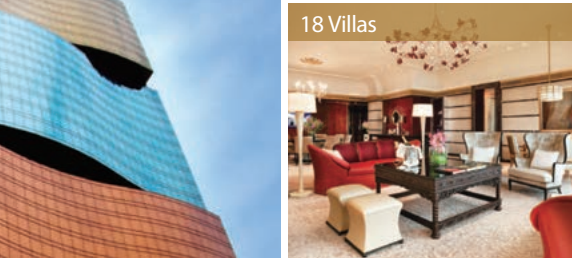
~2,000
Rooms



8 F&B Outlets



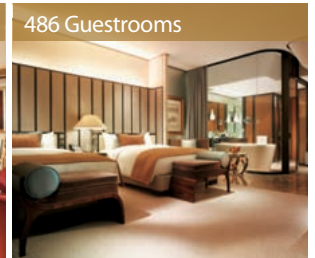
Grande Praça



18 Villas



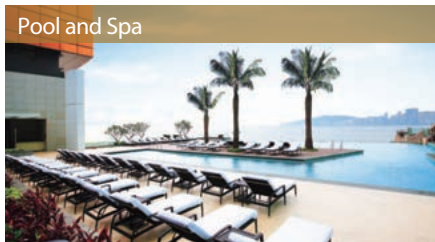
99 Suites



486 Guestrooms



Grand Ballroom



Pool and Spa



Business Venues

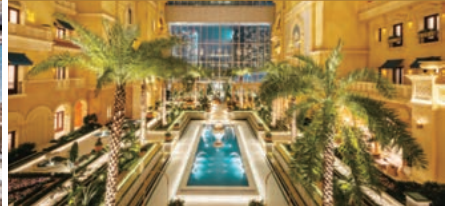
12 F&B Outlets



Grand Ballroom



27 Mansions



MGM COTAI



Spectacle



99 Suites



1,264 Guestrooms



Emerald Villa of MGM COTAI



99 Suites



Pool & Spa



MGM MACAU is a luxury integrated resort located on the Macau Peninsula, offering approximately 600 guest rooms and suites, and exceptional state-of-the-art entertainment facilities including a 6,000 square feet MGM Art Space, eight diverse restaurants, retail outlets, world-class pool and spa facilities, and approximately 1,600 square meters of convertible convention space. The property offers direct access to a luxury retail shopping complex and has many distinguishing features, in particular the Portuguese-inspired square Grande Praça, housed under a majestic glass ceiling. During the reporting period, the property also attained Forbes Travel Guide Five-Star recognition for the seventh consecutive year, a remarkable achievement once again showcasing MGM China's position as a leader in the hospitality industry.

MGM COTAI, opened in 2018, was designed as the "jewelry box" of Cotai aiming to provide the ultimate luxury experience. It houses Asia's first dynamic theater, MGM Theater, and features the architecture marvel, the Spectacle, with one of the world's largest

collections of sensory digital art. The resort offers around 1,400 rooms and suites, spacious meeting venues, 5-star spa facilities, retail offerings, and food and beverage outlets, as well as the first international villa, The Mansion at MGM for the ultimate luxury experience. It seamlessly integrates technology and innovative forms of entertainment for guests to provide greater experiences through diversified products in art and entertainment. MGM COTAI is the only mega complex and hotel in Macau to attain three-star certification in both Green Building Design and Operation Label, issued by the China Green Building and Energy Saving (Macau) Association, as well as the first hotel in the GBA and second in Greater China to receive the certifications.

This year, the Emerald Villa of MGM COTAI is honored to win the highest level 5-star accolade in the category of Best Hotel Interior Macau — Asia Pacific 2022 at the world-renowned International Property Awards, regarded as one of the most important events in the global property industry.

Vision and Core Values

We strive for excellence in everything we do. Having greatness as a way of life means striving for greatness for ourselves and others. Our culture is built on a shared vision that enables every Golden Lion Team member to thrive in an environment of excellence. Collectively, our great goals and core values distinguish us as uniquely MGM China.

At MGM China, we make great moments happen for others. To satisfy the expectations of our stakeholders, our team members strive to provide best-in-class services under the guidance of our core values **T.I.E**, Teamwork, Integrity & Trust and Excellence. As a prominent and responsible corporate leader, we continue to build and invest in a strong pool of talent to contribute to the tourism development in Macau.



Our Vision —

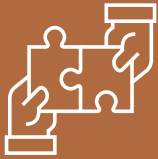
To be the best-in-class operator of integrated resorts that deliver high-quality entertainment and hospitality experience



Our Mission —

To unleash greatness in our talented people and our portfolio of products and brand. Together, we make great moments that bring artistry and entertainment to life

Our Core Values



Teamwork

Achieves effective results, builds team spirit and celebrates each other's successes



Integrity and Trust

Shows integrity and builds trust with one another



Excellence

Innovates and optimizes services to meet the expectations of others

Business sustainability under a new normal

Macau has been affected by another wave of COVID-19 in 2022, with the number of visitor arrivals dropping by 26% as compared to 2021. The gross revenue of games of chance in Macau in 2022 has also dropped by 51% year-on-year. Fortunately, there are signs of hope on the horizon. The mainland China introduced updated anti-epidemic policies, and the Macau SAR Government also adjusted the travel-related restrictions and conditions of visitation to Macau at the end of December.

We have remained resilient throughout the turbulent period, providing support to our team members and their families, and preserving local jobs with the support of the Macau SAR Government. In the fourth quarter of the reporting period, we have seen our business begin to recover and welcome continued efforts by the authorities to increase tourist arrivals. In addition, we are optimistic about our long-term growth having been awarded the New Gaming Concession, and continue to respond to government requirements, fulfill our social responsibilities, give priority to ensuring the employment of local employees, and promote the diversified development of the tourism industry. Looking forward, we will continue to operate in a sustainable way, building great relationships and establishing loyalty with our team, guests and partners.

Sustainability at a Glance

Team Development



9,700+
team members



1:1.071
female to male staff ratio



Attained **22** HR Awards from international and regional renowned institutions



620,000+
training hours to our employees



15,000+ eLearning courses available with **98%** monthly utilization rate



80% of local employees participated in Provident Fund Scheme

Community Investment



Donated over **MOP 57.3M** for a wide range of community programs



5,000 Community Engagements by Golden Lion Volunteers



Contributed **32,300+** community service hours



Over **30,700+** beneficiaries

Environmental Performance



▼29% energy consumption intensity compared to 2019



▼39% water consumption intensity compared to 2019



▼41% greenhouse gas ("GHG") emissions intensity compared to 2019



MGM COTA! attained the **Gold Award** in the Macao Green Hotel Award



Diverted **340+ tons** of recyclables from landfills



Purchased over **MOP 62.8M** of green products and services

Guest and Partnership



1,600+ suppliers engaged



62% are local suppliers



74 new local SMEs partnerships



Recognized by TripAdvisor as a **Traveler's Choice 2022**



Received **7** Forbes Travel Guide Five-Star Awards

Sustainability Accreditations

Top 20 in GBA Business Sustainability Index



Top 10 in Greater China Hotel Business Sustainability Index



Bronze prize for "Asia's Best Sustainability Report (First Time)" at ASRA 2021





OUR APPROACH TO Sustainability

MGM China believes in doing well by doing good. The Company has always been open to exploring and adopting sustainable initiatives, both within the organization itself and in its interaction with stakeholders, since laying the foundation in 2007. As sustainability rises to the top of the corporate agenda, we are proud to carry out practices and initiatives that advance our 2030 Sustainability Goals and Targets to realize our Sustainability Vision.

Our Approach to Sustainability

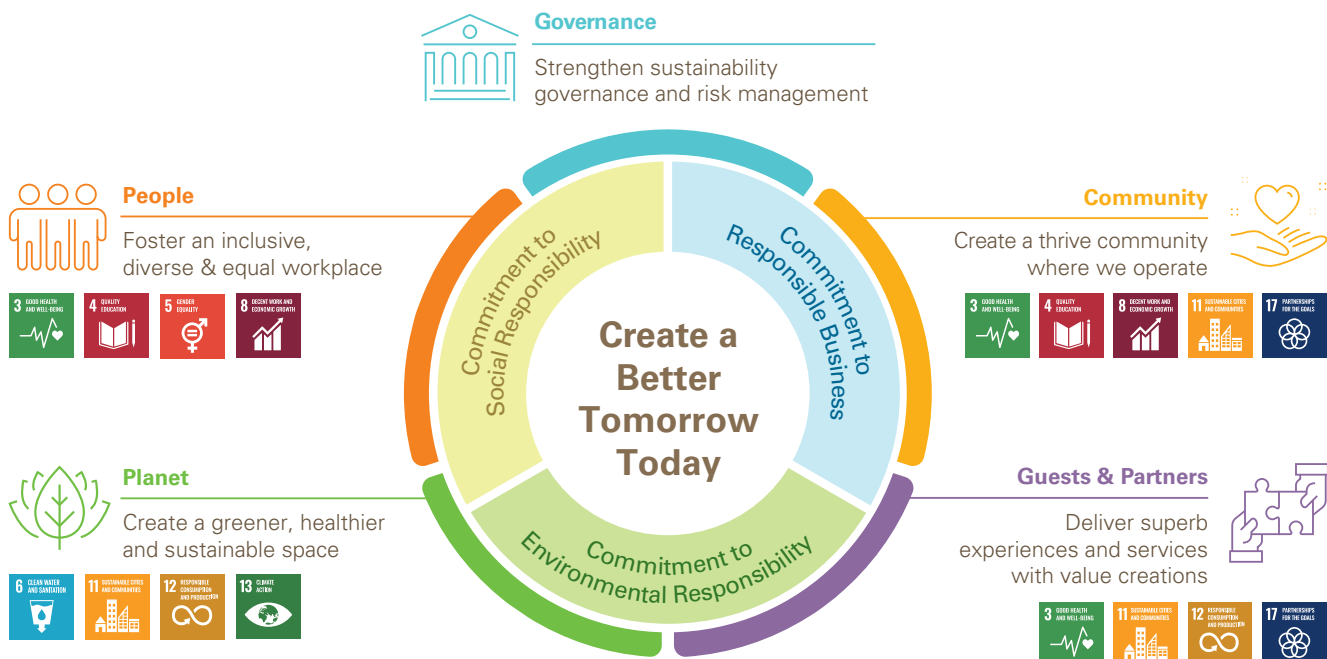
When pursuing the long-term success of our business, it is essential to focus on what matters most to us. This is captured by our Sustainability Vision, "Create a Better Tomorrow Today", which signifies the commitment we make to positively impact the society and the environment today and for the future. With the continual enhancement and improvement of our sustainability framework and strategic pillars, we have strengthened our sustainability governance and integrated it across our business, guiding us in operating a sustainable and responsible company to benefit the people and environment in Macau.

Sustainability Vision and Framework

MGM China's sustainability approach is guided by internal policies and strategies, and aligned with the SDGs. We truly believe that fostering an inclusive culture can support sustainable development and create long-term value not just for our business, but for the community and Macau. To broaden our impact, our approach extends beyond the procedures and personnel within the company, reaching out to stakeholders and the community at large to "Create a Better Tomorrow Today".

A robust policy is fundamental to formulating effective sustainability practices. Aligning MGM China's Sustainability Vision with our mission and core values, the Sustainability Policy covers three main spheres of commitment: **Responsible Business, Social Responsibility and Environmental Responsibility**. To fulfil these commitments, we focus on the pillars of **People, Community, Planet** and **Guest & Partners** — forming the core of our sustainability strategies along with **Sustainability Governance**, to focus on what matters the most. These five pillars represent our sustainability framework, reflecting the latest industry and market trends, expectations of our stakeholders and the goals from the SDGs.

We establish and promote long-term collaboration with internal and external stakeholders to monitor and evaluate the performance and progress of the commitments, and to ensure the Policy effectively benefits our stakeholders and the community. Continuous progress is made on reinforcing corporate governance, enhancing stakeholder engagement and achieving the 2030 Sustainability Goals and Targets. To measure the progress, existing KPIs are regularly reviewed and modified. The necessity and feasibility of setting up new KPIs are also investigated to ensure effective and efficient management to achieve our vision.





Our maiden sustainability report introduced our overarching sustainability roadmap in 2020, and was rewarded with the bronze prize for “Asia’s Best Sustainability Report (First Time)” at ASRA. As one of the world’s most prestigious awards honoring distinguished sustainability reporting,

the award validates our disclosure and strategy as industry leading, being the first and only award winner from Macau among nearly 600 entries from 14 countries. Building on this momentum, our annual disclosures continue to set out our roadmap and progress towards our Sustainability Vision.

During the reporting period, we were honored to be included in the top 20 performers in the “Greater Bay Area Business Sustainability Index (GBABS) 2021” and the top 10 performers in the “Greater China

Hotel Business Sustainability Index (Hotel BSI)” by the Chinese University of Hong Kong (“CUHK”) Business School’s “2021 Business Sustainability Indices” program. Besides, this year marks our second time to be named by CUHK in both indices to demonstrate our efforts in walking the sustainability talk in everything we do.

Corporate Governance

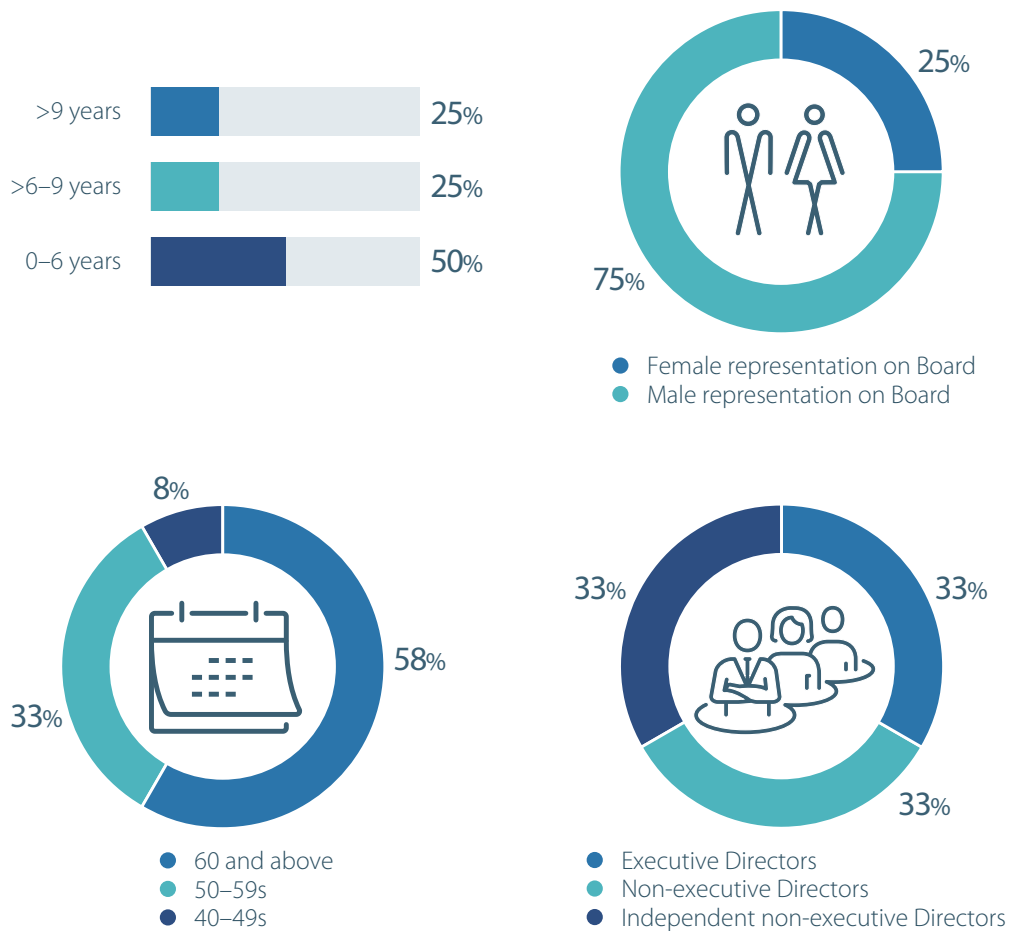
Good corporate governance ensures appropriate structures and processes are put in place to guide people in the organization to act with trust, transparency and accountability while playing an important role in protecting stakeholders’ interests. We believed that it is fundamental to have an effective corporate governance for elevating shareholders’ values and protecting the interests of our employees, business partners and the community in which we operate.

Board Composition and Diversification

The Board of Directors (the "Board") defines and oversees our corporate governance structure and is responsible for the development and review of the sustainability strategies as the highest governing body of the Company. As a responsible corporate among the industry and the society, we recognize that a diversified board provides insightful governance, enhances corporate reputation and strengthens investor relations. The Board comprises 12 directors, including four executive Directors, four non-executive Directors, and four independent non-executive

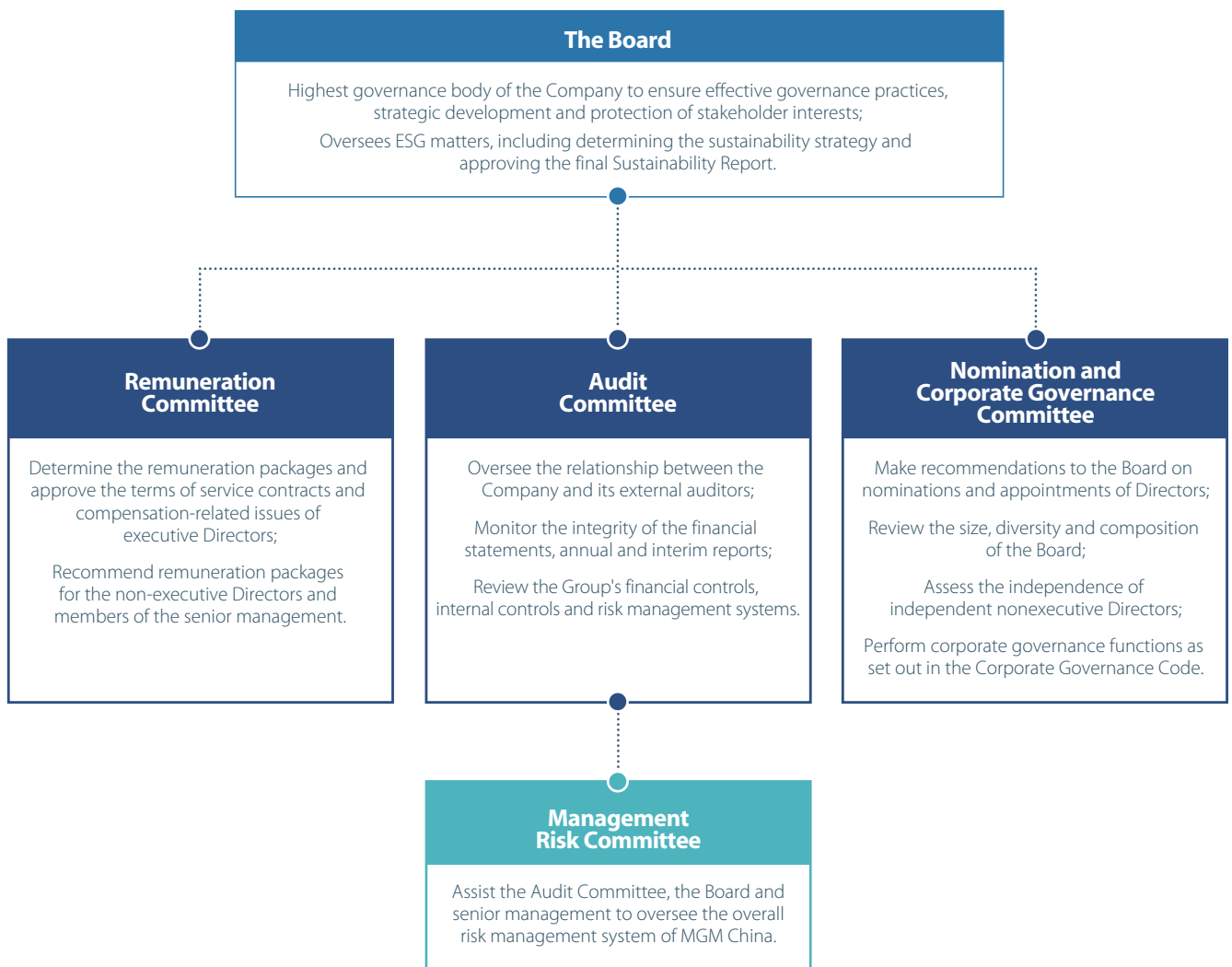
Directors. MGM China believes the Board can make more holistic decisions with more representation, and continuously seeks improvement on the Board's diversity in technical knowledge, skill, experience, gender and background. We currently have 25% female representation on our Board. Our diversified board ensures that balanced decisions are made for the Company's development and risk management, and enhances our reputation and investor relations by establishing MGM China as a responsible corporate citizen.

Board of Directors Composition



Under the leadership of the Board, three Board-level committees — Remuneration Committee, Audit Committee, and Nomination and Corporate Governance Committee — handle various responsibilities and comply with the appropriate regulations to achieve sustainable and harmonious development. To ensure the management and control of all material risks the Company might face, the Management Risk Committee was established in 2015 to oversee the overall risk management system, appointed by and subject to the oversight of the Audit Committee. The Management Risk Committee conducts

regular risk identification, analysis and mitigation of the impacts on MGM China that are brought on by changes in the economy, environment and people and human rights. The results would be reported to the Board for further development of mitigation plans and review the stakeholder communication process. Management of the Company's daily operations is delegated to the executive directors and senior management, and implemented by the respective departments. Please refer to our [Annual Report 2022](#) for more information on our businesses and corporate governance.



Sustainability Governance

MGM China emphasizes the integration of sustainability management at all levels of our governance from Board-level and management-level committees to operational-level teams and business units. Our Board of Directors is accountable for formulating and monitoring the issues associated with sustainability strategy while overseeing the sustainability related issues and targets. The MGM Sustainability Committee (the "Committee") was established in 2012 and formed by senior representatives across departments. To ensure effective governance, the Committee is chaired by a non-executive Director of the Board and has been delegated by the Board to be responsible for overseeing all sustainability-related matters. Relevant sustainability issues are discussed and reported in our annual disclosures and approved annually by the Board. The Committee ensures the integration and implementation of sustainability strategies into business decision-making process and daily operational practices. We

continuously enhance the diversity of the Committee and its accountability on sustainability to meet the fast-growing market demand in sustainable development.

The Sustainability Task Force (the "Task Force") is led by the Committee and composed of members from various department-specific teams. The Task Force provides support to the Committee in facilitating effective communication across operations for any sustainability related issues. To achieve our goals, we encourage employees to participate in community events, explore environmental enhancement opportunities, and inspire fellow team members to pursue our environmental objectives. Hence, Community Volunteer Team, Climate Change and Carbon Management Team, and Green Team were established on an operational level to assure effective implementation of the above-mentioned practices.

Board Level



The Board

- Supervise the Company's sustainability direction, strategy and performance
- Evaluate and determine the Company's sustainability-related risks and approves the final Sustainability Report

Management Level



Sustainability Committee

- Chaired by a non-executive Director of the Board
- Comprises senior representatives across departments with at least one committee member championing each important impact area

Responsibilities:

- Oversee and hold ultimate responsibility for the Company's sustainability agenda
- Integrate sustainability considerations into the decision-making process
- Implement sustainability strategy in daily operations of each important impact area



Sustainability Task Force

- Led by the Sustainability Team
- Comprises department-specific teams

Responsibilities:

- Provide support to the Committee
- Facilitate effective communications across operations

Operation Level



Community
Volunteer Team



Climate Change
and Carbon
Management Team



Green
Team

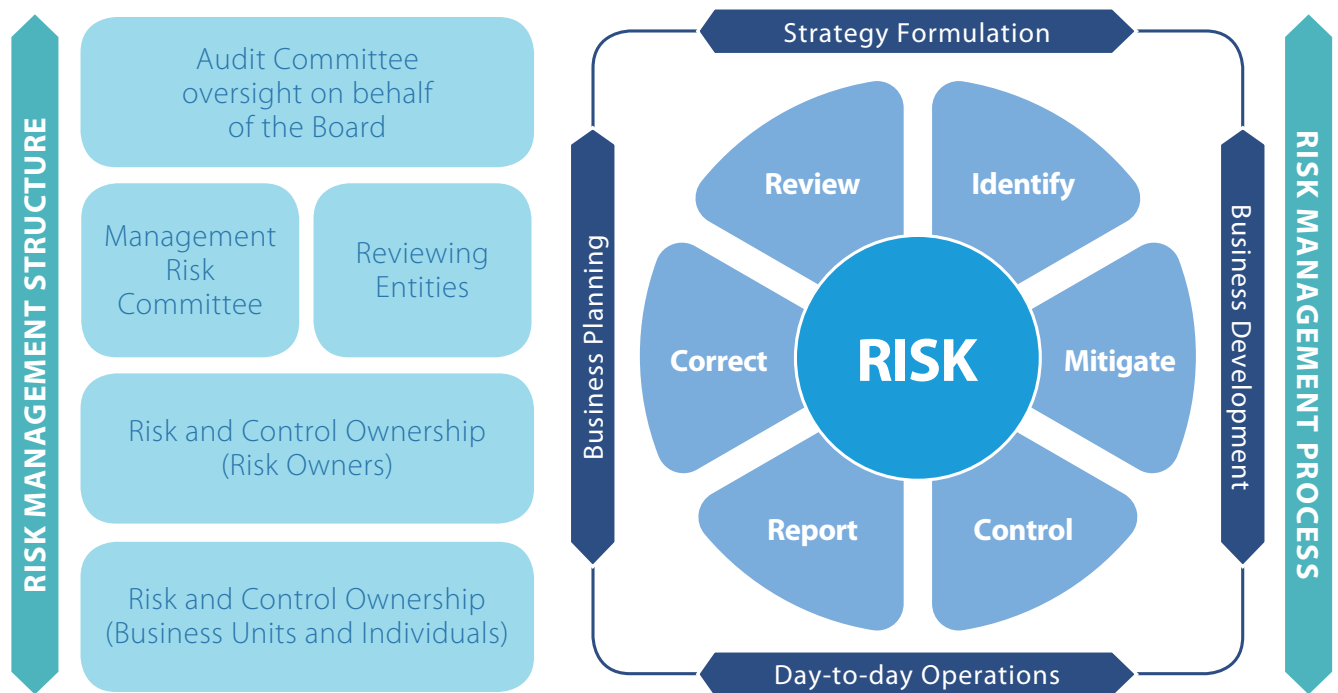
Active improvement of the Board's knowledge on sustainable development via relevant trainings can advance the collective knowledge. During the reporting period, a three-hour sustainability training was organized to enable participants' understanding on the challenge of climate change and how it relates to MGM China. The participants, including representatives from senior management and employees across various departments, had a deep dive in ESG reporting requirements for the hospitality sector and latest global climate policies, including the Paris Agreement, Glasgow Climate Pact and insights from COP 27. The training offered an opportunity for participants to be prepared for the ever-changing sustainability development in the world.

Risk Management

Effective Risk Management system is crucial to achieve sustainable and resilient business growth. The Management Risk Committee, subjected

to the oversight of the Audit Committee, is responsible for overseeing our risk management framework to ensure that appropriate and sufficient internal controls are in place. The Management Risk Committee conducts a quarterly review of the Company's risk management system and assesses risks that could have a material impact on MGM China based on their impact and likelihood. We have different categories of risks, such as strategic, financial, business, operational, credit, market, liquidity, security, property, IT, legal, regulatory, reputational as well as sustainability-related risks (including climate risks). Different Primary and Secondary Risk Owners exist across various levels and departments of the organization to handle all risks in a swift manner. A three-level alert mechanism triggering corresponding actions on the Company's communication, plan and strategy has been set out for the team. Regular trainings are conducted to ensure the capability of emergency handling.

RISK MANAGEMENT SYSTEM



Business Ethics

Ethics and Integrity

Business ethics and integrity are the fundamental principles of all our business activities. Being a responsible and trustworthy integrated resort operator, MGM China is committed to doing business honestly and taking a proactive approach to promote a fair and ethical workplace. Our [Code of Business Conduct and Ethics and Conflict of Interest Policy](#) ("Code of Conduct") sets out the Company's values and principles for all our employees to apply to our guests, customers, employees, suppliers and the local communities in which we do business. The Code of Conduct includes the following aspects:

- Anti-corruption;
- Use of confidential information;
- Conflicts of interest; and
- Insider trading.

MGM China has zero tolerance towards any forms of bribery, corruption, extortion, fraud and money laundering activities. Anti-Corruption Guidelines have been formulated to educate all employees about the associated risks and ensure compliance with all anti-corruption measures. We have also established Anti-Money Laundering ("AML") and Combating Financing of Terrorism & Combating Proliferation Financing Policy (AML Policy) to comply with relevant laws and regulations, and established relevant internal control standards to complement our approach to maintaining business ethics. Compliance plans are developed by the AML Compliance Committee of MGM Grand Paradise to minimize the related risks that could potentially dispute the integrity of our business.

Training programs on business ethics are compulsory for all employees at the beginning of their employment. In addition, Directors receive internal training on corporate governance, connected and notifiable transactions, legal, regulatory and other business disciplines.

Whistle-blowing Policy

The responsibility of upholding the Code of Conduct and values is universal. Various channels are available for all employees to report concerns of ethics and suspected misconduct, malpractice, irregularity

and potential non-compliance issues in strict confidence. We have set up a [24/7 integrity hotline service](#) maintained by an independent third-party service provider accessible to employees or any other parties with concerns. Apart from the Integrity Hotline, employees could also report anonymously to the Compliance Officer or the Human Resources department without the fear of reprisal. To prevent retaliation against the whistleblower, information regarding the whistleblower and the reported concerns of whistleblowing handled in a strictly confidential manner. All reports received will be directly reported to the Compliance Committee for discussion and resolution. No critical concerns were reported during the reporting period.

Responsible Gaming

We actively promote and comply with Macau SAR Government regulations on responsible gaming while safeguarding the community we operate in. MGM China has established a Responsible Gaming Committee and a Responsible Gaming Operations Team to respond to potential gambling-related matters. The committee works with internal and external parties to establish and implement a host of responsible gaming initiatives to support our guests in making mindful decisions. For more details on promoting responsible gaming at MGM China, please refer to the "[For Better Guest and Partner Relationships](#)" Chapter of this Report.

Data Privacy and Cybersecurity








With the increasing threat of data breaches and cybersecurity risk, MGM China recognizes the significance of protecting personal and organizational data, included but not limited to those of our suppliers, employees, customers and business partners. In response to this global challenge, we endeavor to raise awareness of data protection and cybersecurity with our employees through a series of comprehensive training from October to November. Apart from tips for preventing mobile attack, online training courses and internal documents are also provided for our team members. We ensure all team members are well equipped with knowledge on data privacy, ranging from understanding the Macau Cybersecurity Law to identifying common data breach tactics and taking preventive measures.

Stakeholder Engagement

Communication with stakeholders is vital to understand their concerns and expectations regarding the development of MGM China's sustainability strategy and long-term success, and for the continuous improvement of our environmental, social, and governance strategies and performance. Therefore, we engage with a wide range of stakeholders on a regular basis through various communication channels. Our stakeholders comprise of internal and external interest groups that have a significant impact on and are impacted by, or have

a vested interest in MGM China's operations, including employees, business partners, suppliers and customers, NGOs and community partners, investors and shareholders, media and government and industry associations. Valuable feedback from stakeholders is taken into consideration as we define our business directions, strategies and reporting priorities in a well-informed manner, based upon mutual trust and aligned with the latest local and global sustainability developments.

Stakeholder Engagement and Communication Approach

 Employees	 Customers and Guests	 Investors and Shareholders	 Business Partners (suppliers and contractors)	 NGO and Community Partners	 Media	 Government and Industry Associations
Townhall Meeting	MLife (customer relations management)	Annual general meeting	SME Steering Committee	Meetings with community associations and NGOs	Media briefing	Face-to-face meetings
Recreation and volunteering activities		Annual, interim reports and Sustainability Report	Supplier registration	Collaboration programs & join projects	Announcements	Conferences, forums, seminars and events
Performance appraisals	Onsite customer care and interactions	Quarterly disclosure with earning calls discussion	Supplier hygiene and safety site inspections	Independent focus groups	Media attendance at key events and activities	Collaborations and joint projects
Departmental meetings	Customer call center	Corporate website	Workshop and collaboration with key suppliers	Golden Lion Volunteer Team	Press release	Public consultations
Service Now (mobile app)	Customer/Tenant satisfaction survey	Investor briefings	Daily work review	MGM Share Facebook page	Social media	
Human Resources counter and hotlines	Guest comments cards/feedback	Meetings and roadshows	Project meetings and briefings	Sustainability Newsletter	Interview	
	Club activities and membership			CSR Yearbook & Sustainability Report	Corporate websites	
	Social media					

A third-party consultant was commissioned to conduct a stakeholder engagement and materiality assessment for prioritizing the sustainability material topics. International reporting criteria and sustainability trends in the industry were identified based on MGM China's business operations and integrated into the exercise to understand stakeholders' expectations and opinions regarding the Company's sustainability performance and strategies. With reference to the key principles of the AA1000 Stakeholder Engagement Standard, we carried out a series of stakeholder engagement activities to demonstrate our impartiality and ensure a fair and open dialogue is conducted with our stakeholders.

Materiality Assessment

In the process of materiality assessment, valuable insight is obtained by identifying and prioritizing sustainability topics that have the most material impact on the Company's business development and to our stakeholders. The three-step approach adopted is summarized as follows:

Step 1



Identification

- Referencing international reporting frameworks, market best practices, sustainability trends and MGM China's prior years' material topics, we have identified a list of 31 sustainability topics. The topics are categorized into six different areas for materiality assessment.

Step 2



Prioritization

- Through various engagement channels, MGM China has gathered feedback from stakeholders to understand their views on the list of sustainability topics.
- Peers' disclosure practices are also reviewed through benchmarking, and considered as part of the prioritization.
- Based on the stakeholders' feedback and peers' practices, a prioritized list of material topics was developed.

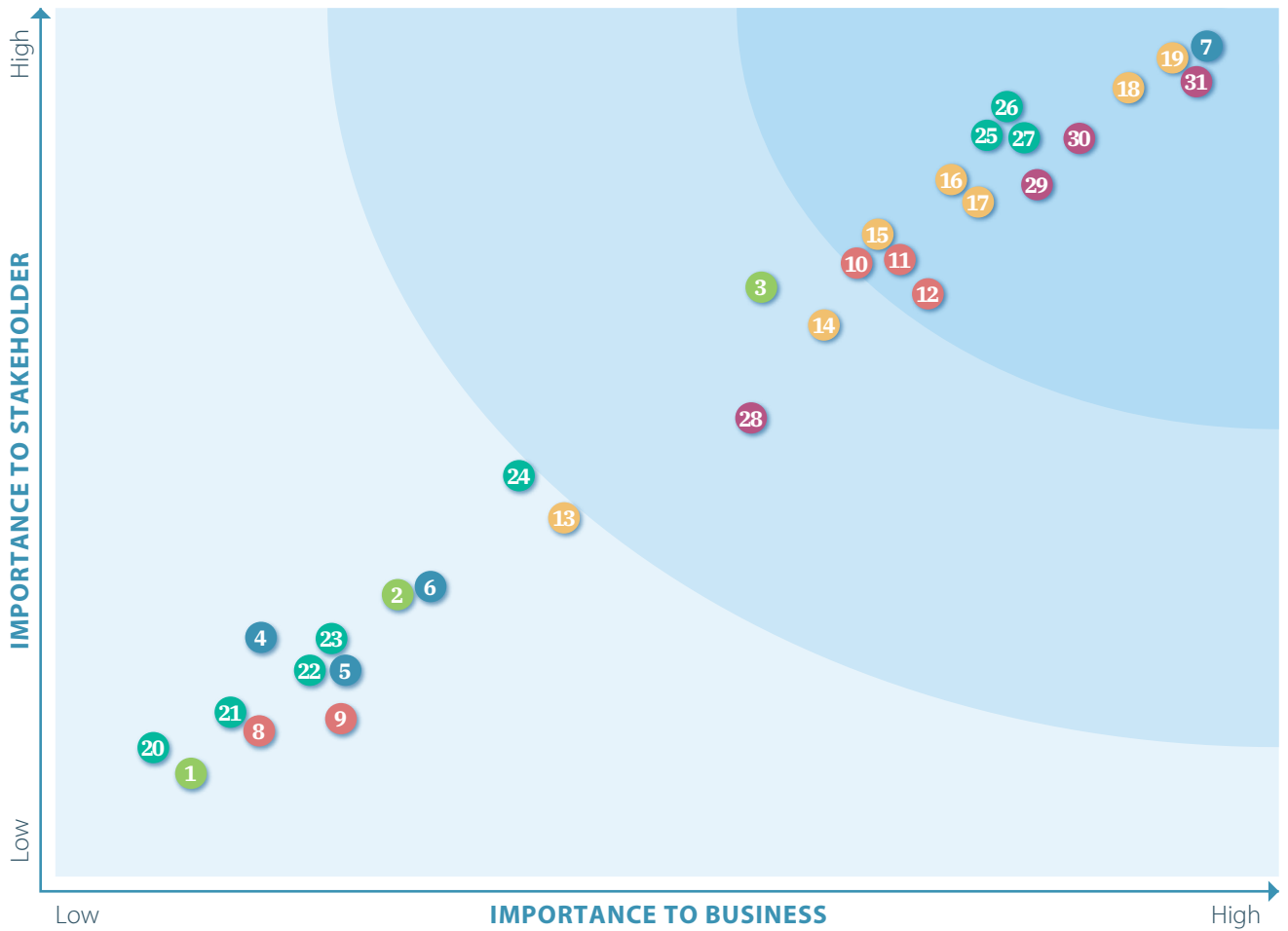
Step 3



Validation

- The Committee reviewed and validated the list of material topics for reporting and developing subsequent strategy.

Materiality Matrix



Economic Performance

- 1 Financial impact of climate change
- 2 Distribution of financial capital
- 3 Indirect economic impact

Social Responsibility and Human Rights

- 4 Anti-competitive behavior
- 5 Security practices
- 6 Supporting development of local economy
- 7 Anti-corruption

Community Investment

- 8 Supporting suppliers owned by women or members of vulnerable groups
- 9 Public policy lobbying the impact
- 10 Procurement practices
- 11 Supporting development of local SMEs
- 12 Local communities

Employment and Labor Practices

- 13 Non-discrimination at workplace
- 14 Diversity and equal opportunity
- 15 Compulsory labor and human trafficking
- 16 Training and education
- 17 Employment practices
- 18 Occupational health
- 19 Occupational safety

Environmental Performance

- 20 Biodiversity
- 21 Material usage
- 22 Ozone depleting substance emission
- 23 Effluent
- 24 Air pollutant emissions
- 25 Water management
- 26 Energy and greenhouse gases emission
- 27 Waste

Service and Product Responsibility

- 28 Customer satisfaction
- 29 Responsible Gaming
- 30 Food safety
- 31 Physical security of guests

Material Sustainability Topics and Respective Boundaries

The materiality assessment was reviewed in the validation process by the Committee through factoring our sphere of influence and our business priorities when identifying and regrouping the material topic. The material topics were identified in 2020 and reviewed on an annual basis. We confirm that these topics remain relevant and applicable to our operations and businesses this year. In addition, our fundamental

principles and corporate core values, which constitute the material topics, include business ethics, data privacy, and corporate governance. Relevant SDGs are linked to corresponding material topics to ensure our disclosure are synergistically aligned with sustainability strategic objectives.

The table below shows the summarized materiality list of the regrouped 15 material topics with their corresponding boundaries and primary SDGs.

Category	Material Topics	Impact Boundaries					Primary SDGs
		Employees	NGOs/ Community Partners	Business Partners (Suppliers & Contractors)	Guests/ Customers	Investor/ Shareholders	
Economic	Anti-corruption						-
	Indirect economic impact						
Environmental	Climate change and energy management ¹						
	Waste						
	Water management						
Social	Occupational health and safety ²						
	Training and education						
	Employment practices						
	Diversity and equal opportunity						
	Compulsory labor and human-trafficking						
	Procurement practices						
	Customer satisfaction						
	Customer health and safety ³						
	Responsible gaming						
	Supporting local communities ⁴						

¹ Regrouped "Financial impact of climate change" and "Energy and greenhouse gases emission".

² Regrouped "Occupational safety" and "Occupational health".

³ Regrouped "Physical security of guests" and "Food safety".

⁴ Regrouped "Supporting development of local economy", "Local communities" and "Supporting development of local SMEs".

Responding to Stakeholders

Stakeholders' comments and opinions are crucial to the improvement in MGM China's long-term development. We actively engaged with our long-term partners and stakeholders to seek for their feedback for continuous improvement. Our response to the feedback received

was summarized in the table below. Please refer to the respective Chapters of the Report for details of our responses to their valuable feedback.

*Stakeholder
feedback*

**Sustainability
Governance and
Strategy**

Our response

Understanding the importance of sustainability disclosure to stakeholders and investors' decisions, we will continue to increase our transparency with our standalone report along with initiatives and medium-term to long-term goals and performances. This year, we have enhanced our disclosure on sustainability governance with reference to the latest GRI Standard and started formulating our Climate Change Policy to enhance our approach in identifying and assessing climate-related risks. Looking forward, we will further review our TCFD disclosures and conduct our own climate scenario analysis to better understand the potential climate risk to our operations.

For more information, please refer to the **"Our Approach to Sustainability"** and **"For a Better Planet"** Chapters of the Report.

*Stakeholder
feedback*

**Climate Change
and Energy
Conservation**

Our response

MGM China is dedicated to advocating the Net Zero Pledge to support China's ambition of achieving peak carbon emission by 2030 and carbon neutrality by 2060 through the upgrade of equipment and technology, low-carbon operation adaptation, and collaborative partnerships to ensure the transition to a low-carbon future. As a member of the LCGHDA established in 2021, we strive to bring together Macau's hospitality industry and environmental experts to advocate low-carbon behaviors in the GBA and achieve China's dual carbon national goal under the Macau SAR Government's support. During the reporting period, we collaborated with a professional consultant to conduct an annual carbon audit review for our properties, which provides a holistic overview of our annual carbon emissions.

The group is also aware that climate change will bring a significant impact on our business. To respond to the ever-changing climate challenges, we intend to conduct quantitative climate scenario analysis and explore the feasibility of setting science-based reduction goals in the future.

For more information, please refer to the **"For a Better Planet"** Chapter of the Report.

Stakeholder feedback

Guest Experience and Partners Relationship

Our response

We are devoted to creating an extraordinary experience for our guests and customers. Following our ethos of "Originality + Innovation + Technology", we expand our service capabilities by applying big data, cloud-based service platform to continuously enhance the overall experience and deliver value-added services to our guests. This year, we have introduced a variety of broad and cross-sector entertainment offerings and cultural tourism products as must-see destinations in Macau.

For more information, please refer to the "**For Better Guest and Partner Relationships**" Chapter of the Report.

Stakeholder feedback

Community Investment

Our response

Driven by our long-standing belief, we are devoted to offer career opportunities to local youth and organized community service events in collaboration with schools and education institutions to foster the develop and growth of the future generation. We partnered with governmental departments and institutions to deliver extraordinary experience for local youth, for example the Craftsmanship Series: Young Craftsman Workshop to provide the participants a deeper understanding on dining services and cuisines. In the future, we will explore more collaboration or engagement to improve the livelihood of those in the community.

For more information, please refer to the "**For a Better Community**" Chapter of the Report.



FOR A BETTER Team

2022 marked the 15th anniversary of MGM China. This significant milestone represents our enduring spirit of making great moments for all our stakeholders. We are committed to empowering and inspiring our team members, who are our most valuable assets in supporting MGM China to be a top operator of integrated resorts. Delivering high-quality entertainment and hospitality experience would not be possible without their passion and dedication to the industry. We are proud of every one of them who demonstrates our brand value and makes every effort in accomplishing our vision and creating great moments.



People

Human Capital

Team Profile

Our culture is centred on our people. Just under 10,000 team members make up the robust and diverse talent pool at MGM China. We trust that a diverse mix of perspectives and experiences can encourage innovation, create impact and promote an inclusive workplace culture.

Talent Recruitment

High-performing employees are the building block of our success to be a leading integrated resort operator in the Greater China region offering a best-in-class experience to our guests. Our Human Resource policies are formulated to attract and retain talents who provide premium services that result in an extraordinary experience for our guests. In addition, to align with the Macau SAR Government's development strategy to establish the city as a hub for GBA tourism education and training, MGM China continues to seek out and develop potential candidates who exhibit an interest in pursuing a profession in tourism and hospitality.

Talent Management and Retention

It is vital to MGM China to attract, nurture and retain our talents. Because of this, we pay close attention to their ongoing professional growth and personal well-being during their time with us. Through various career development and mentoring programs, ongoing learning opportunities, performance reviews, and cross-departmental exposure opportunities, all team members are empowered to realize their full potential. Competitive remuneration packages and benefits, including healthcare, provident fund and discretionary bonuses are offered to attract and retain our employees. We also provide a wide range of leave entitlements, including maternity, paternity, and marriage leaves, to assist our team members in balancing their work and personal commitments. We continually innovate and adapt our compensation and benefits processes to provide better incentives for our team members to deliver their best work. Employees are also eligible for the MLife Employee Program's benefits, which include exclusive discounts and loyalty points for their resort spending. Special employee privileges are also available to our team members in more than 200 stores and restaurants.

Workforce by Region



7
Hong Kong



9,639
Macau



142
Mainland China

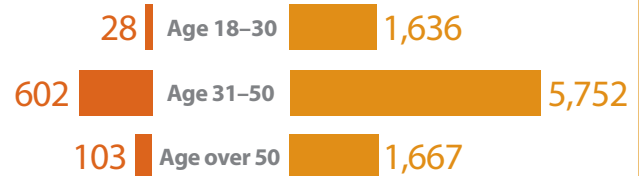
Workforce by Age Group and Employee Category



Management



General Employees



New Hires by Region



0
Hong Kong



581
Macau



15
Mainland China



92% of MGM China's management team are Macau locals

Better Retirement Planning and Support

MGM China became one of the first hospitality employers to participate in the Non-Mandatory Central Provident Fund ("NMCPF") System to better help our team members start planning for their retirement. During the reporting period, we partnered with the Macau Social Security Fund to organize an NMCPF System promotional campaign with webinars and roadshows to convey the benefits of the System to our team members. The roadshows attracted 1,000+ team members to join various interactive activities, including the on-site Retirement Quotient Test tailor-made for MGM China

members to test their retirement readiness. To date, over **80%** of our local employees have already joined the provident fund scheme.



A comprehensive career development plan is available for our team members to grow and advance their careers. To better understand team members' career aspirations and help them reach their full potential, management conducts annual reviews to ascertain team members' performance and to enable target setting. We conduct a salary benchmarking exercise every year to evaluate the salaries and promotional plans for team members. In addition to salary adjustments and promotions, team members who excel at particular projects, or events or consistently exhibit brilliance are honoured with Golden Lion

Awards or Leo Awards. "MGM Service Excellence" journey was initiated in 2021 with the goal of improving and promoting our service culture through "Great Moments Awards". For more information, please refer to the **"For Better Guest and Partner Relationships"** Chapter of this Report.

A total of **264** MGM China employees received **Golden Lion Awards** in 2022 to honour their outstanding performance and demonstrate MGM China's greatness.

Golden Lion Award recipients:



75 managerial staff



189 general employees

Diversity and Equal Opportunities

Equality at work is essential for social inclusion. MGM China upholds a high standard of fairness to eliminate discrimination and mistreatment within the Company to create a fair and inclusive workplace where everyone's rights and unique attributes are respected during different stages of employment, including the recruitment stage and career development. Regardless of their gender, age, ethnicity, family status, sexual orientation, disability, race, religion, or any other area of their identity, we treat every employee fairly. We expect our team members to share the same commitment as us in treating others with respect and gratitude. In addition, we believe that retaining talent requires a diverse, welcoming, and positive working environment.

As Macau is a thriving tourism and leisure destination, our guests come from all over the globe. By leveraging the skills of a richly diverse team of professionals with diverse backgrounds, we serve our guests with global service standards and mindsets. We value passion in our people to create greatness, regardless of their differences, and provide career opportunities to disadvantaged individuals to further ingrain inclusivity in our culture. During the reporting period, 44 disadvantaged team members were recruited to work in various departments, providing them with opportunities to grow and broaden their skillset. Our commitment to establishing an inclusive workplace is reflected in the diversity of our team and in our efforts to increase public awareness.

The Workability Asia Seminar 2022

This year, we co-organized the "Workability Asia Seminar 2022" seminar with the Macau Special Olympics. The theme of the symposium was "Building a Friendly Employment Environment for People with Disabilities in Asia" which gathered international scholars and professionals for online and offline exchanges and

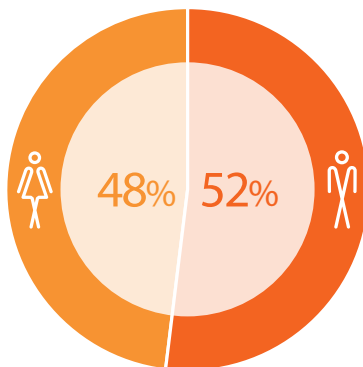


discussions on workplace equality. We were invited to share on how we strive to build a barrier-free working environment, offer equal employment opportunity and diversified development for persons with disabilities.

On the same day, the Golden Lion Volunteer Team and persons with intellectual disabilities in Macau received the Best Working Partner Award in the "15th Vocational Skills Competition for People with Intellectual Disabilities", which demonstrates the positive impact in terms of support for the physical and mental development of people with disabilities through community outreach activities. We will continue to raise public awareness about the employability and opportunities of individuals with disabilities, help them create a more friendly workplace environment for these individuals.

The Diversity of our workforce and management team demonstrates our commitment to enhancing gender equality for women across the Company.

Gender ratio of



24 different nationalities



40% of our management are female

Human Rights and Anti-Human Trafficking

As a responsible employer, we respect all our employees' rights and treat everyone fairly, with zero tolerance for workplace discrimination and issues related to human trafficking. MGM China upholds and supports our employees' human rights through our hiring practices and internal policies and is committed to meeting and exceeding the minimum statutory requirements. We conduct extensive background checks and work with reputable contractors who support human rights promotion and do not use child or forced labor. [The MGM Human Rights and Anti-Human Trafficking Position Policy](#) is guided by the international human rights principles outlined in the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact, and the United Nations Guiding Principles on Business and Human Rights. The Policy includes the MGM China Employee Handbook (the "Handbook"), which describes our overall human resource framework as well as

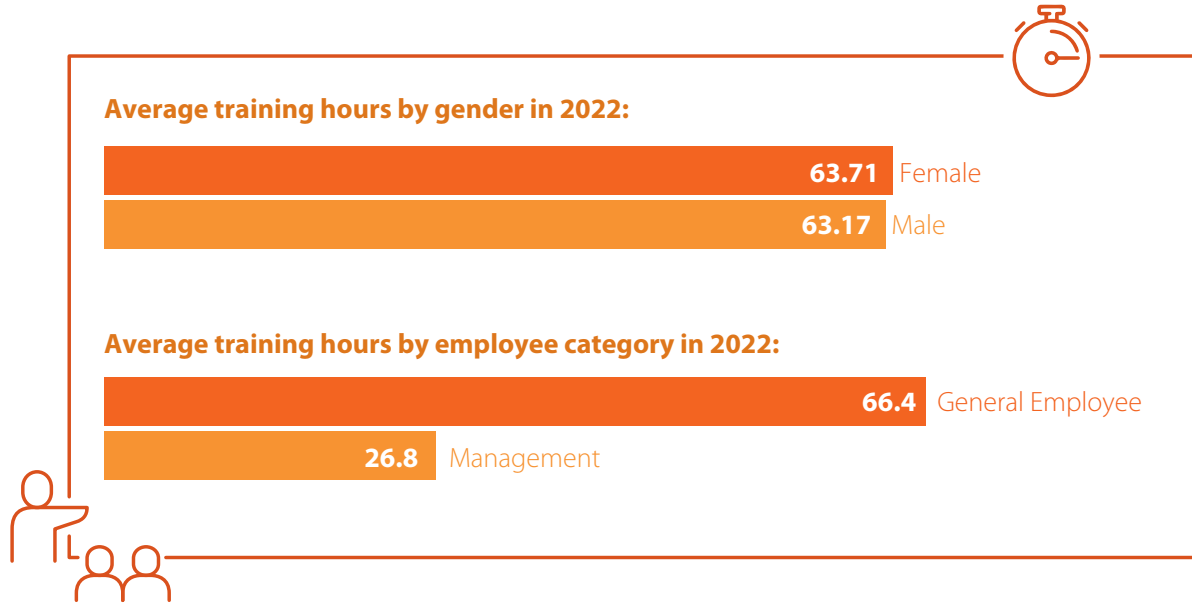
our specific labor policies and practices. These policies and practices cover pay, termination, hiring, promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare. Our employees are introduced to the Handbook as part of the new hire orientation program.

Communications regarding cross-border scams and human trafficking are sent to all team members. A reminder to be vigilant against high-paying job opportunities, flight tickets and free meals from Southeast Asian countries was circulated in September 2022 to spread awareness of these fraudulent situations across our staff's networks. In addition, relevant training materials are being developed and expected to be provided to increase staff awareness soon. During the reporting period, there were no instances of non-compliance regarding labor practice-related laws and regulations that significantly impacted the Company.

Learning and Development

MGM China understands that a company's long-term success is contingent on its employees' ongoing professional growth. To support the professional development of our team members and the evolving needs of the Company, we constantly encourage team members to obtain and accumulate specialized industry knowledge and skills. We offer a wide range of internal and external training opportunities to broaden the knowledge of our team

members and assist in their acquisition of the critical technical and soft skills to enable them to provide high-quality services to our guests. By leveraging our market presence and scale, we also engage with external organizations that offer professional skills and certification programs for vocational training to our team members. Over 620,000 training hours⁵, or an average of over 63 hours⁶, were delivered during the reporting period.



Awards for our endeavors in Human Capital Development



⁵ The total training hours in 2022 is calculated based on the training hours received by all employees throughout the year.

⁶ Average training hours in 2022 is calculated by dividing the training hours provided to all employees throughout the year by the number of employees as at year end.

Discovering a Greater You

MGM China is committed to helping our team members pursue their professional goals and reach their full potential. We have in place several well-established career development programmes,

such as PRIDE, to provide a diverse range of talent development opportunities to our employees.



Unleashing Your Career Greatness



PRIDE

PRIDE is MGM China's award-winning career development program established in 2014 and has benefited more than **300 PRIDERS**. It offers several tracks, ranging from **9 to 15 months**, to assist high-potential employees to prepare for higher-level management positions within the Company.

The curriculum includes a variety of learning opportunities such as management skills training, industry visits, cross-departmental training, and mentorship programs.



MAP

The Management Associate Program (MAP), a fast-track career program for local graduates in Macau, was launched in 2014 and has been offering possibilities for young locals with a passion for the hospitality industry to join MGM China in managerial roles.

Cross-training opportunities are provided with one-on-one mentoring from a senior company leader, with development programs at MGM hotels in Macau and Mainland China lasting **18 to 30 months** based on experience and qualifications.

Unleashing Your Personal and Professional Greatness



MGM Academy

The MGM Academy Program began in 2009 to offer thousands of world-class learning courses and activities for our team members on subjects including leadership, personal development, customer service, and operational management.



MGM eAcademy

Alongside the MGM Academy, a self-directed comprehensive online learning management system was introduced in 2016 with over **15,000 learning courses** provided, including new hire orientation, customer service and soft skills training.

The platform allows access to learning materials and progress tracking from anywhere and at any time, with **98%** of MGM China team members as monthly active users.

We continue to deliver various learning courses through eLearning modules or webinars to advocate digital learning.

Learning Curriculum

Key Subjects of the MGM Academy Program



MGM Graduation Ceremony 2022

In March, we hosted the “MGM Graduation Ceremony 2022” at MGM Theater to celebrate 2,800 team members who graduated from three major training development programs at the “MGM Graduation Ceremony 2022”: “MGM Academy”, “Career Development Program” and “Continuing Education” program. Our partnering governmental departments, academic institutions and associations were invited to the ceremony to witness the learning achievements of the graduates. MGM China prioritizes talent training and development and promotes local employment, in line with Macau SAR Government policy, to help develop Macau and the GBA into a top-tier talent hub.



MGM China is devoted to optimizing team members' abilities and values training and development for them. We take part in various professional skills competitions every year to showcase the professional

abilities of our team members, competing against the finest in the business, and providing valuable opportunities to learn from other industry players.

Professional Skills Competitions

In 2022, our Golden Lion Team participated in two of the most prestigious hospitality competitions in Macau to showcase their talents and skills to industry professionals.

Macau Integrated Tourism and Leisure Enterprises Vocational Skills Competition

In the competition co-organized by the Macau Federation of Trade Unions ("FAOM") and the Labour Affairs Bureau ("DSAL"), being the host this year and also emerged as the biggest winner, MGM China attained a record-breaking achievement of winning nine distinguished honours — the highest in their categories, including Special Gold, Best Work Safety Award and Best Teamwork Award in Facilities Maintenance, Special Gold Award in F&B Service, Gold Award in Western Cuisine, and Special Gold and Best Service Award in Room Make-up and Design. Under the Gaming category, we also received Champion in Chipping and Special Gold in Game Rules and Customer Service.



Macao Occupational Skills Recognition System ("MORS") Gold Pin Competition

At the MORS competition, 47 MGM China team members participated in ten categories including beverage, concierge, room service, security etc. Competing against 278 contestants from 29 organizations in Macau, a total of 14 team members were shortlisted for finals, with six of them winning the Gold Pin Awards, making MGM China once again the organization securing the most gold pins.

3rd Zhuhai Professional Skill Competition and 2022 In-depth Cooperation Cup



The 2022 In-depth Cooperation Cup was held in Zhuhai, Macau and Hengqin with six competition categories. MGM China participated in the Human Resources and Hospitality Professional Assessment Competition. The competition setting was closely related to the need of Zhuhai-Macau-Hengqin development and helps to enhance the vocational skill of the industry professionals.

This year, our Human Resources team members won the champion title as the Enterprise HR expert (advanced) at the 3rd Zhuhai

Professional Skill Competition and 2022 In-depth Cooperation Cup for Zhuhai Macau HR Professional Assessment Competition organized by the Guangdong-Macau In-depth Cooperation Zone Social Affairs Bureau and Human Resources & Social Securities Bureau. Also known as the "Olympics for HR professionals in Zhuhai and Macau" for its vigorous assessment and recognition by local governments, our team members competed at the highest level alongside hundreds of the best professionals from the Macau hospitality industry as well as national brands in China.

Embracing External Collaboration

By providing our team members with educational and vocational training in collaboration with government departments and local organizations, including the Macao Government Tourism Office

(“MGTO”), DSAL, FAOM, local and regional universities as well as educational institutions, we create a pipeline of diverse talent.

Key highlights in 2022

“Tourism+” Cultural Diversity Development Exchange Initiative

To nurture multi-talented industry practitioners and deepen “Tourism+” synergy in Macao and the GBA, we collaborated with MGTO, Macau Institute for Tourism Studies (“IFTM”) and FAOM as co-organizing units and Macau Cuisine Association as a supporting unit to roll out the “Tourism+” Cultural Diversity Development Exchange Initiative — a scheme that will usher in a series of strategic training programs.



Under one of the program themes “Tourism+” Guangdong-Macao Synergy, sharing sessions were organized for the GBA tourism practitioners to foster the regional exchange of knowledge and experience. We supported one of the sessions, “Public Lecture of Tourism Education and Training Base for the Guangdong-Hong Kong-Macao Greater Bay Area”, by sending management team members to be speakers and sharing their expertise on “Making Great Moments” for guests, employees, and the community. The public lectures were conducted both online and offline, and participated by over 100 management and practitioners from the tourism and hospitality industry in the GBA.

Professional Workforce Development Series

MGM China has established a strong partnership with DSAL to provide innovative and comprehensive training for our team. Since 2016, we have been co-organizing the “Occupational Quality Training” which aims to fortify MGM China’s position as a tourism education and training centre in the GBA by enhancing the overall quality of local talent in the industry.

As part of the training, we launched a “Professional Workforce Development Series” in 2020 for tailored training on various disciplines. Under the three categories of “Occupational Quality Training,” “Professional Certification,” and “Career Development Program”, the Series has extended to new professional areas in 2022, including “Housekeeping Occupational Quality Training Program”, “Macao Facility Management Technician Occupational Certification Program” and a series of professional certifications, totalling nearly 50 training courses benefitting over 8,100 team members.

Following the launch ceremony in 2022, we collaborated with DSAL and Macao Food Safety Management Association to organize a Food Safety Seminar for SMEs promoting The Chartered



Institute of Environmental Health (CIEH) Level 2 certification for improving the hygienic operation standards to ensure the food safety. In addition, we also arranged a Food Safety Tour at MGM COTAI for a group of around 30 SMEs to share MGM China’s high standards and professional facilities in ensuring F&B safety, joining hands to elevate industry professional level.

In line with our collaboration with different organizations over the years, our team members were invited to be the judges in the Guangdong-Macao “One Test, Multiple Certificates” Talent Assessment Model and Skilled Professional Talent Assessment, showcasing the strong talents of our team, and our commitment to the talent investment in the GBA.

Learning About National Development

MGM China fully supports National Education for our team members, to allow them to develop a sense of national pride by learning and understanding our Country's development. We organized a series of events such as the "Visit to National Security Education Exhibition", "Gaming Industry Employees National Education Carnival", and "MGM National and Cultural Education Series — Sharing Session on National People's Congress and National Political Consultative Conference" for our team members and local youth to promote the importance of strong national security in the development of our country and foster a greater sense of national pride. Most notably, our team members have visited the "National Security Education Exhibition" for the fourth consecutive year in 2022, demonstrating MGM China and team members' commitment to improving our understanding of national security for our country.



A series of celebratory events have been organized for the May Fourth Youth Day, with the Macau Youth's Development in Greater Bay Area Symposium and the screening of "Macao: Back to Common Roots Narrative Film" attracted more than 200 participants from over 20 local youth groups and our team members to attend to learn more about their own country and discuss on the youth development in the GBA. We continue to develop our sense of national pride and understanding of the history, culture, and development of our proud nation.



Employee Engagement and Wellbeing

Taking Good Care of Our Employees' Wellbeing

Health and wellbeing are paramount to unlocking the greatness of our talent pool. MGM China is committed to providing a variety of programs and welfare facilities for our employees to ensure a strong and healthy workforce. To create a family-friendly working environment, we have also arranged a wide variety of promotional and leisure activities for our employees and their families to maintain a healthy work-life balance, whilst maintaining a strong cohesion, morale, and sense of belonging throughout the workforce.

To boost team spirit and vitality among team members, Golden Lion Sports Teams were established to connect sports-loving team members and promote the health benefits of exercising. In addition to exhibiting exceptional performance in a variety of competitions, members of sports teams create enduring partnerships with one another. We have ten Sports Teams including Dragon Boat Team, Basketball Team, Soccer Team, Badminton Team, Fencing Team, Table Tennis Team, Bowling Team, Snooker Team, Darts Team and Running Team. During the reporting period, we participated in 16 competitions and attained nine remarkable awards.

Greatness at the Macau International Dragon Boat Races



This year, MGM China's Dragon Boat Team participated in the Macau International Dragon Boat Races for the 15th consecutive year. 56 of our excellent team

members took part in three race categories in the 2022 edition of the event, including Macao Small Dragon Boat Race — Open Category 200m, Macao Standard Dragon Boat Race — Open Category 500m, and Macao Standard Dragon Boat Race — Women Category 500m. Our winner in the 2nd runner up in the Standard Dragon Boat Race of Men Open Category (500m) demonstrated the Golden Lion spirit to its fullest and enjoyed great success in the event yet again in 2022.



Congratulations to the MGM Basketball Team — We are the Champion!

Showcasing the athletic ability of our Golden Lion Sports Team, our MGM basketball team won the 2022 Gaming Employee Basketball Competition. Our Golden Lion Team fought off tough competition from other teams in the gaming industry on our way to victory, demonstrating determination and resilience in overcoming our opponents. MGM China is proud to see our team putting on a tremendous performance and achieving greatness together.



MGM China's 15 Years of Greatness!

In celebration of MGM China's 15th anniversary, it was an honour to have the presence of Ms. Pansy Ho, Co-Chairperson and Executive Director of MGM China Holdings Limited, as well as senior executives in a celebration with over 1,500 team members who have been with MGM China for 15 years. We took this opportunity to give thanks and show our appreciation to the hardworking team members in making MGM China an exceptional success and express the wish to continue this into the future.



We have also set up a carnival-themed celebration for our team at the back of house area, with special celebration meal, game booths, lucky draw and takeaway gifts to show our appreciation. Our team members also put on an exceptional live music performance that made the occasion even more special. Our team enjoyed the occasion fondly, and we look forward to many more happy memories and success together as a team.



Positive Parenting: Communicating with your Children

At MGM China, we believe that a positive family relationship is important for our team members' mental health and their continuous development. We actively engage our team members in various parental education series to help nurture positive parent-child relationships.

Parental Education Series

To promote parent-child relationships and further foster parenting education, MGM China and the DSEDJ signed the "Letter of Intent on Cooperation in Parental Education" in April, bringing a series of parenting education programs for MGM China team members, promoting parenting education, enhancing a positive parent-child relationship, and building a harmonious community.



Further, to help our team members convey positivity to children and empower children to understand the importance of positive emotion and emotional development, MGM China organized a series of workshops, such as "Positive Parenting and Children's Emotional Development" workshop, and "Positive Emotional Management for Positive Parenting" seminar. In particular, the seminar shared how to nurture children's resilience when they encounter setbacks and attracted 130 team members with positive feedback. We will continue to create a platform for our team members to nurture better parent-family relationships in the future, hence creating a greater and more harmonious team.



Through our team members' proactive participation of volunteering, we aim to improve the community and brighten people's lives by providing a helping hand. To positively impact and influence the needy, the Golden Lion Volunteer Team has been dedicated to assisting community activities since 2010. For more information, please refer to the "For a Better Community" Chapter of this Report.





Case Study

"MGM Family Carnival" Fosters Harmonious Family Ties

At MGM China we aspire to nurture strong family bonds and promote a more harmonious society, and we believe that a family-inclusive workplace and family-friendly environment would help in shaping a greater team. In 2022, we have organized the "MGM Family Carnival" for our team members and their family to enjoy quality family time together at MGM China through a series of educational interactive games and family-friendly workshops of various themes, including Gold-Leafing Workshop, M Art Experience, Fun Culinary Experience and more. The games and workshops allowed participants to enjoy fun times with the family while also enhancing their communication.



The two-day event was well attended by approximately 1,300 team members and their families and members from local organizations such as FAOM, General Union of Neighborhood Associations of Macau ("UGAMM"), The Women's General Association, Caritas Macau, Tung Sin Tong and Sheng Kung Hui. Our event brought fun and joy to all participants and created great memories for our teams. We hope to continue extending our support to our team members in the coming years and create many more successes together.



Two-day event



1,000
Team Members



300+
participants from families of six local associations



"This one-stop carnival with a variety of family-friendly elements is very well designed. It has both physical and passive activities to appeal to children with different personalities and interests. Our family of four participated in workshops where we learned new knowledge together and enhanced our mutual communication and understanding. This event truly provides a great opportunity for local families to spend a happy, quality family time."

Mr. Kong,
one of the parents who attended the carnival

A Harmonious Workplace with Mutual Respect

We are committed to cultivating a positive and harmonious workplace through effective two-way communication, mutual respect and understanding among the team. We have an Open-Door Policy to encourage team members to communicate with management, raise concerns with immediate supervisors, share opinions or arrange meetings with Human Resources representatives via different communication channels, including MLife Insider (a Company intranet), Human Resources Service Counter, a WeChat channel and a multi-purpose mobile app named “Now Mobile”. To

ensure all concerns are heard and addressed, we have a well-structured grievance reporting mechanism in place for team members to file a report with clear guidelines. In addition to the above communication platforms, Human Resources representatives also reach out to our team members proactively through Lion Chat, a one-on-one scheduled session with randomly selected team members, allowing them to share their opinions on the job or Company in a stress-free and private environment.



In 2022, we launched a MGM Character Campaign — “Give Respect, Gain Respect” to raise team members’ awareness on good manners, communicating with kindness and positivity to earn respect, gain understanding and build trust which is the key to direct open communication. As part of the Character Campaign, we tailor-made a MGM China branded e-learning program educating all team members on the virtues of respectful communication. In addition, 90% of our managerial team members attended our customized e-learning courses on giving feedback and participated in a face-to-face workshop with case studies to enhance their people management skills.

Over **60** videos have been released since the start of the program in 2018, and this year, the sharing included more diverse topics such as sign language and maintaining a positive mindset.

“Now Mobile”

The “Service Now” communication platform has been upgraded in the reporting period with increased functions and information provided around the clock. Services such as typhoon arrangement notifications, useful hotlines and promotions are available on the platform to assist our team members in their day-to-day operations. With push notifications, employees can stay informed about important updates, company news, fun quizzes, employee workshops and special offers for employees. The upgrade enables strong communication between team members and enhances our efficiency of operation in the long run.





During the reporting period, we have conducted an employee survey exercise to verify and update their personal information if necessary. We also take this opportunity to add some dedicated questions from time to time for us to have a better understanding of their preferences for offering more personalized services and tailored engagements. According to the survey, nearly **25%** of team members are using electric vehicles, while over **13%** plan to switch to electric vehicles in the near future. The survey also showed that **10%** of respondents are vegan or semi-vegan.

While the internet can provide solutions to many problems in today's digital age, we believe that getting a helping hand from someone familiar is more reassuring. Our brilliant team members have joined together to create "INSIDER on Demand", a recurring series from in-house experts to provide advice on several topics responding to our team members' feedback.



In addition to being a language for the disabled, sign language has been incorporated into our regular workplace communication and represents our shared value to create an inclusive community. We have provided a bite-sized sign language video series to raise awareness of sign language culture and integrate the use of sign language into our communication with the needy.

"P for PRIDE" is a storytelling series that honours the journeys that our team members made to achieve greatness. No matter big or small, personal, or professional, we would inspire others and promote a culture of brilliance and compassion.

At MGM China, we believe that any team members, irrespective of their backgrounds, should be able to excel in all aspects of their lives. The achievement of our team members perfectly encapsulates our value of excellence and compassion.

Living life to the fullest

Maggie Lei, our Stewarding Supervisor, lost her hearing when she was young. She uses her experience in creating a better world for those with similar impairments despite the adversity she has faced, with her work as the chairman of the Macau Association of the Hearing Impaired for six years and promoting the learning and usage of sign language. She also welcomed the opportunity to be involved with sign language dance performances to empower those with a similar impairment.



Saving a critically endangered language

Russo, our Director of Security, is also the lead vocalist and guitarist of Tuna Macanese, the oldest band in Macau, and the only living band in the world that performs songs in Patuá, a Portuguese Cantonese creole. At MGM China, Russo serves with dedication, professionalism, and generosity, and regularly spreads his love and passion for Patuá music and Macau culture with our team members.

We aim to support our team members as best as possible to provide a strong foundation for our team members to weather personal challenges and create a good work-life balance.

Providing our Employees with Care and Assistance



Employee Health Center

Our team members' health is important to our success. Our in-house doctors and nurses provide the necessary medical support and first aid to our employees at our Employee Health Centre. We provide a diverse range of medical support at our Employee Health Centre, including consultations with western doctors and traditional Chinese medicine practitioners, physiotherapy, and nutritionist to ensure our team members' good health.



Counselling Services — Employee Assistance Program

We have commissioned a third-party organization to provide professional counselling service to our team members and immediate family members under our Employee Assistance Program ("EAP"). EAP provides array of services to ensure that our team members are able to seek support confidentially at anytime, anywhere and free of charge through 24-hour hotline, on-site workplace support, note-writing, online chat and individual face-to-face counselling sessions to help cope with any personal concerns.



Refreshment Zones at Workplace

For our team members to rest and socialize during their breaks, we have set up several Refreshment Zones:

Quiet Zone

An oasis with a relaxing ambience and comfortable lounge chairs for team members to sit back, relax and recharge.

Mothers Zone

A cosy and well-equipped area that operates 24 hours to support nursing mothers who are transitioning back to work.

Internet Café

Another relaxing option that offers free freshly brewed coffee, iPads, and PC stations for team members to enjoy their break time.

Cultivating Culture Appreciation and Competence

We pivot our brand around artistry. To promote arts and culture within the team, we regularly hold seminars and workshops to showcase the unique spirit of craftsmanship in China. Below is the highlight of the arts and culture events MGM China participated in 2022.

Guangdong-Hong Kong-Macao GBA Tea Culture Exchange Series

Nurturing and promoting the Chinese culture, and the promotion of talent development and exchange with the GBA is always one of MGM China's main commitments. In 2022, we hosted the MGM Talent Development Series: Guangdong-Hong Kong-Macao GBA Tea Culture Exchange Series and the 9th MingXing Tea Specialists National Final Competition to share the traditional Chinese tea culture with our team members, as well as our community.

Our Golden Lion Team participated in the main event of the series, the MingXing Tea Specialists National Final Competition. The team put on an extraordinary performance, being ranked in the top three overall, and received two awards, showcasing MGM China's appreciation of Chinese tea culture.



National & Cultural Education Series to Promote Macau History and Chinese Culture

To share knowledge of Macau's history and Chinese culture with team members and local youths, MGM China partnered with Oral History Association of Macao and Hall of Culture to organize the "MGM National & Cultural Education Series: Symposium on the Intricacies & Charm of Macau History and Culture", POP-UP MACAU Book Donation Ceremony and Launch of Macau Youth History & Culture Series. Over 150 MGM China team members, association members, representatives of the academia and local students joined the "Symposium on the Intricacies & Charm of Macau History and Culture". Through these diverse cultural activities, MGM China hopes to strengthen cultural confidence among its team members, local residents, and especially the youth.



Occupational Health and Safety ("OHS")

A safe and healthy workplace is important to the success of our business. We ensure a safe workplace for our team members and contractors, by strictly adhering to the local regulation on workplace safety and to strive for the objective of zero workplace injury. We also implement our Occupational Health and Safety Manual and the Health and Safety Policy, aligned with ISO 45001 standards and associated requirements, to oversee the governance of workplace health and safety practices. Our team members are informed of the policies and are expected to adhere to them. Our Safety Department

is responsible to oversee the mitigation of workplace hazards and investigation of any workplace health and safety incidents. The Risk and Safety Operations Committee, consisting of senior and middle management representatives, are responsible for the review and discussion of the investigation results of workplace health and safety incidents and subsequent mitigation measures every quarter. The Committee also communicate with management and general team members for the promotion of workplace and public health and safety matters.



Guidelines and Tips

The Company provides a wide range of health and safety tips and guidelines to our team members, such as reminders to wear suitable protective gear and inspect equipment before use, as well as the mitigation and avoidance of workplace health and safety risks.



Incidents Reporting

Team members are encouraged to report any hazards identified at the workplace to their heads of departments to enable mitigation and prevention of any potential workplace health and safety incidents.



Contingency Plans for Emergencies

Our contingency plan sets out specific guidelines for the event of any emergency evacuation. The Security Division was created to give immediate support to employees in the event of an emergency. We also formulated a Pandemic Preparedness Plan ("Plan") with departmental guidelines for flu and pandemic measures. Together with the Health Bureau guidelines, our resorts have been conducting body temperature screening and health code checking programs along with environmental cleaning and disinfection practice.

In 2022, there were two periods of community outbreaks of COVID-19. During these periods, we strictly adhered to anti-pandemic measures according to the Plan and specific COVID-19 guidelines issued by the Macau SAR Government in terms of body temperature screening, crowd control, sanitation practice and nucleic acid test programmes. The spread of the disease within our property operations was successfully controlled and kept to a minimum.



Workplace Health and Safety Training

For team members in various roles and positions, we offer them both physical training and eLearning sessions on workplace safety and hygiene. Safety card training and examinations are included in the training, which covers issues such as food safety and hygiene. Apart from general training, team members in various operational areas received role-specific occupational safety training to raise their awareness of specific hazards and related prevention measures.

Employee activities will be organized periodically to reinforce the importance of OHS and foster a safety culture within the Company along with formal guidelines and operating procedures.

Supporting Industry Occupational Safety Training

We continue to work closely with DSAL, with whom we co-signed the Occupational Safety and Health Charter in 2017 and initiated the "Hotel & Catering Occupational Safety Card" training in 2018, a widely recognized training which strengthens team members' awareness of basic safety knowledge and common hazards in the hospitality industry and shares corresponding preventive measures.



Comparing to 2021, we have recorded more than **14%** increase in team member participation in workplace health and safety training.

Aspiration towards a zero-injury workplace

We strive to create a workplace that is safe for our team members to excel. We will continue to communicate with all parties to work toward the goal of zero workplace injury.

0

Work-related fatalities



0.9 cases

Recordable
Work-related
Injury Rate
(Per 200,000 hours
worked)

"Identifying and Treating Common Pains in Frequent Electronic Device Users" Seminar

A "Healthy Workplace, Happy Life" is at the core of MGM China's mission, which reminds team members of the importance of workplace safety and personal wellness. We have organized seminars such as "Identifying and Treating Common Pains in Frequent Electronic Device Users" and "Injury Prevention from Health Promotion" to better understand the importance of injury prevention and injury diagnosis. Over 200 participants have joined four seminar sessions. In the future, we will continue to provide more occupational health and safety-related activities for the team members to create a healthy and safe working environment.



Work Safety and Well-Being Campaign 2022

MGM China joined hands with the DSAL, FAOM, The Women's General Association of Macau, and Caritas Macau to hold the "MGM Work Safety and Well-being Campaign 2022". The event featured theme roadshows, exciting competitions, guided tours, outdoor family activities, health seminars, workshops, yoga classes, etc. With a series of dynamic and static activities, we hope to increase mental health awareness and work-life balance.



Work Safety and Well-being Activities Highlights

Work Safety and Well-Being Roadshow

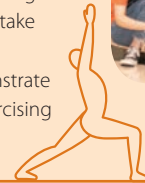
We aimed to promote the importance of maintaining sound physical health for our team members through fitness tests and game booths. Chinese healthy tea and dishes, as well as Chinese medical consultation, are provided to take care of our members' mental health. More than

1,700 team members have joined the roadshow.



Work Happily, Work Safely Competition

The competition encouraged our team members to take part in a stretching competition to demonstrate the importance of exercising to relieve work stress.



Step Forward to Health



This event encouraged our team to take up walking to improve their physical health. Encouraging Team members to walk

10,000 steps a day.

Over 1,600 of our team members participated, and we recorded

160,000,000+ footsteps

during the competition, enough to cover the circumference of the globe twice.



Yoga Class

Yoga classes were also a part of the series in providing an avenue for our team to take part in physical exercise and relax the body.

Occupational Safety Tour

We organized a tour around MGM COTAL with our Safety Department, to provide our team members with an in-depth understanding of the different types of safety equipment available for use, and measures in place to safeguard our employees at the workplace.



Health Seminar & Workshop

A series of seminars and workshops, such as the "Stretch & Recharge", Workshop, "Workplace First-Aid Basics" Workshop, and "Work Fatigue & Stress Prevention" Seminar, were set up for our team members to learn more about maintaining physical and mental health, with a variety of topics including first aid, stress relieves, and mental health covered.

Lion Hiker (Family Event)

Hiking improves our health conditions and decreases the risk of chronic diseases, and also provides an opportunity to catch a breath of fresh air in the country. We organized a hike along the Hac Sa Reservoir Family Trail, where around

200 team members

took part, which also allows our employees to spend quality time with family and the beauty of nature.





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FOR A BETTER Community

The concept of "Developing the City and Building Our Community" is deeply ingrained within our culture. At MGM China, we empower our team members to ensure the well-being of our community. We are always looking for fresh and creative ways to improve the lives of those around us. Community investments, youth empowerment, caring for local seniors, volunteering with stakeholders, and art and cultural events are just a few ways we contribute to our community. Together, we help the community prosper and create a better shared future.



- 3 GOOD HEALTH AND WELL-BEING
- 8 DECENT WORK AND ECONOMIC GROWTH
- 4 QUALITY EDUCATION
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 17 PARTNERSHIPS FOR THE GOALS

Community

Making the Community a Better Place

Driving positive and sustainable changes in the community is part of a company's social responsibility. Rooted in Macau, MGM China is committed to promoting the development of our community. We strive to give back and serve the community, and pay attention to different social groups, especially the senior citizens, the youth, the disabled, and the underprivileged families, with different kinds of support and assistance. As a proud member of the Macau community, we champion an inclusive and harmonious environment to create a better city. Our efforts to building a better community is manifested through three important aspects.



Community Investment

We are keen to have our team members serving the local community through volunteer work. The Golden Lion Volunteer Team is a strong group of volunteers that we are proud of and have built long-term relationships with the entire community. In addition to contributing cash and in-kind donations, we have organized a series of iconic events in 2022 to create positive impacts on the community.



Charitable donations are one of our long-standing traditions in assisting the local community. Highlights of our philanthropic efforts this year include:



Donated **MOP 600,000** to Macao Daily News Readers' Foundation to support "Walk for a Million" campaign



Donated **MOP 600,000** to Tung Sin Tong Charitable Society for the **15th** consecutive year accumulative amount of **MOP 7.1 million**



Donated **MOP 300,000** to the Macau Holy House of Mercy's Welfare Shop project for the **10th** consecutive year, benefiting **400** local households in need. Aggregated a donation of **MOP 3 million**



Donated **MOP 200,000** to Caritas Macau in the **53rd** Caritas Charity Bazaar



Raised and Donated **MOP 100,000+** in the Orbis Raffle Charity Sales 2022, being the largest corporate donor in Macau for the **13th** consecutive years. Accumulative amount of over **MOP 2,100,000**

Blood Donation

Due to the pandemic outbreak, Macau's local blood bank experienced a shortage in inventory. We became the first organization to resume blood drive by proactively approaching the Macau Blood Transfusion Center once the pandemic situation stabilized. Our colleagues were encouraged to participate in blood donation, and almost 100 of our Golden Lion Team members participated in the blood donation event demonstrating their support to the community.

On World Blood Donor Day 2022, the Health Bureau organized the "2022 Blood Donation Award Ceremony" to thank various government departments, private enterprises, schools and other organizations and their members for the contribution to maintaining the blood supply in Macau over the past three years. We are the proud recipients of five awards, receiving the most wins in the industry.



Organization with the highest number of blood donors (2020: 1st prize)

Organization with the highest number of blood donors (2021: 2nd prize)

S.O.S. Award (2020)

Outstanding Blood Donation Motivation Award (2020)

Outstanding Blood Donation Motivation Award (2021)

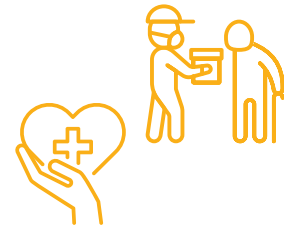


Protecting our Community during the COVID-19 Pandemic

Responding to the government's call for vaccination to achieve herd immunity against the pandemic, MGM China adopted various approaches to motivate our team members to get vaccinated. These initiatives included outreach vaccination programs, MLife posts and community campaigns held internally and externally.

To make the vaccination more convenient and accessible for our team members, the Health Bureau was invited to help provide our team members with the third dose vaccination. We also offered up to three days of paid leave for our staff to accompany their children and elderly parents for vaccination, enabling our team members to care for and protect their families.

When the Macau SAR Government declared a state of immediate prevention in response to the risk of COVID-19 outbreak in July, we worked proactively to provide various types of support to help the community fight against the pandemic. Starting from the third round of Citywide Nucleic Acid Test ("NAT") schemes, we offered the Grand Ballroom of MGM MACAU as a testing station. Our team members volunteered to help with registration, coordination, crowd control, distribution of materials and more. We also dispatched our Golden Lion Volunteer Team to assist at various NAT stations to support the government's anti-pandemic work. In addition, the Golden Lion Volunteer Team also participated in several volunteer activities such as manning the MGM Care Hotline, sharing hygiene tips and supporting the Scan the Venue Code measures to help the public in the fight against the pandemic.



Extending protection for the Elderly During Pandemic

Elderly living in vulnerable conditions is a particularly at-risk group that needs extra attention during the pandemic. When Fai Fu Building of Fai Chi Kei Social Housing was listed as a red code area, we immediately contacted Centro de Dia Brilho da Vida of Caritas Macau and set up the "MGM Care Hotline" for the elderly. Through the hotline, our Golden Lion Team members assisted the elderly to relieve their worries, and encourage them to stay positive and most importantly, to take preventive measures against the virus. Our caring members also took videos to cheer up the elderly and conducted a singing performance online, providing them with virtual company.

Two signature outreaches as part of the vaccination initiative for senior citizens are below:



Home Visit to Encourage Vaccination Campaign

Co-organized by Social Welfare Bureau, Health Bureau, Housing Bureau and Coordinated by Caritas Macau

120+ Golden Lion volunteers participated

Get in touch with **600+** elderly households and helped **100+** elderly get vaccinated



Telephone Interview to Seniors regarding Vaccination

Led by Women's General Association of Macau

80+ Golden Lion volunteers joined

Reached out to **4,000** seniors through telephone



Caring for Local Senior Citizens

Senior citizens have been one of the major target service groups of our community engagement. Throughout the decade, the Company has organized numerous philanthropic programs dedicated to the elderly to show our care, such as haircut events and cleaning service for elderly centers.

In the past, we also held “Health Day for Senior Buddies” and “Mother’s Day Tour” at our properties. Also, learning from the disruption of Typhoon Hato in 2017, we had been offering safety checks for the elderly before and during the typhoon season from time to time to ensure their safety. In addition, we had organized the “Together, We Fight the Pandemic and Storms” event to help seniors to prepare for the typhoon season and the pandemic at the same time.

In 2022, along with the Macau Assistive Technology Resources Center, the MGM Golden Lion Volunteer Team visited three community centers, including UGAMM Centro I Chon, Centro Comunitário Iao Hon, and Complexo de Apoio à Família e de Serviço Comunitário de Seac Pai Van, and demonstrated the correct methods of using assistive devices to nearly 200 seniors, increasing their awareness of using these devices on their own.

MGM China Continues its Philanthropic Chinese New Year Tradition for the Elderly

As an annual philanthropic tradition, we organized a series of activities for the elderly during Chinese New Year for the 11th year. Our caring events have benefited a total of 700 seniors as part of MGM China’s efforts to send care and holiday wishes to the community. Here are some highlighted figures:



1st Heart-written CNY Couplets for Elderly Event Gave blessings to around **50** seniors

Engaged with **15** young generation students

Wrote **200+** pieces of Fai Chun



5 “Haircut for Love” Events in January Organized at **5** elderly care centers

Benefited **150+** seniors



2nd Spring Clean with Local SME cleaning service company

Assisted with **4** elderly centers

Prepared **500** heartfelt gifts



Our new “Heart-written CNY Couplets for Elderly” was rolled out for the first time this year to share the love within the community, connecting young and old generations. The Golden Lion Volunteer Team, together with students from Escola Tong Sin Tong visited the Centro de Dia Brilho da Vida of Caritas Macau and wrote Chinese New Year couplets to seniors. We also visited seniors’ households and decorated their homes with handwritten couplets to send them care and blessings. In the future, MGM China will continue to promote and support more cross-generational integration activities.



Since 2015, MGM China has launched the “Haircut for Love” initiative, through which our volunteers provide free haircuts to seniors every month. Over the year, we served more than 3,800 seniors to date, forming long lasting bonds and creating great moments for our senior citizens.

This year, we have pioneered and formed the “Silver Age Hairdressing Team”. It is made up of a group of seniors from Caritas Macau. They learned some basic haircutting skills from our volunteer team and served other seniors at Centro de Dia “Brilho da Vida”. This gave the seniors in the team a sense of satisfaction from their work and self-improvement. The team has even served an elderly aged over 100 years old.

Chinese New Year Spring-cleaning event is also a way for us to show our care to senior citizens. For the second consecutive year, we partnered with a local cleaning service SME to clean four elderly centers. The communal areas were cleaned and sanitized to give the senior citizens peace of mind. In addition, we have prepared 500 gifts for the residents of the elderly centers to celebrate the festival.



“We are very delighted to have MGM team members and students of Escola Tong Sin Tong at our center to visit the elderly. The event enables both the elderly and youths to usher in the Year of the Tiger together, deepening their ties and honoring the virtue of respecting the elderly.”

*Paul Pun,
Secretary-general of Caritas Macau*



Nurturing Future Generations

The next generation will be the leaders and innovators of the future with unlimited potential. MGM China is passionate in organizing development programs and providing opportunities to inspire young people and help them realize their full potential. As a leading hospitality company, we focus on developing local tourism and hospitality talent, allowing them to learn professional skills and apply them in their future endeavors. For over a decade, we have been collaborating with the Macau SAR Government and local educational institutions to develop career development programs for locals.

Empowering local young talent has been at the core of MGM China's mission at both the corporate and community levels. We continue to partner with academic institutions over the years to attract bright young minds and unleash their potential through a variety of internship programs. Since 2007, we have been offering a six-month internship program, providing hospitality students with dedicated resources to help them explore career paths, develop and refine skills, and empower them with mentorship and guidance across different professional fields.

In addition to internship programs, we collaborated with DSAL to offer the "Creating Better Job Perspectives for 2022 (職出前程實習計劃 2022)" program. The Company is also committed to support the professional development of Macau youth and participated in the "Macau Youth Professional Development Program" organized by the DSEDJ. Currently, our representatives have successfully completed the first part of the program.

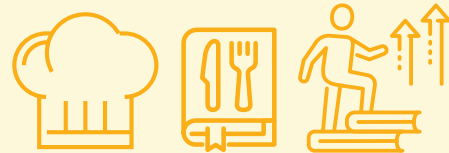


Talent Development Partnership for Tourism and Culture

MGM China signed the Talent Development MOU with the Faculty of Hospitality and Tourism Management of the Macau University of Science and Technology ("M.U.S.T.") in December 2021. With our commitment in talent development and cultivation in the hospitality industry, MGM China sponsored the faculty to organize the first "Three Minute Thesis Competition" attracting more than 100 faculty members and students and 35 postgraduate students to participate in the competition. Along with the competition, MGM China was invited to give a seminar entitled "Mastering Hospitality" to over 200 students and faculty members; and a faculty professor delivered another seminar entitled "Gaining Insights into the Consumption Behaviors of Next Gen Mainland Travelers to Elevate MGM Service Excellence". Throughout the presentation, the audience was inspired to learn about the attitudes, personas, and patterns of Next Gen Mainland Travelers.



MGM China collaborated with the Guangdong Federation of Trade Union and FAOM since 2020, introducing the spirit of craftsmanship to the local residents and its team members through the vocational training program "Fostering & Nurturing of Great Craftsmanship in Greater Bay Area (Macao)". In April 2022, funded by DSEDJ and the Macau Youth Federation, the "Craftsmanship Series: Young Craftsman Workshop" was organized for younger generation. Over 200 primary school students took part improving their knowledge in a variety of topics, including Chinese tea ritual, western dining table set-up & gueridon service, mocktail mixology, and garnish preparation, all through entertaining seminars led by MGM China team members.



The MGM Experience

The MGM Experience helps teenagers to gain a better understanding of how a local integrated resort works, broaden their horizon and enhance communication skills by experiencing day-to-day operations in various hotel departments over the summer. The annual program entered its 11th year and a total of 35 high school students were invited. Participants were led by experienced instructors for a two-day hands-on learning experience in 16 different departments. They were also engaged in volunteer events to reach out to the community. Sharing sessions were arranged for students to reflect on their learning, and former students were invited to share their experiences as well.

Visit to Learn about Theater Technology

In September 2022, a group of 20 students from the "Stage Management Program" and Dance Troupe at the University of Macau ("UM") visited MGM COTAI to learn about the hotel's entertainment facilities and performance management. Through an immersive "MGM Experience" and a backstage tour of the MGM Theater, they gained insight into the technology and operations behind a top-notch performance venue. Our team of professionals were all present at the theater to share the challenges of planning different types of shows, giving the students a deeper understanding of large-scale event planning and advanced theatrical technology.

Working Towards a Diverse and Inclusive Macau

In addition to our ongoing volunteering activities and community investments, our sustainability mission includes developing a holistic social cycle that is self-driven and self-sufficient. As a result, we have been collaborating with various stakeholders using the Public-Private-Community Partnership approach to optimize our social impact and create a more diverse and inclusive local community.

Concern for the Wellbeing of the Disabled



We retain a close collaboration with Macau Assistive Technology Resources Center to improve the quality of life for individuals with disabilities. Aligning with the 10-year Plan for Rehabilitation Services of the Macau SAR Government, the MGM China-sponsored Macau Assistive Technology Resources Center seeks to improve the quality of life for individuals with disabilities. Celebrating its third anniversary in 2022, we organized an open-day event at the Center, with games and experience booths for the public and a role play performance from our volunteers to raise public awareness on the Center's purpose. Over 300 citizens and members from social service organizations participated to learn more about the usage and benefits of assistive devices. To advocate social inclusion, we will continue to work closely with the center to further promote auxiliary tools and related resources.



Promotion of Dementia Awareness in the Community

In an effort to promote the concept of a dementia-friendly community, we launched the MGM Dementia Care Program in 2021 with a series of events including the "Golden Lion Tour for Elderly with Dementia" co-organized with the Accessible Travel Agency of Caritas Macau. MGM Golden Lion Volunteer Team members, who have received training in taking care of dementia patients, gave the elderly with dementia and their caregivers tours of MGM China resorts and Macau's top historical scenic spots and museums in order to create great moments for them. We also supported the Dementia Awareness Community Promotion Event held by Caritas Macau on 21 September — World Alzheimer's Day — with our Golden Lion Team hosting games and singing on stage.



20 Tours for elderly with dementia

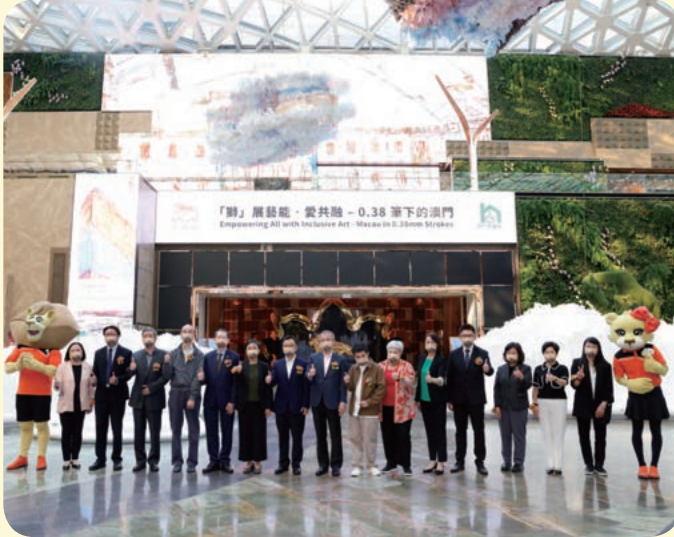
400+ Seniors Benefited





Case Study

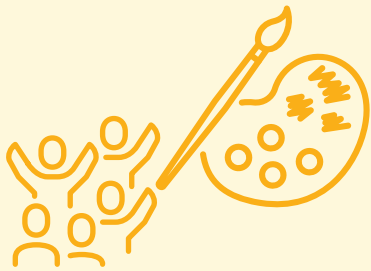
Empowering All with Inclusive Art



We spare no effort in sharing people's talent to the world regarding their disabilities and promoting social inclusion in Macau. In October, MGM China joined hands with Fuhong Society of Macau ("Fuhong") to present the exhibition — "MGM x Fuhong: Empowering All with Inclusive Art — Macau in 0.38 mm Strokes", displaying the beauty of Macau's iconic landscapes through the eyes of the autistic artist Leong Ieng Wai and his famous 0.38 mm sketching pen.

Dedicated to showcasing the 50 paintings of Macau's spectacular cityscape, a launching ceremony was held on 8 October to display the paintings on the world's largest permanent indoor LED screens at the Spectacle of MGM COTAI, sharing the lively painting created by Leong with the public at an impressive scale.

In celebration of the World Mental Health Day on 10 October, the "World Mental Health Day Series Event 2022: Co-shape a Harmonious Society" was hosted together with the art exhibition to strengthen the connections and deepen the understanding between the public and individuals who suffer from mental disorders. A total of 200 participants from 20 educational institutions, local associations, and enterprises, as well as our Golden Lion Volunteer Team, enjoyed the fun-filled and meaningful activities, consisting of performances, art workshops, and charity sales.



Innovative Ways to Serve Our Community

We continue to look for new ways to accommodate the needs of different socially vulnerable groups. With the aid of online platforms and partnerships with the government and non-governmental organizations, we are creating positive social impacts and contributing to the community.

Mobile Speech Therapy Service

We collaborated with Sheng Kung Hui Macau Social Services Coordination Office in 2020 to launch the Ü CARE Moving Care and Service Shuttle, the first-ever Mobile Therapy Vehicle in the GBA to promote Speech Development in Children. Over the past two years, the vehicle has been travelling around the local community to provide speech therapy services, including consulting, case referrals and language development for children with special education needs and their parents. In 2022, the “Ü CARE Moving Care and Service Shuttle” has transformed into a “Share-Love Music Stage” to serve the purpose of allowing teenagers to spread positive vibes and in a way to further encourage peers to pursue their dreams via music. The live band show was overwhelmed by the jointed performances of popular local celebrity bands along with a few teenage bands guided by them and the MGM China Band formed by our team members, attracting nearly 1,500 citizens to join.



Community Outreach eLearning Programs

Whenever possible, we strive to promote inclusive tourism and create accessible journeys for all. MGM China has collaborated with the MGTO and the Macau Deaf Association to launch the “Power in Our Hands” Community Outreach eLearning Program of Macao Sign Language since 2019 leveraging public-private partnerships to equip industry practitioners with barrier-free communication skills. With the all-rounded programs launched over the years, the sign language series has benefited to 26,000 people to date.

This program was launched with Macao Sign Language and Standard Chinese Sign Language courses. New courses were later introduced, including a GBA-themed module in 2021 and a Hengqin-themed course in 2022 to foster Macau-Hengqin tourism integration and inclusive tourism in the GBA. To-date, the community outreach eLearning program that cover the topics of sign language and Macau history & culture has benefited over 38,000 MGM China team members, practitioners, youth and community learners. Our dedication to promote harmony and Macau culture was acknowledged by the Training Magazine of Xinhua Daily Media Group as the “Quality Training Course” in the “Construction of Quality Training Courses & Learning Projects of the Year 2021-2022”.



Mini Story:

Sign language is for everyone

At MGM China, we acknowledge that sign language is crucial for our daily communication with hearing-impaired people. It also symbolizes our collective goal to bring together an inclusive society. To support the International Day of Sign Languages on 23 September, we launched a Sign Language Campaign where team members learnt simple sign language through a series of bite-sized instructional videos.



Apart from videos for team members, our warm-hearted colleagues have also created sign language introduction short videos for the public, which was posted on our Facebook Page to raise awareness on the hearing impaired.



Art, Culture and Heritage

Motivated by the Company's motto to constantly creating new experiences, we are determined to drive continuous innovation with originality and creativity. Looking ahead, we will continue to support the Macau SAR Government's "Tourism+" initiative by deepening the integration of sectors with joint art and culture projects and events.

The soft power wielded by the ubiquitous nature of art and culture can help to break down barriers and build a united community. We search the globe for international artwork to curate a one-of-a-kind MGM China-style aesthetic to captivate guests on a global platform, blending traditional and innovative elements in a juxtaposition of art cultures from the East and the West at our properties. Over the years, numerous public art projects, exhibitions, symposiums, and mega-scale cultural and art events including the Art Macao and MGM Art Symposium have been organized to embody our commitment in capturing the very essence of humanity, bringing a piece of the experience to our community with the meticulously selected artwork on display at our public spaces.

Art is for Everyone

We endeavor to bring the innovative side of art and culture into everyday life. Located within MGM COTAI, 'M Art is a conceptual creative space designated for artists of all ages to unleash their creativity, making it the perfect catalyst to facilitate a melting pot of cultural and life enthusiasts to foster creative development. Themed art and family-friendly workshops are organized regularly, including 1,2,3 Rock Paper Scissors — Fan Painting, You are Monkey King, and the Lion Mask Painting Workshop for parents and children to learn about cultural appreciation while unleashing their unlimited creativity.



Experiencing Art at MGM

To show our support in expanding Macau's "Tourism+" initiative, we launched the MGM Art Space at MGM MACAU in 2013 as the first gallery space for hosting cultural and artistic exhibitions in a Macau resort. The 6,000-square-foot gallery offers visitors of all ages a series of enchanted, immersive, and interactive experiences, ranging from early Renaissance to cutting edge contemporary art with its world-class exhibitions.

Public areas at our properties are delicately adorned with more than 300 A-list art pieces. Our centerpiece, the Chairman's Collection at MGM COTAI, tells the story of Macau through the lens of MGM China and several artists with the intention of revolutionizing public art. The collection of paintings, sculptures, and installations showcases works by some of the most well-known artists in Asian contemporary art, reflecting the East-meets-West influence on the region's art scene as well as the modern characteristics of the 20th century. Another signature art piece is located at MGM MACAU, where the renowned Portuguese artist Joana Vasconcelos was commissioned to create the Valkyrie Octopus in 2015, an unmistakable landmark and well-known photo-taking spot in Macau and had been featured in exhibitions in Belt and Road countries or regions. Visit our [MGM & Art page](#) to learn more about the permanent art collections at our properties.

Throughout the year, we exhibit our collaboration with well-known artists across the world with art displays across our property, bringing an exclusive artistic experience for our visitors aligned with the spirit of "Tourism+". Among the many art pieces in MGM China, "A Landscape of Metamorphosis: No End to End" and "Awakening" Special Exhibition showcase the beauty of traditional Chinese culture with a modern twist.

"A Landscape of Metamorphosis: No End to End" was created by internationally acclaimed mixed-media artist Jennifer Wen Ma, with rich elements including Chinese traditional art forms, philosophies, aesthetic theories, and practices. The sublimated large-scale immersive sculptural landscape installation invites audiences to be immersed in a world where contemporary art is fused with traditional culture and modern technologies.

In collaboration with Zhou Yi, the "Sugar King" of China, we will be presenting the first special art exhibition in 2023 — "Fondant Art Exhibition" to elevate the fine traditions of Chinese culture. With sophisticated masterpieces, Zhou portrays ancient Chinese characters in fondant sculptures and promotes the intangible cultural heritage of dough-sculpting craftsmanship. A bold and innovative approach is used to infuse the power of "Guochao" into culture and art while elevating them to life-size heights for maximum visual impact.





"We invited Mr. Zhou to promote the intangible cultural heritage of dough-sculpting craftsmanship to incorporate western and contemporary fondant art techniques to savor the art of living, and to create the original five beautiful fondant sculptures for MGM. This exhibition is the first product to combine art, culture, and commerce."

"As a grand starting point for MGM's new journey in Macau, the exhibition features the taste of sweetness from the five tastes to bring forth the art of living. Thrilled to be collaborating with Zhou Yi, the 'Sugar King' of China, MGM and his team have spent a year to put together this cutting-edge exhibition, which rejuvenates Chinese traditional culture by presenting traditional festivity, etiquette and livelihood in a contemporary manner and infusing the influence of Guochao, the 'national culture', to merge art into life. In the future, arts and culture will remain to be the core of MGM, and we will create new chapters of our journey with entertainment, culture and performance, giving life to art in all aspects"

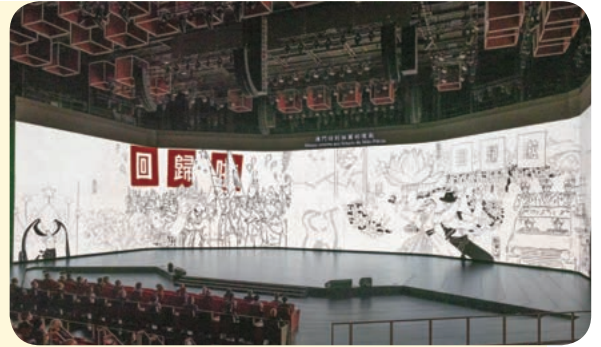
*Ms. Pansy Ho,
Co-Chairperson and Executive Director of MGM China*



Macao: Back to Common Roots Narrative Film

A series of events about “Macao: Back to Common Roots Narrative Film” was our main focus in 2022 to incubate a sense of belonging to our country through an understanding of the history of Macau. It has received glowing success and we launched a series of activities with a team member exclusive session related to the local culture which the film highlights.

The feature film itself depicts Macau’s history spanning 500 years with a 100-meter-long scroll painting created in 2014. It has been displayed at MGM Theater through cutting-edge technology. In order to promote Macau’s history, we have invited a variety of community organizations and educational institutions to watch the film, to strengthen the feeling of identity and love for Macau and Mainland China. The Film was viewed 130 times at MGM Theater from time to time for free between January 23 and the end of 2022, which has received 11,513 audiences from 293 community groups and associations.



A series of activities have been initiated following the success of this feature film. The “Macao: Back to Common Roots Narrative Film” Writing Competition was launched, open to all secondary and University students to express their boundless imagination of the city’s future based on the film content. Overall, 370 entries have been received and more than MOP 200,000 prizes had been delivered to the list of winners to recognize their cultural creativity and confidence.

Inspired by “Macao: Back to Common Roots Narrative Film”, MGM China’s mooncake gift box was designed with the theme of “Illustrating Reunion”. It utilized the graphic illustrations of Macau’s historic sites and spread a feeling of warmth and familiarity to echo the home of Macau.



“The expression of the Back to Common Roots Narrative Film is very special, showing the historical transformation of Macau over 500 years in a straightforward way. What surprised me the most was that Macau has many record-breaking achievements, which made me proud of being born and raised in Macau. After watching this film, I am interested in studying more about the history of Macau, and I look forward to more film viewing activities in the future.”

Mercy Loi,
The Hotel Operations Administrator



Preserve the Tradition, Nurture the Future

We are committed to promoting the conservation of heritage, passing down the rich culture of Lingnan and sharing the Chinese people's wonderful stories with the world. Our talent development programs are integrated with the Lingnan craftsmanship spirit, and we host sharing sessions and training courses for future generations.

Over the years, MGM China has been celebrating the lion dance, an intangible cultural treasure and an important component of Lingnan culture, to enlighten local youth. "MGM Lion Dance Championship" has been hosted since 2010 to allow young talent to shine. In 2015, we introduced "Junior Lion Dance Program" for children to explore Chinese culture and strengthen their cultural appreciation. Coming to its 8th edition, the training program has trained over 460 young lion dance masters.

This popular seven-week training program is a great introductory learning opportunity for children to explore Chinese culture and strengthen their cultural confidence. It also helps training children to be good team players with self-discipline, as well as getting physically fit through a series of fun-packed training activities. The graduates with outstanding performances may proceed to the "MGM Lion Dance Training Program", where they can continue advancing their techniques in this traditional sport. Some even take part in MGM China's signature event "MGM Lion Dance Championship"

Through the events hosted throughout the year, we hope to bring inspiration to our future generations in developing a passion for craftsmanship and galvanize the nation's advocacy of the craftsmanship spirit to preserve the traditional and rich culture in the GBA.





Case Study

MGM Macanese Culinary Contest

Recognized as a United Nations Educational, Scientific and Cultural Organization (UNESCO) Creative City of Gastronomy, we are eager to share Macau's unique culture and cuisine. In celebration of the living treasure of Macanese cuisine, we hosted the MGM Macanese Culinary Contest this year.



The contest was co-organized with IFTM and with Confraria da Gastronomia Macanese as participating unit. It is honored to receive enormous support by local Macanese chefs, guests from the community, industry organizations and various government departments including MGTO, DSEDJ, FAOM, UGAMM, The Women's General Association of Macau and Sheng Kung Hui Macau Social Service Coordination Office. The event was attended by over 100 local residents who competed in the "Open Category" and "Parent & Child Category" to show off their culinary talent in Macanese dishes.

As part of the MGM Macanese Culinary Contest Prize Ceremony, we hosted a dedicated symposium with local well-known Macanese chefs and industry guests to exchange insights into the inheritance of Macanese cuisine. We were also honored to have Chef. Raymond Vong, owner of Henri's Galley, to provide us with a cooking demonstration of one of the most renowned Macanese dishes — African chicken to showcase the fascinating characteristics of Macanese cuisine. Through this event, we hope to preserve this intangible cultural heritage and further promote the culinary artistry of Macanese cuisine among the local community.



"In the past, I have joined similar culinary contests but those were only for university students or professional chefs. This time, the culinary contest organized by MGM provides an opportunity for home chefs like us to share our Macanese Cuisine passion with others."

– Contest candidate



"As a unique culinary culture in Macau, it is crucial for culture inheritance. We are glad to raise public attention through different contests and approaches, which we can think out of the scope to strengthen Macau's reputation as a City of Gastronomy and promote sustainable development advocated by the United Nations."

– Ms. Maria Helena de Senna Fernandes,
Director of Macao Government Tourism Office





FOR A BETTER Planet

To create a more sustainable future for the next generation, MGM China is committed to integrating environmentally responsible practices across the operation of all business and standing on the front line of climate change action. In response to the Country's national goal of reaching carbon peak before 2030 and achieving carbon neutrality by 2060, we have set an energy consumption target of 13% reduction in 2025 compared to the 2019 baseline. For this purpose, we have conducted a series of initiatives to reduce our energy consumption, including introducing renewable energy and promoting green transportation. Continuing to support the SDGs, we have also implemented other initiatives in zero waste operations, and resource conservation to build a more efficient, environmentally conscientious, and green future.

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|--|--|
| <p>6 CLEAN WATER AND SANITATION</p> | <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> |
| <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> | <p>13 CLIMATE ACTION</p> |

Planet

Sustainable Strategies and Management

In the spirit of “Create a Better Tomorrow Today”, MGM China strictly complies with relevant laws and regulations mandated by the Environmental Protection Bureau (“DSPA”) of the Macau SAR Government and makes great efforts in enhancing our sustainability performance via our sustainability policy, a robust environmental framework and inter-departmental collaboration. Beyond compliance, MGM China has been working closely with government departments like DPSA, MGTO, and leaders in the industry to take initiatives on energy saving, carbon reduction and waste recycling

through the joint effort and contribution to the Joint Environmental Protection Action Task Force.

Guided by our [Sustainability Policy](#), we have designed and structured a holistic framework with the goal to reduce carbon emissions, optimize resource consumption and creating a more sustainable business model. In addition, this environmental framework is formulated according to global standards, and since 2019, MGM COTAI has been certified with the ISO 14001:2015 environmental management system.

Our environmental sustainability focuses on five key areas listed below:



Our outstanding efforts in green technology, resource efficiency, food waste management and community outreach activities in promoting green practices have been well recognized by DPSA and MGTO, with **MGM COTAI** receiving the **Gold Award** in the **Macau Green Hotel Award** once again. All MGM China hotels are valid Gold Award holders during the reporting period and this could not be achieved without our unfailing devotion in environmental sustainability.

In collaboration with DPSA, Companhia de Electricidade de Macau (“CEM”) organized “Macau Energy Saving Activity” to recognize the contribution made by local buildings, hotels and resorts to the overall savings in

electricity consumption in Macau last year. Among them, both **MGM MACAU** and **MGM COTAI** received “Excellence Award” in “**Macau Energy Saving Activity 2022**”.



Energy and Carbon Management

MGM China recognizes the importance, severity and potential consequence brought by climate change. To safeguard our planet, green energy has become a major driver of change. We are committed to supporting the Country's carbon peak and neutrality targets, advocating energy efficiency and energy management into our operations. In the future, we will support the national commitment by advancing technological innovations and exploring cost-saving opportunities.

Given the dynamic business nature of the hospitality industry, purchased electricity accounts for a significant portion of our carbon emissions. To achieve carbon neutrality and reduce GHG emissions, we regard energy and carbon management as one of our core environmental responsibilities. Considering energy use accounts for 98% of our carbon emissions, we strive to manage our facilities in the most optimal way by implementing more efficient energy use and routinely reviewing for continuous improvement. We have already set up a series of commitments, strategies, and policies to improve our energy efficiency and reduce carbon emission. With both MGM MACAU and MGM COTAI achieving ISO 50001:2018 certification for effective energy management systems, our dedication to energy conservation best practices is truly recognized.

Major Decarbonization Actions

As a company in Macau's hospitality industry, MGM China seizes every chance to advance decarbonization by innovating and developing our equipment and technology, catalyzing low-carbon operation adoption, and forming alliances to promote the transition to a low-carbon future. To facilitate our decarbonization strategy in a more systematic and scientific way, we have been collaborating with a professional consultant to conduct an annual carbon audit review of our properties, providing a holistic overview of our annual carbon emission.







Maintaining facilities and equipment is a crucial part of managing resources, along with regular monitoring and inspections. To promote energy savings, retro-commissioning (RCx) was carried out on two properties to fine-tune the main heating, ventilation and air conditioning ("HVAC") and lighting systems. This can help address original system design issues that prevent the implementation of energy efficiency measures, leading to progress in decarbonization.

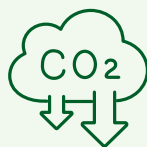
With regards to air quality, the air exchange rates ("ACH") of the building systems at the two properties have also been optimized to achieve energy savings and to meet Health Bureau 2 ACH requirements. This has also helped us to reduce the spread of COVID-19 in the casino area, providing better health protection for our customers and staff.

We also cooperated closely with an independent energy consultant to continuously review and assess our facilities to ensure they are operating optimally and to identify any opportunities for efficiency and decarbonization opportunities. Since 2011, the general carbon emission reduction is equivalent to about 32,783 tons of CO₂ contributed by projects at MGM MACAU and MGM COTAI.

During the year, we have implemented a number of initiatives in both MGM MACAU and MGM COTAI to improve energy efficiency and utilize renewable resources to mitigate environmental impacts.

Highlights of Key Decarbonization Projects in 2022

	L2M Heat Exchanger Replacement	<p>Replaced the existing L2M steam-to-water heat exchanger at MGM MACAU with a new water-to-water heat exchanger in 2022 and further utilize the heat pump for energy saving. This could reduce the usage of the LPG boiler by changing to electric heat pump to save an estimated 3,960 GJ (equivalent to 1,100,000 kWh) per year, further reducing our reliance on burning fuel and supporting Macau's clean electricity grid.</p>
	Fixtures Enhancement	<p>The Neon Light LED Replacement has progressed to the second phase in 2022, covering MGM MACAU's Ballroom 1-3 and to be completed in early 2023. After finishing the replacement work, the percentage of LEDs will be increased to 85%.</p>
	PICCV/KEF Optimization Works	<p>The Pressure Independent Characterized Control Valves ("PICCVs") and Kitchen Exhaust Fans ("KEF") optimization works in MGM COTAI were continued in 2022, reducing unnecessary energy consumption by actual demand control.</p>
	Hotel Tower Building Pressurization & Exhaust Air Fan (EAF) Optimization	<p>This year, MGM COTAI installed ten Variable Speed Drivers for the ("EAF") and optimized the fan speed setting.</p>
	Carpark Ventilation Fans Control Optimization	<p>The exhaust fans and jet fans speed in B2 & B3 Carpark at MGM COTAI were modulated according to the corresponding zone with new IoT sensor to be able to respond to real time temperature, humidity and CO levels for enhancing the carpark thermal comfort.</p>
	Centralized RO Pump Set Replacement	<p>We are replacing high efficiency pumps for energy saving. In MGM COTAI, we have completed four units and six units replacement works are in progress. We target to complete all by mid-2023.</p>



Through the implementation of the highlighted projects, estimated that over

1,644,900 kWh of electricity were saved, equivalent to reducing the annual electricity consumption of around **199** Macau residents⁷.

⁷ Based on the equivalent annual consumption of Macau residents from CEM Annual Report 2021 (8,279 kWh per capita).

The Adoption of Low Carbon Energy

Reducing GHG emissions is not just a business imperative — MGM China is developing a roadmap to meet our stretching environmental targets to better align with both Macau SAR Government's optimization of the power grid initiatives and national decarbonization targets.

Investment in Energy Transition — Natural Gas

Reducing GHG emissions is one of the focus areas of sustainable corporate development. Apart from investing in renewable energy outlined in the following section, MGM China also actively responds to the government's call for optimizing the energy mix and increasing the proportion of low-carbon energy. Given that natural gas is a relatively low-carbon energy source compared to other fossil fuels, we will take steps to increase the adoption and diversify our energy mix as much as possible in the future.



MGM COTAL has been utilizing natural gas since its opening, and MGM MACAU has inked an agreement with Nam Kwong Natural Gas Company Ltd to launch a natural gas conversion project to achieve low-carbon emissions operations. The natural gas changeover project is a high-quality and large-scale undertaking to assist us in moving toward a complete conversion to natural gas. Although delayed by the pandemic situation, upon completion, MGM MACAU will become one of the first integrated resorts to switch to natural gas in Macau Peninsula, resulting in MGM China's full utilization of natural gas. It will reduce our annual carbon emissions by 505 tCO₂e, which is the equivalent to the carbon absorption from planting around 22,000 trees.

Step Forward to Adopt Renewable Energy — Solar Energy

Demonstrating our support for the national climate strategy and goals, we have begun to adopt renewable energy at our properties. We have installed both solar thermal panels and a photovoltaic system on the roof of MGM MACAU to capture solar energy. This system supports heating water for the hotel kitchen with a total capacity of 33.8 kW and the photovoltaics systems generated **21,620 kWh** of renewable energy during the year.



Through this initiative, our energy portfolio is enriched and diversified, which includes more renewable energy. Building off the experience with MGM MACAU, we are planning the installation of another set of solar panels at MGM COTAL. Going forward, we will keep exploring the viability of expanding the use of renewable energy in our operations.

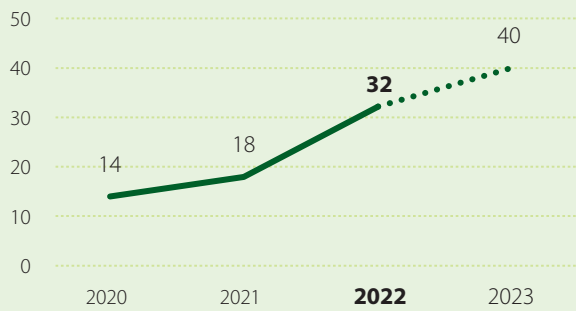
Green Transportation

To accelerate the low carbon transition, MGM China considers Green Transportation to be an indispensable element of our decarbonization strategy and strongly support its growth in the local community. As part of our approach, we are replacing fossil fuel-based vehicles with electric ones. By increasing the number of electric vehicles charging stations at our premises, we are committed to providing guests and team members with the convenience of using green transportation and supporting Macau to become a greener city.



Since 2018, the guest shuttle fleet has been comprised of ten electric buses and two extended range electric buses. By 2023, we target to build up a full electric shuttle fleet, further reducing our reliance on fossil fuels. This year, we have added 14 new charging stations, we took a new step during the reporting period to install e-charging stations for electric motorcycles. Looking forward, we plan to have 40 charging stations across our properties by next year.

Amount of charging stations



New electric charging stations in 2022:



11 new e-motorcycle charging stations



3 new electric vehicle charging stations

2023 Target



operate a **100%** electric shuttle bus fleet

Continuous Monitoring and Optimization

Providing the best possible guest experience is always our top priority. From the occupancy of guest rooms to temperature changes in public areas, we pay close attention to changes in different parameters as a hospitality operator. We use smart monitoring platforms and intelligent building applications to maintain a balance between improving energy efficiency and ensuring the comfort of our customers. In addition, sensors were installed to monitor important parameters such as air quality to ensure spatial comfort.

Embracing Innovation in Smart Building Management and Operations

By leveraging cloud computing and Internet of Things ("IoT") technology, we were able to detect hidden operational parameters and enhance building performance and customer satisfaction. With the help of proprietary building intelligence software, we have had a breakthrough in building commissioning and facilities management. Some of the main components of our Data Analytics Platform are listed below.



Coverage

100%

Coverage of all facilities and building systems



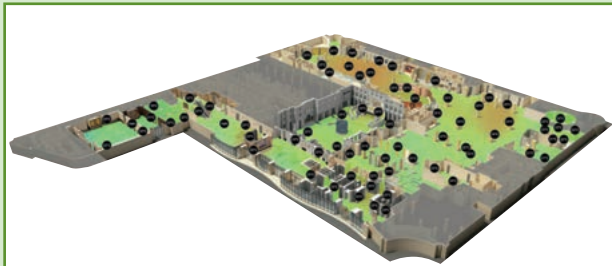
Equipment/System Diagnostic

Summarized key performance metrics and identified any hidden issues that are often overlooked



Reporting Dashboard

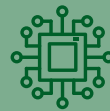
The interface with KPIs, sustainability accomplishments, and consumption tracking features are tailored for customized reporting modules



Thermal Comfort Dashboard

The dashboard provides solar irradiance predicted mean vote (PMV) modeling, conventional temperature and humidity monitoring, 3-D thermal imaging for visualization, which can assist in the optimization of the HVAC system to improve user comfort.

IoT Data Points Collected & Analyzed



12,700,000

85 new IoT sensors installed across:
MGM MACAU (61) & MGM COTAI (24)



Technology Awards

More than **5** international awards

Energy and Emission Performance at a Glance⁸

Energy Targets

↓ **8%** 2022 Normalized energy reduction target for MGM MACAU and MGM COTAL from our 2019 baseline

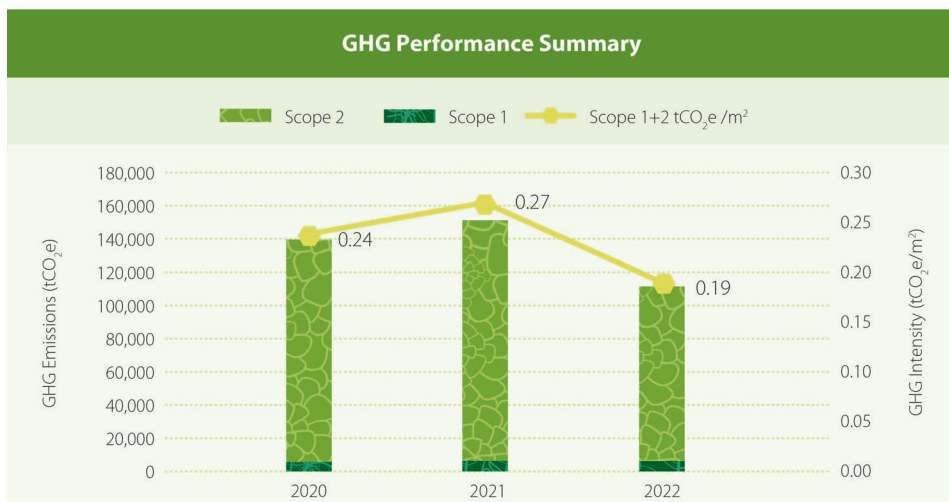
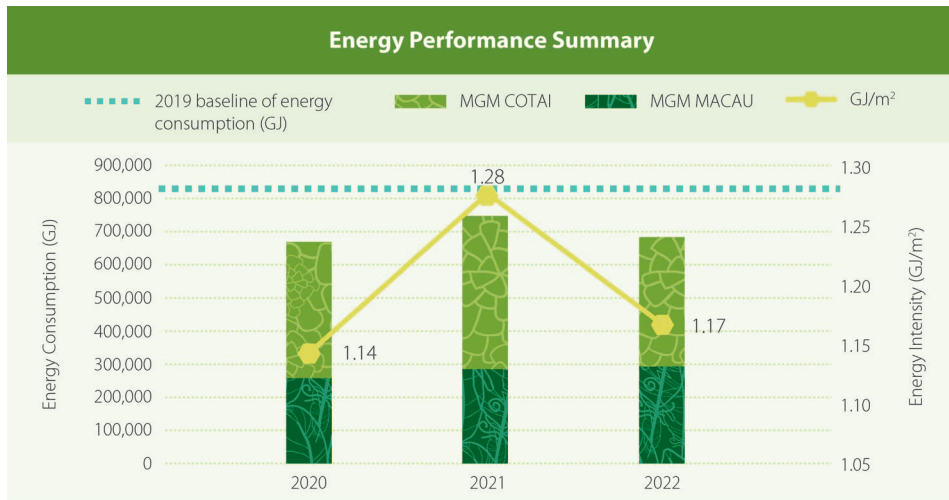
↓ **13%** 2025 energy consumption reduction target for MGM MACAU and MGM COTAL from our 2019 baseline

Progress in 2022

Normalized saving achievement towards our target:

↓ **10.8%** for MGM MACAU

↓ **16.9%** for MGM COTAL



⁸ Due to the impact of the COVID-19 pandemic, the resort operations have been interrupted in the last three years, leading to fluctuations in data performance trends from 2020 to 2022.

Enhancing our Climate Resilience

Climate change is one of the major risks and challenges for company operations. With more frequent occurrences of extreme weather events, such as severe typhoons, storm surge and flooding, our operation as well as the safety of our guests and employees are exposed to greater risks. Therefore, it is our urgent task to identify the risks brought by climate change and we endeavor to seek measures to mitigate the impact of climate risks on our business continuity and sustainability. In response to this, we refer to the recommendations of TCFD to further enhance our climate resilience. In addition, the Company is also planning to implement our own climate scenario analysis to identify the potential climate risk to our operations.



Governance

Governance around climate-related risks and opportunities



Strategy

The actual and potential impacts of climate-related risks and opportunities on the businesses, strategy, and financial planning



Risk Management

The processes used to identify, assess and manage climate-related risks



Metrics and Targets

Metrics and targets used to assess and manage relevant climate-related risks and opportunities



Governance

The Board is responsible for managing, assessing and determining our risks related to sustainable development, including climate risks. Climate risks have been brought to the attention of the Board and incorporated into the overall risk management framework to ensure that appropriate and effective sustainability risk management and internal control mechanisms are in place. The Board receives confirmation from senior management of the viability of these mechanisms.

In order to reduce the impact of significant climate risks for MGM China, the Committee is in charge of developing policies, procedures, and activities to make sure our sustainability strategy is applied to our everyday business operations.

The Committee meets regularly to discuss the Company's progress with regard to its sustainability objectives. The Board and senior management will receive reports on our climate and decarbonization-related plans, completed activities, and progress toward targets.

In addition, we are also in the process of formulating our Climate Change Policy to enhance our approach to manage climate risks, mitigate the impact of climate change on our operations and increase our business resilience.



Strategy

Recognizing the significance of climate-related risks and opportunities in combating climate change and supporting the transition to a low-carbon operation, MGM China has identified a number of potential risks and opportunities which may impact our business strategy.

The climate risks that we identify can be categorized into transition risks and physical risks:

Transition risks refers to risks posed by climate-related policies and regulations that facilitates the transition to a low-carbon economy in the community. MGM China's business is expected to be impacted by the climate-related regulations implemented by the Macau SAR Government and regulators in the future. While we have not identified any carbon-related regulatory requirements that pose an immediate or significant impact to our operations at present, we have taken prudent actions to address the potential risk, such as the integration of green concept at our properties. We expect more stringent requirements will be rolled out in future building codes, and will incorporate more green criteria in our request for proposals for building design. In addition, regulation and financing will favor low carbon operations that align with the national decarbonization target. Therefore, we seek to reduce GHG emissions and achieve carbon neutrality in our daily operations through various technologies and environmental initiatives.

In terms of **physical risks**, we observe more frequent occurrences of extreme weather events, such as super typhoons and flooding, due to climate change. Therefore, our Design Guidelines and commissioning requirements have incorporated the concept of climate adaptation (e.g. load reduction strategies), allowing us to develop our operation manuals to minimize the exposure to climate risks relevant to us, including acute risk (e.g. floods, storms) and chronic risk (e.g. rising temperature). We will continue to refine our operation manuals in response to the ever-changing climate challenges.



Risk Management

Climate change was identified as an emerging risk and as such it is reported on a regular basis to respective department heads and senior executives. A four-step risk assessment approach was adopted to proactively identify, evaluate, and prioritize sustainability risks (including climate risks) in our value chain. Whenever risks are identified, we deploy corresponding mitigation measures and continuous monitoring to strengthen our climate resilience.

We have identified various climate risk scenarios that are material to our operations and established a focus group to perform appropriate Building Resilience and Emergency Operation Actions. Meanwhile, engineering studies for peak demand management, and water and electricity supply shortage plans are also carried out to formulate respective mitigation strategies. Such mitigation strategies are developed and incorporated into our Contingency Operation Manuals to cope with emergencies caused by climate risks. An Emergency Group was formed to formulate and guide us through our business contingency plans. It helps MGM China to maintain core operations and safeguard the health and safety of our guests and employees in emergency situations, such as super typhoon and flooding.

As part of a multi-pronged climate strategy, the Company has developed multiple ways to mitigate, adapt, and educate about climate risks and matters.

Both MGM MACAU and MGM COTAI were identified to have low exposure to water stress risk but we still strive to manage water risk; for example, we have established a 12% water recycling target. Both properties are also exposed to the risk of declining water quality, so we engaged an external contractor to examine water quality on a monthly basis, to ensure water safety across the properties for our guests and employees. For more information, please refer to the “Water Management” section of this report.

Our properties integrate green ideas to assist and abide by the national decarbonization commitments and standards from the building design phase through the operating phase. Various design principles and commissioning specifications have also included aspects of climate resistance. To mitigate climate risks, we create operational manuals and related papers, such as load shedding plans and operating guidelines. We are also investigating other off-site renewable energy procurement options.

Another highlighted area in our climate strategy is capacity building. To improve our team members’ awareness and ability to manage climate threats, we periodically organize workshops. For details on our initiatives, performance and achievements, please refer to the “Green Building”, “Energy and Carbon Management” and “Environmental Stewardship” sections of this Report.



Targets and Metrics

MGM China has established carbon reduction targets and initiatives under the 2030 targets to prepare for the transition to a low-carbon economy. Compared to the 2019 baseline, we target to achieve 13% energy saving by intensity for both MGM MACAU and MGM COTAI by 2025. We also target to reach peak carbon emission by 2030.

Looking forward, we will explore alternative options with technological innovations such as advanced renewable energy system in preparation for a lower-carbon environment. We will continue to collaborate with sustainability experts to evaluate the feasibility of adopting SBTi and setting long-term carbon reduction targets.

Green Building

Buildings are one of the largest contributors to energy consumption. We strive to improve our buildings by incorporating green design and wellness concepts to provide greater comfort to our guests and employees. By incorporating environmental concepts into the design, construction, and operation of our properties, we construct high-performance, sustainable, and green infrastructure.

Building Benchmarks

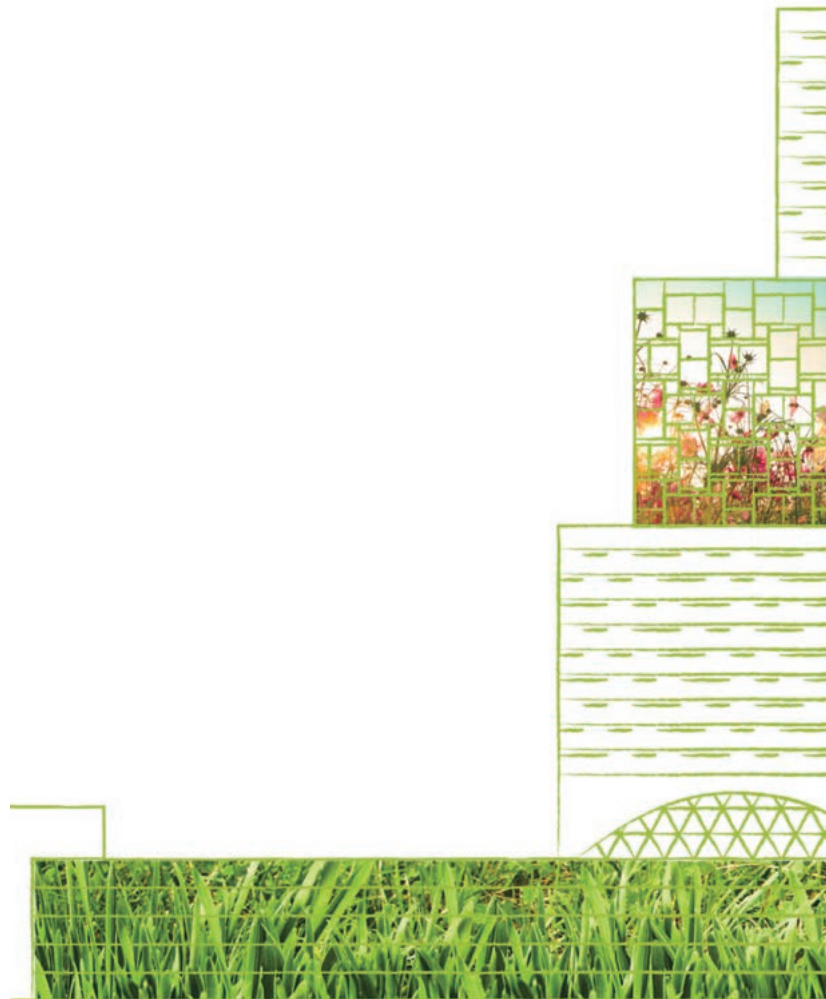
MGM COTAI was designed to showcase the green building standard and sustainable operating philosophies, aligned with the national green building policy and climate commitments under the Paris Agreement. The building features highly innovative heating and cooling systems, environmental quality standards and green designs such as the world's largest indoor art garden with over 100,000 plants. With our exemplary green building management, MGM China was also selected as one of the four Finalists for the category "Green Building Leadership (Facilities Management)" in **the Hong Kong Green Building Council — Green Building Award 2021**.










MGM COTAI is awarded 3-star certification for both the Green Building Design and Operation Label, and it is the first hotel in the GBA and the second in Greater China to achieve this certification. MGM COTAI has met specific criteria in terms of land reservation, energy reservation, water reservation, building materials reservation and environmental protection.

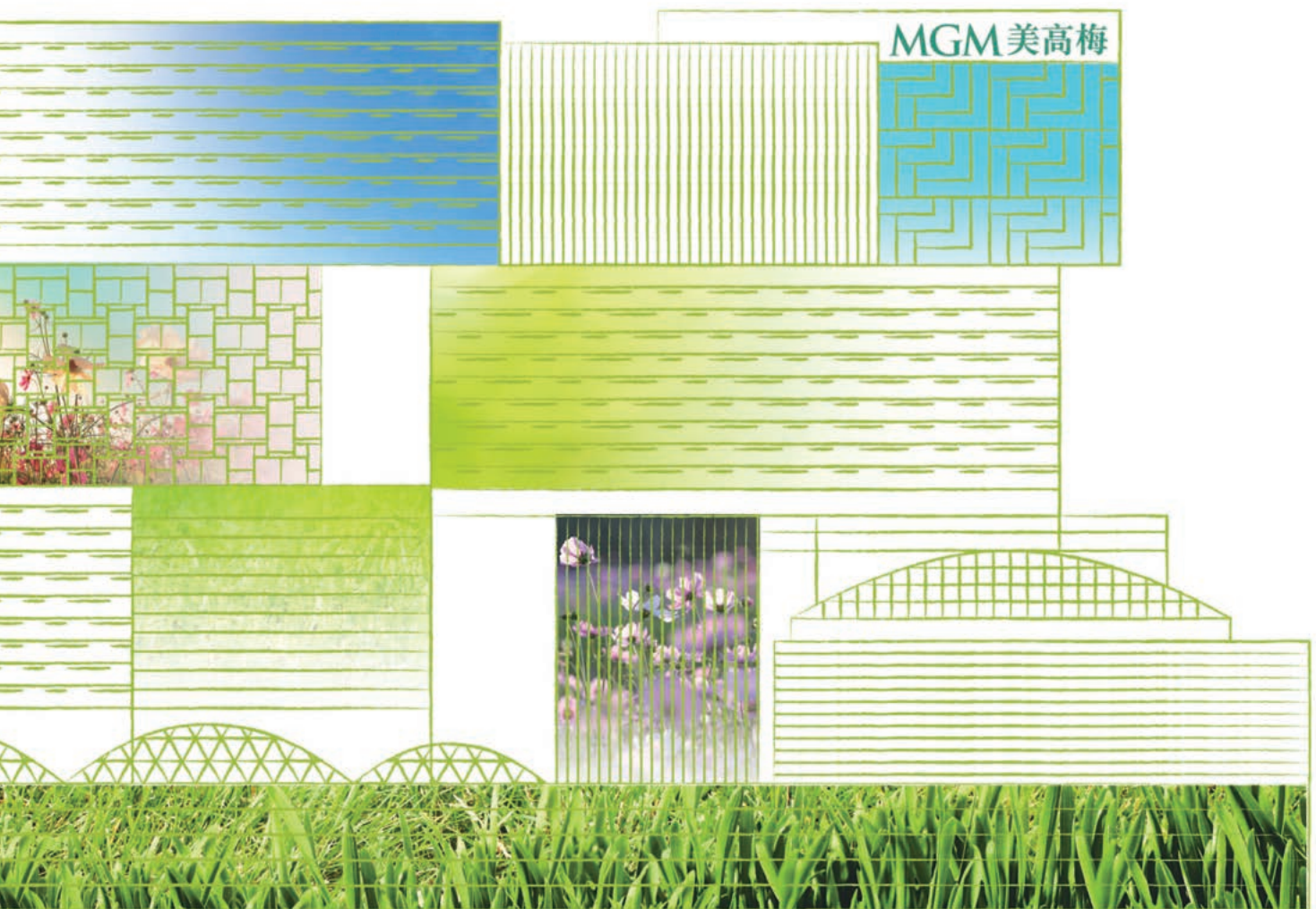
Sustainability Design Features

	The total greenery coverage of skyscraper and vertical is equivalent to over 70% rooftop greening (with more than 100,000 plants)
	Utilize hygiene and cleaning equipment with water-saving mode
	Utilization of natural lighting by the adoption of large scale free-span grid shell glazed roof composed of 2,845 glass panels
	Maintain indoor temperature at the atrium at an optimal level (23°C) via the installation of temperature sensors and pyranometers
	Use of natural purifier and air-cooler through Nature's Art, a vertical green wall, to optimize indoor quality
	Implement a variety of water recycling systems to achieve a 12% utilization ratio of recycling unconventional water
	The world's largest area of permanent indoor LED screens



Sustainability Operating Features

	<p>Installed 1,000+ smart electricity meters</p>		<p>Utilization of residual heat to provide steam and hot water for the building</p>
	<p>Real-time data analytics on electricity consumption</p>		<p>Reuse the unconventional water collected from Rainwater Harvesting, Reverse Osmosis ("RO") System, Water Softener, Condensation Pipe Water, Swimming Pool and Fire Service Tank drain off</p>
	<p>Building management system (BMS) monitors and controls electrical and mechanical services</p>		<p>Adopt a reliable high voltage energy system that could avoid wasting space and energy for the installation of individual transformer substations to support a mega resort's operation</p>
	<p>100% LED lighting in guest room</p>		





Case Study

The LCGHDA is helmed by a team of mainland China's green experts, as well as leading environmental figures and prominent figures in the GBA, with the collaboration of over 30 leading enterprises, professional organizations, and academic institutions. By collaborating and working together, the alliance aims to deepen regional exchanges and increase awareness of the importance of low-carbon development by leveraging the hotel, tourism, and construction industries.

Our Co-Chairperson and Executive Director, Ms. Pansy Ho, is the founding chairperson of the LCGHDA, while our President, Strategic and Chief Financial Officer, Mr. Kenneth Feng, is the president of the Alliance. Under their leadership, MGM China is dedicated to co-building a greener Macau and achieving carbon neutrality by 2060 as stated in the Nation's 14th FYP with all stakeholders. Below are the key collaborations in 2022.



Please click here for more information about the LCGHDA

Pioneering carbon accounting for the hospitality industry

Quantifying and accounting for carbon emissions from business operations is an important step on the road to carbon reduction. On top of showcasing our green achievement having obtained the three-star certificate in both Green Building Design and Operation Label, we strive to promote the industry's understanding of its own carbon emissions, and link up the carbon calculating method across the industry.

LCGHDA, together with the China Green Building and Energy Saving (Macau) Association, signed a "Carbon Accounting Cooperation Agreement for MGM COTA", collaborating with the Green Building Research Center of the Chinese Society for Urban Studies to prepare a carbon accounting for the operational use phase in 2021 in accordance with national standards. The report focuses on the carbon emissions caused by energy use, calculates carbon emissions and analyzes the results. By doing so, MGM China hopes to serve as a pilot for the industry and standardize the calculation method. Through carbon emission statistics and analysis, we can have a clearer picture of carbon emissions in our operations and in every part of the industry value chain, so that we can prescribe the right remedy to improve the efficiency and quality of carbon reduction in our operations in the future. Although it will take time to achieve zero carbon emissions, we believe this is an important first step moving forward together.

Showcase industry green practice to Macau citizen

As one of the Alliance's highlights this year, for the first time ever, six integrated resort operators have collaborated to showcase our industry-wide efforts in sustainable development to Macau residents through a TV program. MGM China was featured in the production of a TV commercial, social media videos and two episodes of the TDM program "Macau People, Macau Stories (澳門人 • 澳門事)". The program provides a comprehensive overview of the various integrated resorts' low-carbon strategies, including energy, water, green transportation, food waste reduction, plastic avoidance and landscaping, with the aim of raising awareness of the importance of reducing carbon emissions to meet the country's 3060 dual-carbon goals.



The first MIECF Sub-forum to flourish sustainability

To promote the development of the low carbon green hotel industry, the Alliance successfully organized the “Low Carbon Green Hotels in Macau Contributing to National Dual Carbon Vision” seminar, which is the organizers’ first event after the signing the strategic cooperation framework agreement with Tsinghua University last year, and also the first sub-forum of the alliance at “2022 Macao International Environmental Co-operation Forum & Exhibition” (“MIECF”).

The seminar welcomed scholars and environmental protection experts from the Mainland and Macau to share their knowledge and expertise on low-carbon development and how to promote and execute sustainable development practices in all facets of Macau’s future development. Additionally, it drew in nearly 100 academics and professionals with specialties in engineering and environmental protection.



“

Greater Bay Area is China’s most vibrant economic region. Doing business here means that it is essential for us to demonstrate social responsibility and take a leadership role in the transition to low-carbon economy. This is the first time that the alliance hosts a sub-forum at MIECF empowered by both width and depth of knowledge in environmental protection. In the future, the alliance will continue to create a uniting force to develop Green Tourism in the Greater Bay Area and do our part to contribute the country’s ‘3060 Dual Carbon Goal.’

Mr. Kenneth Feng
– President, Strategic and Chief Financial Officer

”

Since its establishment last year, LCGHDA has brought together Macau’s hospitality industry and deepened its collaboration with environmental experts to achieve the country’s 3060 dual-carbon goals and Macau’s transformation into a low-carbon economy with common wisdom and consensus. We believe that with our joint efforts, the entire industry, using the GBA and the tourism industry as a starting point, can accelerate its transformation into a low-carbon green economy.



Case Study

Facilitating the intelligent and green development for the hospitality industry

The “Seminar on Using Smart Construction as a Bright Light and Exploring New Directions for Green Construction”, co-organized by China Green Building and Energy Saving (Macau) Association and the LCGHDA was held at MGM COTAI. This event served as a platform for nearly 100 professionals to share the best practice for environmental management via digitalization.

The future direction of the construction industry will point towards high-end, smart and green innovation. With the establishment of the national 3060 dual-carbon goals, the role of green construction technologies such as smart construction and digital technology is becoming increasingly prominent. We hope this seminar can help exchange views with local industry experts on the transformation and upgrading of the construction industry.



Water Management

Water is an essential but limited resource. A water stress risk assessment was performed in which Macau is exposed to a low water stress risk level. Although there is no significant water stress imposed to the community from our business, we share the responsibility of conserving water and preventing water scarcity. MRI's Global Water Policy guides us in our commitment to water stewardship and applies to all employees and extends to our suppliers. As part of our three-part approach to water management, we will leverage technology to monitor and optimize our usage of water, while empowering our stakeholders to gain a greater understanding of water scarcity and take action to reduce it.

Optimization and Monitoring

Across our operations, a number of water reduction initiatives has been established to enhance our water efficiency. We hold monthly meetings to review and analyze our water consumption rate and conduct regular tests and maintenance on water pipes and tanks to prevent leakage. Water efficient equipment have been installed, such as low-flow showerheads and faucets to reduce consumption. We also utilize modern technology to enhance water efficiency. For instance, a three-level sensor system allows us

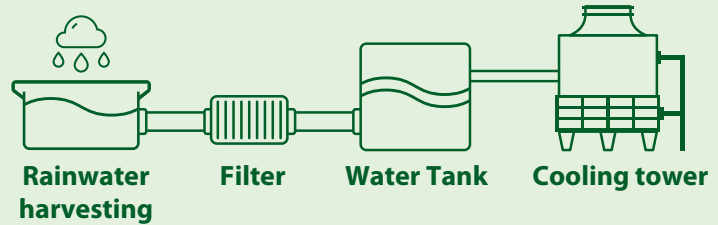
to monitor 100% of the water usage in our properties so that when abnormal consumption patterns are observed, corrective measures can be applied to prevent water wastage. To reduce backwashing water consumption, water softener regeneration limits has also been optimized.

Recycling and Conservation

In addition to our water efficiency efforts, water recycling initiatives have been established in our operations. Responding to the "Grey Water Recycling" initiative raised by the Macau SAR Government, we have installed rainwater harvesting system to supply of makeup water for our cooling towers and collect condensate water from air conditioning systems for reuse. Bleed-off water from the cooling tower is recycled by our RO system, while swimming pool water and fire service tank water drain off are recycled with our water recycling programs. Condensate drainpipe water is collected for cooling tower make-up, while eliminating water dripping issue to avoid slip hazard at guest carparks. We continued achieving the 12% utilization ratio of recycling unconventional water at MGM COTAI. During the reporting period, a total of 70,067m³ reclaimed water was utilized.

Adoption of Rainwater Harvesting System

During the reporting period, MGM COTAI has completed the installation of the rainwater harvesting system for cooling tower make up, and the project will be extended to other areas in future coming phases. The rainwater collected will be filtered and temporarily stored to provide water supply for the cooling tower. This system allows us to collect and reuse rainwater, reducing our reliance on municipal water supply.



Education and Promotion for Water Conservation

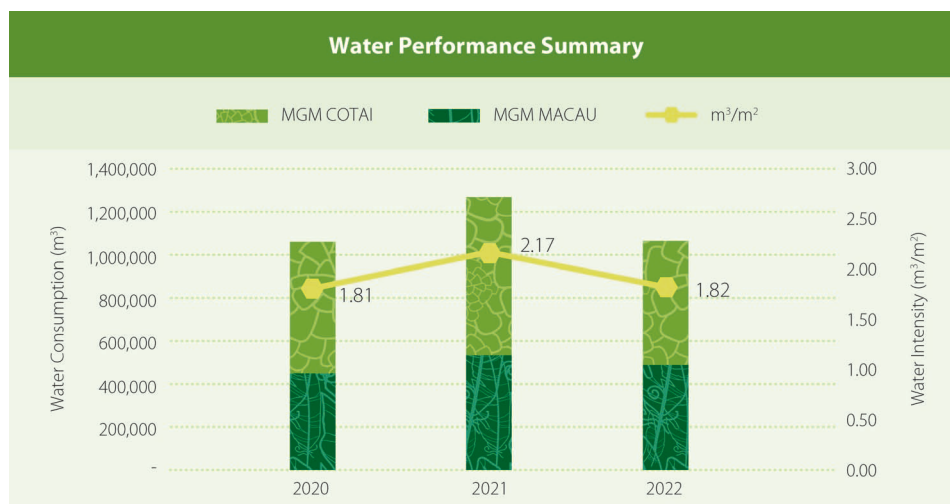
We extend our influence on water-saving practices with our key stakeholders by encouraging guests to opt-in our towel and linen reuse program to reduce water usage and also raise team members' awareness through multiple communication channels and initiatives.

In March 2022, our Golden Lion Team members were challenged to take a five-minute shower to raise their awareness around water conservation in light of the World Water Day. A number of water-saving tips were also shared with the aim of encouraging deliberate actions for water conservation every day in the household.

As part of our green educational program in June 2022, we organized a tour of the Coloane Wastewater Treatment Plant. The tour provided an overview of the history of the facility, its current treatment process, and its use of technology. The activity was part of MGM China's mission to promote the importance of water conservation and green lifestyle among its employees, partners and communities in innovative and engaging ways.



Water Performance at a Glance⁹



⁹ Due to the impact of the COVID-19 pandemic, the resort operations have been interrupted in the last three years, leading to fluctuations in data performance trends from 2020 to 2022.

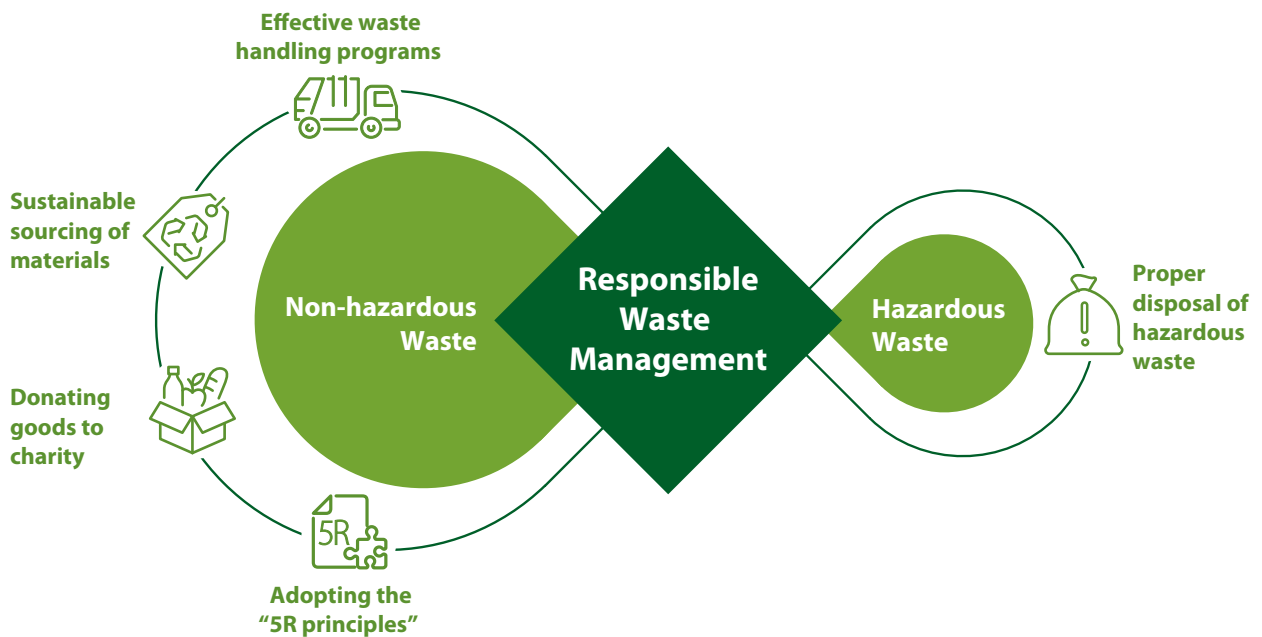
Waste Management and Reduction

Ethical and sustainable consumption habits are crucial to effective waste management. We strive to use resources responsibly and recover waste materials by actively implementing the 5Rs (reduce, reuse, recycle, recover, and repair) into our waste management. Aligned with local regulations and guidelines, we have established our waste management approach and handling guide covering both upstream and downstream activities to execute best practices such as sustainable sourcing of materials and recycling and disposal of waste.

Both hazardous and non-hazardous waste generation are considered along our value chain, including guests, contractors, tenants, customers and employees. In view of encouraging all stakeholders to reduce waste at sources, we provide waste sorting bins at hotel guest rooms and easy accessing recycling bins at hotel public areas for guest and team member to practice proper recycling. To manage the non-hazardous waste generated in our

daily activities, while adopting the soap recycling program for guests and visitors, we encourage our team members to source material in a sustainable manner and provide them with efficient waste handling programs. Donation of usable items and goods are also organized to fully utilize materials before disposal.

All generated hazardous wastes including oil-based paint, solvent adhesives, fluorescent tubes, batteries, toner cartridges, and other electronic waste are properly collected and stored in accordance with our comprehensive safety protocol. We have appointed licensed contractors for proper handling and disposal of all hazardous waste in full compliance with relevant government regulations and guidelines. A number of waste management initiatives have been initiated at our properties with a particular focus on the reduction of food waste, the elimination of plastic waste, and the provision of waste auditing services.



Supporting Circular Economy

Valuing Waste as a Resource

MGM China seeks to explore different ways to reduce waste by giving a second life to discarded materials. Our facilities management team use their creativity and innovation to upcycle wood planks into functional new products. This transformation was done by making use of wooden pallets and frames collected from recycling zones. After reprocessing and reusing the timber, the material was given a new life and reassembled into outdoor benches and other furniture.



Green Booth Exhibition

Being a long-term supporter, we participated in the 2022 MIECF to promote circular economy. Under the theme of "Commitment to Green Development, Moving Towards the Dual Carbon Goals", we designed a Green Booth with the booth vendor which was reassembled from previous booths. The booth also utilizes upcycled materials such as glass bottles and room card jackets, maintaining the creative green design while practicing resource optimization and waste reduction at the source. Furthermore, our green concept and upcycling work was also appreciated by the Macau Fair & Trade Association and 2022 MIECF, attained the "Green Booth Award" recognition.



With tangible actions as part of its commitment to achieving a "zero-waste" future, MGM China is echoing DSPA's advocacy on waste management. Below are some of the key initiatives we adopted:



Joined in the Government-led food waste recycling program



The first and leading integrated resort operator to drive the elimination of single-use plastic



Handling food waste with advanced technologies



Optimize the use of resources by reusing unused playing cards



Using biodegradable alternatives instead of plastic straws and cutlery

Food Waste Management

One of the most significant subcategories of municipal solid waste in Macau is food waste, which accounts for up to 40 percent of daily waste disposal tonnage. Based on our business nature, food waste generated from the meals we serve at our hotels and restaurants accounts for a major part of our waste composition. To tackle the food waste we generate daily, MGM China has taken various actions to avoid wastage, including better planning and

storage to avoid overproduction, and food waste challenge campaign was held to encourage plate waste reduction at our staff restaurant.

With the advancement of technology, we have adopted multi-pronged food waste management strategy that deploys the following three types of technologies to tackle unavoidable food waste:



Food Digester to convert food waste to grey water



- Food waste is loaded into the food digester, where biochips and microbial mixtures perform aerobic digestion in the presence of oxygen.
- Food waste is gradually broken down and transformed into a liquid form. The liquid is filtered safely before discharge to the drain.
- The system has diverted about 400 tons of food waste every year, and converted into eco-friendly liquid.



Food Composter to convert food waste to fertilizer



- Transform food waste into an effective and nutrient-rich organic fertilizer for planting and farming via utilizing a food composter.
- The food composter has entered into operation since 2018 with an input capacity of 300 tons per year.
- Over 100,000 plants at our properties rely on the eco-friendly fertilizer generated from the food composter.



Food Dehydrator to remove moisture from food waste



- Food dehydrators are utilized at our staff canteen to process leftovers.
- Plate waste is dehydrated to reduce its weight and volume, thus reducing the burden on waste disposal and incineration.

Apart from the cutting-edge technology to manage our food waste, we continued to participate in the DSPA's commercial food waste sampling and data analysis program, contributing to the development of the local central food waste treatment plant. This year, we continued to take part in the Government-led food waste recycling program (食肆廚餘回收先導計劃). Under this program, we have successfully collected over 9 tons of food waste to reduce its environmental impacts.

Under our food waste monitoring system, the Food and Beverage team conducts regular inspections and identify effective practices on food waste handling across our restaurants. To further motivate our team in minimizing food waste generation, we have established

an ambitious target to achieve 100% food waste diversion rate in 2030. Since 2020, we have appointed external professional parties to conduct waste audits to identify improvement areas in our waste composition. The waste sample for analyzation was expanded to obtain more background information on our waste management planning. Stakeholder engagements such as surveys and interviews for key departments and tenants were conducted to learn about the status of waste management and recycling practices while waste data is monitored and analyzed to suggest further optimization in our waste management approach. Looking ahead, we will continue to scale up our waste management effort to seize more opportunities in working toward "zero-waste" operations.

Food Waste Management at a Glance



Food waste diversion progress in 2022

10.04% achievement on food waste diversion rate

Reducing Plastic in our Operations

Another important aspect of our waste management strategy is the management of plastic waste. We have launched the "No Plastic Program" since 2019 which saved approximately 4.5 million pieces of single-use plastic per year by replacing all single-use plastics with more eco-friendly options at our food and beverage outlets, making us the first integrated resort operator in Macau to advocate the elimination of single-use plastics. We didn't stop there, during the reporting period we have replaced our existing paper cups with ones that comprised of more environmental-friendly coating, as well as replacing single-use tasting spoons with stainless steel spoons in our kitchen.



To further transition away from single-use plastics, we have been reducing plastic bottled water distribution in our casinos by installing beverage stations. Since 2020, 8 beverage stations have been installed on the gaming floors at MGM MACAU and MGM COTAI. The built-in filtration system with purifying filters and germicidal ultraviolet-C (UVC) lamp ensures a good water quality for our guests. The implementation of the program has led to the reduction of 9.1 million plastic bottles over the years.

Waste Management at a Glance^{10, 11}

Plastic Free Targets



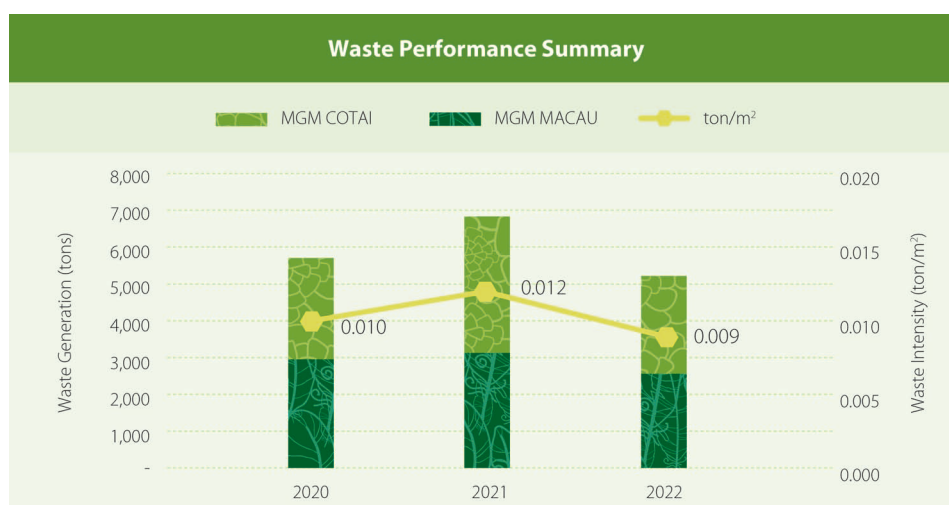
↓ **90%** consumption of bottled water by 2030 compared to 2018

Progress in 2022



↓ **71%** consumption of bottled water compared to 2018

Waste Performance Summary



¹⁰ Due to the impact of the COVID-19 pandemic, the resort operations have been interrupted in the last three years, leading to fluctuations in data performance trends from 2020 to 2022.

¹¹ The calculations account for all waste generated from our business operations, including hazardous and non-hazardous waste. For the breakdown and intensity of the respective waste type, please refer to the Performance Data Summary.

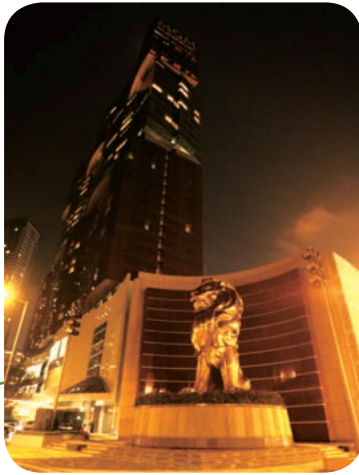
Environmental Stewardship

With the ability to influence our stakeholders including our team and the community, MGM China looks for innovative and interactive ways to raise environmental awareness and bring about behavioral changes to make everyday decisions with environmental impact in mind. A series of green initiatives such as seminars, workshops, and campaigns were organized throughout the year in pursuit of our dedication to promote and preserve the natural environment.



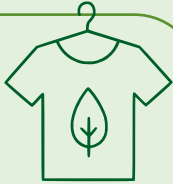
Employee Engagement

Instilling our sustainability culture into each of our team members is key to achieving our environmental visions and goals. The Green Team was created in 2015, comprised of team members from different business units, with the goal to engage and motivate other team members to embrace innovative green practices. We also enthusiastically support many external environmental campaigns, such as World Environment Day, Earth Hour, and DSPA-sponsored events. Our "Go Green Week" was also designed to promote sustainability practices through educational and interactive events for employees.



Go Green Summer 2022

MGM China rolled out “**MGM Go Green Summer 2022**” to celebrate World Environment Day together with initiatives by DSPA. The campaign comprised a series of events and activities from June to October 2022 to inspire positive change among our team members to act green and protect the environment, including educational posts on low-carbon tips for team members, upcycling waste reduction and clean plate challenges, food waste avoidance education, casual wear day and eco-tours.



Casual Wear Summer Program

Encouraging team members to live greener and practicing low-carbon living style, we organized the Casual Wear Summer program in the hot summer to have our team members wearing smart casual clothing to work every Friday, and so we maintained air conditioning at 25°C in our office. Through the program, we hope to inspire positive changes and conserve energy.

MGM China Plant-Based food festival

To celebrate our fifth anniversary of MGM China Green Monday, we have invited award-winning chefs from eight MGM China outlets to craft creative plant-based cuisine for our team members. A great variety of food choices ranging from main courses to desserts such as OmniPork Mapo tofu and a chestnut soft serve ice-cream were offered to our team members to share the joy of eating green.



Roadshow for MGM Exchange Platform and Eco-fun Station Tour

Swapping and exchanging items with others is always a better idea than disposal. We have set up a roadshow for a MGM Exchange Platform to encourage our team members to exchange surplus items including books, clothing, and accessories. At the end, there were 94 remained items donated to the “Community Sharing Corner” at DSPA’s Eco-Fun Station during the tour.



155 Items collected from team members



61 Items gave a second life



After donating surplus items collected to Eco-fun Tour, our team members participated in a guided tour to the local recycling facilities. We also received an educational presentation from Eco-fun Station’s staff to learn about green tips with hands-on workshop on proper recycling, clean recycling, and segregation of recyclables. To conclude the event, team members make natural enzymes to bring home as an eco-friendly souvenir.



Low-carbon Educational Post

Along with our activities and events, we also promote low-carbon tips in terms of **clothing, eating, living, and commuting** to our team members to combat climate change. Educational posts included with trivia, informative websites and low-carbon tips are provided to team members, motivating them to take small steps in developing a sustainable living habit. Here are some key reminders in practicing a low-carbon lifestyle:



Clothing

Sharing local clothing donation scheme offers from boutiques and Eco-fun Station to encourage team members to avoid disposing unwanted clothes.



Eating

Apart from promoting the idea of mindful eating, we also advise team members to reduce their impact on the environment by practicing food waste recycling.



Living

Reduce energy use at home through smart selection of household appliances. We also share different kinds of carbon calculators for team members to calculate their own carbon footprint.



Commuting

Promote the benefit of driving electric vehicles and the latest availability of EV charging stations across our properties.



Upcycling Waste Reduction Challenge



Transforming old materials into more valuable products is one of the most practical ways to minimize waste disposal. In September, we launched a waste reduction challenge featuring a “Waste Knowledge” online quiz for our team members to participate in. Apart from learning information about recycling and waste reduction in Macau, team members can unleash their creative ideas to turn waste into new and useful items, and creative ideas were shared on MLife INSIDER. After completing the challenge, environmentally friendly gifts such as bee wax wrap and silicone lunch boxes were rewarded to the participants in further motivating them to reuse lunch boxes and food wrappings.

Clean Plate Challenge

To create awareness of the environmental and societal impact of food waste, the Clean Plate Challenge was organized in late September this year. The challenge successfully attracted almost 1,000 team members to participate in this meaningful food waste reduction action. Team members are encouraged to finish all the food they take with a Clean Plate. The plate waste avoided during the challenge was equivalent to 4.1% food waste in our operation. In addition, we shared a Clean Plate Video to our team members to embrace a green diet and the importance of minimizing food waste, in the hope that they will develop a mindful and sustainable eating habit in the future.



MGM
惜食行動
Clean Plate Challenge





Community Education and Outreach

We proactively share our environmental features, events, achievements, and eco-friendly lifestyle tips through our MGM Go Green newsletter quarterly with the public to foster sustainable practices across our operations, which is accessible on our corporate website.

Utilizing our resources and scale, we promote sustainability concepts to all our stakeholders, offering environmental programs both to guests and the community as a whole. As part of our sustainability-oriented community outreach programs, we have conducted workshops and tours in terms of Ocean Conservation, Green Building and Sustainability Best Practices over the years. In addition, we strongly support environmental initiatives organized by the Macau SAR Government and green groups. Taking part in these initiatives raises public awareness of the need for environmental sustainability.

This year, we have organized various sustainability-oriented community outreach programs in collaboration with governmental departments and institutions, from hosting Green Building Tours and sustainability forums to supporting Macau SAR Government and green groups' environmental initiatives.

6.1 Macau Children Painting Contest

We believe that creative expression and innovation are the ways to foster critical thinking in sustainability for the next generation. This year, we are honored to have joined hands with the Women's Association of Macau and Macau Artist Society in hosting the exhibition to showcase the 150 awarded paintings from the "6.1 Macau Children Painting Contest" to further promote MGM China's sustainability vision. With the theme — "Green Lifestyle, Happy Families", children were encouraged to unleash their creativity on conserving the ecosystem and a low-carbon living style.

In September, 40 of the awarded children, their family members and a line-up of distinguished guests were invited to the launching ceremony for the grand opening of the exhibition. The awarded paintings with "Green" features created by the talented children were displayed at MGM COTAI Spectacle LED screens in appreciation of their creativity and to inspire the world in pursuing a sustainable environment.



Sustainability Tour at MGM China

As part of our sustainability efforts, we collaborate with schools, universities, and professional associations to organize tours at our properties, so wider communities can learn about our sustainability initiatives. Young generation is a valuable asset to our future, so we strive to educate them by sharing our best practices to create a sustainable city. The IFTM Tourism Event Management degree program's students visited MGM COTAI in September as on-site operations and facility management field trip to learn more about the application of environmental protection and practice of green architecture. In addition, a delegation from China Association of Environmental Protection Industry and Macao Association of Environmental Protection Industry also came for a detailed tour of MGM COTAI to gain a better understanding of our green infrastructure and operations.



In 2022, A group of teachers and students from The International School of Macau went to MGM COTAI for a half day tour and workshop. The tour began with a site-walk led by the Facilities Management and Sustainability Teams to introduce the green building features and integrated waste management practices. A presentation about our waste management system followed by a hands-on workshop on "Food Saving" was also organized for the students. As part of the session, the students watched a video titled "Man and Nature" shared by Green Monday to inspire them to think from the point of view of nature and protect it.



Knowledge Exchange Towards a Sustainable Future

From students to the hospitality industry and the GBA region, we are eager to share our best sustainability practices. In the reporting period, we have participated in various sustainability seminars and forums to foster a sustainable culture toward the community.

Sustainability Day in UM

MGM China was invited by the Department of Marketing and Management of UM to share our sustainability practices on water management, energy and carbon management, environmental stewardship, green building, and waste management on the first Sustainability Day. The event aimed to provide students with a better understanding about sustainability development in the hotel industry.



Sustainable Tourism Forum

We endeavor to influence the industry with outstanding and innovative green practices and always seek to work jointly with industry peers to enhance the low carbon development and sustainable tourism in the GBA. M.U.S.T. hosted a sustainability forum on post-pandemic life in the GBA at MGM COTA this year which we shared the importance and the role of MGM China and the hotel industry in sustainable tourism.

Cross-Strait Economic Online Forum

We were invited to share our insight on promoting industrial cooperation and development under a low-carbon economy at the eighth edition of the Cross-Strait, Hong Kong and Macao Forum on Economic and Trade Online Forum.





FOR BETTER Guest and Partner Relationships

Our long-term sustainability and leading industry position are attributed to developing effective engagement with our business partners and guests. Leveraging our diverse and experience team, we collaborate to deliver superb experiences and services with value creation. In capturing the opportunities brought by the GBA, more diversified and cross sector entertainment experiences will be created to support Macau's "Tourism+" strategy. With more MGM China-branded events, we hope to contribute to the development of Macau into a World Center of Tourism and Leisure.

3 GOOD HEALTH AND WELL-BEING 	11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	17 PARTNERSHIPS FOR THE GOALS

Value Chain (Guests and Partners)

By collaborating with our stakeholders, MGM China creates shared value, produces high-quality products, and upholds corporate ethics. We endeavor to provide innovative and value-added services that go beyond the fundamental pursuit of safety and quality for our guests. And, through proactive value chain management, our partners are able to understand our fundamental principles of corporate integrity, customer focus, and a sense of shared responsibility.

Providing Great Moments for Our Guests

Delivering extraordinary customer experiences through proactive engagement across a number of channels is part of our DNA to continuously enhance our service quality. Our flagship membership program, **MLife**, serves as a digital platform to provide a convenient and mobile customer experience, with this innovative mind-set allowing us to share our warmest gratitude and rewards with our loyal customers. Despite the challenging environment during the COVID-19 pandemic, our continued efforts to create a value-added experience are well recognized by the industry awards we have received this year. In 2022, MGM China's outstanding performance was recognized by a total of seven **Forbes Travel Guide Five-Star Awards**. MGM MACAU has been recognized as a **Forbes Travel Guide Five-Star Hotel** for the 7th consecutive year while the Emerald Tower, the Skylofts and Sichuanese restaurant Five Foot Road at MGM COTAI, and Cantonese restaurant Imperial Court at

MGM MACAU have garnered four new **Five-Star Awards** in 2022. Our restaurants have also received top rankings at the **Ctrip Gourmet List — 2022 Top Global Restaurants**, with Imperial Court recognized as a Platinum Restaurant and Five-Foot Road and Grill 58 both listed as Gold Medal Restaurants. Meanwhile, Tria at both MGM MACAU and MGM COTAI continued to receive Forbes Five-Star recognition and was awarded the **"Best Spa Treatment Package of the Year"** by SpaChina 2022 for the fourth consecutive year.

In addition, MGM COTAI was named one of the best "Best Integrated Resort" by China Voyage Magazine in their **2022 Best Hotel & Resort Value Award**, which serves as a recognition of our collection of cultural tourism offerings by the prominent magazine known for featuring luxurious travel. The Emerald Villa of MGM COTAI also won a top international interior design prize, obtaining the highest level five-star accolade in the category of **Best Hotel Interior Macau — Asia Pacific 2022** at the International Property Awards, celebrating the highest level of achievement in the global property industry. Together, these remarkable achievements continue to demonstrate our collective dedication to creating great moments through the finest service and world-class facilities. MGM China will continue to showcase the spirit of "Originality + Innovation" in our offerings to provide our guests with extraordinary experiences.

Awards for Our Outstanding Performance

The Emerald Villa of MGM COTAI won the Best Hotel Interior Macau — Asia Pacific 2022 at the International Property Awards

ASIA PACIFIC
PROPERTY
AWARDS
American Standard
WINNER 2022-2023



MGM China received seven Forbes Travel Guide Five-Star Awards

Extend Entertainment Experience with Innovation

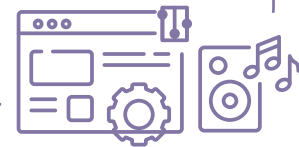
Cutting-edge innovations and technologies are integrated with multifaceted interactions to elevate guest experiences in MICE (Meetings, Incentives, Convention & Exhibition), Sports, Gastronomy, Festive, e-Commerce, and especially Arts and Culture functions throughout the year, to keep pace with ever-changing customer expectations and Macau's "Tourism+" initiative.

The MGM Theater is Asia's first dynamic and high-tech theater capable of seating 2,000 people in 10 distinct configurations, as well as the largest indoor 4K LED screen and other advanced stage equipment, bringing together audiences and artists from around the world to create multidimensional sensory experiences. Despite the pandemic's on-going effects on society, we continued to deliver a myriad of entertainment experiences in 2022 to energize the community, such as our annual signature brand event "Cheers, Macau!" Oktoberfest Macau at MGM 2022 Party Night. We will keep developing more varied entertainment offerings to create more diverse entertainment experiences, in further empowering Macau's reputation of "World Center of Tourism and Leisure" and a "Creative City of Gastronomy".

Oktoberfest Macau has been hosted by MGM China since 2009 and has drawn more than 170,000 locals and tourists. In 2022, the event was held for the first time at the MGM Theater, using immersive LED screens to create an extraordinary carnival combining gastronomy, creativity, culture and tourism. With all of the new elements, MGM China still strives to make Oktoberfest Macau the most authentic event that offers a one-of-a-kind immersive entertainment experience for every guest.



The "MGM Lion Dance Championship", another signature brand event of MGM China that taps into MGM's original Lion IP, has been hosted since 2010 in a bid to promote lion dance, a time-honored Chinese culture throughout the GBA, and facilitate the synergy of tourism, sports and culture between Macau and the rest of the world. Going into the 9th edition — "MGM Lion Dance Championship — Southern Lion Dance Invitational 2022", we joined hands with the Wushu General Association of Macau to bring 19 top troupes from across China in MGM Theater, where they performed their awe-inspiring acrobatic movements to compete for the championship. On top of the existing three contests of *Freestyle*, *Female and Junior*, a new match "*Youth Traditional Lion Dance Championship*" also made its maiden appearance, as a stage for young lion dance talents to shine. To increase public exposure, MGM China partnered with Macau Lotus TV for the first time to live stream the competition on 19 mainland social media platforms, enabling spectators to experience this annual sports and cultural event online, registering a total of over 3.8 million in online and offline attendance for two-day event.

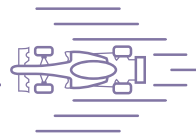
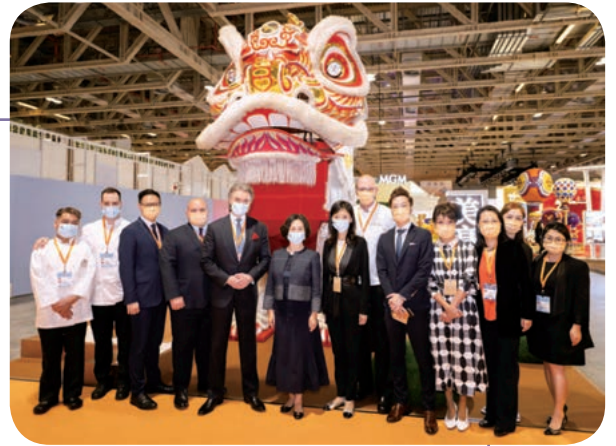


By establishing the "Tourism+" model based on the Lingnan culture, we are able to enrich guest experiences and encourage creativity in a seamless blend of entertainment and local culture for the diverse mix of tourists in Macau. Combined with the existing cultural events, the new "Tourism+" initiative aims to integrate and strengthen cultural tourism exchanges in the GBA. Standing firm on its lion spirit, MGM China has introduced a variety of broad and cross-sectoral entertainment offerings as well as distinctive cultural tourism products for its properties as the must-see destinations in Macau.



The 10th Macao International Travel (Industry) Expo

To promote the cross-border integration of "Tourism+" and help the industry in developing business opportunities, the MGTO organized the 10th Macao International Travel (Industry) Expo. In support of the event, MGM China arranged "The World's Largest Dancing Lion" to be exhibited for the first time at a public exhibition and showcased the stunning beauty of Portuguese cuisine with the dishes "Torrizado de Bacalhau" and "Stuffed Squid in Macanese Style" respectively, delivering the unique taste of Macau to the guests.



Title Sponsor of MGM Macau Touring Car Cup at the 69th Macau Grand Prix

MGM China has fully endorsed international sporting events organized by the Macau SAR Government in promoting "Tourism+Sports" to motivate diversification.



As the Macau Grand Prix enters its 69th year, we continued to contribute to the world-renowned motorsport event as the title sponsor of the "MGM Macau Touring Car Cup" in 2022. In order to revitalize Macau's largest sporting event and boost the international presence of local sports tourism, we have again sponsored China's racing champion team Phantom Pro Racing to compete in the races. Enabling residents and tourists to immerse themselves in the speed and splendor of the Macau Grand Prix, MGM China has hosted a 360-degree live broadcast of the races at the Spectacle of MGM COTAI.










Title Sponsor of "2022 MGM Macao International Regatta"

MGM China became the title sponsor of "2022 MGM Macao International Regatta", jointly organized by the Sports Bureau and Ursa Major Sailing Event Management. Participated by 35 teams from different regions, the success of this large-scale, international regatta heralded a new era for Macau's marine sports, which also helped strengthening Macau's positioning as the World Centre of Tourism and Leisure.



Customer Satisfaction

Customer satisfaction has always been our priority and serves as the foundation of our service philosophy. Our internal guidelines on service standards provide detailed guidance for our team members on their conduct and attitude when interacting with guests. Frontline employees receive on-the-job training to ensure they are knowledgeable and capable of delivering the Company's service standards. As part of our efforts to better understand our guests' expectations and to improve their experience, we engage with them through various channels and review their feedback on a regular basis, responding to any concerns they may have in a timely manner.

Communication Channels						
						
Onsite customer care and interaction	MLife membership	Corporate website	Surveys	Online travel platforms	Customer hotlines	Social media





An open communication channel has been launched to collect feedback from our guests, the Hotel Post Stay Survey traces customer satisfaction for us to monitor our service quality and make appropriate adjustments. In 2022, our overall customer satisfaction score was rated 4+ out of 5. Three key indicators are used in the survey to gauge customer satisfaction, namely Service Standards Satisfaction Score, Net Promoter Score and Overall Customer Satisfaction Score.

Constant review and enhancement of the service satisfaction standards are conducted by focusing on the following five key drivers, updated in 2022.

Service Standard Satisfaction Average Score

Key Drivers for Service Standard Satisfaction					
					
	Hotel Staying Experience	Hotel Dining Experience	Staff Service and Friendliness	Hotel Facilities	Entertainment and Art Experience
2022	4.19	3.72	4.43	4.05	3.83




The customer satisfaction survey tracks guest satisfaction and provides an open communication channel for customers to share their feedback on our service. Complementary qualitative questions in the survey are intended to help us monitor and improve our service quality. Below is a summary of our performance result in customer satisfaction.

Key Figures of Guest Satisfaction				
				
	Average number of surveys conducted	Average overall net promoter score	Average overall customer satisfaction score	Overall Guest Review Score
2021	19,900+	+54%	4+/5	85%
2022 ^{12,13}	18,500+	+59%	4+/5	89%

¹² The measurement approach of guest satisfaction was updated in 2022, and average overall customer satisfaction score remains at 4+ out of 5 for both years.

¹³ The pandemic situation may have affected the number of surveys conducted in 2022.

Placing a premium on feedback from our customers' online travel agencies ("OTA") is also essential for obtaining a comprehensive view of our service. Even in the face of business and tourism challenges, our leading position is still recognized by TripAdvisor as a Traveler's Choice 2022, the world's largest travel site. Meanwhile, we have been adding more OTA for our observation, including Ctrip, DianPing, Fliggy, and Meituan, and we are joining more online travel agencies to explore the potential opportunities.

Key Figures of Online Travel Agencies		
	 Average Number of Reviews	 Average Overall  Customer Satisfaction Score
2021	2,710+	4.7/5
2022 ¹³	1,086	4.7/5

MGM China has established a systematic procedure to manage all customer complaints consistently and promptly. Concerns will be acknowledged, and a formal response will be provided as soon as possible. Complaints are carefully dealt with following established protocols and reported to management in regular meetings to avoid the recurrence of similar incidents.

Journey towards MGM Service Excellence

MGM China strives to create unique memories for people and accomplishes this in style. We set high standards for the quality of our customer services. Our team members are able to provide our guests with outstanding and innovative services, laying on our commitment to quality and customer-centered culture, and new milestones were set in the process.

As part of our MGM Service Excellence journey, we have launched the "Great Moment Awards" in 2021 to recognize outstanding team members who consistently deliver exceptional service experiences and great moments for customers.



MGM GREAT Moments Award
— "Best-of-the-Best"

13 team members



In 2022, a wide range of events were held to share the GREAT Tips for Service Excellence clips and recognize the accomplishments of our team members, including Leadership Service Engagement Session, eLearning programs and Service Excellence Engagement Session, both management and team members from 12 operational departments shared this joyful occasion together. The third MGM GREAT Moments Award ceremony was also organized to honor our "best-of-the-best" team members who go above and beyond in providing outstanding service for our guests.

Customer Health and Safety

It is our top priority to safeguard our customers' health and safety. With comprehensive internal guidelines and standards, as well as a committed team, great efforts have been made to ensure the health and safety of our customers.

Planning for Building and Facility Safety

The physical safety of guests on our premises is a key focus of ours. Scenario analysis and planning have been performed with a dedicated crisis management team to mitigate potential risks that could endanger customers' health and safety. As our operational model involves hosting occasional large-scale events, establishing a thorough crowd management system can identify dangers and advise actions when crowd volume exceeds specific thresholds in certain areas of our buildings or facilities. Our building and facility management teams regularly inspect our infrastructure to manage potential risks from extreme weather events or emergencies, such as typhoons, fire, floods, electricity or water interruptions, or spill of hazardous chemicals. Selected operational and frontline staff are also equipped with first aid and emergency management skills.

Ensuring Food Quality and Safety

In addition to physical risks, hygiene and food safety is another focus area. A quality control and assurance system is in place to maintain a high standard of food quality and hygiene. We have designed a Food Safety Management Manual according to relevant Macau laws and references to international food safety standards such as HACCP and ISO 22000 for quality control. Daily inspections are conducted by hygiene personnel, and monthly food laboratory tests are performed by independent third parties to guarantee high hygiene and food safety standards. Strict quality testing is also carried out on key products as standard operating procedures that are regularly reviewed and enhanced. Meanwhile, regular inspection and performance evaluation of our food and beverage vendors along our supply chain can act as quality assurance and ensure adherence to our food safety and hygiene standards. To enhance our team members' knowledge on food safety management principles and procedures, we have also launched a Food Safety Series eLearning last year and required them to complete the program. During the reporting period, there were no incidents of non-compliance concerning the health and safety impacts of our products and services.



1,760 team members have completed the Food Safety Series eLearning in 2022, representing **98%** of our food handling personnel

Safeguard Data Privacy and Product Responsibility

Our Privacy Policy and Information Security Policy and Standards ("Privacy Policy") is designed to set out our approach to the management and use of customer data and personal information. All information is properly stored on secure servers that are guarded against unauthorized access by firewalls and other industry-standard security measures. All employees including temporary employees, consultants, and contractors, must strictly abide by the Privacy Policy and any team members who violate the policy are subject to disciplinary action, including termination of employment. MGM China also respects intellectual property rights, including the use of registered logos and trademarks, and our staff shall comply with applicable regulations. The contracts we establish with partners, vendors, and agencies, acknowledge and protect trademarks, copyrights, and royalties. And our legal team is tasked to observe compliance with IP rights protection for non-contractual IP issues.

By engaging our customers with a profound sense of product responsibility, we ensure that the information we provide to them is fair and accurate according to our policies and practices. We proactively solicit customer feedback and communicate important information to senior management for consideration when reviewing and refining our internal policies. During the reporting period, we did not receive any complaints regarding breach of customer privacy from regulatory bodies or customers.

Promoting Responsible Gaming

In view of the pervasive and inherent compliance risks in our industry, MGM China has made our longstanding commitment to promoting responsible gaming among our team members, guests and wider community. As a responsible business operator, we fully recognize the importance of upholding ethical gaming practices and we strictly adhere to the maintenance of all necessary regulatory licenses, permits, approvals, registrations, findings of suitability, orders and authorizations pursuant to the Macau laws, regulations and ordinances pertaining to our operation.

Lines of Defense

Dedicated committees and personnel act as our lines of defense against gaming malpractices to ensure our compliance with relevant laws and regulations. Our Responsible Gaming Committee, consisting of senior management members, plays a central role in promoting the Company's adherence to legal requirements and fosters effective communication on the issue. Besides, the Responsible Gaming Operations Team serves as our first line of contact in identifying potential issues that arise and handling problem gambling cases onsite. Any related cases observed would be handled in accordance with pre-defined protocols. All of our team members and the on-site representatives have attained the Macau Responsible Gaming Advisor certificate, which ensures timely and quality support delivered to players experiencing gambling problems. Moreover, comprehensive support is offered to the individuals suffering from the adverse impacts of gambling problem. For example, the representatives will provide assistance during the application process of the Voluntary Self-Exclusion and Third-Party Exclusion program, specifically for the people or family members who were severely affected. The concept of responsible gaming is further promoted through information kiosks and other means throughout our operations.

Cultivate a Responsible Gaming Culture

Building a healthy and responsible gaming culture is a main philosophy of MGM China's values. Our gaming staff follows the Employee Gaming Policy, which strictly prohibits gaming staff from taking part in gaming activities and obtaining any gaming promoter accounts on MGM China's premises. Further to the internal policy, we abide by the relevant local legislations namely prohibiting employees who work inside the gaming area from entering the gaming floor of local casinos while off-duty. Additionally, we have put a strong emphasis on responsible gaming education through providing RG Awareness Training programs to all MGM China team members on the first day of work. Gaming staff are required to undertake refresher training periodically. Through the implementation of the above, we have created a strong RG culture within the team, which can drive further initiatives in RG across the industry.

Raising Public Awareness

With our industry-leading position, we promote the importance of RG to customers and the wider community. We enthusiastically supported the "Macau Responsible Gambling Promotions," which was co-organized by the Social Welfare Bureau, the Gaming Inspection and Coordination Bureau ("DICJ"), and the UM to increase public awareness of RG.

As a demonstration of our commitment in the promoting RG practices within the local community, MGM MACAU casino has passed the "Responsible Gambling Indicators" program initiated by the Macau SAR Government. We have been awarded the qualification of "Responsible Gaming Implementation Model Unit" in 2022 by the Macau SAR Government, as recognition to our achievement in promotion and training for RG, our self-exclusion scheme and our RG facilities provision.





Case Study

2022 RG Promotions

Demonstrating our shared commitment to the Macau SAR Government's policies for RG, we continued our RG promotion initiative "Lost Control, Lose Family". We continued to collaborate with external partners including the Sheng Kung Hui Macau Social Services Coordination Office ("SKH"), Associação de Juventude Voluntária de Macau ("AJVM") and Macao Gaming Industry Employees Home ("GEH") to engage with our community and tourists throughout our RG campaign. Through knowledge sharing, we enhance social engagement and share RG concepts with the community. We have also co-hosted a series of interactive RG events, such as seminars, multimedia promotions and family-friendly activities, to help audiences better understand the importance of RG practices.



This year, we have launched the MGM x Sheng Kung Hui RG roadshow at the back of house of both MGM MACAU and MGM COTAI, to enhance the understanding of RG within our team. We provided our team members with questionnaires and game booths and invited the Youth Volunteers Association of Macao to host counseling sessions and sharing sessions to build a better understanding of defining RG and how to avoid online gambling scams.

In view of further strengthening the Company's RG promotions in the community, MGM China joins hands with local community associations to launch the brand new "MGM Responsible Gaming Community Engagement Scheme" in 2023, on top of its regular annual RG initiatives. The scheme will tackle RG from aspects ranging from education, prevention, support and research, hoping to extend the importance of RG to the community, in a bid to develop a more harmonious and healthier society through public-private partnership.



10,000+ team members
participated in **18** RG activities held as of 2022



Accumulative training hours
on responsible gaming reach

5,400 hrs

Responsible Supply Chain Management

As a responsible corporate citizen, we believe that our corporate responsibility should extend beyond our team members and guests. Our supply chain procedures and relationships with suppliers, contractors, and business partners are ingrained with our sustainable culture. We implement our Sustainable Procurement Policy in promoting environmental and social sustainability while maintaining our high service quality.

During the reporting period, we sourced products and services from over 1,600 suppliers from around the world. 62% of our suppliers are local companies from Macau.

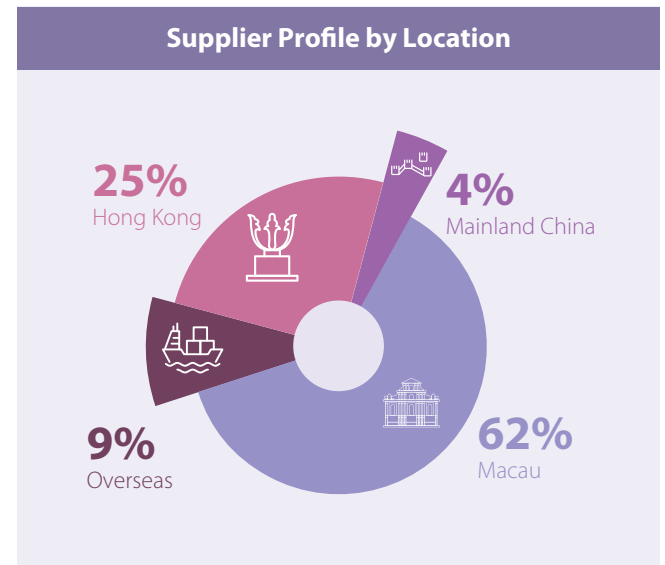
Supplier Code of Conduct

We seek to engage suppliers who share the same social and environmental commitment and integrity with MGM China. All vendors must accept and abide by the principles of our Supplier Code of Conduct ("SCOC") as part of our vendor registration procedure. The SCOC specifies our expectations for suppliers and contractors, specifically on compliance with applicable laws, regulations, and abiding to standards relating to human rights, diversity, workplace health and safety, climate change and carbon emissions, noise control, waste management, and water conservation, as well as corporate governance, business conduct, and ethics. For example, we provide explicit instructions for contractors responsible for cleaning and handling chemicals to ensure the exposure to hazardous substance to a minimum. Where applicable, we consider suppliers' and contractors' environmental, health, and safety performance during the procurement evaluation process to uphold our high standards for sustainability across our supply chain. Failure to meet our standards or abide by the principles may result in corrective action or termination of the relationship.

Responsible Procurement Practices

Our procurement procedures are designed to enhance sustainability along the supply chain. The Supply Chain Service Team is behind our efforts in driving the implementation of our Sustainable Procurement Policy in daily practices.

Furthermore, we formulated the Purchasing Standard Operating Procedure with reference to ISO 14001 Environmental Management System standard, to oversee the management of all potential risks



of the purchasing process. With the above policy and procedure, we ensure the presence of robust internal control measures are in place to maintain the purchase of high-quality products and services are obtained at a reasonable cost from reputable vendors. Beyond this, we encourage innovative sustainable practices and products proposed in the procurement process, which we provide additional credit during the tendering evaluation process.

MGM China uses sustainable and responsible selection standards to purchase sustainable alternatives whenever feasible. For a range of commodities, including food and beverage, operating supplies, construction and renovation, transportation, and logistics, we collaborate with suppliers and partners to acquire organic, fair trade, and locally produced goods. For example, we are advocates in the procurement of sustainable seafood certified under the MSC label by the Marine Stewardship Council ("MSC"), to ensure the wild seafood purchased are caught in methods less impactful on the marine ecosystem. Not only organic products and dishes are incorporated into the menu for hotel in-room guests, but MGM China exhibited the idea of a green hotel by adopting organic products and dishes into the menu for hotel in-room guests and presenting two distinct vegetarian banquet meals. We have made commitments to introduce plant-based produce to promote a healthy and sustainable diet, by including plant-based ingredients in our "Home Base" Go Green Monday menu.



Over **20** types of products from sustainable source including organic wine and other beverages, meat, and vegetable for serving our team members and guests



Total spending on green products and services in 2022:

MOP \$62.8 million

Over **6%** increase of green spending compared to 2021

Jointly Promote Sustainability with Local SMEs and Local Business

With our passion for innovation, we strongly support the local Macau SMEs to bolster the growth of the Macau's economy diversification. Ever since the launch of the MGM SME program in 2015, MGM China has purchased over MOP 5 billion from local SMEs. Earlier in 2015, MGM China and Macao Chamber of Commerce ("MCC") jointly rolled out the MGM SME program and established the industry's first "MGM SME Committee", comprised of representatives of local business associations, with an aim to offer support and advice to SMEs. From 2016 to 2022, MGM China has added 481 SMEs as its suppliers. With a key focus on "Micro SMEs", "Made in Macau", "Young Entrepreneurs" and "GBA Opportunities", we endeavor to seek new opportunities to inspire them to grow in a sustainable way.

Our long-running partnership with our local SMEs is a strong statement of our commitment towards diversifying of Macau's economy. We also continue to assist in bringing SMEs of Macau opportunity to expand into mainland China and the international market, to pave the way for local creative industries to collaborate with us. During the reporting period, our procurement from local SMEs and enterprises continues to account for a substantial portion of our purchases. We will continue to maximize our beneficial partnerships with SMEs and foster Macau's economic diversity in the future.

Proportion of our procurement spending in 2022



In 2022, the Company inked procurement contracts with two local tech SMEs, DigitalBay Limited and TECHCOMM Technical Consultation Limited. The two SMEs will develop various smart solutions for MGM China, expected to reach an aggregate procurement amount of MOP 1 million. The objective of the collaborations is to not only accelerate the development of smart tourism in Macau, but also open up more growth opportunities for local SMEs through an increased uptake of digital solutions in tourism industry.

This year, MGM China has continued its efforts in promoting the development of local SMEs to reach their full potential with a series of events and initiatives in four main areas, "Micro SMEs", "Made in Macau", "Young Entrepreneurs" and "GBA Opportunities". We are eager to build on our effort in supporting our local SMEs in the coming years to bring success to our local partners.



Micro SMEs

MGM SME Business Matching

MGM China has been committed to fostering a thriving ecosystem for local SMEs. Since 2015, MGM China has organized a total of ten SME Business Matching Sessions with a participation of over 1,100 SMEs. In 2022, we have co-organized "MGM SME Business Matching — Young Entrepreneur Session" with MCC and 12 local youth associations. The event marks the 10th business matching session hosted by MGM China and its 8th collaboration with MCC. More than 80 SMEs from Macau attended to showcase their products and services to the different departments of MGM China.



Made in Macau

Facilitate Made-in-Macau Brands to secure the M-Mark

To further promote the M-Mark Macau Product Quality Certification Scheme, MGM China, the Industrial Association of Macau, and CPTTM visited a number of "Made in Macau" local SMEs to encourage them to acquire M-Mark accreditation.



Since 2007, MGM China has been partnering with Fábrica de Farinha Kam Kei (Kam Kei), a local SME with almost 30-year history. All along, MGM China has helped Kam Kei enhance its production line and

food safety standards — which led to the firm attaining the ISO 22000 certification on food safety. MGM China also actively joined hands with the Industrial Association of Macau and CPTTM to assist Kam Kei in securing the M-Mark Macau Product Quality Certification. MGM China inked a procurement agreement of over MOP 1 million with Kam Kei in appreciation for its effort in signing up for the scheme and to encourage more SMEs to follow its footsteps.



Young Entrepreneurs

Macao Young Entrepreneur Incubation Center ("MYEIC") x MGM Young Entrepreneur Nurturing Program

MGM China has once again collaborated with Parafuturo de Macau (PFM Macau) and MYEIC to establish the second edition of the MYEIC x MGM Young Entrepreneur Nurturing Program for 2022–2023, the "Pulse-Checking for Young Entrepreneurs", in order to assist young entrepreneurs in seeking breakthroughs in their businesses. Mentors from MGM China and MYEIC visited three businesses of MYEIC members who participate in the program, to provide insights on brand imaging, market positioning and ways to establish business deals with large enterprises.

During the two sharing sessions led by our departments, the "Go Green for Infinite Opportunities" session attracted nearly 100 MYEIC members, young entrepreneurs, SME's owners to learn more about the sustainable development of integrated tourism and leisure enterprise. Also, the "Smart Hotel Led by Technologies" session was insightful for entrepreneurs in online marketing, drone cruise control, e-commerce, and blockchain technology.



Greater Bay Area Opportunities

Broadening our local SMEs market exposure in the GBA

In conjunction with ICAMO, the "Work Hand-in-hand to Explore the Future of Greater Bay Area" Agreement signing ceremony and a Guangzhou-Macau Business Matching" was held at MGM COTAL in 2022. Over 30 enterprises from Macau and Guangzhou participated in an online business matching session to help local SMEs penetrate into the mainland market.

We have supported the Macau Coffee Company Limited to secure a collaboration agreement with Shengjia Supermarket, a major Guangzhou supermarket chain with over 70 branches, in a special ceremony in 2022. We are proud to see our SME partner grows its products with this opportunity to reach a wider presence in the GBA market.

This year, we are also continuing our campaign of the "Enjoy & Rewards from Macau" Vending Machine Program in Guangzhou, a collaborative scheme where we provided a convenient gateway for 17 Macau SMEs to introduce their products to customers in Mainland China. With the initial success of our initiative in 2021, we have added more vending machine locations in 2022 at some of the most visited malls in Guangzhou, enhancing the exposure of the "Made in Macau" products, and the reputation of Macau's products in the GBA.



Major Recognitions, Awards & Membership

To achieve greatness in corporate governance, social responsibility, environmental protection and service quality, MGM China has made significant effort over the reporting period. Below highlights the accomplishments of our sustainability plan in 2022. We will continue to grow and thrive sustainability via the collaboration with different stakeholders to benefit our community in the coming years.

Awards and Recognitions

Awards/Recognitions	Organizers/Competitions
Asia's Best Sustainability Report (First Time) In Asia Sustainability Reporting Awards — Bronze	CSRWorks International (Singapore)
Top 10 List of the 2 nd Hotel BSI Top 20 of the 3 rd GBABSI	The Chinese University of Hong Kong
Outstanding Corporate Social Responsibility Award	HK Mirror Post
2022 MIECF Green Booth Award	Macau Fair & Trade Association — 2022 Macao International Environmental Co-operation Forum & Exhibition (MIECF)
MGM COTAI — Green Hotel Award — Gold	Environmental Protection Bureau
MGM MACAU — Excellence Award MGM COTAI — Excellence Award	Hotel Group Winners of Macau Energy Saving Activity 2022
Best Digital HR Team	HRTech China
Best HR COE Of the Year 2022	HRoot
Best HR Communication Strategy — Gold	Human Resources Online
Best HR Team of the Year Best HR COE Of the Year	HRFlag
Best Employer in Hospitality Industry	VeryEast
Best Practice of Organization Development — MGM eAcademy Community Outreach eLearning Program Outstanding Learning Programs/Projects of the Year	China Training Magazine
Employee Experience Awards 2022 — Best Learning And Development Programme	《Human Resources》 Magazine
The Best Workplace to Work 2022	The Best Workplace to Work Committee
3 rd Zhuhai Professional Skill Competition & 2022 In-Depth Cooperation Cup — Outstanding Organization Award	Livelihood Affairs Bureau of Guangdong-Macao In-Depth Cooperation Zone in Hengqin, Zhuhai Human Resources and Social Security Bureau
4 th Macao Integrated Tourism and Leisure Enterprises Vocational Skills Competition 2022 — Token of Appreciation — Five Awards at Hotel Integrated Service Vocational Skills Competition — Two Awards at Gaming Vocational Skills Competition — Two awards at Food & Beverage Vocational Skills Competition	Labour Affairs Bureau of Macau, Macau Federation of Trade Unions
Best Spa Treatment Package of the year 2022	SpaChina
Six Gold Pin Awards at the Macao Occupational Skills Recognition Systems (MORS) Gold Pin Competition	Macao Occupational Skills Recognition System (MORS) — Gold Pin Competition
Emerald Villa of MGM COTAI — 5-star accolade — Best Hotel Interior Macau — Asia Pacific 2022	International Property Awards

Awards/Recognitions

MGM MACAU — 5-star
 Imperial Court, MGM MACAU — 5-star
 Tria Spa of both MGM MACAU & MGM COTAI — 5-star
 Emerald Tower, MGM COTAI — 5-star
 Skylofts, MGM COTAI — 5-star
 Five Foot Road, MGM COTAI — 5-star

Outstanding Corporate for Volunteerism Award

The 8th MingXing Specialists National Final Competition — Guangdong
 — Hong Kong — Macao Greater Bay Area — Outstanding Organization Award

Organizers/Competitions

Forbes Travel Guide

Association Of Volunteer Social Service Macao

Tea Art Professionals Association Macao

Memberships

Partner	Nature of Membership
The American Chamber of Commerce in Macau	Corporate Member
The British Chamber of Commerce in Macao	Corporate Member
Portugal-China Chamber of Commerce and Industry	Member
The France Macau Chamber of Commerce	Corporate Member
Macau European Chamber of Commerce	Member
Pacific Asia Travel Association Macau Chapter	Supervisory Board Secretary
Macau Hotel Association	Member
The Macau Human Resources Management Association	Corporate Member
Zhuhai Association of Service Trade and Outsourcing	Vice President Unit
Macau Meetings, Incentives and Special Events Association	Corporate Member
SKAL International — Macau	Member
Macau International Brand Enterprise Commercial Association	Member
Macao Convention & Exhibition Association	Corporate Member
Macao Association of Environmental Protection Industry	Vice President Unit
Low Carbon Green Hotel Development Alliance	Member Unit



Performance Data Table

The tables below present a quantitative overview of MGM China's sustainability performance for the calendar year ending December 31st, 2022, unless otherwise stated, and historical data is presented for comparison purpose.

Economic Performance¹⁴

	Unit	2022	2021	2020
Revenue	HK\$'000	5,268,569	9,410,814	5,095,983
Operating costs (excluding tax expense)		8,240,070	8,900,706	7,943,933
Tax expenses ¹⁵		2,319,043	4,260,860	2,414,837
Total gross floor area	m ²	585,683	585,683	585,683

Environmental Performance¹⁶

	Unit	2022	2021	2020
Energy consumption				
Total energy consumption	GJ	685,104	747,547	669,022
Energy consumption intensity	GJ/m ²	1.17	1.28	1.14
Indirect energy consumption				
Electricity consumption	GJ	611,073	665,517	609,027
Direct energy consumption				
Liquefied petroleum gas ("LPG")	GJ	47,787	45,267	36,725
Natural gas		19,197	28,332	16,813
Diesel ¹⁷		2,995	3,745	4,059
Gasoline ¹⁷		4,052	4,686	2,398
GHG emissions¹⁸				
Direct GHG emissions (Scope 1) ¹⁹	tCO ₂ e	6,400	6,397	5,803
Indirect GHG emissions (Scope 2) ²⁰		105,240	151,589	133,817
Total GHG emissions (Scope 1 & 2)		111,641	157,986	139,620
GHG emissions intensity	tCO ₂ e/m ²	0.19	0.27	0.24

¹⁴ Economic data covers operations of the whole Company. For more financial data, please visit our Annual Report 2022.

¹⁵ Tax expenses include gaming taxes and income tax expense, deducting income tax benefit.

¹⁶ Environmental data covers operations at MGM MACAU and MGM COTAL. Due to rounding, values may not sum to total.

¹⁷ The calculating scope in 2022 has been updated to better reflect the consumption in both diesel and gasoline transportation.

¹⁸ GHG emissions are calculated with reference to ISO 14064 International Standard and the Hong Kong Government's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 Edition), with location-specific emission factors where applicable. The GHG Emissions figures has been restated following the adoption of a third-party carbon report.

¹⁹ Scope 1 emissions are direct GHG emissions from sources that are owned or controlled by the Company, including fuel consumption from stationary and mobile combustion sources and use of refrigerants. Emissions from stationary combustion, mobile combustion, and refrigerant are calculated with reference to the Appendix 2: Reporting Guidance on Environmental KPIs under "How to Prepare an ESG Report" released by the Stock Exchange, Greenhouse Gas Inventories issued by U.S. Environmental Protection Agency (EPA) and CDP Technical Note respectively.

²⁰ Scope 2 emissions are indirect GHG emissions from the consumption of purchased electricity by the Company. The corresponding emission factor, as provided by the utility company Companhia de Electricidade de Macau (CEM), was 0.620 kg CO₂e/kWh. The conversion factor of kWh to GJ is 1GJ = 277.778 kWh.

	Unit	2022	2021	2020
Water Consumption				
Total municipal water consumption	m ³	1,064,765	1,268,067	1,060,232
Water consumption intensity	m ³ /m ²	1.82	2.17	1.81
Waste Management				
Waste generated — Hazardous ²¹	tons	9.81	14.75	9.02
Waste disposed— Non-hazardous (landfill & incinerated) ^{22, 23}		4,866.69	6,246.38	5,283.59
Waste diverted— Non-hazardous^{24, 25}				
Food waste and cooking oil	tons	151.72	258.74	141.37
Paper		153.72	230.29	178.04
Plastic		3.55	4.72	6.47
Metals ²⁶		13.20	44.21	41.18
Glass		4.04	7.38	10.17
Soap		1.19	6.39	5.49
Coffee Capsules		0.19	0.15	0.28
Miscellaneous Items ²⁷		18.30	17.05	23.94
Hazardous waste intensity		tons/m ²	0.000017	0.000025
Non-hazardous waste intensity	0.008		0.012	0.010
Material consumption				
Renewable material consumption				
Paper	tons	16.81	23.04	17.78
Non-renewable materials consumption				
Plastic ²⁸	tons	80.51	93.96	43.05

²¹ Includes oil paint and e-waste such as lighting, batteries as well as electrical and electronic equipment which are defined by local legislation. All hazardous waste is recycled and handled by licensed contractors.

²² Includes construction and demolition waste disposed to landfill and general waste for incineration.

²³ Due to the COVID-19 pandemic, the resort operations have been interrupted. The unexpected plunge in occupancy rate and guest visitations led to an abnormal decrease in non-hazardous waste disposal in 2022.

²⁴ Includes composted, digested, and dehydrated food waste and recycled waste.

²⁵ Due to the COVID-19 pandemic, the resort operations have been interrupted. The unexpected plunge in occupancy rate, guest visitations and demands for food and beverage services led to an abnormal decrease in paper, metals, glass and soap recycled in 2022.

²⁶ Data since 2021 includes Aluminum.

²⁷ Includes ad-hoc items such as trolleys, metal float trays, carpet, box sleeve, wooden bench, slot machines, and used workshop materials.

²⁸ Data in 2020 has been restated due to an update of our calculation approach to better reflect the non-renewable plastic consumption figure.

Social Performance²⁹

Workforce

Total Workforce	Unit	2022		2021	
		Full-time (Permanent)	Part-time (Permanent)	Full-time (Permanent)	Part-time (Permanent)
Employee	number	9,778	10	10,109	8
Employee by gender and employment type³⁰					
Male	number	5,059	3	–	–
Female		4,719	7	–	–
Employee by geographical region and employment type³⁰					
Macau	number	9,629	10	–	–
Hong Kong		7	0	–	–
Mainland China		142	0	–	–

Workforce profile³¹

	Unit	2022		2021	
		Management	General Employee	Management	General Employee
Employee by gender and employment category					
Male	number	438	4,624	437	4,824
Female		295	4,431	298	4,558
Employee by age group and employment category					
Age under 31	number	28	1,636	34	2,055
Age between 31–50		602	5,752	612	5,802
Age 51 or above		103	1,667	89	1,525
Employee by geographical region (work location) and employment category					
Macau	number	722	8,917	722	9,239
Hong Kong		3	4	5	6
Mainland China		8	134	8	137

²⁹ Social data covers operations of the whole Company.

³⁰ Breakdown of workforce newly provided in 2022.

³¹ The employee categories have been changed to reflect the employee categorization in our Company's human resource system.

Employee new hires

	Unit	2022	2021
Total new hires			
Total new hires	number	596	821
New hire rate ³²	%	6.09	8.12
Employee by gender			
Male	number	301	435
Female		295	386
Employee by age group			
Age under 31	number	249	418
Age between 31–50		314	378
Age 51 or above		33	25
Employee by geographical region (work location)			
Macau	number	581	782
Hong Kong		0	2
Mainland China		15	37

Employee turnover

	Unit	2022	2021
Total turnover and turnover rate			
Turnover	number	925	1,068
Turnover rate ³³	%	9.45	10.56
Employee by gender			
Male	number (%)	500 (9.88)	562 (10.68)
Female		425 (8.99)	506 (10.42)
Employee by age group			
Age under 31	number (%)	352 (21.15)	454 (21.73)
Age between 31–50		515 (8.11)	504 (7.86)
Age 51 or above		58 (3.28)	110 (6.82)
Employee by geographical region (work location)			
Macau	number (%)	905 (9.39)	1032 (10.36)
Hong Kong		3 (42.86)	4 (36.36)
Mainland China		17 (11.97)	32 (22.07)

³² New hire rate is calculated using the total number of full time and part time employees as of 31 December 2022.

³³ Turnover rate is calculated using the total number of full time and part time employees as of 31 December 2022.

Board composition

	Unit	2022	2021
By gender			
Male	number	9	9
Female		3	3
By age groups			
Age under 31	number	0	0
Age between 31–50		1	1
Age 51 or above		11	11

Parental leave

	Employees entitled to parental leave (number)		Employees took parental leave (number)		Employees returned to work after parental leave (number)		Employees returned to work for more than 12 months after parental leave (number)	
	2022	2021	2022	2021	2022	2021	2022	2021
By gender								
Male	5,062	5,261	111	138	110	137	128	167
Female	4,726	4,856	100	138	91	120	102	151

Ratio of basic salary and remuneration of female employees to male employees³⁴

	Unit	2022	2021
Ratio of basic salary of female employees to male employees by employment category			
Management	number	1:1.15	1:1.18
General Employee		1:1.05	1:1.03
Ratio of remuneration of female employees to male employees by employment category			
Management	number	1:1.17	1:1.16
General Employee		1:1.08	1:1.05

Occupational health and safety³⁵

	Unit	2022	2021	2020
Work-related injuries and fatalities				
Fatalities	number	0	0	0
	per 100 workers	0	0	0
Recordable work-related injuries ³⁶	number	83	152	90
	per 200,000 hours worked	0.90	1.56	1.05
High-consequence work-related injuries ³⁷	number	0	3	3
	per 200,000 hours worked	0	0.03	0.04
Lost days due to work injuries	days	1,369	2,780	1,956
	per 200,000 hours worked	14.86	28.54	22.85

³⁴ Basic salary refers to fixed, minimum amount paid to an employee for performing his or her duties, excluding any additional remuneration, such as payments for overtime working or bonuses. Remuneration refers to basic salary plus additional allowances, including bonuses, transportation fee, overtime pay and other welfares.

³⁵ The recordable work-related injuries rate, high-consequence work-related injuries and lost day rate are calculated based on the number of days lost per 200,000 hours worked (100 employees working 40 hours per week for 50 weeks). Total hours worked: 18,428,038.

³⁶ Recordable work-related injuries refer to work-related injury that results in death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness; or significant injury diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.

³⁷ High-consequence work-related injuries refers to work-related injury that is expected to fully recover longer than six months, excluding fatalities.

Employee development and training

	Total training hours (hours) ³⁸		Average training hours per person (hours) ³⁹		Percentage of workforce trained (%) ⁴⁰		Percentage of employees received regular performance review ⁴¹	
	2022	2021	2022	2021	2022	2021	2022	2021
By gender								
Male	319,780	264,933	63.17	50.36	99	99	100	100
Female	301,105	229,780	63.71	47.32	99	100	100	100
By employment category								
Management	19,664	15,269	26.83	20.77	100	99	100	100
General Employee	601,221	479,444	66.40	51.10	99	100	100	100

	Unit	2022	2021
Percentage of workforce trained on MGM China's human rights policies and procedures	%	100	100
Percentage of employees' anti-corruption policies have been communicated to		100	100
Anti-corruption and anti-money laundering trainings provided to the board of directors and employees	hours	2,731	2,815

³⁸ The total training hours in 2022 is calculated based on the training hours received by all employees throughout the year.

³⁹ Average training hours in 2022 is calculated based on the total training hours provided to all employees throughout the year divided by the active employees by category (i.e. gender and employee category) as at year end.

⁴⁰ Percentage of workforce trained is calculated based on the training hours received by the active employees by category (i.e. gender and employee category) as at year end.

⁴¹ Only count Fixed Hour Contracted Part Time and Full Time Equivalent employees.

Supply chain management⁴²

	Unit	2022	2021
Number of suppliers			
Total number of suppliers	number	1,642	1,892
Number of suppliers by geographical location			
Mainland China	number	73	124
Macau		1,019	1,077
Hong Kong		406	495
Other (e.g., overseas)		144	196

Community investment

	Unit	2022	2021
Resources contributed			
Total cash donations	HK\$'000	17,648	20,675
Total in-kind donations		38,060	3,395
Total volunteer hours	hours	32,377	30,500

⁴² In 2021, we have updated our calculation approach to better reflect the active supplier figures.

GRI Standards and HKEX ESG Content Index

Statement of use	MGM China has reported the information cited in this GRI content index for the period 1 January 2022 to 31 December 2022 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
General Disclosure				
GRI 2: General Disclosures 2021				
The Organization and its reporting practices				
2-1	–	Organizational details	About MGM China	P.7–9
2-2	–	Entities included in the organization's sustainability reporting	About This Report	P.6
2-3	–	Reporting period, frequency and contact point	MGM China's headquarters are located at Avenida Dr. Sun Yat Sen, Edificio MGM MACAU NAPE, Macau The Sustainability Report 2022 is published in April 2023.	
2-4	–	Restatements of information	There are no restatements of information in the reporting period.	–
2-5	–	External assurance	Some of our ESG performance data have been reviewed by MGM Internal Audit team of MGM Resorts International.	–
Activities and Workers				
2-6	GD B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4	Activities, value chain and other business relationships	For Better Guest and Partner Relationships There is no significant change in the MGM China's activities, value chain and other business relationships this year.	P.90–102
2-7	KPI B1.1	Employees	For a Better Team Performance Data Summary Seasonal employment does not cause a significant variation to the workforce.	P.25–44 P.105–112
Governance				
2-9	–	Governance structure and composition	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-10	–	Nomination and selection of the highest governance body	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-11	–	Chair of the highest governance body	Annual Report 2022 — Corporate Governance Report	–
2-12	Overall Approach: para 10 Governance Structure 13	Role of the highest governance body in overseeing the management of impacts	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-13	–	Delegation of responsibility for managing impacts	Chairpersons' Message Our Approach to Sustainability	P.2–5 P.11–24
2-14	Overall Approach: para 10	Role of the highest governance body in sustainability reporting	Our Approach to Sustainability	P.11–24
2-15	–	Conflicts of interest	Annual Report 2022 — Corporate Governance Report	–
2-16	–	Communication of critical concerns	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-17	–	Collective knowledge of the highest governance body	Our Approach to Sustainability	P.11–24

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
2-18	–	Evaluation of the performance of the highest governance body	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-19	–	Remuneration policies	Annual Report 2022 — Corporate Governance Report	–
2-20	–	Process to determine remuneration		
Strategy, Policies and Practices				
2-22	Governance Structure 13	Statement on sustainable development strategy	Chairpersons' Message Our Approach to Sustainability	P.2–5 P.11–24
2-23	–	Policy commitments	Our Approach to Sustainability For a Better Team	P.11–24 P.25–44
2-24	–	Embedding policy commitments	Our Approach to Sustainability	P.11–24
2-25	–	Processes to remediate negative impacts	Our Approach to Sustainability Annual Report 2022 — Corporate Governance Report	P.11–24
2-26	KPI B7.2	Mechanisms for seeking advice and raising concerns	Our Approach to Sustainability	P.11–24
2-27	–	Compliance with laws and regulations	There were no significant cases of noncompliance with laws and regulations during the reporting period.	–
2-28	–	Membership associations	Major Recognitions, Awards and Memberships	P.103–104
Stakeholder Engagement				
2-29	Overall Approach: Reporting Principle 14	Approach to stakeholder engagement	Our Approach to Sustainability	P.11–24
2-30	–	Collective bargaining agreements	There are no collective negotiation or collective bargaining agreements in Macau as there are no trade unions or workers' committees.	–
GRI 3: Material Topics 2021				
3-1	Reporting Principle 11	Process to determine material topics	Our Approach to Sustainability	P.11–24
3-2		List of material topics		
Topic-specific Disclosures				
GRI 200 Series: Economic				
201: Economic Performance 2016				
3-3	GD A4 KPI A4.1	The management approach and its components	Our Approach to Sustainability For Better Guest and Partner Relationship Annual Report 2022 — Management Discussion and Analysis	P.11–24 P.90–102
201-1	–	Direct economic value generated and distributed	Performance Data Summary Annual Report 2022 — Management Discussion and Analysis Consolidated Statement of Profit or Loss and Other Comprehensive Income Consolidated Statement of Financial Position Financial Summary	P.105–112
203: Indirect Economic Impacts 2016				
3-3	GD B8	The management approach and its components	Our Approach to Sustainability For a Better Community For Better Guest and Partner Relationship	P.11–24 P.45–63 P.90–102

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
203-1	GD B8 KPI B8.1	Infrastructure investments and services supported	For a Better Community	P.45–63
			For Better Guest and Partner Relationship	P.90–102
			Performance Data Summary	P.105–112
			Annual Report 2022 — Management Discussion and Analysis	
–	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport)	For a Better Community	P.45–63
–	KPI B8.2	Resources contributed (e.g. money or time) to the focus area	Performance Data Summary	P.105–112
204: Procurement Practices 2016				
3-3	GD B5 KPI B5.1 KPI B5.2 KPI B5.3	The management approach and its components	Our Approach to Sustainability	P.11–24
204-1	KPI B5.1	Proportion of spending on local suppliers	MGM China's local geography and significant locations of operation are in Macau SAR, for spending proportion please see For Better Guest and Partner Relationship.	
			Performance Data Summary	P.105–112
205: Anti-corruption 2016				
3-3	GD B7	The management approach and its components	Our Approach to Sustainability	P.11–24
			For Better Guest and Partner Relationship	P.90–102
205-2	GD B7 KPI B7.3	Communication and training about anti-corruption policies and procedure	Our Approach to Sustainability	P.11–24
			For Better Guest and Partner Relationship	P.90–102
			Performance Data Summary	P.105–112
			Annual Report 2022 — Corporate Governance Report	
205-3	KPI B7.1	Confirmed incidents of corruption and actions taken	Our Approach to Sustainability	P.11–24
			During the reporting period, there was no incident of non-compliance concerning the corrupt practices.	
–	KPI B7.2	Description of preventive measures and whistleblowing procedures, and how they are implemented and monitored	Our Approach to Sustainability	P.11–24
GRI 300 Series: Environmental				
302: Energy 2016				
3-3	GD A1, A2, A3	The management approach and its components	Our Approach to Sustainability	P.11–24
			For a Better Planet	P.64–89
302-1	KPI A2.1	Energy consumption within the organization	Performance Data Summary	P.105–112
302-3	KPI A2.1	Energy intensity		
302-4	KPI A1.5 KPI A2.3	Reduction of energy consumption	For a Better Planet	P.64–89
303: Water and Effluents 2018				
3-3	GD A2, A3 KPI A2.4	The management approach and its components	Our Approach to Sustainability	P.11–24
			For a Better Planet	P.64–89
303-1	KPI A2.4 KPI A3.1	Interactions with water as a shared resource	For a Better Planet	P.64–89
			Our water consumed is supplied through municipal water supply systems that are in compliance with the applicable local laws and regulations. There is no significant impact associated with water resources caused by the Company's operation.	
303-2	–	Management of water discharge-related impacts	For a Better Planet	P.64–89
			There is no significant impact associated with water discharge.	
303-5	KPI A2.2	Water consumption	For a Better Planet	P.64–89
			Performance Data Summary	P.105–112

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
305: Emissions 2016				
3-3	GD A1, A2, A3, A4	The management approach and its components	Our Approach to Sustainability For a Better Planet	P.11–24 P.64–89
305-1	GD A1 KPI A1.1	Direct (Scope 1) GHG emissions	For a Better Planet	P.64–89
305-2	KPI A1.2	Energy indirect (Scope 2) GHG emissions	Performance Data Summary	P.105–112
305-4	KPI A1.5	GHG emissions intensity		
305-5		Reduction of GHG emissions		
305-7	KPI A1.1	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Due to the nature of our business operations, emissions of NO _x , SO _x and other pollutants are considered insignificant in our operations.	–
306: Waste 2020				
3-3	GD A1, A3 KPI A1 KPI A1.3 KPI A1.4 KPI A1.6 KPI A3.1 KPI B5.4	The management approach and its components	For a Better Planet	P.64–89
306-1	KPI A3.1 KPI A1.6	Waste generation and significant waste-related impacts	Performance Data Summary	P.105–112
306-2	KPI A3.1 KPI A1.6	Management of significant waste-related impacts		
306-3	KPI A1.3 KPI A1.4	Waste generated		
–	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Packaging materials were not considered as material topic to our operation. We have included relevant reduction initiatives in our “No Plastic Program” and waste management system.	–
308: Supplier Environmental Assessment 2016				
3-3	GD B5 KPI B5.2 KPI B5.4	The management approach and its components	For Better Guest and Partner Relationship	P.90–102
308-1	KPI B5.2 KPI B5.3	New suppliers that were screened using environmental criteria	All new suppliers were screened using environmental criteria through our procurement process in 2022, for more details, see For Better Guest and Partner Relationship.	–
Climate Change				
–	GD A4	Identification and mitigation of significant climate-related issues	For a Better Planet	P.64–89
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them		
GRI 400 Series: Social				
401: Employment 2016				
3-3	GD B1 KPI B1.1	The management approach and its components	For a Better Team	P.25–44
401-1	GD B1 KPI B1.2	New employee hires and employee turnover	For a Better Team Performance Data Summary	P.25–44 P.105–112
401-3	–	Parental leave	Performance Data Summary	P.105–112

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
403: Occupational Health and Safety 2018				
3-3	GD B2 KPI B2.3	The management approach and its components	Our Approach to Sustainability	P.11–24
403-1	GD B2 KPI B2.3	Occupational health and safety management system	For a Better Team	P.25–44
403-2	KPI B2.1 KPI B2.2 KPI B2.3	Hazard identification, risk assessment, and incident investigation		
403-3	KPI B2.3	Occupational health services		
403-4	–	Worker participation, consultation, and communication on occupational health and safety		
403-5	KPI B2.3	Worker training on occupational health and safety	Performance Data Summary	P.105–112
403-6	–	Promotion of worker health	For a Better Team	P.25–44
403-7	KPI B2.3	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	For Better Guest and Partner Relationship	P.90–102
403-9	KPI B2.1	Work-related injuries	Performance Data Summary	P.105–112
–	KPI B2.2	Lost days due to work injury		
404: Training and Education 2016				
3-3	GD B3	The management approach and its components	For a Better Team	P.25–44
404-1	KPI B3.2	Average hours of training per year per employee	Performance Data Summary	P.105–112
–	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)		
404-3	–	Percentage of employees receiving regular performance and career development reviews		
405: Diversity and Equal Opportunity 2016				
3-3	GD B1	The management approach and its components	For a Better Team	P.25–44
405-1	KPI B1.1	Diversity of governance bodies and employees	Performance Data Summary	P.105–112
405-2	–	Ratio of basic salary and remuneration of women to men		
408: Child Labor 2016				
3-3	GD B4, B5	The management approach and its components	For a Better Team	P.25–44
408-1	KPI B4.1 KPI B4.2 KPI B5.2 KPI B5.3	Operations and suppliers at significant risk for incidents of child labor	No operations and suppliers with significant risk for incidents of child labor and young workers exposed to hazardous work were identified.	–
409: Forced or Compulsory Labor 2016				
3-3	GD B4, B5	The management approach and its components	For a Better Team	P.25–44
409-1	KPI B4.1 KPI B4.2 KPI B5.2 KPI B5.3	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No operations and suppliers with significant risk for incidents of forced or compulsory labor were identified.	–
413: Local Communities 2016				
3-3	GD B8 KPI B8.1 KPI B8.2	The management approach and its components	For a Better Community	P.45–63
413-1	KPI B8.1 KPI B8.2	Operations with local community engagement, impact assessments and development programs	For a Better Community Based on the business nature of the Company, 413-1a (i)-(iii), (vi)-(vii) are not directly applicable to our operations of the Company.	P.45–63
414: Supplier Social Assessment 2016				
3-3	GD B5	The management approach and its components	For a Better Guest and Partner Relationship	P.90–102
414-1	KPI B5.2 KPI B5.3	New suppliers that were screened using social criteria	All new suppliers were screened using social criteria through our procurement process in 2022.	–

GRI Standard Disclosure	ESG Reporting Guide	Description	Cross-references/Remarks	Page Number
416: Customer Health and Safety 2016				
3-3	GD B6	The management approach and its components	For a Better Guest and Partner Relationship	P.90–102
416-2	GD B6	Incidents of non-compliance concerning the health and safety impacts of products and services	During the reporting period, there were no incidents of non-compliance concerning the health and safety impacts of products and services.	–
–	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not considered as material topic to our business. No products were subject to recall for health and safety reasons in 2022.	–
–	KPI B6.4	Description of quality assurance process and recall procedures	For a Better Guest and Partner Relationship	P.90–102
418: Customer Privacy 2016				
3-3	GD B6 KPI B6.5	The management approach and its components	For a Better Guest and Partner Relationship	P.90–102
418-1	GD B6 KPI B6.2 KPI B6.5	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2022, we did not experience any significant data privacy breaches or receive any complaints.	–
Intellectual Property Rights				
–	GD B6	Management approach	For a Better Guest and Partner Relationship	P.90–102
–	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights		

