



# MIGM

十年美事 延續美獅精神  
CELEBRATING TEN YEARS OF GREAT MOMENTS



# 10

- 澳門美高梅是澳門唯一擁有藝術展覽場地的綜合渡假酒店。「美高梅展藝空間」到目前為止已舉行超過23個展覽，並有超過280,000人士曾到場參觀
- 培訓超過450位本地大學生成為藝術導賞人員，為來賓提供不同藝賞團
- 自2009年開始，每年十月都會舉行大受歡迎的德國啤酒節，共招待了超過127,000人
- 傳承舞獅傳統文化，培育接近200位本地幼青

## 藝術文化 CULTURE

- The only integrated resort in Macau to have dedicated gallery space; the MGM Art Space has hosted 23 exhibitions and welcomed over 280,000 visitors
- Trained over 450 local university students as MGM art docents to give guided art tours to guests
- Annually hosted Macau's largest and most popular Oktoberfest since 2009, with over 127,000 visitors
- Preserved the tradition of lion dance by training close to 200 local youth

- 舉辦超過560個社區活動，讓超過9,700位長者、3,400位青少年、4,800個低收入或單親家庭，以及4,000位傷健人士獲益良多
- 超過900位年青人參與了「美高梅一日學習體驗」及「金獅夏令營」等本地青少年發展計劃
- 澳門首個綜合旅遊休閒企業營運商設立「防止人口販賣政策」

## 回饋社群 COMMUNITY

- Organized over 560 community events, benefiting more than 9,700 senior citizens, 3,400 youth, 4,800 low-income families or single families and 4,000 persons with disabilities
- Over 900 participants in the MGM local youth development programs A Day with MGM and the Golden Lion Summer Camp
- 1st integrated resort operator in Macau to set up an Anti-Human Trafficking Policy

- 為員工提供超過3,259,000小時的專業培訓，即每位員工每年獲得約54小時訓練
- 推出酒店業界首個領袖發展計劃，名為「美高梅管理專才發展計劃」，至今已有160名位員工成功畢業
- 超過4,700位團隊成員獲晉升
- 1,900位團隊成員由澳門美高梅十年前開幕時服務至今，留職率高達32%

## 栽培員工 EMPLOYEES

- Over 3,259,000 employee training hours, approximately 54 hours per employee annually
- Launched the PRIDE Program, the first leadership development program of its kind for the industry, with 160 graduates
- Over 4,700 team member promotions
- 1,900 team members with a decade or more of service at MGM, a 32% retention rate since opening

- 以2013年為基準，澳門美高梅成功節能17%，節省用水9%及減少廢物30%
- 澳門美高梅將循環再用率提升超過700%
- 美獅美高梅是第一個獲頒中國綠色建築（澳門）設計標識證書的私營機構

## 支持環保 ENVIRONMENT

- Reduced energy consumption by 17%, water by 9% and waste by 30% at MGM MACAU since our 2013 baseline
- Increased of recycling levels by over 700% at MGM MACAU
- MGM COTAL became the 1st private sector organization to receive the China (Macau) Green Building Label

- 成立澳門業內首個中小企業委員會
- 舉辦了5次中小企商業配對專場，超過630間中小企參與出席
- 我們的中小企合作夥伴數目持續增長，現時19%的支出是與本地中小企有關

## 扶助中小企 SMEs

- 1<sup>st</sup> SME Advisory Committee to be established in Macau within the industry
- Held five SME business matching events, with 630 SMEs attending
- Continuous growth in partnerships, with 19% of current spend with local SMEs





MOM

MOM



十年美事 延續美獅精神

CELEBRATING  
TEN YEARS OF  
GREAT MOMENTS

#美高梅十周年

#MGM10



<b>04</b>	<b>主席寄語</b> <b>Chairmen's Message</b>	<b>48</b>	<b>推動經濟多元化</b> <b>Diversifying the Economy</b>
		50	促進藝術發展 Dedication to the Arts
<b>08</b>	<b>2017 工作重點</b> <b>2017 Highlights</b>	54	多元化娛樂體驗 Diversified Entertainment
<b>10</b>	<b>讓員工盡展所長</b> <b>Unleashing Employee Greatness</b>	58	多元餐饗 Creative Gastronomy
12	重視培訓 投資員工未來 Investing in Training and Advancement	<b>60</b>	<b>保護環境</b> <b>Protecting the Environment</b>
16	提升身心健康 Promoting Health and Wellbeing	62	保護環境 Protecting the Environment
20	多元與共融 Diversity and Inclusion	63	減少耗用資源 Reducing Resource Consumption
<b>24</b>	<b>支援社區</b> <b>Supporting the Community</b>	65	表現數據 Performance Data
26	關愛社群 Community Engagement	68	與持份者並肩尋求解決方案 Engaging our Stakeholders
34	貢獻社區 Community Contributions	<b>70</b>	<b>2017年獲頒獎項與嘉許</b> <b>Awards and Recognition in 2017</b>
38	負責任博彩 Responsible Gaming		
<b>42</b>	<b>扶持本地中小企</b> <b>Developing Local SMEs</b>		
44	扶持本地中小企 Developing Local SMEs		
45	美高梅中小企培育計劃 MGM's SME Engagement Program		

## 主席寄語

# CHAIRMEN'S MESSAGE



可持續發展一直是我們業務的基石，我們對團隊成員、本地社區，以至整個地球均肩負著這一承諾，推動我們精益求精，為公司業務的長遠發展與成功奠定穩固基礎。我們坐言起行，以五大範疇為核心，包括：讓員工盡展所長、支援社區、扶持本地中小企、支持澳門建設成為世界旅遊休閒中心，以及保護環境。

2017年，公司穩健增長，並在團隊成員的努力下為澳門帶來閃耀奪目的美獅美高梅作準備。我們承諾為持份者成就璀璨時刻之同時，亦積極為團隊成員提供理想的工作環境，讓他們盡展所長，綻放璀璨。

我們在12月歡慶澳門美高梅的十周年誌慶，同時表揚了1,900位由開幕至今的十年間一直盡忠職守的團隊成員。此外，我們亦為300位修讀公司核心人才培育計劃的成員舉行畢業典禮，課程包括：「美高梅管理專才發展計劃」、「美高梅領導培育計劃」及持續教育課程。我們深信學員日後能成為優秀領袖貢獻澳門，因此將一如以往，大力投放資源培育人才。

我們亦積極關懷本地社群，矢志構建更美好的澳門。8月23日，颱風「天鴿」吹襲本澳，不但令交通癱瘓、水電供應暫停，更奪去10條寶貴性命；我們隨即聯合捐出了澳門幣3,000萬元扶助團隊成員、本地社區及中小企。過去一年，金獅義工隊共參與了95項不同活動，破紀錄完成超過9,000小時的社區服務，重點協助本地青少年、長者及傷健人士；所捐贈的現金和物資總值超過澳門幣1,800萬元，實踐我們回饋社區的承諾。

中小企及創業對經濟增長、創新、製造就業機會與社區多元化都有著舉足輕重的地位。2015至2017年期間，我們透過「美高梅中小企培育計劃」成功與更多本地中小企建立合作關係，採購金額更達至雙倍，互惠雙贏。2017年，我們亦組織了4個不同活動，讓本地青年企業家能向其他企業或創業家學習成功之道。

要為澳門打造一個可持續發展的未來，經濟活動需要多元化。我們致力將一系列獨一無二的非博彩及娛樂體驗帶到澳門，積極推動澳門建設成為世界旅遊休閒中心。2017年，我們在美高梅展

藝空間舉辦了璀璨奪目的「古『金』中外 - 黃金藝術珍品展」及數碼藝術項目「teamLab未來遊樂園」，並開設更多零售商店和餐廳。我們亦正熱切期待為各位呈獻亞洲首個多元化動感劇院-位於美獅美高梅的美高梅劇院糅合最頂尖的科技與工程技術，能迎合各種活動的不同需要，並將帶來駐場表演。

我們的業務和澳門的長遠發展也與環境環環相扣，因此我們致力保護自然資源。我們加強回收計劃，增加回收程序，能源消耗、耗水量和廢物量較2013基準年分別減少17%、9%和30%。而我們的努力亦獲肯定，美獅美高梅榮獲中國綠色建築(澳門)設計標識證書，為唯一獲頒此項殊榮的本澳私營企業。

此外，我們十分榮幸能在2017年榮獲多個獎項(列於本年鑑背頁)，除了獲列入恒生可持續發展企業指數外，我們的人力資源團隊更在香港「人力資源創新大獎 2017」中勇奪3個獎項，成績令人鼓舞。

最後，我們謹在此感謝團隊成員的不懈努力，引領公司達至可持續發展的目標；同時印證了成員們的才華與力求卓越。隨著美獅美高梅的開業，我們將迎接更精彩的新一年，期待與大家一同成就更多璀璨時刻！

Sustainability remains an important foundation of our business. Our work is driven by a deep commitment to our people, community and planet – all of which are vital to long-term business success. Our activities focus on five main areas: unleashing employee greatness, supporting the community, developing local small and medium-sized enterprises (SMEs), supporting Macau's objective of being a global tourism destination and protecting the environment.

Last year, our Company experienced solid growth and together we prepared to bring Macau the architecturally stunning MGM COTAI. We would not have been able to do this without the dedication of our employees, who truly are the cornerstone of our business. Our brand promise is to make great moments happen for all our stakeholders. With respect to our employees, we honor this promise through providing a great place to work, develop and reach one's full potential.

We celebrated 10 years of operations in Macau in December, and we thanked the 1,900 employees who have been with us since the beginning, for a decade of commitment and loyalty. We also held a ceremony to celebrate the 300 employees that have graduated from our core learning and development programs







including PRIDE, MAP and Continuing Education. We invest heavily in these programs knowing that they will contribute to making the Macau leaders of tomorrow.

We are equally dedicated to supporting our community. On August 23, Macau was brought to a standstill by the deadly Typhoon Hato, which claimed 10 lives and left much of the city devastated. Immediately we set up a disaster relief pledge fund of MOP30 million, which was focused on supporting our employees, the community and SMEs. With the aim to better the lives of local youth, senior citizens and persons with disabilities, our Volunteer Team has committed over 9,000 hours of community work through 95 different activities – a new record for the Company. We further supplemented these community programs through cash and in-kind donations of over MOP18 million.

We understand that SMEs and entrepreneurship are crucial to ensuring economic growth, innovation, job creation and social integration. With our dedicated SME engagement program, we have doubled procurement spend with SMEs between 2015 and 2017. We have also arranged four events for young Macau entrepreneurs in 2017 to learn from the road to success of other companies and entrepreneurs who have excelled in their fields.

Building a sustainable future for Macau also requires a strong focus on economic diversification. We are dedicated to help strengthen Macau's position as the world tourism and leisure center through a wide spectrum of unique non-gaming entertainment. In 2017, we brought two major exhibitions to MGM Art Space: "Très'Ors – A Golden Way of Life" and "Learn and Play! teamLab Future Park," while investing in new retail and restaurants. Going forward, we are excited to be bringing Asia's



first dynamic theater to Macau at MGM COTAI, including best-in-class technology to support a vast range of entertainment including resident shows.

The long-term future of our business, as well as Macau, is also linked to the health of our environment and we remain committed to protecting the earth's natural resources. Through our initiatives we have been able to reduce our energy consumption by 17%, our water consumption by 9% and our waste generation by 30% since 2013, our baseline year. MGM COTAI has also been certified by the China (Macau) Green Building Label, the only private

sector organization in Macau to hold this label.

We were delighted to have won a number of awards in 2017 listed at the back of this report, with highlights including being chosen to feature on the Hang Seng Sustainability Index and our HR team being recognized for their approaches winning three awards at the prestigious HR Innovation Awards in Hong Kong.

Finally, we would like to thank our team for their work in enabling us to achieve this sustainability performance. It is proof that the talent and drive for excellence we have fuels everything we do. With the opening of MGM COTAI, we look forward to an exciting year ahead and making more great moments for all.

馬仁杰  
Jim Murren

董事長及執行董事  
Chairperson and Executive Director  
美高梅中國控股有限公司  
MGM China Holdings Limited

何超瓊  
Pansy Ho

聯席董事長及執行董事  
Co-Chairperson and Executive Director  
美高梅中國控股有限公司  
MGM China Holdings Limited

# 2017 工作重點 HIGHLIGHTS

為員工提供了

569,000+

小時的培訓  
training hours provided  
to employees

平均每位員工接受  
with

60+

小時培訓  
training hours per employee  
on average

共有

50

位本地實習生  
參與了實習計劃  
local interns took part  
in our internship program

共有

26

位本地員工參與了  
「美高梅管理專才發展計劃」  
及「美高梅領導培育計劃」  
local employees took  
part in our PRIDE and  
MAP programs

舉辦了  
Organized

95

個社區活動  
community events,

惠及  
Benefiting

1,600+

位長者  
senior citizens

員工共獻出

9,000+

小時的社會義工服務時間  
hours dedicated to  
employee volunteering

520+

位年青人  
youth

680+

位傷健人士  
persons with  
disabilities

1,000+

個低收入  
及單親家庭  
low income and  
single-parent families

捐出了  
澳門幣  
MOP

30,000,000

支持颱風「天鴿」災後重建  
in relief pledged for  
Typhoon Hato recovery

捐贈了  
澳門幣  
MOP

18,000,000+

善款及物資予本地慈善團體  
in charitable contributions  
donated to local organizations

新增  
Developed

97

家澳門中小企  
成為供應商  
new Macau  
SME supplier  
relationships

較2013基準年減少  
能源消耗  
Reduced energy  
consumption vs.  
our 2013 baseline  
by

17%

較2013基準年減少  
耗水量  
Reduced water  
consumption vs.  
our 2013 baseline  
by

9%

較2013基準年減少  
廢物量  
Reduced waste  
consumption vs.  
our 2013 baseline  
by

30%

超過

6.7

澳門幣  
億  
支援  
本地中小企

較2016年增加  
an increase of

50%

on 2016

over

670

million  
MOP  
spent with  
local SMEs

「古『金』中外 - 黃金藝術珍品展」  
及「teamLab未來遊樂園」共吸引了  
Hosted the exhibition “A Golden Way of Life - Très'Ors”  
and “Learn & Play! teamLab Future Park”, with

並舉行了  
and

為澳門引入首個互動數碼藝術項目 -  
Launched Macau's first co-creative  
digital exhibition

100,000+ 110

人次參觀  
visits

次導賞團  
guided tours

「teamLab未來遊樂園」  
“Learn & Play!  
teamLab Future Park”

與  
Partnered  
with

巴塞爾藝術展香港展會  
Art Basel Hong Kong

攜手合辦伍韶勁創作的《二十五分鐘後》電車藝術項目  
to deliver Kingsley Ng's “Twenty-Five Minutes Older”

亞洲首間動感大劇院  
坐落於美獅美高梅  
Announced the opening of  
Asia's first dynamic  
theater at MGM COTAI

# 讓員工盡展所長





# UNLEASHING EMPLOYEE GREATNESS



美商本地人才持續教育  
MGM LOCAL TALENTS  
CONTINUING EDUCATION  
KICK OFF CEREMONY  
2024

## 重視培訓 投資員工未來

# INVESTING IN TRAINING AND ADVANCEMENT

我們的團隊由超過9,300位員工組成，每位都是公司的重要基石。為了讓他們發揮潛能，公司透過提供課程及相關經驗，包括優質的職業經驗、學習及發展機會，以及業界和社區活動，讓他們盡展專業及才能。於2017年，我們為團隊提供了超過569,000小時的培訓，即每位員工平均接受超過60小時培訓。在3月29日，美高梅更舉行了畢業典禮，慶祝300位員工完成美高梅的學習和發展課程，當中包括「美高梅管理專才發展計劃」、「美高梅領導培育計劃」及持續進修課程。

我們致力鼓勵員工將職業變成專業，亦贊助及協助提供發展技能的機會，為員工的前途鋪路，例如舉辦「回到校園計劃」，讓有志完成高中文憑課程的員工能夠獲得支援及接受教育的機會。

培育本地人才及領袖是公司的首要目標，現時本地居民佔總員工約75%，而超過80%的管理團隊是由本地居民出任。

Our team of over 9,300 employees is the cornerstone of our business. We provide our team members with the tools and experiences to reach their full potential, including high quality career experiences, learning and development opportunities, and industry and community activities to showcase their professionalism. In 2017, we provided our team with more than 569,000 training hours, with an average of more than 60 hours per employee. On March 29, MGM organized a milestone event to celebrate the success of 300 graduates from MGM's core learning and development programs: the Management Associate Program, the PRIDE Career Development Program, and the Continuing Education Program.

To encourage our staff to become specialists in their fields of work, we sponsor and facilitate opportunities for skills development to help pave the way for future career advancement, such as through our Back to School Program, which provides support and on-site tuition for those seeking to achieve their high school diploma.

Developing local capability and leadership is a core company priority. Approximately 75% of our staff members and over 80% of our management team are Macau locals.





## 培育本地領袖人才 DEVELOPING LOCAL LEADERSHIP CAPABILITIES

「美高梅管理專才發展計劃」的主要目的，是從公司不同階層中挑選表現傑出的本地團隊成員，並安排他們參與為期9至15個月的密集式訓練，時間長短視乎他們的培訓級別。課程期間，每位參加者每月接受最少兩天的培訓，包括督導或領袖的課堂培訓、跨部門接觸、企劃工作、造訪不同大型企業及到海外進行考察。除此之外，學員全程均獲得直屬經理或專屬導師的悉心指導。在2017年，共有23位本地團隊成員參加了此計劃；由2014年至今，已經有超過160位畢業生完成課程。

The PRIDE Program focuses on identifying high-performing local team members of various levels to partake in an intensive 9-15 month program, depending on the development tracks they are in. During the PRIDE Program each participant receives a minimum of two days development training per month, including classroom training on supervisory or leadership development,

cross-departmental exposure, project work, visits to other industries and study trips overseas. Throughout the PRIDE Program, thoughtful guidance is provided by their direct manager and assigned mentor. In 2017, 23 local team members took part in this program, with over 160 graduates since 2014.







# 提升身心健康

## PROMOTING HEALTH AND WELLBEING

我們極為關注員工的健康和安全，因此一直為全體員工提供有關培訓。

提升身心健康，由工作環境做起。我們為員工提供更多健康食物選擇，並邀請專家主持健康專題講座，同時營造舒適的工作環境及設立休息空間讓員工片刻放鬆。此外，我們更組成金獅體育隊，鼓勵員工多做運動。

我們透過僱員支援計劃提供24小時專業輔導服務，協助有需要的員工及其家人解決生活壓力或家庭問題。

此外，為支持及協助產後重返工作崗位的女同事能盡快適應及過渡，美高梅特別增設「媽媽專區」，為哺乳媽媽提供舒適的私隱空間。

The health and safety of our employees is of the utmost priority, and employees receive health and safety training.

We invest in creating a workplace where wellbeing is promoted by offering healthy food options, holding specialist-run health talks, providing comfortable work spaces and relaxing places to take breaks, and organizing active teamwork through our Golden Lion Sports Teams.

Through our Employee Assistance Program, professional counseling services are made available 24 hours a day to help our employees and their families to resolve issues such as life stress or family matters.

To help ease the transition and support our working moms, MGM has created a special lactation area called the Mother's Zone, to reduce the barriers to breastfeeding at work and provide a comfortable and relaxing environment.



## 身心健康同步提升

### PROMOTING HEALTHY BODIES AND HEALTHY MINDS

我們舉行一系列巡迴宣傳活動，向員工推廣僱員支援計劃，同時喚醒大家注意身體及精神健康。

2017年舉行的巡迴宣傳活動包括：

- 一個以克服負面情緒、重拾開朗、充實人生為主題的宣傳活動，並邀請澳門銀葵醫院介紹中式指壓按摩及食療來舒減生活壓力及加強免疫力。
- 一個藉著趣味遊戲提高員工職業安全健康意識的推廣日，並於同日簽署「職業安全健康約章」，在勞工事務局見證下，承諾為所有成員提供一個安全及健康的工作環境。
- 一個呼籲員工在家共聚天倫，與摯愛加強溝通的推廣日，當中更首播由員工創作，及由員工及子女演出的微電影，名為《「家」多一點愛》。

Through our Employee Assistance Program (EAP), we run a series of employee roadshows to bring attention to our EAP facilities and to the importance of physical and mental health.

Various roadshows held in 2017 included:

- An employee roadshow focused on overcoming negative emotions to lead happier, more fulfilled lives. MGM also invited Yinkui Hospital to introduce different ways that Chinese acupressure massage and food therapy can help to deal with daily life stress and boost immunity.
- An employee safety awareness-raising fair centered on the importance of workplace safety practices. On the same day, MGM signed the "Occupational Safety and Health Charter", an industry-wide commitment to workplace safety initiated and witnessed by the Labour Affairs Bureau.



- An employee fair promoting the importance of family time and connecting with loved ones. During this fair, we also premiered a special short film created in-house and starring our own team members and their children called “Home is where the Love is”.



# 多元與共融

## DIVERSITY AND INCLUSION



我們支持工作團隊中的平等機會及多元性，因為多元化能令團隊更加強大。現時我們的團隊有超過 30 個國籍的員工，而男女數目比例則是52% 比48%。

為提高公眾對多元共融的意識，美高梅每年贊助由澳門商務讀者慈善會主辦的「構建亞洲傷健共融會議」，會議獲得特殊奧運會的熱烈響應。

We support equal opportunities and diversity in our workforce, knowing that a diverse team is a stronger team. Currently we have employees of more than 30 different nationalities representing our team, with a gender ratio of 52% male and 48% female.

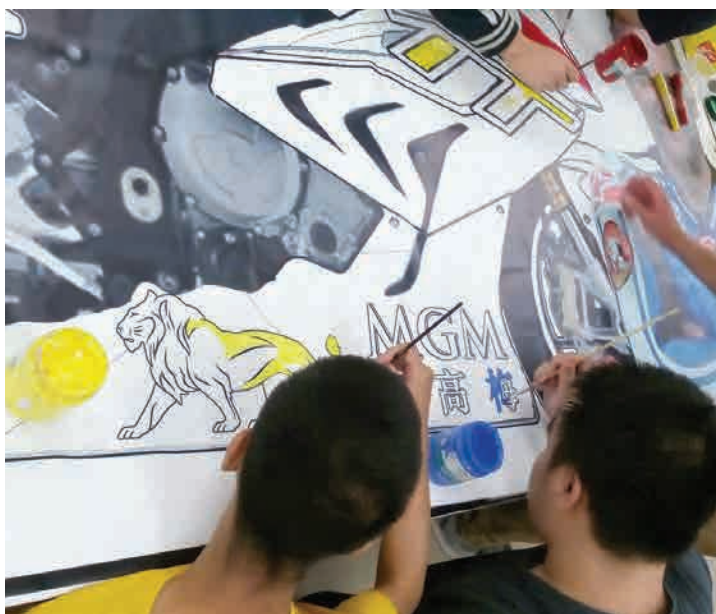
To raise awareness of the importance of diversity and inclusion, MGM annually sponsors the “Conference on Intellectually Disabled People in Asia” organized by the Charity Association of Macau Business Readers, and supported by Special Olympics.

## 職場共融

### INCLUSION IN THE WORKPLACE

美高梅跟特殊奧運會的信念一致，就是「一同訓練和玩樂是建立友誼、互相了解的捷徑。」這份信念推動我們積極聘用傷健員工，並給予他們平等的工作機會，無分彼此，締造互相了解及欣賞的文化。除此以外，我們亦有安排團隊成員參與培訓（例如手語訓練），以加強員工之間的溝通，締造共融的工作環境。

除了在不同部門創造全職就業機會外，我們亦有提供實習機會予協同特殊教育學校，幫助年輕的傷健人士為將來就業做好準備。



At MGM, we share the Special Olympics Unified Sports' philosophy that "training together and playing together is a quick path to friendship and understanding". This is a belief that permeates our hiring policy of actively seeking to hire persons with disabilities as equal team members, working side-by-side with others, and in doing so creating a better culture of understanding and appreciation. We also arrange training for other team members on how to better communicate and create an inclusive work environment, such as Sign Language training.

In addition to creating full-time employment opportunities across our departments, we also offer internship placements for students from the Concordia School for Special Education to help young people with disabilities prepare for their future careers.





## 十年美事延續金獅傳奇

### TEN BEAUTIFUL YEARS OF THE LION

12月18日，澳門美高梅正式開業十周年。令人驕傲的是近三分之一（即1,900位）成員在澳門美高梅開業籌備期間已經加入團隊。

為慶祝和紀念這一重要里程碑，美高梅於12月5日為服務滿十年的團隊成員舉辦十周年服務慶典，娛樂項目團隊更帶來精彩的表演助興。席上管理層向各成員頒發十周年服務證書及限量版紀念幣，以表彰他們為公司服務十載的貢獻。

美高梅中國控股有限公司首席執行官及執行董事簡博賢先生誠摯感謝團隊成員十年間的付出，並期待未來的日子能繼續與成員攜手為賓客成就璀璨時刻。

On December 18, MGM turned 10 years old. We are incredibly proud to say that nearly one-third of the original team that helped us to open MGM MACAU (1,900 team members) have been with us since opening.

In honor of this important milestone, we held a gala celebration on December 5, including a live performance from our Entertainment team, to say thank you for a decade of hard work and commitment.

Meanwhile, the senior management team distributed anniversary certificates and limited edition silver coins featuring a unique MGM 10th anniversary design to team members reaching 10 years of service.

Mr. Grant Bowie, Chief Executive Officer and Executive Director of MGM China Holdings Limited, expressed his gratitude to the staff of MGM, saying that he looks forward to working with everyone and seeing them develop as we continue to Make Great Moments for all.



黃迪偉  
Derek Watterud

資訊科技行政總監 -  
數碼及資訊科技  
Executive Director of  
Technology - Digital and  
Technology Solutions



陳愛蘭  
Betty Chan

餐飲行政主任  
Food & Beverage  
Executive Assistant

「十年前，我是來協助澳門美高梅的開業。由於這裏的人及團隊實在很好，所以我決定留在澳門。」

“I came to Macau 10 years ago to help open MGM MACAU and found the people so lovely and the team so great that I decided to stay.”

「我剛進來時正是準備澳門美高梅開業的時候。今天很高興能見到當年合作過的同事。」

“When I started, we were preparing for the opening of MGM MACAU. Today I am so happy to see so many faces that I have known for 10 years.”

# 支援社區



# SUPPORTING THE COMMUNITY





## 關愛社群

# COMMUNITY ENGAGEMENT

美高梅秉持「構建更美好澳門」的信念，以支持及投資社會發展為我們的業務基石。能夠為有需要的人士，付出時間、能力、技術和資源，締造美好的社會出一分力，讓我們引以為傲。

2017年，我們一共舉辦了95個不同的社區活動，破紀錄完成超過9,000小時的社區服務。美高梅金獅義工隊在過去一年組織了連串活動，特別關懷本澳長者、青少年及傷健人士。美高梅的管理層成員亦積極參與義工活動，當中包括我們的首席執行官，大家群策群力，共襄善舉。

Creating a better Macau is an ethos that we live and work by, and supporting and investing in its development is a cornerstone of our business. By donating our time, talent, skills and resources to those in need, we are proud to contribute to making Macau a better place.

In 2017, we held 95 different community activities, donating over 9,000 hours to bettering our community, our highest amount ever. Through our Golden Lion Volunteer Team, we organized a range of events throughout the year focusing on our core categories of caring for senior citizens, the youth and persons with disabilities in Macau. Volunteering is led from the top, with senior management, including our CEO, being active participants in our initiatives.





## 關懷本地長者 CARING FOR MACAU'S SENIOR CITIZENS

我們的目標不單只是提供支援，更與有需要人士建立友誼，送上溫暖及關心。我們在2017年舉辦過的活動包括：

- 聯同20位來自澳門中醫藥學會的專業中醫師為超過200位長者進行義診。
- 秉承中國人於農曆新年前夕大掃除的傳統習俗，160位美高梅義工隊成員與明愛滙暉長者中心合作，攜手為其中心的220位長者打掃家居，喜迎新春。
- 30位美高梅金獅義剪隊成員於農曆新年前夕為145位分別居住於聖瑪利亞安老院及滙暉長者中心的長者進行義剪，讓他們精神奕奕迎接新一年。
- 美高梅金獅義工隊與設施管理部團隊一起探訪30位長者，並為他們義務修理小型家電及電器插頭。



Our aim is to not only provide support, but also bring friendship, companionship and attention to those who need it the most. Some of the activities in 2017 include:

- A senior citizens health day delivered by 20 professional doctors from the Chinese Medicine Association to provide complimentary health consultations to over 200 senior citizens.
- In the spirit of the Chinese tradition to spring clean the home before Chinese New Year (CNY) as a symbol of good luck and fortune, 160 MGM Volunteer Team members teamed up with Centro de Dia "Brilho da Vida" to roll up their sleeves to help 220 households at the Fai Chi Kei housing unit for senior citizens to get their homes ready for CNY.
- MGM's 30 Volunteer Hairdresser Team members provided complimentary haircuts to 145 senior citizens at Asilo de Santa Maria and Centro de Dia "Brilho da Vida" to have them at their best for the coming of a new year, another CNY tradition.
- A visit was paid to 30 senior citizens by our MGM Volunteer Team and led by MGM Property Operations' technicians, to repair appliances and fix household plugs.





## 投入社區

### COMMUNITY PARTICIPATION

**美高梅澳門環保遠足者：**美高梅在2017年首次冠名贊助澳門環保遠足者，此乃澳門最受歡迎的團體遠足活動，旨在團結社區、強調團隊合作精神、推廣健康生活，最重要是提醒大眾珍惜澳門自然美景。活動籌得的善款已撥捐善牧會及澳門扶輪社。

**公益金百萬行：**美高梅自2007年開始，每年均會參與由澳門日報讀者公益基金會主辦的公益金百萬行活動。12月10日，近1,000位金獅隊成員在管理層人員率領下完成步行。

**MGM Macau Eco Trailhiker:** 2017 marks the first year MGM became the official title sponsor of the Macau Eco TrailHiker, Macau's most popular group hiking event. It serves to bring the community together, foster teamwork and comradery, promote active living, and were importantly remind us of the natural beauty Macau has to offer. Proceeds of the event were donated to the Good Shepherd Sisters and the Macau Rotary Club.

**Walk for a Million:** MGM has supported Walk for a Million, the annual fundraising event organized by the Macao Daily News Readers' Foundation, since 2007. Led by the senior management team, close to 1,000 Golden Lion Team members participated in the community charity walk on December 10.







## 承傳舞獅百年傳統

### PRESERVING THE AGE-OLD TRADITION OF LION DANCE

2017年，我們連續第三年與澳門鴻威文娛體育會合辦幼獅訓練計劃，共有75位年齡介乎5至10歲的小朋友參與。訓練為期7星期，目的在於培養澳門青少年對中國傳統舞獅運動及文化的興趣。此外，美高梅在8月舉行了一次佛山考察之旅，讓24位幼獅畢業學員能夠在舞獅的發源地深造技巧。2015年至今，美高梅幼獅訓練計劃已培育了近200位本地舞獅新力軍。

In 2017, we partnered with Hong Wai Sports and Recreations Association of Macau to hold the Junior Lion Dance Training Program for 75 young children between 5-10 years old for the third year running. This unique 7-week training program aims to cultivate interest in Chinese traditional dance and culture amongst the youth in Macau. To continue to develop the knowledge and skills of our program graduates, MGM also organized an educational trip in August to Foshan, the birthplace



of lion dance, for 24 past graduates to further develop and continue their interest in this age-old tradition. Through the program, we have successfully trained close to 200 local youth since 2015.





## 名師出高徒 LEARNING FROM THE BEST

### 利物浦足球教室

A football training session like no other

7月22日，美高梅邀請來自英國的頂尖足球會—利物浦足球會，為64位年齡介乎6至14歲的本地足球愛好者舉辦難能可貴的足球訓練。兩位傳奇球星科拿及希比亞，向一眾學員分享其成功故事及足球技巧，借此啟發及鼓勵年輕一代對自身喜愛運動的追求。

On July 22, MGM welcomed Liverpool Football Club (LFC), the Premier League football club from the U.K., to hold a unique soccer clinic for 64 young local soccer enthusiasts, aged between 6-14 years. Two well-known LFC legends, Mr. Robbie Fowler and Mr. Sami Hyypiä, ended the training session by sharing their inspirational stories and tips for success with the young soccer players.





### 主廚大師班

#### Lessons From a Top Chef

7月4日，美高梅與旅遊學院合辦了一個名廚大師技藝展示工作坊，由享譽國際、於美獅美高梅濤岸餐廳擔任主廚顧問的Graham Elliot主講。當日有超過30位本地飲食專家及來自旅遊學院廚藝管理學士學位課程的學生出席，名廚Elliot除了示範烹調技巧，更分享了烹飪的哲學和寶貴經驗。

On July 4, MGM co-organized with the Institute for Tourism Studies (IFT) a unique culinary workshop featuring internationally renowned Chef Graham Elliot, consulting chef to Coast at MGM COTA. Over 30 participants, including local food and beverage professionals and IFT's Culinary Arts Management Bachelor Degree Programme students, attended this workshop in which Chef Elliot performed a cooking demonstration and shared his experience and philosophy on cooking with the group.



# 貢獻社區

## COMMUNITY CONTRIBUTIONS



我們關懷社區，透過捐贈善款、物資等以支持各大小社區活動。2017年，除澳門幣3000萬元支持颱風「天鴿」災後重建的聯合捐款外，美高梅還捐出超過澳門幣1,800萬元予本地社區，其中主要捐贈項目包括：

- 參加由澳門日報讀者公益基金會主辦的公益金百萬行活動，並捐出澳門幣60萬元
- 捐出澳門幣30萬元予澳門仁慈堂社服店
- 捐出澳門幣50萬元支持同善堂慈善籌款活動

We supplement our community programs through cash and in-kind donations. In 2017, MGM contributed over MOP18 million to the community in addition to our MOP30 million Typhoon Hato Disaster Relief Fund. Some of the key contributions in 2017 included:

- MOP600,000 donated to Macao Daily News Readers' Foundation as part of the Walk for a Million Campaign
- MOP300,000 donated to the Welfare Shop of Macau Holy House of Mercy
- MOP500,000 donated to Tung Sin Tong's charitable fundraising activity





## 颱風天鴿賑災基金 DISASTER RELIEF FUND FOLLOWING TYPHOON HATO

8月23日，颱風「天鴿」吹襲澳門，導致10人死亡，並且令大部分地區斷絕水電供應，商業活動及交通全面癱瘓。

美高梅中國控股有限公司、美高梅國際酒店集團及何超瓊女士有見災情嚴重，立即共同捐出澳門幣3,000萬元支持災後重建工作，同時迅速支援受災情影響的員工。

美高梅明白部分本地中小企亦受到颱風肆虐而損失慘重，因此推出特別的中小企援助計劃，希望藉此扶助受災的中小企回復正常運作。為了完善計劃的架構，美高梅專誠向其220家受颱風影響最嚴重的中小企供應商進行問卷調查，同時透過中小企委員會委員的建議，務求找出成效最大的支援方案。最後得出全面的方案，例如加快付款程序及預繳貨款以紓緩流動現金壓力、物流支援，以及從輕微損失以至嚴重受災的補助等。

為協助各本地社會團體盡快恢復正常服務，美高梅分別為澳門明愛購買復康巴士和樓梯機、為澳門扶康會購買復康巴士

及捐款予九澳聖若瑟學校作內部和外部修葺，同時贊助了澳門明愛本地員工前往尼泊爾參加災後管理培訓，為日後可能出現的災難作好準備。

美高梅金獅義工隊與澳門街坊會聯合總會和澳門工會聯合總會通力合作，上樓向長者免費派發飯盒和水，更自發清理路環倒塌樹木，為恢復澳門的自然美景出力。

On August 23, Typhoon Hato struck Macau, claiming 10 lives and leaving much of the city without power and water, bringing business and transport to a standstill.

In the immediate aftermath, MGM China, MGM Resorts and Ms. Pansy Ho immediately teamed up to contribute MOP30 million to rebuild the Macau community, with our team members' needs also being prioritized.



aids for Caritas de Macau, and donations to repair damage to the exterior and interior of Sao Jose Ka Ho School. MGM also sponsored local staff of Caritas de Macau to participate in disaster management training in Nepal for future emergencies.

The Golden Lion Volunteer Team also joined forces with União Geral das Associações dos Moradores de Macau and Macau Federation of Trade Unions to distribute meal boxes and water to senior citizens in the affected areas, as well as clear debris in Coloane to restore the natural beauty of Macau.



To assist local small and medium-sized businesses (SMEs) affected by the typhoon with getting back on track and operating as normal once again, MGM also developed a targeted SME Relief Program. To best structure the program, MGM conducted a survey of 220 of its SME vendors considered most vulnerable to the effects of the typhoon. MGM also convened its SME Committee to advise on ways to deliver the most effective impact. The resulting program consisted of comprehensive measures such as expedited payment processing and up-front payment to alleviate cash flow needs, provide logistics support and assure assistance with minor to major damages.

Vast efforts were made toward the speedy recovery of local community groups, including the purchase of rehab buses for Caritas de Macau and Fuhong Society of Macau, stair





# 負責任博彩

## RESPONSIBLE GAMING



負責任博彩是公司每一個部門的員工在上班第一天均需要學習的課題，日後亦會定期透過課堂或內部通訊提醒員工其重要性。曾接受過相關訓練的員工及代表每日24小時當值，隨時向受賭博問題困擾的賓客提供援助。此外，我們亦於娛樂場不同位置設立資訊亭及其他通訊渠道，向客人宣傳負責任博彩的訊息。我們的負責任博彩專責團隊定期接受培訓，包括辨識博彩失調、處理自我隔離申請及與輔導機構聯絡等，為處理問題賭博把守第一個關口。同時，我們亦根據澳門法例，成立由高級管理人員組成的「負責任博彩委員會」。

作為僱員支援計劃的一部分，我們的人力資源部門與負責任博彩委員會緊密合作，每年均舉辦不同活動，向員工推廣負責任博彩。

Responsible gaming is a topic which employees from every department must learn on the first day of their job and are reminded of regularly through classroom instruction or internal communications. Trained staff and representatives are on duty 24/7 who can offer assistance to players regarding problem gambling issues. Responsible gaming is promoted to our guests through information kiosks and other communications throughout the casino. The first line of contact in handling a responsible gaming case onsite is the Responsible Gaming Operations Team, who are specifically trained to identify issues, file self-exclusion forms and liaise with counseling agencies. In line with Macau legislation, we also have a Responsible Gaming Committee, comprised of senior management.

Under the Employee Assistance Program, the HR department works closely with the Responsible Gaming Committee to hold annual events and activities to promote responsible gaming practices to our employees.



## 自家製創意短片，提升負責任博彩意識 RAISING AWARENESS THROUGH A CREATIVE, HOME-GROWN VIDEO

本年度的負責任博彩推廣活動，由一個以負責任博彩為主題的短片比賽揭開序幕，分別由6家綜合旅遊休閒企業進行角逐。美高梅很榮幸能夠憑員工創作及演出的作品贏取冠軍。

This year the annual Responsible Gambling Campaign began with a Responsible Gaming video competition held among the six integrated resort operators. MGM is proud to have been awarded the champion award for best film produced. The film was created in-house and starred our own employees.



立即掃描以下二維碼欣賞短片！  
Scan to watch our video!





## 正視人口販賣

### BRINGING HUMAN TRAFFICKING TO THE FOREFRONT

美高梅意識到強迫勞動及人口販賣罪行現正影響全球。2017年，國際勞工組織估計有4,030萬人口過著現代奴隸的生活，並且直接或間接地在各國及各行業的連鎖生產線上工作。

美高梅是本地首家訂定人權及防止人口販賣政策的營運商，致力打擊強迫勞動和人口販賣活動，消除其對人類及全球各地社群的破壞性影響。美高梅針對三大存在人口販賣風險的範疇，即招聘及聘用、供應鏈、社區外展及合作夥伴，而作出下列打擊措施：

- 為所有新入職僱員及保安員工提供培訓。
- 邀請打擊人口販賣的非牟利機構湄公河俱樂部為高級管理層成員提供深入培訓。
- 參與不同論壇和講座，包括在香港舉行的「防止人口販賣峰會」、國際旅遊合作夥伴／湄公河俱樂部「酒店行業防止人口販賣研討會」，以及贊助全球人權論壇Trust Conference。
- 簽署湄公河俱樂部發起的打擊現代奴隸制企業承諾。
- 制定《供應商操守準則》，並要求承包商、供應商及商業夥伴遵守相關政策。

At MGM, we recognize that forced labor and human trafficking is a crime of global proportions. In 2017, the ILO estimated that 40.3 million people are in living in modern slavery, reporting that it is something that touches every sector and country, either directly or indirectly, through supply chains.

MGM was the first operator in Macau to develop an Anti-Human Trafficking Policy which states the company's support for the elimination

of forced labor and human trafficking and its destructive effect upon humanity and our communities across the globe. MGM addresses risks associated with human trafficking through three key areas, including recruitment, supply chain and community outreach and partnerships, with the following key activities in 2017:

- Training provided to all employees in new hire orientation as well as our Security department.
- Providing detailed training to senior management from the Mekong Club, an NGO dedicated to combating modern slavery.
- Participated in forums and speaker panels including at the Anti-Slavery Summit in Hong Kong and at the International Tourism Partnership / Mekong Club Hospitality Roundtable on Modern Slavery; also sponsored the global human rights forum, the Trust Conference.
- Became signatory to the Business Pledge Against Modern Slavery initiated by the Mekong Club.
- Set standards and expectations for suppliers through our Vendor Code of Conduct.



## 學界比賽

### STUDENT COMPETITION

過往數年，美高梅曾舉辦多個論壇，藉此提升公眾對現代奴隸的關注。縱然如此，仍有不少人問：「我們作為獨立個體，可以做甚麼呢？」

有見及此，美高梅在12月2日贊助了一個學界比賽，鼓勵參賽者提出新穎及創意的想法，說明日常生活中有哪些現代奴隸的行為，並創作出可行的計劃來實踐目標。

每支參賽隊伍都需要向評判團講解計劃內容。評判團由湄公河俱樂部、法務局及美高梅的代表組成。



MGM has held many forums over the years to raise awareness of the topic of modern slavery, however the question is often asked – “what can we do as individuals?”

To help answer that question, MGM hosted and sponsored a student competition on December 2, asking participants to propose innovative and creative ideas to address modern slavery in our day-to-day lives and create feasible action plans for their implementation.

Each student group presented to a judging panel including representatives from the Mekong Club, the Legal Affairs Bureau and MGM.

# 扶持本地中小企



# DEVELOPING LOCAL SMES



## 扶持本地中小企 DEVELOPING LOCAL SMES

自2007年開始，我們持續與本地企業合作，在建立長期合作關係的同時，亦向中小企業提供支援及建議，讓他們蓬勃發展。美高梅把理念付諸行動，公司超過九成的採購都是由本地企業提供。

Since 2007, we have worked consistently with local businesses to build long-term partnerships while providing support and advice where needed to help smaller businesses thrive and grow. Testament to our approach, over 90% of our procurement is with local Macau businesses.



# 美高梅中小企培育計劃

## MGM'S SME ENGAGEMENT PROGRAM

為整合並擴大美高梅對澳門中小企的承諾，我們推出專門的中小企培育計劃，重點扶持「小微企」、「澳門製造」及「澳門青創」三類企業。我們亦成立美高梅中小企業委員會，成員來自商界、非牟利機構及學術界範疇，為本地中小企發展作出建議和指引。2017年，美高梅共新增了97家中小企供應商，採購金額達澳門幣6.7億元，較去年上升50%。

In an effort to formalize and expand our commitments to the Macau SME community, we have rolled out a dedicated SME Engagement Program focusing specifically on the following local SME categories: Micro SMEs, Made in Macau and Young Entrepreneurs. MGM's approach is guided by its MGM SME Advisory Committee, comprising key decision makers and prominent local business representatives from across the business, non-profit and academic worlds. In 2017, MGM created 97 new SME partnerships, spending over MOP 670 million with SMEs, an increase of 50% in total spend over last year.







## 支持本地企業家 SUPPORTING LOCAL ENTREPRENEURS

4月12日，美高梅聯同澳門青年企業家協會，於澳門美高梅舉行「青年創業座談會」，為有志於澳門創業的青年企業家提供實用資訊，特別是與中小企業息息相關的法例和政府援助資訊，與會者逾150人。

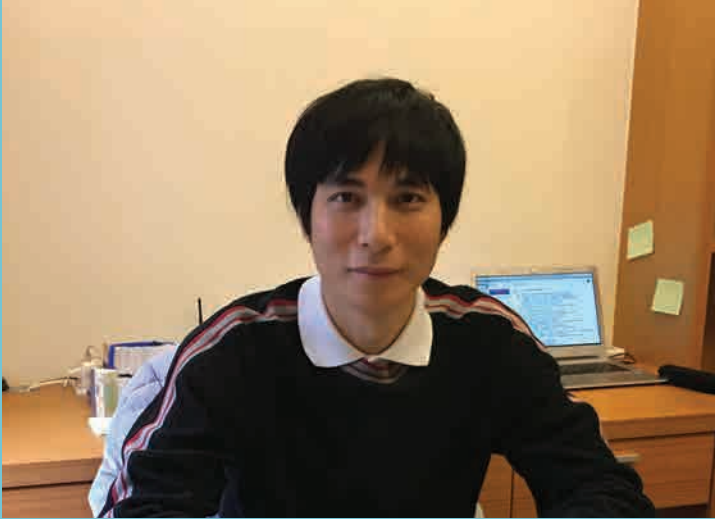
6月30日，美高梅與澳門青年企業家協會再次合作，舉辦「2017青年創業導航——三地青年企業家論壇」，逾200人出席參與，當中包括本地青年創業家及中小企團體、政府官員，以及來自澳門美高梅及母公司美高梅國際酒店集團採購業務管理層。論壇邀請了三位青年創業家作演講，包括中國杭州非奇科技有限公司董事總經理朱衡先生、香港天旭科技投資集團執行董事楊全盛先生，以及澳門帝銀貴金屬有限公司董事長龍業成先生，透過分享其創業經驗及經營之道，以啟發本地有志創業的青年。

On April 12, together with the Macau Youth Entrepreneur Association (MYEA), MGM co-organized the “Young Entrepreneur Seminar” held onsite at MGM MACAU. The Seminar welcomed over 150 participants, and provided essential information to entrepreneurs about setting up a Macau business, with key information on areas such as regulations and subsidies relating to small and medium-sized companies.

On June 30, MGM and MYEA joined together again to co-organize the “Young Entrepreneur Forum 2017” welcoming over 200 participants, including local young entrepreneurs and SMEs, government officials, and procurement executives from MGM MACAU as well as its parent company, MGM Resorts International. The forum aimed to offer local young entrepreneurs business insights through the inspiring road-to-success stories of three entrepreneurs: Mr. Zhu Heng, Co-Founder of Feelingtouch Inc. from Hangzhou; Mr. Eric Yeung, Executive Director of Skyzer VC Group from Hong Kong; and Mr. Roy Long, President of Royalex Group from Macau.



## 中小企的心聲 A WORD FROM OUR SME'S



「自從與美高梅開展合作後，我們的生意額提升了。藉著他們的推薦，我們不但成功成為美高梅國際酒店集團的供應商，更為我們日後衝出澳門、發展海外市場建立穩健基礎。」

“Our business volume has increased after working with MGM. Through their recommendations, we have successfully become a vendor of MGM Resorts International, expanding beyond Macau while laying a solid foundation to develop further in overseas markets.”

**盈佳獎盃紀念品公司李建峰先生**  
**Lono Lee, Smart Trophy & Souvenir**



「美高梅是第一家跟我們合作的大型企業，作為青年企業家，我們十分感謝美高梅對我們的信任和支持。自我們開始合作夥伴關係後，我們公司便不斷擴充，由原本的4名員工增加至現時15名。」

“MGM is the first large enterprise that we have worked with and we have always appreciated the guidance and support that MGM has provided to young entrepreneurs. Since beginning our partnership, our company has continued to expand and grow from four to 15 employees.”

**驚映娛樂製作余宗軒先生**  
**Hin U, Pride Entertainment Productions**



「美高梅的本地採購理念，從中小企搜羅『澳門製造』的產品，這對於刺激本地經濟及對澳門的多元特色作出了極大貢獻。」

“MGM’s local sourcing philosophy for Made-in-Macau products from SMEs certainly helps to stimulate the local economy and further contributes to the diversification aims of Macau.”

**嘉明洋行有限公司鄧君明先生**  
**Jose Tang, Agencia Comercial Carmen Ldav**

# 推動經濟多元化



# DIVERSIFYING THE ECONOMY





## 促進藝術發展

# DEDICATION TO THE ARTS

藝術與娛樂是我們的核⼼，澳門美高梅和美獅美高梅會繼續引入非博彩元素，積極推動澳門發展成為「世界旅遊休閒中心」。

過去10年，澳門美高梅共舉辦23個頂尖的國際及本地展覽，總參觀人數逾28萬，實現我們為本地藝術發展所作的承諾。

本著「藝術無分彼此」的信念，我們在2017年舉辦超過110個免費的藝術導賞，重點推廣展覽活動，並聆聽參觀者的寶貴意見。計劃其中一個重要部分是導賞人員的培訓課程；至今，已有逾450位本地學生在澳門美高梅接受了訓練。我們期望藉著本地人才的栽培及訪客分享藝術知識，進一步提高公眾對藝術的鑒賞能力。

Art and entertainment are at the heart of our business. With the continuous addition of non-gaming elements to both MGM MACAU and MGM COTAI, we are committed to supporting the Macao SAR's vision to become the "World Center of Tourism and Leisure".

Over the last decade, MGM MACAU has hosted 23 world-class international and local exhibitions and welcomed more than 280,000 visitors to foster and encourage art and its appreciation.

Driven by our aim to make art accessible to all, in 2017 we organized over 110 complimentary guided community art tours to share key information and answer questions about our exhibitions. An important part of this program is the training program we have created to hone the skills of our art guides. To date, over 450 local students have been trained as art docents at MGM MACAU to further share our appreciation of art through the training of local individuals, as well as through the knowledge they share with visitors to our property.





## TEAMLAB 互動藝術項目 TEAMLAB – INTERACTIVE ART

12月1日，美高梅展藝空間推出了「teamLab未來遊樂園」，運用數碼技術讓賓客參與及共同創作。現場共有五大互動展區，分別為：「塗鴉自然 – 山脈與山谷」、「彩繪城鎮」、「彩繪城鎮立體紙模型」、「光球管弦樂團」及「小人兒所居住的桌子」。

On December 1, MGM launched “Learn & Play! teamLab Future Park” at MGM Art Space. The teamLab Future Park project explores the theme of co-creative learning through digital technology and brought five inspiring digital installations: *Graffiti Nature - Mountains and Valleys*, *Sketch Town*, *Sketch Town Papercraft*, *Light Ball Orchestra*, and *A Table where Little People Live*.





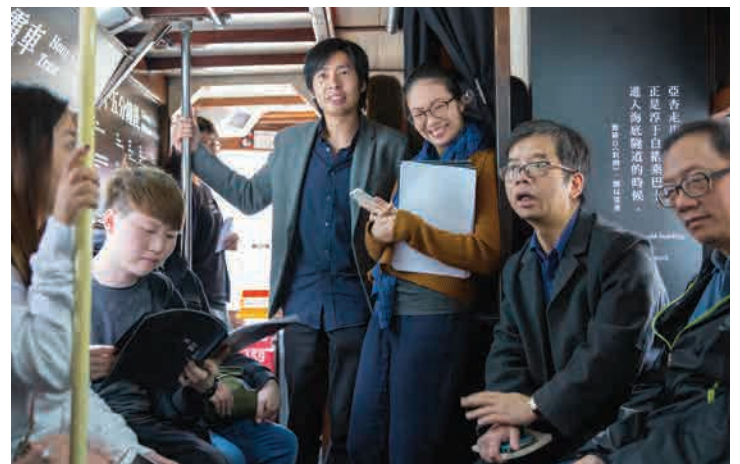
MGM partnered with Art Basel Hong Kong in March to deliver Kingsley Ng's *Twenty-Five Minutes Older*, thanks to the sponsorship of our parent company MGM Resorts International. Hong Kong artist Kingsley Ng, who is renowned for conceptual and community-engaging artwork, transformed two of the city's iconic trams to create an altered reality allowing tram passengers to experience Hong Kong in a new and eye-opening way.

MGM also organized three special tours for 45 local art enthusiasts including the Cultural Industries Fund and the Committee of Cultural Industries from Macau, as well as a group of students and professors from the Visual Arts and Design bachelor's degree programs of the Macao Polytechnic Institute for this unique experience. The groups also had the chance to meet Kingsley Ng in person, as well as take a tour of the wider Art Basel experience.

## 巴塞爾藝術展 - 非一般藝術體驗 A UNIQUE ART EXPERIENCE AT ART BASEL

美高梅與母公司美高梅國際酒店集團一直致力建立公共藝術及文化事業，於3月與巴塞爾藝術展香港展會 (Art Basel Hong Kong) 攜手呈獻香港藝術家伍詔勁創作的《二十五分鐘後》電車藝術項目。伍詔勁擅於創作與社區緊密關聯的概念性藝術品，在這次創作中，他將兩部代表香港地道文化的電車變身成奇幻空間，讓乘客以嶄新角度重新體驗香港。

此外，美高梅亦特別組織了3個導賞考察團，45位參加者來自澳門特別行政區政府文化產業基金、文化產業委員會，以及澳門理工學院視覺藝術及設計系師生。他們更與伍詔勁會面交流，並到巴塞爾藝術展參觀。





## 多元化娛樂體驗 DIVERSIFIED ENTERTAINMENT

美高梅致力將精彩娛樂體驗帶給不同年齡及文化背景的人士；所呈獻的娛樂項目獨特、多元，同時揉合傳統、文化、頂尖科技及嶄新創意。

MGM is dedicated to bringing varied and exciting entertainment to engage across ages and cultures. Our entertainment offerings are unique and diversified, marrying traditions and culture with best-in-class technology and innovation.





## 美高梅澳門德國啤酒節 OKTOBERFEST MACAU AT MGM

10月12至23日，澳門美高梅連續第9年舉辦德國啤酒節，讓本地市民及遊客體驗德國巴伐利亞式的傳統文化，在充滿德國風情的環境中盡情暢飲盧雲堡啤酒，品嚐德國地道美食，享受慕尼黑著名樂隊Högl Fun Band現場表演。美高梅澳門德國啤酒節已成為澳門年度盛事，每年均吸引眾多市民及遊客慕名而來，至今已有逾127,000位賓客參與。

From October 12-23, for the ninth year running, MGM held its annual Oktoberfest, bringing to Macau a jam-packed entertainment event that allows locals and tourists alike to immerse themselves in Bavarian traditions at MGM MACAU through traditional décor, Löwenbräu beer, authentic delicacies, and live music by Munich's Högl Fun Band. The Oktoberfest Macau at MGM has become a staple annual event of the city over the years, with much anticipation from locals and patrons every year. The Beerfest has welcomed over 127,000 patrons over the years.





## 亞洲首個動感劇院

### ASIA'S FIRST DYNAMIC THEATER

美高梅隆重呈獻亞洲首個動感劇院—美高梅劇院，引領亞洲進入嶄新的娛樂時代。

美高梅劇院座落於美獅美高梅，由譽滿全球的表演藝術及娛樂設計公司Scéno Plus精心打造。劇院內配備一個900平方米的特大4K（或超高清）LED顯示屏，面積相當於3個網球場，讓美高梅劇院成為全球首個可為觀眾提供2,800萬像素觀賞體驗的劇院。此外，美高梅劇院糅合最頂尖的科技與工程技術，以迎合各種活動的不同需要，包括各類演唱會、時裝表演和電影首映禮，甚至轉換成360度的場地配置，以舉辦脫口秀、產品發佈會及國際知名DJ音樂會等。

美高梅劇院將呈獻駐場表演，劇目《追夢》，以電視遊戲節目和冒險電子遊戲為靈感，創造出節奏緊湊、擬幻似真的互動戲劇效果。透過劇院多元化的配置功能，觀眾可以在同一地點體驗多種類型的娛樂活動。

MGM is proud to introduce a first-of-its-kind entertainment experience through the MGM Theater at COTAI, Asia's first dynamic theater.

Designed by Scéno Plus, a world-leading performance arts and entertainment design firm, the Theater is the world's



first theater to offer 28 million pixels of viewing pleasure to its audience by utilizing a giant 900-square-metre 4K (ultra HD) LED screen, the size of three tennis courts combined. Powered by the latest in technology and engineering, the Theater team can create custom arrangements for special events, from a traditional concert, fashion show or movie premiere layout to a 360-degree configuration for talk shows, product launches and international DJs.

The Theater will be home to resident shows, including Destiny, an action-packed, immersive theatrical production inspired by

the concept of TV game shows and adventure video games. Through the Theater's various configuration capabilities, guests can experience multiple types of entertainment events at the same location.

## 多元餐饗

# CREATIVE GASTRONOMY

2017年，澳門獲聯合國教科文組織評為「創意城市美食之都」，對城中烹飪傳統和美食作出肯定。美高梅予以全力支持，旗下兩家綜合度假酒店呈獻極致的美饌佳餚，並邀請享譽全球的星級名廚為饕客打造嶄新的餐飲概念。

This year Macau became a UNESCO Creative City of Gastronomy, a testament to the city's culinary traditions and breakthroughs. MGM is proud to support these aims through high-class offerings at both properties, as well as featuring celebrity consulting chefs to introduce their innovative menus.





## 世界級美食盡在美獅美高梅 WORLD-CLASS DINING AT MGM COTAI

美獅美高梅致力成為澳門創新美食熱點，為饕客帶來全球首屈一指的當代美饌佳餚，打造令人難忘的餐飲體驗。2017年5月，美高梅宣佈星級名廚和餐廳陣容，由Mauro Colagreco、津村光晴、Graham Elliot 和黃慧嫻率領4間餐廳，包括：上乘牛肉與經典佳釀兼具的盛焰、日式秘魯菜食府雅吉、富加州風味的濤岸，以及 Janice Wong MGM，一個結合甜點和藝術的奇妙世界。

此外，美獅美高梅坐擁5間特式餐廳，以全新的餐飲概念呈現中國各地美饌佳餚，包括主打口味正宗、創意精緻的高級粵菜食府淳、嗜辣人士天堂的川菜餐廳蜀道、在同一空間結合海鮮火鍋與全中國特色菜餚的好鍋、每日24小時全天候供應手工麵食和餃子的中式餐廳面對麵，以及供應以中國茶及香草等獨特東方元素製作的雞尾酒、古典與現代氣息兼具的酒吧百話廊。

美獅美高梅將為來自世界各地的饕客帶來驚喜。無論是在澳門前所未見、由星級名廚打造的餐飲概念，抑或是全天候為客人提供休閒美食的餐廳。美獅美高梅會繼續把全球頂尖的烹飪專家及人才引進澳門，帶領大家踏上美食之旅。

Bringing some of the world's most renowned and contemporary cuisines to locals and visitors in Macau, MGM COTAI aims to create memorable dining experiences and establish itself as

Macau's most innovative culinary destination. In May 2017, MGM announced an impressive line-up of celebrated chefs at MGM COTAI, including Mauro Colagreco, Mitsuharu Tsumura, Graham Elliot and Janice Wong, who introduce varied cuisines that include a steakhouse of premium meats and superb wine collection at Grill 58, a Japanese-Peruvian experience at Aji, a California-inspired offering at Coast, and an imaginative dessert wonderland at Janice Wong MGM.

MGM COTAI is also home to five new dining concepts covering a wide range of regional Chinese cuisines: Chún, serving exquisite and creative Cantonese cuisine; Five Foot Road, a Chengdu-Sichuan restaurant and heaven for spice lovers; Hao Guo, offering superb seafood hotpot and regional Chinese cuisine under one roof; Miàn Dùi Miàn, a Chinese restaurant serving handmade noodles and dumplings 24 hours a day, and Bar Patuá, a classic yet contemporary bar that serves crafted cocktails using uniquely oriental ingredients such as Chinese tea and herbs.

From the novel dining concepts specially designed by celebrity chefs, to casual dining options for guests around the clock, MGM COTAI takes everyone on a gastronomic journey by bringing in the culinary experts and talent from near and far.

# 保護環境



# PROTECTING THE ENVIRONMENT





## 保護環境

# PROTECTING THE ENVIRONMENT

作為領先的綜合度假酒店發展商、擁有者和運營商之一，我們十分關注消耗自然資源及製造和排放廢物對環境造成的影響。我們深信對環境負責可以令美高梅變得更好，因此每一營運細節，由生產線、設施管理，以至酒店客房，我們都會考慮環保因素。

As a developer, owner and operator of premier integrated resorts, we are aware of our impacts on the environment through our consumption of natural resources and generation of emissions and waste. We believe an environmentally responsible business is a better business; our dedication integrates environmental considerations into all operational practices, from our supply chain, to our facilities management and guest rooms.



## 減少耗用資源

# REDUCING RESOURCE CONSUMPTION

我們一直致力減少耗用自然資源及避免製造廢物，多年來表現持續進步，請參閱第65頁所列的表現數據。為讓公司達至最理想的可持續發展效益，我們各部門的同事皆竭盡所能，精益求精。

We have worked hard to reduce our consumption of natural resources and generation of waste and have made significant performance improvements over the years, as indicated in our performance data on page 65. Alongside our efforts to retrofit our property to be as sustainable as possible, our people lie at the heart of these performance improvements, working within their departments to drive these changes.



## 綜合管理

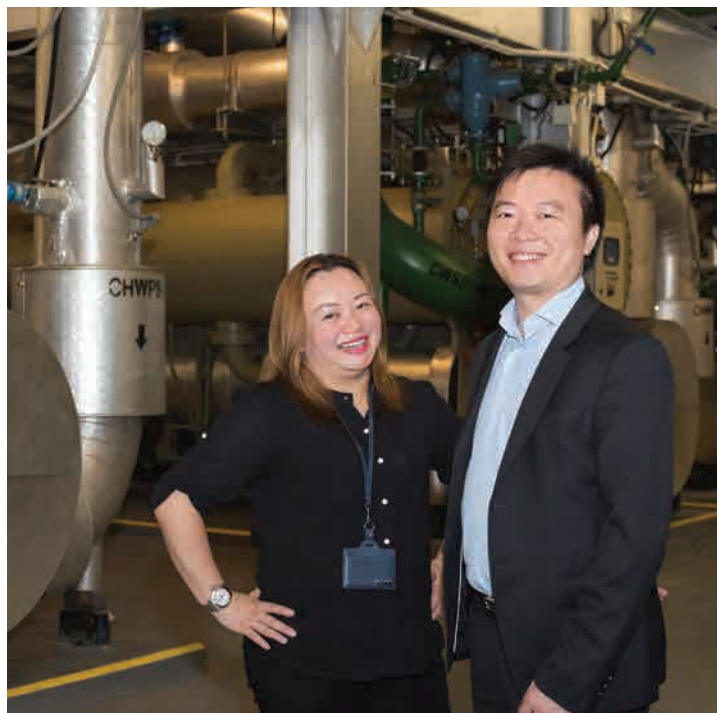
### INTEGRATED MANAGEMENT

「在設施管理營運部及工程部，我們嚴格減少能源及水消耗。縱使氣候暖化，以及業務擴展，我們仍然能繼續減少消耗。其中主要項目包括裝置熱泵系統、優化冷卻系統、改用LED燈管及安裝低流量用水設備等。我們現在更開始循環使用由冷卻塔排出的水作沖廁之用。」

“In our Facilities Management Operations and Engineering Departments we take our responsibility to energy and water reduction very seriously. Despite a warming climate and growing business we are proud to continue to make reductions in our consumption. High impact projects include the installation of our heat pump, optimization of our chiller plant, LED lamp replacement, and installation of low flow fixtures and fittings. We are also now recycling water from our cooling tower for flushing in our toilets.”

許瑋妮及黃希文 - 物業營運部

Irene Limbert & Adam Vong - Property Operations



「今年我們進行了更大規模的回收工作，令循環再用率大幅攀升逾700%，其中塑膠、紙張、金屬、玻璃、食油、肥皂、電池及電子產品，都可加以循環再用。」

“This year we worked hard to recycle more products through a wide scale recycling initiative. We have increased our recycling rate by over 700% through recycling a range of products including plastic, paper, metals, glass, cooking oil, soap, batteries and electronics.”

梁直之 - 管事部

Gabriel Leung - Stewarding

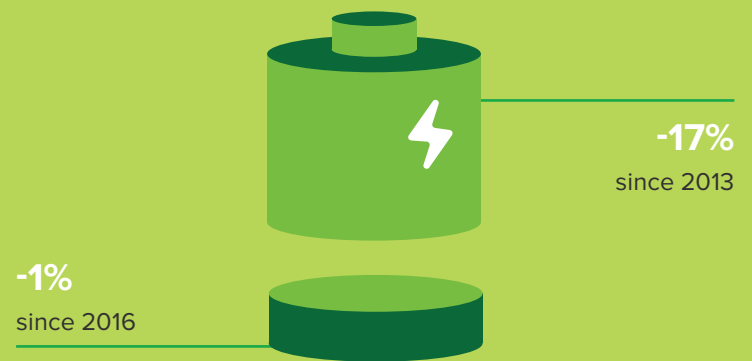


# 表現數據

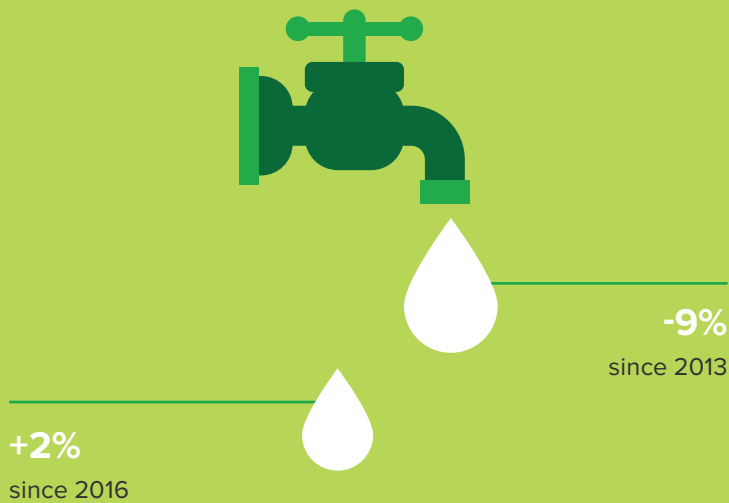
## PERFORMANCE DATA



較2016年減少溫室氣體排放量1%，較2013年則減少16%  
1% reduction since 2016, and 16% reduction in emissions since 2013



較2016年減少能源消耗 1%，較2013年則減少17%  
1% reduction since 2016, and a 17% reduction in energy consumption since 2013



較2016年耗水量輕微上升2%，但較2013年則減少9%  
2% increase in water consumption since 2016, however a 9% decrease in consumption since 2013



較2016年減少廢物量15%，較2013年則減少30%  
15% reduction in waste generation since 2016, and a 30% reduction since 2013

## 環境可持續發展是美獅美高梅的核心價值 ENVIRONMENTAL SUSTAINABILITY AT THE HEART OF MGM COTAI

美高梅十分榮幸獲頒中國綠色建築（澳門）設計標識證書，表揚公司一直致力鑽研物業的可持續發展性的努力。重點項目包括：

MGM is proud to have received the Macau Green Building Label in design for our efforts to design a property with a core focus on sustainability. Highlights include:



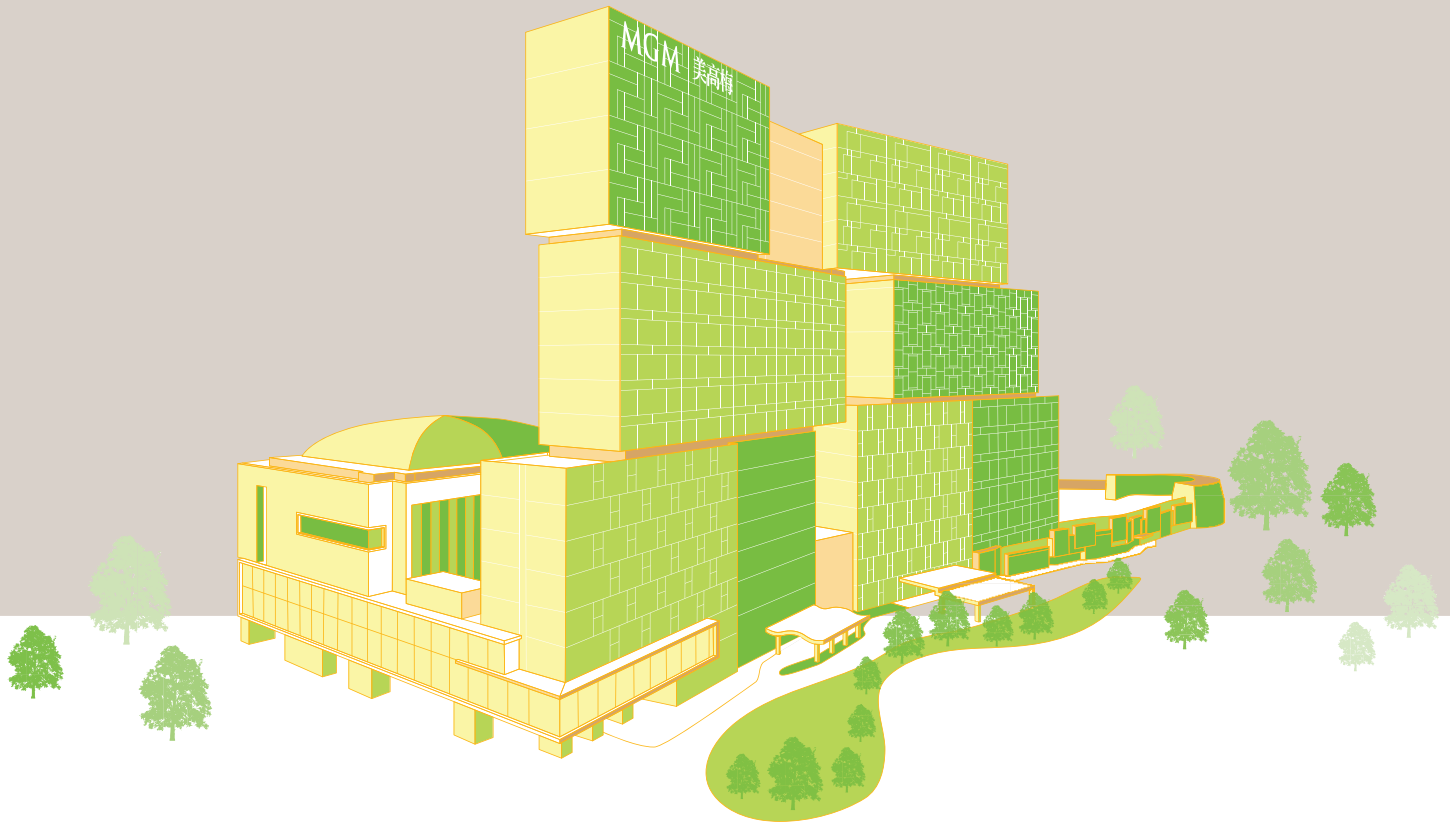
### 園林綠化 GREEN LANDSCAPING

- 我們在視博廣場種植了逾100,000棵及共2,000種植物，大多數由本地溫室工人細心培育
- 您可以在視博廣場欣賞多種主要來自中國的稀有植物。當中數十種瀕危植物更是我們從香港及歐洲的種子庫取得，藉以延續其生命
- 利用廚餘堆肥，以含有豐富礦物質的土壤進行園林綠化
- The Spectacle includes over 100,000 plants and 2,000 plant species, the majority of which were carefully grown at our local greenhouse nursery
- The Spectacle develops an appreciation for unique plants, many native to China, and brings a dozen rare or extinct species back to life with the help of seed banks in Hong Kong and Europe
- Food waste composting creates valuable mineral-rich soil for landscaping



### 環保服務 GREEN GUEST OPTIONS

- 所有酒店貴賓可以選擇無須替換毛巾和床單
- 提供健康、有機和環保的餐飲體驗
- 提供有機水療護理，讓您以愛護環境的方式紓緩身心
- All hotel guests can opt-in to our towel and linen reuse program
- Healthy, organic, and eco-friendly options are available at our dining outlets
- Organic spa options provide a low-impact way to feel pampered



## 回收計劃 RECYCLING PROGRAM

- 推出食用油、塑膠、紙張、卡紙、玻璃、金屬及電子用品的大型回收計劃
- 非政府組織「潔世」透過改善衛生習慣拯救生命。我們與潔世合作，把酒店剩餘的肥皂進行回收和去污，捐贈有需要人士
- Our extensive recycling program includes cooking oil, plastics, paper, cardboard, glass, metals, and electronics
- Leftover soap is recycled, sanitized, and donated to those in need through MGM's partnership with Clean the World, an NGO dedicated to saving lives around the world by improving hygiene practices



## 環保設施 GREEN FACILITIES

- 美獅美高梅的環境可持續發展工作首屈一指，為此榮獲中國綠色建築（澳門）設計標識證書
- 100%採用具能源效率的LED照明設施
- 所有水龍頭、淋浴頭及馬桶均運用低流量技術，將用水效率提升至最高
- 酒店房間採用不對地球或您的健康造成損害的設備
- 於停車場設有充電站，推廣較環保的電動車輛
- MGM COTAI received the China (Macau) Green Building Label, certifying it a leading property in environmentally sustainable design
- 100% of our lighting is energy-efficient LED
- All faucets, showerheads, and toilets maximize water efficiency by using low flow technology
- Environmentally-friendly room amenities are healthy for both guests and for the planet
- Electric charging stations in our car park promote green transport



## 與持份者並肩尋求解決方案 ENGAGING OUR STAKEHOLDERS

我們相信齊心協力會有更好表現，因此鼓勵員工、賓客、社區和供應商與我們一同努力。

We know we can go further and faster if we do it together. We aim to inspire our employees, guests, community and suppliers to be part of our solutions.

## 美高梅綠色生活大行動 GO GREEN CAMPAIGN

2017年的「美高梅綠色生活大行動」已於3月20日至4月3日舉行，以支持民政總署的澳門綠化週，以及每年一度的澳門國際環保合作發展論壇及展覽。我們舉辦了連串活動，提升團隊成員對環保議題的關注，活動包括：

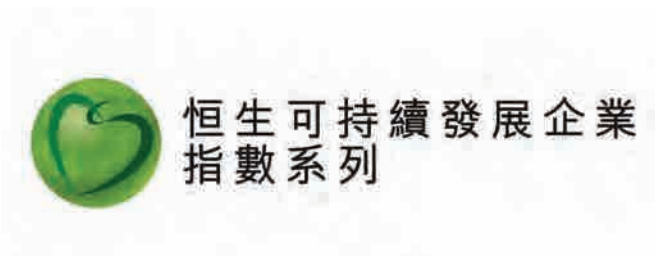
- **海洋保育：**美高梅駐場海洋生物專家向員工講解有關海水污染及海洋生態保育的議題，並於活動一星期後舉辦沙灘清潔活動。
- **維持生物多樣化：**在民政總署樹木專家的指導下，美高梅在黑沙水庫郊野公園參與了護理林木活動，為保護澳門綠色生態而努力。美高梅義工隊當日更親手種植紅樹，並了解到紅樹對於澳門生態多樣化及保護海岸的重要性。
- **推行「綠色星期一」：**為支持低碳生活，以及讓員工明白日常起居飲食對環境及氣候所造成的影響，澳門美高梅正式在員工餐廳推行「綠色星期一」。

This year's Go Green Campaign from March 20 - April 3, in support of the Civic and Municipal Affairs Bureau's (IACM) Green Week, as well as the annual Macao International Environmental Co-operation Forum & Exhibition included a whirlwind of activities for our employees to raise awareness on topics such as:

- **Ocean conservation:** A presentation was given by MGM's onsite team of aquarists on the issues related to water pollution and the need to protect our marine environment. This was then followed by a beach cleaning activity later that week.
- **Biodiversity maintenance:** Under the guidance of IACM, MGM participated in a tree maintenance program organized at Hác-Sá Reservoir Country Park to help preserve Macau's green spaces under the guidance of IACM's tree specialists. MGM's Volunteer Team also participated in IACM's mangrove planting program and awareness raising exercise to mark the importance of Macau's mangroves which are vital to Macau's ecosystem biodiversity and coastal protection.
- **Launch of Green Monday:** To support low carbon living and raise awareness that our day-to-day actions can have an impact on the environment and contribute to climate change, MGM MACAU officially launched Green Monday in the employee dining room.







獲列入恒生可持續發展企業指數，與香港聯交所上市的香港及國內企業可持續發展之領導者並列。是次經已是美高梅的二度入選。

Selected by the Hang Seng Indexes Company to be featured on the Hang Seng Corporate Sustainability Benchmark Index, which identifies the top sustainability leaders in Hong Kong and Mainland China that are listed on the Hong Kong Stock Exchange. This is the second year MGM has been selected.



獲香港《鏡報》頒發兩岸四地「傑出企業社會責任獎」。

Awarded with the Outstanding Corporate Social Responsibility Award at the 6th Cross-Strait-Four-Region Outstanding Corporate Social Responsibility Award Ceremony organized by The Mirror Post Hong Kong.



於澳門婦女聯合總會舉辦的「第二屆家庭友善僱主獎勵計劃」中獲「支持母乳媽媽友善僱主」、「實施有薪男士待產假友善僱主」、「優秀家庭友善僱主」，及「優秀家庭友善僱主——金獎」。

Received the Mother Friendly Award, the Father Friendly Award as well as the Outstanding Family-Friendly Employer Award and on top of that the Gold status in the latter award category, in a ceremony organized by the Woman's General Association of Macau.



榮膺勞工事務局及社會工作局所合辦的兩年一度「聘僱殘障人士僱主嘉許計劃」。

Recognized by the Hiring Disabled Staff Recognition Scheme, an award scheme organized biennially by the Labour Affairs Bureau and the Social Welfare Bureau.



於「人力資源創新大獎2017」中勇奪「挽留人才策略卓越大獎」（金獎）、「僱員發展卓越大獎」（銅獎）及「領袖發展卓越大獎」（銅獎）。

Awarded with a gold award in Excellence in Retention Strategy, as well as two bronze awards in Excellence in Employee Development and Leadership Development at the HR Innovation Awards.



於亞洲企業商會舉辦的「亞洲企業社會責任獎」中獲「人力投資貢獻獎」。

Received the Asia Responsible Entrepreneurship Award from Enterprise Asia for the "Investment in People" category.



獲「亞洲博彩大獎」嘉許為企業社會責任領域貢獻非凡的公司。

Awarded for Outstanding Contribution in the Field of CSR at the Asia Gaming Awards Ceremony.



於香港社會企業研究所舉辦的「第五屆社會關愛企業計劃」中獲「社會關愛企業卓越獎」。

Recognized with the Outstanding Social Caring Organization Award at the 5th Social Caring Pledge Scheme organized by Social Enterprise Research Institute (SERI) of Hong Kong.



於勞工事務局舉辦的「第二屆飲食業職安健獎勵計劃」中勇奪15個獎項。

Received 15 awards at the second F&B Occupational Safety and Health Award Program organized by the Labour Affairs Bureau.



於國際權威財經雜誌《機構投資者》的「2017亞洲區公司管理團隊評選」中榮獲「最受尊崇企業」，共囊括六項嘉許，彰顯公司對投資者關係的支持和承諾。

Recognized by the leading financial publication, Institutional Investor, as Most Honored Company in the 2017 All-Asia Executive Team survey. MGM swept up a total of six awards demonstrating the Company's ongoing commitment to, and support of, its Investor Relations.



澳門美高梅獲評選為《福布斯旅遊指南》五星級酒店，表彰其高質素的服務、設施及多元體驗。

MGM MACAU named as a Forbes Travel Guide Five-Star Hotel, recognizing the resort's high standard of service, amenities and diversified offerings.



澳門美高梅於「第十屆 TIG 中國旅遊大獎」中獲評選為「澳門最佳商務酒店」。

MGM MACAU named "Best Business Hotel in Macau" in the 10th Annual TIG China Travel Awards 2017.



美獅美高梅分別於《廣州日報》及《新旅行》高端酒店評選中榮膺「粵商之選值得期待酒店」及「年度精選值得期待酒店」。

MGM COTAI awarded as the Most Anticipated Hotel by the Guangzhou Daily and again by the Voyage Best Hotels Awards.

## 行政編輯

羅芷嫻  
策略及企業責任高級副總裁

王如茵  
公共及社會事務副總裁

廖穎琦  
品牌及廣告策劃副總裁

## 編輯及撰稿員

韋碧嘉  
郭蕙芯  
龔善欣  
郭婕瑜  
何海清  
鄭文軒  
周琮妮

## 創意及設計師

劉靖民  
洪家樂  
鄧兆雄  
吳秀麗  
劉沛池  
符和杰

## Executive Editors

Sarah Rogers  
Senior Vice President – Strategy & Corporate Responsibility

Irene Wong  
Vice President – Public & Community Relations

Catarina Lio  
Vice President – Brand & Advertising

## Contributing Editors & Authors

Rebecca Donnellan  
Cristina Kuok  
Juliana Kung  
Arlene Guo  
Kaloosh Ho  
Jesse Chiang  
Jennifer Jokl

## Creatives & Designers

Paul Lau  
Lok Hong  
Thomas Tang  
Woosa Ng  
Peggy Lao  
Ryan Foo



此印刷品採用來自負責任的森林之木材製成的 FSC™ 認證紙張印製  
This yearbook is printed on FSC™ Certified Paper made from the wood fiber from responsible forestry

封面紙張 Cover Paper  
Graffiti Texture - WOOD 290gsm

內文紙張 Content Paper  
Graffiti Texture - WOOD 120gsm

無氯氣漂染 Elemental Chlorine Free (ECF)

更多有關美高梅社會責任資訊，可瀏覽

<http://cn.mgmchinaholdings.com/sustainability>

或電郵至

[sustainability@mgm.mo](mailto:sustainability@mgm.mo)

**For more information regarding MGM Sustainability initiatives, please visit**

<http://en.mgmchinaholdings.com/sustainability>

**or email us at**

[sustainability@mgm.mo](mailto:sustainability@mgm.mo)

美高梅出版公司年鑑《十年美事 延續美獅精神》，並擁有全部設計之版權。未經同意，不得擅自以任何文字、圖片或錄影形式將全部或局部之設計複製、仿制、使用或以任何形式之轉載。

Company Yearbook produced by MGM, *Celebrating Ten Years of Great Moments*. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy or any storage and retrieval system, without permission in writing from the publisher.



此印刷品採用來自負責任的森林之木材製成的FSC™認證紙張印製  
This yearbook is printed on FSC™ Certified Paper made from the wood fiber from responsible forestry

封面紙張 Cover Paper Graffiti Texture - WOOD 290gsm  
內文紙張 Content Paper Graffiti Texture - WOOD 120gsm

無氯氣漂染 Elemental Chlorine Free (ECF)

