



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

# Create a Better **TOMORROW** **TODAY**

SUSTAINABILITY REPORT 2023



# Content

Chairpersons' Message	2
About This Report	6
About MGM China	7
Sustainability at a Glance	10
<b>Our Approach to Sustainability</b>	<b>11</b>
<b>For a Better Team</b>	<b>25</b>
<b>For a Better Community</b>	<b>47</b>
<b>For a Better Planet</b>	<b>66</b>
<b>For Better Guest and Partner Relationships</b>	<b>90</b>
Climate-related Financial Disclosures	109
Major Recognitions, Awards & Memberships	116
Performance Data Table	118
Content Index	126

# Chairpersons' Message

This past year has marked a significant turning point for MGM China as we pave the way to a post-pandemic era. With the clearance of the land boundary controls and the return of inbound group tours, Macau has witnessed positive signs of economic recovery in the tourism sector. We have experienced a strong increase in our market share as a result of our resilience and the implementation of strategic measures.

With a continued focus on sustainable practices and responsible business operations, the Golden Lion Team has demonstrated perseverance and dedication, ensuring the sustained growth and development of MGM China. The Company continues to invest in sustainability, aspiring to create long-term value for our stakeholders and the community.

Through a commitment to expanding investments in non-gaming offerings, MGM China strives towards the economic diversification of Macau, aiming to attract international visitors and support the development of "Tourism+" initiative under the guidance of the Macau SAR Government. We plan to provide a more diversified and cross-sector entertainment experience, seamlessly integrate technology and innovation to further cement Macau's image as "One Centre, One Platform, and One Base" and elevate guest experience in Meetings, Incentives, Conventions & Exhibitions ("MICE"). We are confident that our innovative art and cultural offerings will present a new image of Macau and create a more sustainable and extraordinary future.



## Social Impact & Sustainability

As MGM China forges ahead into the future, the Company's vision, "Create a Better Tomorrow Today", takes center stage in its endeavors to establish an enduring and sustainable presence. Our sustainability pillars, encompass People, Community, Planet, Guests & Partners, and Sustainability Governance. We are delighted to announce that MGM China has been selected as a constituent stock of the Hang Seng Corporate Sustainability Benchmark Index ("HSSUSB") and has received an "A" rating in the latest MSCI ESG Ratings. Furthermore, we were honored with the "Best GRI Report" at the Hong Kong ESG Reporting Awards 2023. These recognitions exemplify MGM China's steadfast dedication to sustainability and responsible business practices.

Our Board oversees the Company's sustainability matters, including efforts to increase our climate resilience. Climate-related risks are included as part of our overall risk management system overseen by the Management Risk Committee and reported to the Board. This year, the Terms of Reference of the Nomination and Corporate Governance Committee was amended, including the renaming of the Committee to the Nomination, Environmental, Social and Governance Committee (the "NESG Committee") to strengthen transparency and accountability. Additionally, we conducted a climate scenario analysis based on the recommendations of the Task Force on Climate-Related Financial Disclosures ("TCFD") to gain a comprehensive understanding of the potential climate risks

that could impact our operations. To stay ahead and prepare for the Hong Kong Stock Exchange's enhancement of climate-related disclosures, we are on schedule building a database of the upstream and downstream scope 3 emissions that will enable us to manage emissions more effectively along the value chain and develop a strategic climate transition plan.

In our pursuit of decarbonization, there is a continued emphasis on prioritizing equipment and technology upgrades, implementing low-carbon operations, and fostering collaborative partnerships. As a member and dedicated advocate of the Low Carbon Green Hotel Development Alliance ("LCGHDA"), we support the alliance in organizing seminars and sub-forums, exchanging knowledge within the community and uniting Macau's hospitality industry with environmental experts. These concerted efforts aim to accelerate Macau's transition into a low-carbon economy, in line with the Country's Dual Carbon Goal.





Our progress towards achieving the 2030 goals and targets in key energy, waste, and societal key performance indicators (“KPIs”) are consistently reported in our annual disclosures and endorsed by the Board. Relevant energy, greenhouse gas (“GHG”) emissions, and water targets have been updated during the reporting period to align more closely with evolving business development trends and overarching goals. We will continue to evaluate and manage our performance in line with our sustainability strategy, upholding our commitment to sustainable development. Our environmental stewardship initiatives extend beyond operational optimizations. Sustainable practices are actively promoted, beginning with our Golden Lion Team and extending to the wider community. This includes organizing MGM Go Green Summer 2023, an event focused on educating and encouraging stakeholders to adopt sustainable behaviors.

## Guest Experience

At MGM China, creating exceptional guest experiences remains as one of our core values. Our winning seven prestigious Forbes Travel Guide’s Five-Star Awards is a demonstration of the Company’s leading position in the hospitality industry. This year, we hosted a variety of exciting events to offer more unique,

integrated tourism experiences and attracted international visitors. For example, we collaborated with Robb Report Hong Kong (“RR1”) to present MGM x RR1 Culinary Masters Macau, and partnered with world-renowned Portuguese artist Joana Vasconcelos to present a large-scale art installation Valkyrie Miss Dior. More importantly, we have inked the “Arts & Culture Collaborative Agreement” with Poly Culture Group, with the aim of transforming a 6,000 square meter area on the second floor of MGM MACAU into an international art space in the coming year. Additionally, we are committed to revitalize the area surrounding the A-Ma Temple with the goal of preserving approximately 35,000 square meters of space, including old shipyard buildings, to provide cultural tourism.

## Responsible Business

Building a healthy and responsible gaming (“RG”) culture is an important aspect of MGM China’s social values. It is with pride we announce that MGM China is one of the first companies in Macau to have all casinos recognized as a “Responsible Gaming Implementation Model Unit”. In line with our ongoing commitment to RG, annual initiatives are diligently carried out to promote RG practices.

Supporting local small and medium enterprises (“SMEs”) to promote mutual growth within the community and establishing a sustainable business ecosystem is another important focus for MGM China in promoting social responsibility. Led by our MGM SME Committee, we have organized the 11<sup>th</sup> edition of business matching sessions and engaged over 70 SMEs in different events. In 2023, our SME-related purchases reached a historical high of over 35% of our overall procurement amount. We will continue to explore more opportunities with local SMEs by launching a new round of pragmatic and innovative collaborations to enhance their competitiveness.

### Golden Lion Team

Finally, the progress and success achieved in sustainability is undeniably attributed to the dedication of our exceptional Golden Lion Team. Apart from providing our team members with stable employment, competitive remuneration, and a safe and healthy work environment, we also place a strong emphasis on enhancing their professional growth opportunities through innovative and comprehensive training initiatives. Additionally, the well-being and

work-life balance of our team members are prioritized by extending our focus beyond the workplace to encompass their relationships with their families. We would like to take this opportunity to express our sincere gratitude to the Golden Lion Team and valued stakeholders for their support and trust as we embark on this new chapter.

Looking ahead to 2024, our unwavering dedication remains focused on enhancing sustainability efforts, elevating the guest experience, and expanding our non-gaming contributions through close collaboration with partners and local communities. Sustainability will remain a pivotal pillar in our pursuit of excellence and greater accomplishments.



**Pansy Ho**  
*Chairperson and Executive Director*  
**MGM China Holdings Limited**  
April 2024

**William J. Hornbuckle**  
*Co-Chairperson and Executive Director*  
**MGM China Holdings Limited**  
April 2024

# About This Report

This is our fourth standalone annual sustainability report (the "Report") of MGM China Holdings Limited (Stock Code: 2282) ("MGM China" or the "Company"). This Report provides a comprehensive overview of the Company's sustainability approach, achievements, and commitment to resolving material sustainability issues related to our key stakeholders.

## Reporting Period and Boundary

This Report provides information on the Company's sustainability strategies and ESG performance during the period between 1 January and 31 December 2023 (the "reporting period" or "the Year"), covering the same period as MGM China's Annual Report. An overview of the Company's hospitality, gaming, and entertainment businesses at MGM MACAU and MGM COTAL in Macau, Hong Kong, and mainland China, where the Company holds majority operational control, is presented in this Report. Data on environmental performance are derived from the Macau business operation, while data on social performance are based on the operation in Macau, Hong Kong, and mainland China.

## Reporting Standards

This Report is prepared in accordance with the "mandatory disclosure requirements" and adheres to the "comply or explain" provisions outlined in the Environmental, Social and Governance Reporting Guide ("ESG Guide") under Appendix C2 of the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited ("HKEX"). Our climate actions are disclosed in alignment with TCFD recommendations. This Report is also prepared with reference to the Global Reporting Initiative Standards ("GRI Standards") and the Sustainable Development Goals ("SDGs").

## Reporting Principles

In accordance with the reporting standards adhered to, this Report follows the principles outlined in the ESG Guide of materiality, quantitative, balance, and consistency. As part of its commitment to presenting quality information, the Company also adheres to the principles described in the GRI Standards, namely: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability.

### Materiality

Materiality was determined by the results of stakeholder engagement while relevant material topics were reviewed and confirmed by senior management to ascertain 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

ESG performance data was presented objectively, giving a full picture of both our accomplishments during the reporting period and our potential improvement areas moving forward.

### Consistency

For accurate year-over-year comparisons, consistent procedures and methodologies are used for the computation of the data.

MGM China supports the SDGs and has identified specific goals that align with its operations and sustainability strategies. Our parent company, MGM Resorts International ("MRI"), has also reviewed part of our sustainability performance data to ensure accuracy and credibility.

## Contact Us

Your feedback will help us continue to improve, and we appreciate your valuable input. Please contact us by email at [sustainability@mgm.mo](mailto:sustainability@mgm.mo) if you have any suggestions or questions about MGM China's sustainability related matters.

# About MGM China

## Our Business Overview

As a prominent hospitality company in the Greater China Region, MGM China develops, owns and operates two integrated resorts. Our unwavering commitment to delivering high-quality entertainment and hospitality experience is driven by our passion to make great moments happen.

At MGM China, we strive to unleash greatness across the Company — in our talented people, product portfolio, and brand. The goal of our collective efforts is to make great moments that encompass artistry and entertainment. MGM China is majority owned by MGM Resorts International (NYSE: MGM), one of the world's leading global 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 COTAI. Our corporate [Annual Report 2023](#) provides additional information regarding our financial performance and business operations.

## Company Profile at a Glance



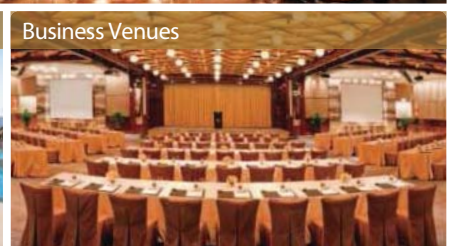
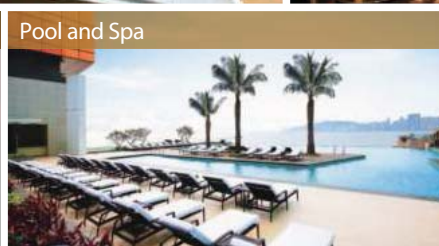
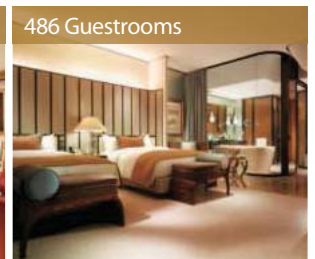
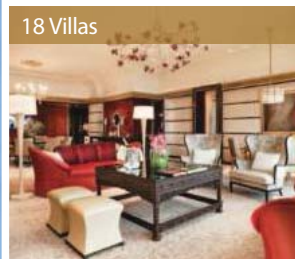
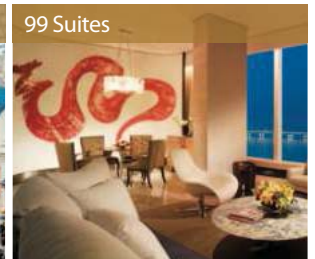
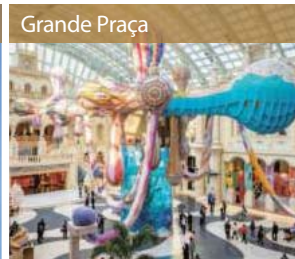
**2**  
Integrated  
Resorts



**585,683m<sup>2</sup>**  
GFA



**~2,000**  
Rooms





12 F&amp;B Outlets



Grand Ballroom



27 Mansions



MGM COTAI



Spectacle



99 Suites



1,264 Guestrooms



Emerald Villa of MGM COTAI



Dynamic Theater



Pool &amp; Spa



MGM MACAU is a luxury integrated resort located on the Macau Peninsula, offering approximately 600 guest rooms and suites, and superb 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 roughly 1,600 square meters of adaptable convention space. The property gives direct access to a luxury retail shopping complex and has many distinctive features, notably the Portuguese-inspired square Grande Praça, covered under a splendid glass ceiling. During the reporting period, the property also earned Forbes Travel Guide's Five-Star recognition for the eighth consecutive year, a remarkable feat once again proving MGM China's position as a leader in the hospitality industry.

Opened in 2018, MGM COTAI was designed as Cotai's "jewelry box" aiming at delivering the ultimate luxury experience to guests. It houses Asia's first dynamic theater, MGM Theater, and features the architectural marvel, the Spectacle, which holds one of the world's largest collections of sensory digital art. The integrated resort provides around 1,400 rooms and suites, spacious meeting rooms, a Five-Star-rated spa, retail outlets, Food and Beverage ("F&B") outlets, and the hotel's first international villa, The Mansion at MGM, designed for the ultimate luxury experience, providing exclusive guests with an unparalleled level of opulence and indulgence. 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 sole mega complex and hotel in Macau to receive three-star certification in both Green Building Design and Operation Label issued by the China Green Building and Energy Saving (Macau) Association, making it the first hotel in the Greater Bay Area ("GBA") and the second hotel in Greater China to attain these recognitions.

## Vision and Core Values

We strive for excellence in everything we do. Greatness is not only a goal, but a way of life that inspires us and others. Our culture is driven by a shared vision that empowers every Golden Lion Team Member to thrive in an environment of excellence. Together, our great goals and core values distinguish us as uniquely MGM China.

At MGM China, we make great moments happen for others. To exceed stakeholders' expectations, our team members strive to provide best-in-class services while adhering to our fundamental principles of **T.I.E**, Teamwork, Integrity & Trust, and Excellence. As a leading and responsible corporate leader, we continue to invest in a strong pool of talent to contribute to the growth of the tourism industry in Macau.



### Our Vision —

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



### Our Mission —

To unleash greatness in our talented people and our portfolio of products and brands. 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

## A New Era of Business Sustainability and Revolution

As Macau enters a favorable macroeconomic environment and robust recovery in the tourism industry following the lifting of global travel restrictions in the post-COVID era, its gross gaming revenue has seen significant growth in 2023 and surged by over 300% year-on-year. To seize the economic recovery and diversification opportunity, MGM China will relentlessly pursue public-private partnerships and continuously support the government in multiple aspects in the coming decade, earmarking approximately 90% of the planned investment of MOP 16.7 billion for the development of international tourist markets and non-gaming projects.

One of the key aspects of our investment plans is building ecosystems where business activities and entertainment zones are enhanced, by integrating elements such as arts, cultural heritage, digital technologies, and history to present rich and unique business and tourism experiences. Attuned to the diverse and growing expectations on our offerings, MGM China is also developing new spaces to attract visitors with different needs, from health and wellness services for sustainable living, to all-rounded support for high-end conferences and exhibitions. With the local community, SMEs, and our team members close to our heart, we will also be strengthening community tourism and supporting revitalization plans, collaborating with and promoting local SMEs, while maintaining stable employment, providing job opportunities, and upskilling team members for career growth.

By elevating tourism and business experiences, offering top-notch offering for guests, and supporting Macau development in terms of community, SMEs and local talent, we are committed to creating more value while operating sustainably. We believe these efforts will contribute to achieving Macau's "One Centre, One Platform, One Base" strategic development.

# Sustainability at a Glance

## Team Development



**11,700+**  
team members



**1:1.046**  
female to male staff ratio



Attained **47** HR Awards from international and regional renowned institutions



**66,600+**  
hours on workplace health and safety trainings



Over **18,200** eLearning courses available with **96%** of proactive users



Near **80%** of local employees participated in Provident Fund Scheme

## Environmental Performance



**19%** energy consumption intensity compared to 2019



**10%** water consumption intensity compared to 2019



**34%** GHG emissions intensity compared to 2019



MGM MACAU attained the **Gold Award** in the Macao Green Hotel Award



Diverted **760+ tons** of non-hazardous waste from landfills



Purchased over **MOP 101.3M** of green products and services

## Community Investment



Contributed over **MOP 37.5M** for a wide range of community programs



**5,900** Community Engagements by Golden Lion Volunteers



Contributed **33,000** community service hours



**55,000** beneficiaries

## Guest and Partnership



**1,900+** suppliers engaged



over **35%** of our overall procurement goes to SMEs



**283** new local SMEs partnerships



Awarded **One Michelin Star** at the MICHELIN Guide Hong Kong and Macau 2023



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

## Sustainability Accreditations

### Top 20

in the GBA Business Sustainability Index



Greater Bay Area Business Sustainability Index  
粵港澳大灣區企業可持續發展指數

### Top 20%

of best-in-class ESG performers of the HSSUSB



Hang Seng Corporate Sustainability Index Series Member 2023-2024

### Top 10

in the Greater China Hotel Business Sustainability Index



Hotel Business Sustainability Index  
酒店業可持續發展指數

Upgraded to **A** in MSCI ESG Rating\*



MSCI ESG RATINGS A

### Best GRI Report

at the 2023 Hong Kong ESG Reporting Awards



Maintained **Medium Risk** Rating in Sustainability



\*Remark: THE USE BY MGM CHINA HOLDINGS LIMITED OF ANY MSCI ESG RESEARCH LLC OR ITS AFFILIATES ("MSCI") DATA, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HEREIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT, RECOMMENDATION, OR PROMOTION OF MGM CHINA HOLDINGS LIMITED BY MSCI. MSCI SERVICES AND DATA ARE THE PROPERTY OF MSCI OR ITS INFORMATION PROVIDERS, AND ARE PROVIDED 'AS-IS' AND WITHOUT WARRANTY. MSCI NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI.

# OUR APPROACH TO Sustainability



At MGM China, we believe in doing well by doing good. Since 2007, the Company has consistently integrated sustainability into its operations and stakeholder interactions. Through active engagement and adoption of sustainable practices, we are proud to be making significant progress towards our 2030 Sustainability Goals and Targets. It is through this dedication that our Sustainability Vision is brought to life.

# Our Approach to Sustainability

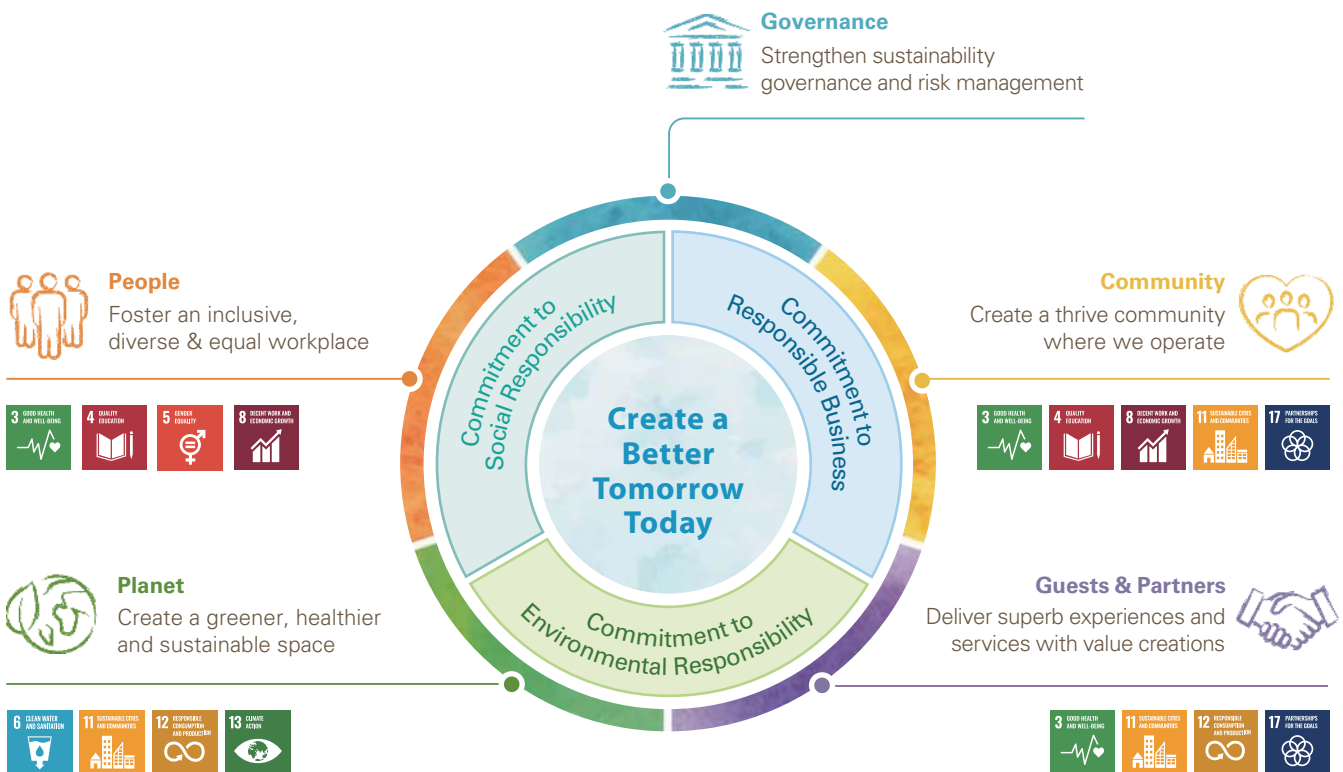
In our pursuit of long-term success, it is essential to focus on what matters the most to us. This is embodied in our Sustainability Vision, "Create a Better Tomorrow Today", which reflects our commitment to making a positive impact on society and the environment both now and in the future. By continually enhancing our sustainability framework and strategic pillars, we have strengthened our sustainability governance and integrated it across our business, helping us operate as a sustainable and responsible company that benefits the Macau community and environment.

## Sustainability Vision and Framework

Our sustainability approach at MGM China is shaped by our internal policies and strategies and aligned with the SDGs. We truly believe that fostering an inclusive culture supports sustainable development and generates long-term value, not only for our business, but also for Macau and the wider community. 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".

Having a robust policy is fundamental to developing effective sustainability practices. By aligning with MGM China's sustainability vision and core values, our Sustainability Policy includes three main spheres of commitment: **Responsible Business, Social Responsibility, and Environmental Responsibility**. To fulfill these commitments, we focus on the pillars of **People, Community, Planet** and **Guest & Partners**, which form the core of our sustainability strategies alongside **Sustainability Governance**. Our sustainability framework is built on these five pillars, reflecting industry and market trends, stakeholder expectations, and the SDGs.

To ensure that our Policy effectively benefits our stakeholders and the community, we have established long-term partnerships with key internal and external stakeholders. These partnerships are crucial for monitoring and evaluating the performance and progress of our commitments. We consistently strive to strengthen corporate governance, enhance stakeholder engagement, and make continuous progress towards achieving our 2030 Sustainability Goals and Targets. Existing KPIs are regularly evaluated and modified to track progress effectively. The necessity and feasibility of setting up new KPIs are also being studied to ensure strategies are effectively aligned with the overarching vision.



We strive to make every aspect of our operations a driver of sustainability, including achieving pillar-specific goals. Our Goals and Targets have been updated during the reporting period to align more closely with evolving business development trends and overarching goals.



MGM China received the Best GRI Report at the 2023 Hong Kong ESG Reporting Awards, which is a testament to the Company's excellence in sustainability reporting and adherence to the GRI reporting principles. This award serves as a recognition to the Company's consistent integration of ESG considerations into its core operations. Additionally, we were also honored with the "Role Model of Sustainability" and "Outstanding Employer" at the 12th China Finance Summit for pioneering the development of high-quality, low-carbon hotels. These awards demonstrate the Company's significant commitment to the national "Dual Carbon" strategy and sustainability in the GBA.

In recognition of our sustainability efforts, MGM China has been selected as a constituent of the HSSUSB, placing us in the top 20% of best-in-class ESG performers among 517 listed companies assessed during the reporting period. We stand out as the sole Macau-based entity in the Hang Seng Corporate Sustainability Index Series for 2023–2024, highlighting our dedication to leading ESG initiatives.

These accolades validate our ongoing ESG efforts and exemplify our commitment to upholding the highest standards of corporate responsibility and sustainability.

## Corporate Governance

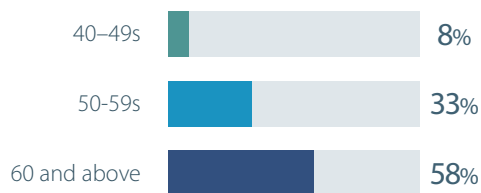
Effective corporate governance plays a crucial role in guiding individuals within an organization to act with trust, transparency, and accountability, thereby safeguarding the interests of stakeholders. At MGM China, we emphasize good corporate governance as a foundation for enhancing shareholder value and protecting the interests of our employees, business partners, and the communities we serve.

### Board Composition and Diversification

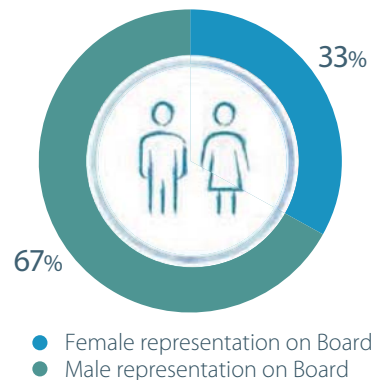
The Board of Directors (the "Board"), as the highest governance body of the Company, is responsible for defining and overseeing our corporate governance structure, as well as developing and assessing our sustainability strategies. We recognize that a diversified board provides insightful governance, enhances corporate reputation, and strengthens investor relations. The Board comprises 12 directors, including five executive Directors, three non-executive Directors and four independent non-executive Directors. During the reporting period, there was 33% female representation on our Board. The composition and diversity of the Board are reviewed annually, with the NESG Committee making recommendations when needed. Selection of Board members is governed by the Company's Corporate Governance Policy, which places a strong emphasis on Board's diversity. The current structure enables us to make balanced decisions regarding the Company's development and risk management, further strengthening our reputation as a responsible corporate citizen. We are committed to continuously improving the Board's expertise, skills, and experience, as well as its diversity in terms of gender and background.

### Board of Directors Composition

#### Age



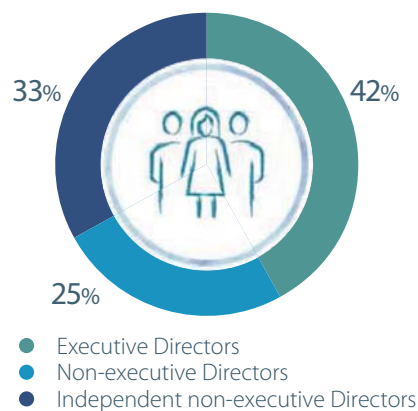
#### Gender



#### Tenure

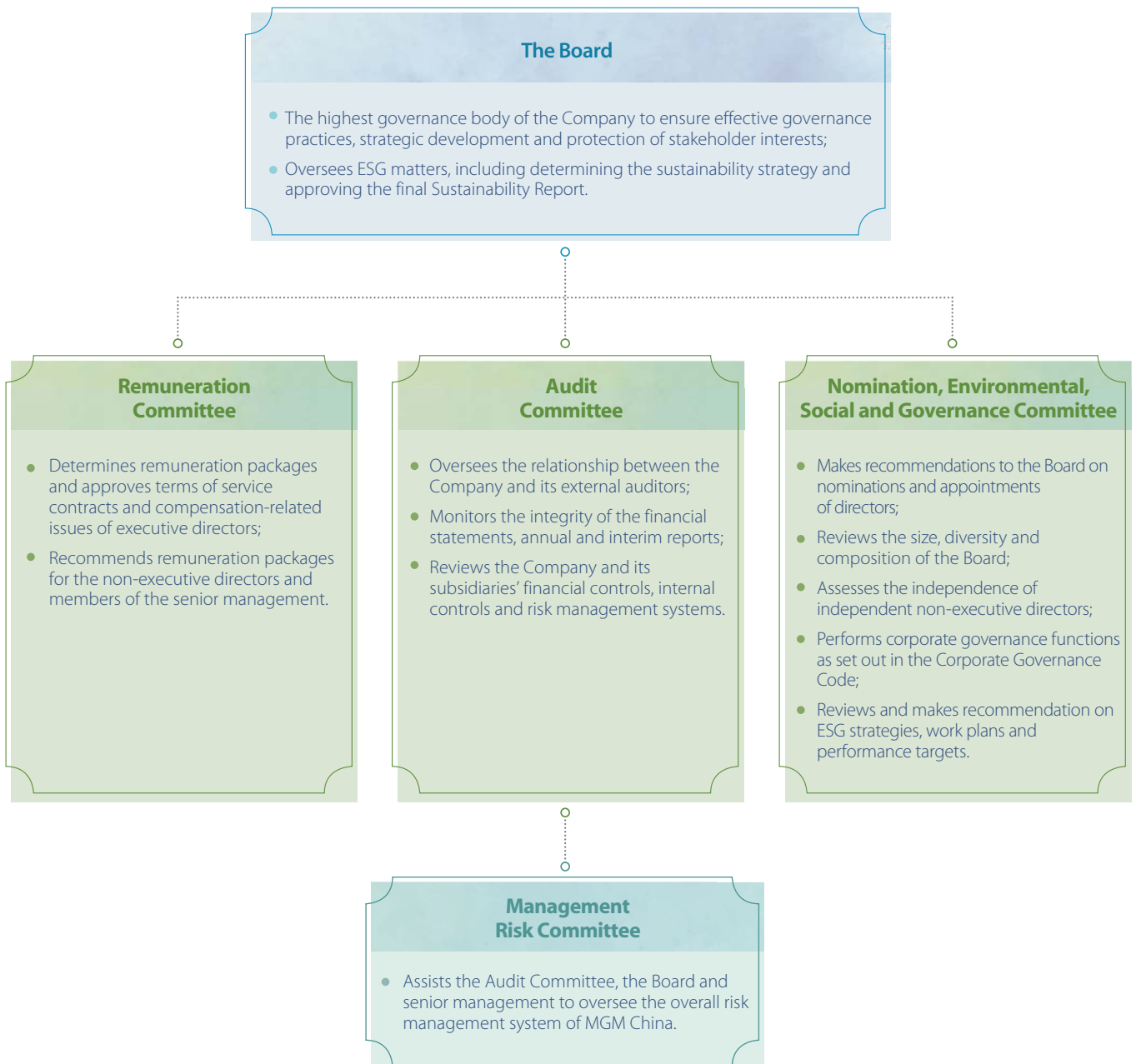


#### Directors



Under the leadership of the Board, three Board-level committees — the Remuneration Committee, Audit Committee and Nomination, Environmental, Social and Governance Committee handle various responsibilities and comply with the relevant regulations to achieve sustainable and harmonious development.

The Management Risk Committee, formed in 2015 and appointed by and subject to the oversight of the Audit Committee, was set up to oversee our comprehensive risk management system, ensuring all significant risks the Company may encounter, operational, financial, regulatory and sustainability, are managed and controlled effectively. Report on the results is provided to the Board to further develop mitigation plans and evaluate stakeholder communication. Executive directors and senior management are responsible for managing the Company's daily operations, supported by the respective departments for implementation. During the reporting period, MGM China amended the Terms of Reference of the Nomination and Corporate Governance Committee, including the name of the Committee to NESG Committee to strengthen related responsibilities tasked to the Committee in assisting the Board to fulfill its oversight responsibilities with respect to ESG issues, strategy and reporting. For additional details on our businesses and corporate governance, please see our [Annual Report 2023](#).





## Sustainability Governance

At MGM China, we place significant emphasis on the integration of sustainability management across all levels of our governance. This consists of committees at the Board-level and management level, as well as operational-level teams and business units.

In addition to short- and medium-term objectives, the newly established NESG Committee is responsible for transforming MGM China's sustainability vision into comprehensive plans and strategies. With a clear mission, the committee is tasked with formulating and overseeing sustainability strategies, while also monitoring relevant issues and targets within the organization. Throughout the year, the Board entrusts the committee with overseeing and delegating ESG responsibilities, ensuring active governance and adherence to ESG mandates. For additional details on our NESG Committee, please see our [NESG Committee Terms of Reference](#).

The Sustainability Committee (the "Committee"), established in 2012 and appointed by the Board, is responsible for integrating and executing sustainability strategies into our business decision-making process and daily operational practices. Chaired by an executive Director of the Board, the Committee oversees all sustainability-related matters to ensure effective governance. Material sustainability issues are discussed and reported in our annual disclosures and approved by the Board annually. In addition to sustainable business knowledge and mindset, the Committee members are well-equipped to suggest insights and overall directions regarding sustainability. To keep up with the evolving market demands for sustainable development, we will continually work to enhance the Committee's diversity and accountability for sustainability initiatives.

The Sustainability Task Force (the "Task Force"), composed of members from various departmental teams, assists the Committee by fostering effective communication across our operations on sustainability-related issues. In pursuit of our goals, we encourage employees to participate in community events, seek out opportunities for sustainability enhancement, and inspire colleagues to work towards our sustainability objectives. To this end, operational-level teams such as the Community Volunteer Team, Climate Change and Carbon Management Team, and Green Team are established to ensure effective implementation of these practices.

### Board Level



#### The Board

- Supervises the Company's sustainability direction, strategy and performance
- Evaluates and determines the Company's sustainability-related risks and approves the final Sustainability Report



#### The Nomination, Environmental, Social and Governance Committee

- Chaired by an independent non-executive director of the Board
- Comprises four independent non-executive directors, one non-executive director, and two executive directors of the board

##### Responsibilities:

- Reviews and monitors the evaluation and management of issues related to ESG matters
- Provides recommendation on ESG strategies, targets, policies and disclosure to the Board

### Management Level



#### Sustainability Committee

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

##### Responsibilities:

- Oversees and holds ultimate responsibility for the Company's sustainability agenda
- Integrates sustainability considerations into the decision-making process
- Implements sustainability strategy in daily operations of each important impact area



#### Task Force

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

##### Responsibilities:

- Provides support to the Committee
- Facilitates effective communications across operations

### Operation Level



Community  
Volunteer  
Team



Climate Change  
and Carbon  
Management  
Team



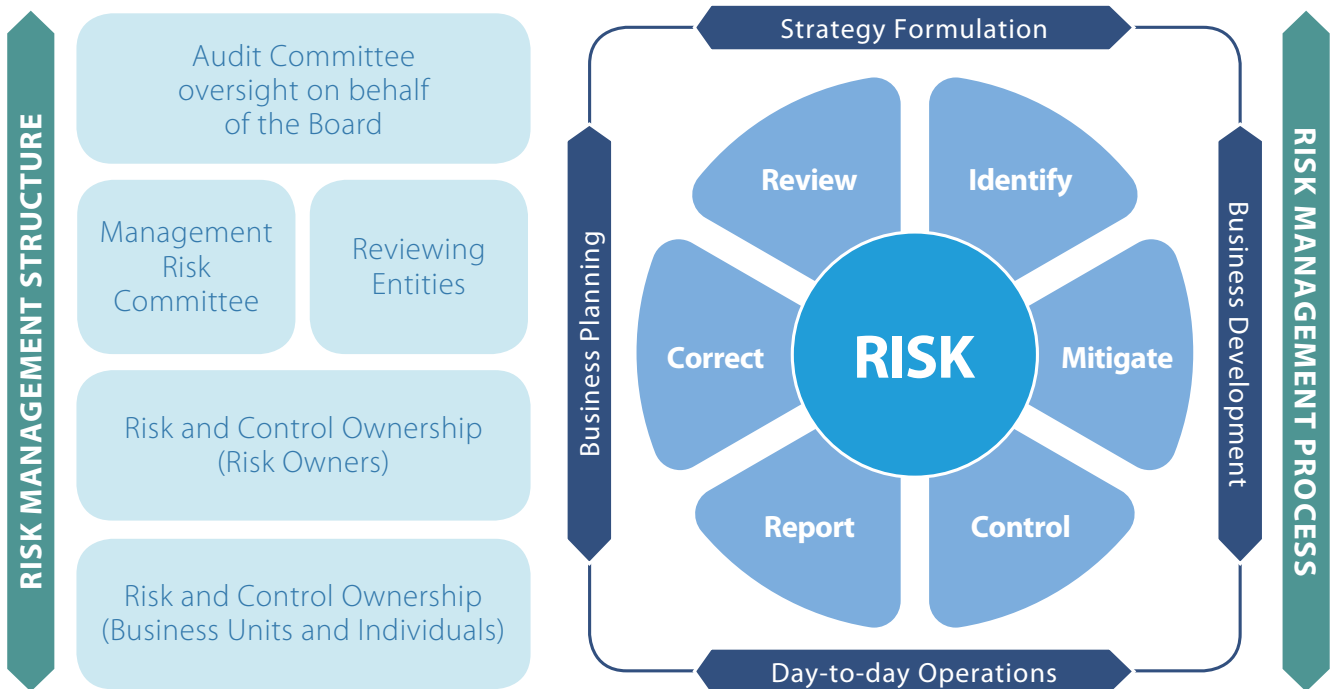
Green Team

Active improvement of the Board's knowledge is key to ensuring that the organization's collective understanding stays abreast of the rapidly evolving landscape of sustainable development. In response to the growing importance of climate-related concerns, we engaged an external consultant this year to deliver targeted training to deepen our management's understanding. The training provided them with further insights to make informed decisions that support our sustainability goals and to tackle dynamic climate issues faced by our industry.

## Risk Management

An effective Risk Management system is crucial to achieve sustainable and resilient business growth. The Management Risk Committee, subject 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 identify new material risk, analyze all material risks and make necessary adjustments to their definition and mitigation plans. Regular trainings are conducted to ensure the capability of emergency handling.

### RISK MANAGEMENT SYSTEM



## Business Ethics

### Ethics and Integrity

Business ethics and integrity are essential to our business practices at MGM China. Conducting business honestly and taking a proactive approach in promoting fair and ethical workplace practices are the foundations of our success as a responsible integrated resort operator. Our [Code of Business Conduct and Ethics and Conflict of Interest Policy](#) ("Code of Conduct") outlines the Company's values and principles for all our employees to follow with respect to our guests, customers, employees, suppliers, competitors and local communities. The Code of Conduct includes the following aspects:

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

### Anti-Corruption and Anti-Money Laundering

MGM China has zero tolerance for any form of bribery, corruption, extortion, fraud and money laundering. To ensure all employees understand these issues and the risk involved, and to maintain compliance with all anti-corruption measures, the Anti-Corruption Guideline, and Anti-Money Laundering ("AML") and Combating Financing of Terrorism & Combating Proliferation Financing Policy has been established. These guidelines and policies dovetail appropriate internal control standards to ensure that business ethics are upheld. Additionally, MGM Grand Paradise's AML Compliance Committee has developed compliance plans to minimize risks that may affect our business integrity. All new employees are required to complete mandatory business ethics training as part of their orientation program. Directors also receive specialized internal training on corporate governance, connected transactions, notification requirements, and various legal and regulatory business topics.

In 2023, we organized a legal seminar titled "Law Prevention and Suppression of Bribery in the Private Sector" conducted by the Commission Against Corruption. Employees gained practical advice on how to identify and prevent potential corruption risks in the workplace through the analysis of real-world corruption and legal infringements case studies.

### Whistleblowing 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. During the reporting period, there were no critical concerns reported.

### Responsible Gaming

We actively promote RG and adhere to the Macau SAR Government's regulations to safeguard the local community. MGM China has taken proactive measures to address potential gambling-related issues by establishing a Responsible Gaming Committee and a Responsible Gaming Operations Team. These two bodies act as lines of defense against gaming malpractices, ensuring adherence to applicable laws and regulations. Additionally, we implement a host of RG initiatives to support our guests in making mindful decisions. Training courses covering existing RG policies are offered to our team members to ensure they are knowledgeable about RG. In addition to their new hire orientation with the Company, employees receive ongoing education that ensures they remain informed and reinforces their ability to resist problem gambling. For more details of our efforts to promote RG at MGM China, please refer to the "[For Better Guest and Partner Relationships](#)" Chapter of this Report.

### Data Privacy and Cybersecurity

MGM China recognizes the significance of protecting personal and organizational data, including but not limited to those of our suppliers, employees, customers, and business partners. We operate robust cybersecurity and data loss prevention programs to help protect this information. All MGM China employees with access to this information receive annual cybersecurity awareness training along with periodic security testing to ensure that they remain vigilant in protecting this data. We ensure that all team members are well equipped with the latest social engineering and attack methods along with their responsibilities related to the Macau Cybersecurity Laws. In response to this global challenge, we endeavor to raise awareness of data protection and cybersecurity with our employees through a series of comprehensive trainings and organize a dedicated "Cybersecurity Awareness Month" annually. During the reporting period, there were no significant cyber security incidents, data breaches nor related substantiated complaints.

## Stakeholder Engagement and Materiality Assessment

Effective communication with stakeholders is essential for understanding their concerns and expectations in relation to MGM China's sustainability strategy and long-term success. This engagement is crucial for continuously improving our sustainability strategies and performance. In light of this, we regularly engage with a variety of stakeholders through diverse communication channels. Our stakeholders comprise internal and external interest groups that significantly impact, are impacted by, or have a vested interest in MGM China's operations, including employees, business partners, suppliers and customers, non-governmental organizations ("NGOs") and community partners, investors and shareholders, media and government and industry associations. In formulating our business' direction, strategies, and reporting priorities, we place great importance on incorporating stakeholder feedback. This practice ensures that our decisions align with local and global sustainability trends, fostering mutual trust and understanding.

### Stakeholder Engagement and Communication Approach



A third-party consultant was commissioned to conduct a stakeholder engagement and materiality assessment exercise 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. A series of stakeholder engagement activities were carried out with reference to the major principles of the AA1000 Stakeholder Engagement Standard to ensure an open dialogue and demonstrate our impartiality.

## Materiality Assessment

The materiality assessment process assists us in identifying and prioritizing sustainability topics that have the most significant impact on the Company's businesses developments and to our stakeholders. The process is summarized as below:

### 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

- Gathered feedback from stakeholders through various engagement channels 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.
- Prioritized a list of material topics based on stakeholder feedback and peers' practices.

### Step 3



#### Validation

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

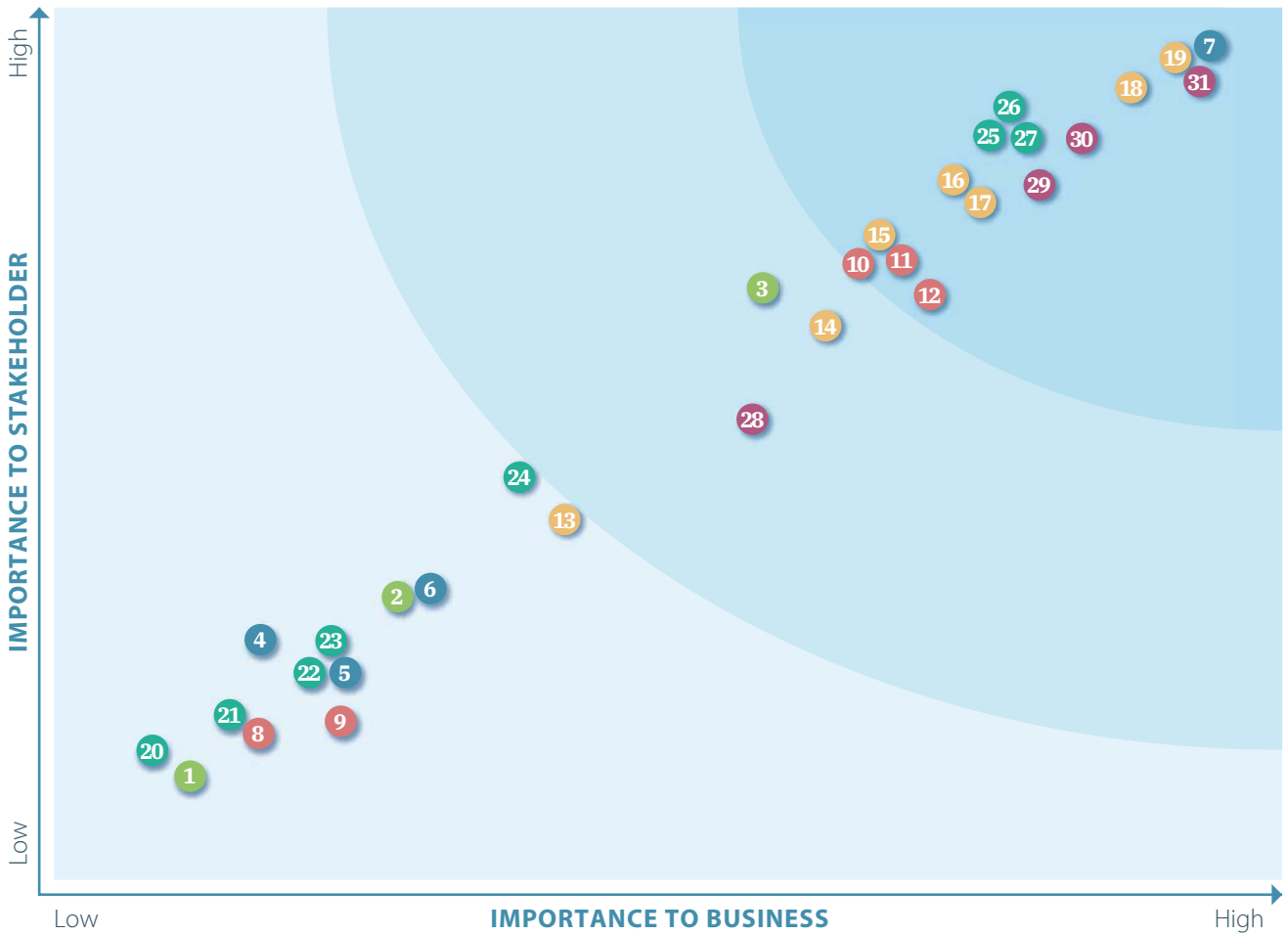
### Step 4



#### Integration

- Integrated findings into the Company's strategy, objectives and reporting. This included setting goals and targets that aligned with the identified material topics and focusing resources on the most material issues.

## 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 emissions
- 23 Effluent
- 24 Air pollutant emissions
- 25 Water management
- 26 Energy and GHG emissions
- 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 by the Committee during the validation process, factoring our sphere of influence and business priorities. An annual review was conducted on the identified material topics to confirm their ongoing relevance and applicability to our business and operations. Data privacy, corporate governance and business ethics are included among these material topics as they embody our fundamental principles and core values. To effectively align our disclosures with sustainability strategic objectives, relevant SDGs are linked to the corresponding material topics.

The table below summarizes the 15 regrouped 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	
<b>Economic</b> 	Anti-corruption						-
	Indirect economic impact						
<b>Environmental</b> 	Climate change and energy management <sup>1</sup>						
	Waste						
	Water management						
<b>Social</b> 	Occupational health and safety ("OHS") <sup>2</sup>						
	Training and education						
	Employment practices						
	Diversity and equal opportunity						
	Compulsory labor and human-trafficking						 
	Procurement practices						 
	Customer satisfaction						 
	Customer health and safety <sup>3</sup>						
	Responsible gaming						 
Supporting local communities <sup>4</sup>							

<sup>1</sup> Regrouped "Financial impact of climate change" and "Energy and greenhouse gases emissions".

<sup>2</sup> Regrouped "Occupational safety" and "Occupational health".

<sup>3</sup> Regrouped "Physical security of guests" and "Food safety".

<sup>4</sup> Regrouped "Supporting development of local economy", "Local communities" and "Supporting development of local SMEs".

## Responding to Stakeholders

The opinions and feedback from stakeholders are crucial to the long-term development of MGM China. As part of our ongoing efforts towards continuous improvement, we actively engage our long-term partners and stakeholders. Below is a summary of our response to their valuable feedback. For detailed information, please refer to respective Chapters of this Report.

Stakeholder feedback

### Sustainability Governance and Strategy

#### Our response

Given the importance of sustainability disclosure in influencing the decisions of our stakeholders and investors, we are committed to continually enhancing our transparency with our standalone report along with initiatives and medium-term to long-term goals and performances. During 2023, we strategically introduced the NESG Committee with the aim of improving board-level oversight and accountability in sustainability matters. Tasked with ESG-related responsibilities, the NESG Committee is set to facilitate sustainability strategies throughout the Company. It will adopt a proactive stance in establishing clear ESG-related objectives, ensuring their integration into our broader corporate strategy, and monitoring their implementation.

Furthermore, we updated the 2030 Sustainability Goals and Targets in 2023 to ensure our sustainability efforts align more closely with evolving business development and global trends.

For more information, please refer to the **"Our Approach to Sustainability"** Chapter of this Report.

Stakeholder feedback

### Climate Change and Resilience

#### Our response

Dedicated to supporting China's ambitions to achieve peak carbon emissions by 2030 and carbon neutrality by 2060, MGM China endeavors for a low-carbon future by upgrading equipment and technology, optimizing operations and collaborating with partners. As a proud member of the LCGHDA, established in 2021, we are dedicated to uniting Macau's hospitality industry and environmental experts to promote low-carbon practices within the GBA. This collaborative effort supports the realization of China's dual carbon national objectives under the auspices of the Macau SAR Government.

As part of our proactive approach to addressing climate change, we have conducted a risk assessment in alignment with the TCFD framework during the year. This analysis enables us to understand the potential impacts of different climate scenarios on our business, allowing us to develop a comprehensive mitigation plan, refine our business models and strategies, and identify opportunities arising from the changing climate. Proactive measures have been implemented to address both transition risks and physical risks associated with climate change.

For more information, please refer to the **"For a Better Planet"** and **"Climate-related Financial Disclosures"** Chapter of this Report.



Stakeholder feedback

## Guest Experience and Partners Relationship

### Our response

Devotion to providing our guests and customers with an extraordinary experience is at the heart of our mission. 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 created a variety of events that integrate sports, culture, and entertainment synergistically, re-connecting and enriching the travel experience in Macau.

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

Stakeholder feedback

## Community Investment

### Our response

With a long-standing commitment to the development and growth of future generations, we organize community service events in collaboration with schools and educational institutions to provide career opportunities to local youth. This year, we have rolled out several programs to create educational pathways and professional development opportunities for young people including the "Local Youth Development Program", and "MGM Technical and Vocational Education School — Enterprise Cooperation", which provides invaluable internship, work shadowing, and exchange experiences for our youth. In addition, the "MGM Teenagers Hairdressing Training Program" for secondary students was created to build intergenerational relationships.

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

# FOR A BETTER Team



The long-term success of our business hinges upon the strength and dedication of our exceptional team. Our team members are our most valuable assets in supporting MGM China to become a leading integrated resort operator. It would not be possible to deliver high-quality entertainment and hospitality experiences without their passion and dedication. We are very proud of all our team members who embody our brand values and strive above and beyond to meet our vision and create great moments.

# People

## Human Capital

### Team Profile

The empowerment and well-being of our people lies at the center of our culture. MGM China has a strong and diverse workforce comprising over 11,000 team members. With a diverse set of skills, backgrounds, cultures, and experiences, we are able to encourage innovation, create impact and promote an inclusive work environment.

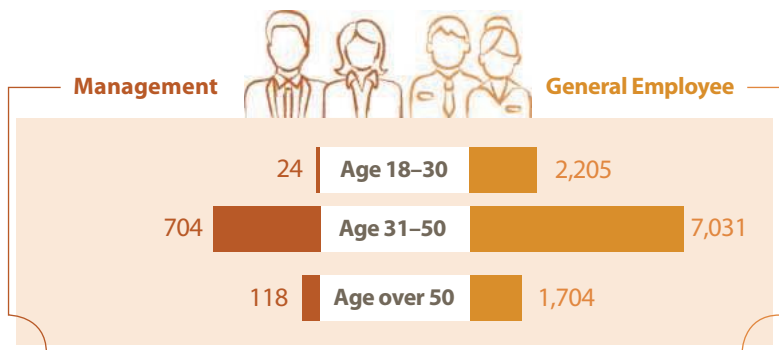
### Talent Recruitment

As a premier integrated resort operator in the Greater China region, we understand that high-performing employees delivering superior experiences to our guests, are the cornerstone of our success. Our Human Resource policies are formulated to attract and retain talented individuals who consistently provide premium services, resulting in extraordinary guest experiences. Furthermore, in line with the Macau SAR Government's vision to position the city as a hub for tourism education and training in the GBA, MGM China actively seeks out and nurture potential candidates who demonstrate a passion for pursuing a profession in tourism and hospitality industry.

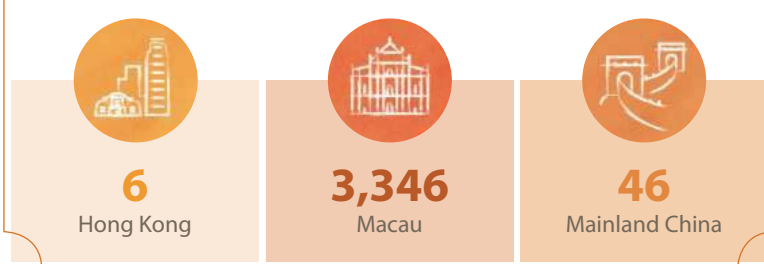
### Workforce by Region



### Workforce by Age Group and Employee Category



### New Hires by Region



~92%

of MGM China's management team are Macau locals

## Talent Management and Retention

Attracting, nurturing, and retaining talent is essential to our success, which is why MGM China places a high value on the professional development of our employees and their personal well-being. By providing team members with a comprehensive range of career development and mentoring programs, ongoing learning opportunities, performance reviews, and cross-departmental exposure initiatives, they are able to unleash their full potential and deliver superior experiences to our guests.

As part of our efforts to attract and retain outstanding talent, competitive compensation and benefits are provided, including but not limited to, healthcare coverage, provident funds, retirement plans and discretionary bonuses. In recognition of the importance of work-life balance, a variety of leave entitlements are offered, including maternity, paternity, and marriage leaves, to support our team members in effectively managing their work and personal commitments. Employees are also eligible for the MLife Employee Program's benefits, which include exclusive discounts and loyalty points for their resort spending, and special privileges at over 200 stores and restaurants. The compensation and benefits processes are continually reviewed to ensure they remain competitive and attractive to our team members, motivating them to deliver their best performance. Ensuring the retirement security of our team members is a top priority for us. As a participating hospitality employer in the Non-Mandatory Central Provident Fund System, we collaborated with the Macau Social Security Fund and our fund management entity to organize seminars and roadshows for over 3,800 team members in 2023. As of 2023, more than 80% of our local employees have already joined the Provident fund scheme.

## Supporting Local Talent through a Series of Development Program

MGM China is dedicated to creating upward and linear career mobility for local talent and supporting the government's strategy of "1+4" moderate diversification through talent development. We work closely with Macau Labor Affairs Bureau ("DSAL") to tailor different programs catering to the needs of our community. The first series of MGM X DSAL Hospitality Professional Career Program focuses on the F&B kitchen and service sectors. This fast-track program adopts a "First Hire, then Train" approach, with the Kitchen program as an example providing them with on-the-job training and skills certification. In the reporting period, we welcomed five new members to the F&B service training program and seven new members and five existing MGM Team members to the F&B kitchen training program.



A comprehensive career development plan is available for our team members to support their professional growth. Every year, we conduct a salary benchmarking exercise to evaluate team member salary and promotional plans. Management performs annual reviews to ascertain team members' performance and target setting so as to better understand their career aspirations and to assist them in reaching their full potential. On top of remuneration adjustments and promotions, our team members who demonstrate exceptional performance in certain projects or events, or consistently exhibit excellence, are also honored with Golden Lion or Leo Awards.



A total of **267** MGM China employees received **Golden Lion Awards** in 2023 for their outstanding performance and demonstration of MGM China's greatness.

Golden Lion Award recipients



**77** managerial staffs



**190** general employees

In recognition of our endeavors in Human Capital Development, MGM China received awards in eight different categories in the "Employee Experience Awards 2023".

### Gold Awards



"Best Diversity, Equity and Inclusion Strategy"  
"Best Management Training Program"  
"Best Virtual Learning Initiative"  
"Best Learning and Development Program"

### Silver Awards



"Best Digital Learning Transformation"  
"Best Talent Development Strategy"  
"Best Career Development Program"  
"Best Employer Branding"

## Diversity and Equal Opportunities

Workplace equality plays a significant role in promoting social inclusion. MGM China upholds a high standard of fairness to create an equitable and inclusive workplace, free from all forms of discrimination and harassment. Regardless of team members' gender, age, ethnicity, family status, sexual orientation, disability, race, religion, or any other aspect of their identity, all individuals' rights and distinctive qualities are respected throughout their employment journey, starting from the hiring process to career progression within the Company. We have a zero-tolerance policy towards bullying, intimidation, discrimination, or harassment in any form, and we expect all team members to share the same commitment in treating others with respect and gratitude. Clear guidelines related to anti-discrimination measures, equal opportunity, and diversity, are distributed to all new members through the MGM China Employee Handbook to ensure that our members are well-aware of these values.

The diversity of the workforce and management team demonstrates our commitment to enhancing gender equality.



### Gender ratio of

49%

female

51%

male



### Employees from

**28** different nationalities



**40%** of our management are female

## Empowering People with Disabilities to Champion Social Inclusion



MGM China is committed to creating an inclusive and equitable workplace that values diversity and respects the rights of all individuals, including those with disabilities. To achieve this goal, we support the DSAL in a series of career development programs for the disabled. As part of our effort, we engaged disabled job seekers at a job matching event during the year to share insights with them on job roles and our company's corporate culture, enabling them to grasp an understanding of the job market and increase their chances of employment. As part of the new "Work Experience Activities" initiative, a three-week summer internship opportunity was provided to recent local graduates and high school sophomores receiving special education and inclusive education.

In 2023, we also invited the Fuhong Society of Macau ("Fuhong") to conduct a training session titled "Great Communication Begins With Connection to employees with disabilities", for departments with disadvantaged team members.

Two modules were introduced: one aimed at identifying and preventing fraud while promoting work ethics, and the other focusing on helping team members understand and support the special needs of their team members.

Macau is distinguished as a "World Centre of Tourism and Leisure", attracting guests from all over the world. We believe that the diverse backgrounds and experiences of our team members, who bring a blend of diverse perspectives and cultural collisions, enrich our organization and contribute to its unique vibrancy. This, in turn, drives innovation, development, and growth. Through the expertise of professionals from various backgrounds, we are able to provide service standards and mindsets that are aligned with global expectations for our guests. Meanwhile, we have 48 disadvantaged team members working across different departments during the reporting period, providing them with opportunities to grow and extend their skillset. Our dedication to creating an inclusive workplace is evident in the diversity of our team and in our efforts to raise public awareness.

## Human Rights and Anti-Human Trafficking

Embodying the values of responsible employment, MGM China makes it a priority to safeguard employees' rights, ensure fair treatment, and maintain a zero-tolerance stance against workplace discrimination and human trafficking. Committed to meeting and exceeding the minimum statutory requirements, we uphold and integrate these principles through internal policies and within all stages of our human resources management process, including recruitment and training.

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 Labor 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.

We conduct thorough background checks on candidates to verify compliance, and collaborate with reputable contractors who share our dedication to safeguarding human rights and do not engage in child or forced labor. Communications regarding cross-border scams and human trafficking are shared with all team members. Furthermore, all team members have received training to raise awareness about human rights and human trafficking during the new hire orientation program, and additional training is provided to security personnel to educate them on the necessary actions when suspected cases arise. Developed with reference to Macau regulations, guidelines from the Human Trafficking Deterrent Measures Concern Committee, and the Global Slavery Index, the training keeps our team members aware of human trafficking issues, and ensures they remain alerted on suspicious indications and incidents that should be reported. During the reporting period, there were no instances of non-compliance regarding labor practice-related laws and regulations that significantly impacted the Company.



**100%** new security members received additional training on human-trafficking.

## Learning and Development

Continuous professional development is key to the long-term success of the Company. To support our team members' professional growth as well as the Company's evolving needs, we continually encourage team members to gain and build specific industry knowledge and abilities. We provide an extensive array of internal and external training opportunities to enrich the knowledge of our team members and equip them with essential technical and soft skills. This empowers them to deliver exceptional services and ensure a high level of guest satisfaction. Through strategic partnerships with external organizations, we leverage our market presence and scale to provide our team members with access to professional skills and certification programs for vocational training. During the reporting period, over 1,110,000 training hours<sup>5</sup>, an average of 97.81 hours per team member<sup>6</sup>, were delivered.

### Average training hours by gender in 2023:



### Average training hours by employee category in 2023:



## Discovering a Greater You

Our team members are encouraged to pursue their professional goals and reach their full potential. A diverse range of career development programs were tailored to meet the needs of employees at various stages of their professional development.



<sup>5</sup> The total training hours in 2023 is calculated based on the training hours received by all employees throughout the year.

<sup>6</sup> Average training hours in 2023 is calculated by dividing the training hours provided to all employees throughout the year by the number of employees as at year end.

## Unleashing Your Personal and Professional Greatness

MGM China always strives for a learning culture that encourages team members to “Discover a Greater You”. The MGM Academy Program was launched in 2009 to offer our team members access to a vast array of top-tier learning courses and activities. These resources cover diverse subjects such as leadership, personal development, customer service, and operational management. In 2016, we introduced the MGM eAcademy, a comprehensive online learning management system including new hire orientation, customer service and soft skills training that empowers our team members to engage in self-directed learning and personal development. To date, over 18,200 courses, with more than 30 outstanding partners, have been offered for team members and communities and have accumulated over one million digital learning hours. In recognition of our endeavor, MGM Academy and eAcademy have been honored with multiple accolades in the realm of Learning & Development. Our commitment to excellence has resulted in recognition across eight categories in the esteemed “Employee Experience Awards 2023”, and garnered 4 benchmark awards in “The 3<sup>rd</sup> National Human Resources Innovation Competition 2023”



### MGM Academy & eAcademy

Building Core Skills & Capabilities

### Career Development

Building Careers & Growth for Local Talent

### Service Excellence

Facilitating Tourism+ Service Skills

### National & Community Education

Facilitating National Education and Youth Development

### Continuous Learning

Facilitating Certifications & Continuing Education

## Unleashing Your Career Greatness

In order to accelerate career development, MGM China provides a variety of programs designed to assist our talents and showcase their management skills.

### PRIDE

PRIDE is MGM China’s award-winning career development program established in 2014 and has benefited more than **360** PRIDERS, with over **100** of them currently working in management roles. 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 PRIDERS would be featured in the “P for PRIDE” series.



The curriculum includes a variety of learning opportunities such as management skills training, industry visits, cross-departmental training, mentorship programs and educational trips. As part of the program, MGM China has collaborated with the Livelihood Affairs Bureau of In-depth Cooperation Zone to organize an education trip to the Guangdong-Macao In-Depth Cooperation Zone in Hengqin in 2023 to help PRIDERS gain a deeper understanding of the neighboring GBA and support the government’s policy on promoting multi development.

### 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 as part of the development programs at MGM hotels in Macau and mainland China, lasting 18 to 30 months based on experience and qualifications.



## Learning Curriculum

The learning curriculum is tailored to the specific needs of various levels, including department heads, section heads, specialists, supervisors, and general staff. The key subjects and illustrative training courses of MGM Academy and MGM eAcademy include:



### MGM Graduation Ceremony 2023

In December, we celebrated the hard work and growth of **2,200** team members who took part in our major development programs, "MGM Academy", "Career Development Program", and "Continuing Education Program" with ceremony. Featuring a line-up of guests from governmental departments, academic institutions and associations, it highlighted the recognition for our unwavering commitment to nurturing and empowering local talent and demonstrated our alignment with the government's vision of holistic progress for individuals and industries, contributing to the diversified development of Macau. Since the first MGM Graduation Ceremony in 2015, approximately 8,000 team members graduated from our Learning & Development programs.



At MGM China, we are dedicated to maximizing the potential of our team members through training and development. Each year, we actively participate in professional skills competitions, where our team members can demonstrate their expertise and compete alongside industry leaders. These competitions not only showcase their abilities, but also offer valuable learning opportunities from other industry players.

## Professional Skills Competition

### Macau Integrated Tourism and Leisure Enterprise Vocational Skills Competition

During the reporting period, **29** talented Golden Lion Team Members triumphed in the fifth Macau Integrated Tourism and Leisure Enterprises Vocational Skills Competition, securing an impressive **10** awards across eight categories. Notably, our team was the only integrated resort team that won the Special Gold Award, Best Work Safety Award, and Best Teamwork Award in Facilities Maintenance in the Hotel Integrated Service Vocational Skills Competition for two consecutive years. Additionally, our Team won a Gold Award, Best Dish Made with Designated Ingredients Award, and Best Chinese Dim Sum Award in Chinese Cuisine, as well as a Gold Award in Western F&B Service in the Food & Beverage Vocational Skills Competition. In the Gaming Vocational Skills Competition, our Team received a Special Gold Award in Customer Service and came in second place for Group in Chipping.



### Macau Occupational Skills Recognition System ("MORS") Competition

In the MORS Competition, **47** of our team members competed across 10 categories including beverages, concierge services, room service, and security, with **14** team members reaching the finals. Six were honored with Gold Pins, marking us as the biggest winner for four consecutive years. Such a standout result stands as a manifestation of MGM China's excellence in tourism service and standards.



### 2023 Shenhe Cup

Our team members excelled in the Human Resources, Hospitality, and Tea categories, receiving awards in all three at the Shenhe Cup held in Zhuhai, Macau and Hengqin against a total of **105** participants from **66** organizations across the three locations. Our F&B team member won the championship of the Shenhe Cup Tea Competition, with outstanding results; Human Resources team secured third and sixth place, showcasing their exceptional performance. In the hospitality category, we claimed the sixth-place award.



### Hong Kong International Culinary Classic Competition ("HOFEX 2023")

Our Golden Lion Team's exceptional culinary skills were recognized at the HOFEX 2023, where they received the Golden Bauhinia Cup for Chinese Cuisine, as well as two Gold, two Silver, and four Bronze awards. The result provides encouragement for us to continue nurturing diverse and top-notch talents.

## Embracing External Collaboration

In collaboration with government departments and local organizations, including the Macao Government Tourism Office (“MGTO”), DSAL, Macau Federation of Trade Union (“FAOM”), local and regional universities, as well as educational institutions, we provide educational and vocational training to our team members. With access to the latest industry trends, best practices, and recognized certifications, we create a pipeline of diverse talent.



### Key highlights in 2023

#### Jiangsu-Macao Cooperations, Trainings and Exchanges

MGM China co-organized visits to the “City of Literature” Nanjing and the “City of Gastronomy” Yangzhou to exchange knowledge about tourism industry in collaboration with various organizations. During the “Jiangsu-Macao Creative Cities Forum”, we signed a framework agreement for school-enterprise cooperation with Yangzhou Polytechnic College and Yangtze Investment & Development Group, which calls for promoting collaboration between the tourism sector and educational institutions, as well as developing high-end international tourism talent. This project is also awarded at the 3<sup>rd</sup> National Human Resources Innovation Competition — “2023 Innovative Case of Human Resources in Creative City Tourism Industry — Benchmark Enterprise Brand for Talent Training and Exchange”.



#### Professional Workforce Development Series

MGM China has collaborated with DSAL to deliver innovative and comprehensive training initiatives for our team. The Professional Workforce Development Series, which is divided into three categories, namely “Occupational Quality Training”, “Professional Certification”, and “Career Development Program”, has attracted over **4,800** Golden Lion Team Members since its inauguration in 2020.

In line with the “Guangdong-Macao One Examination, Multiple Certificates collaboration project” and our goal of encouraging team members from various departments to gain professional qualifications, the Company introduced the “One Examination, Multiple Certificates” scheme for our team members in 2023. The scheme allows team members to earn multiple certificates recognized on national level, thereby enhancing the GBA’s joint talent development cooperation and exchange. We have also introduced new schemes for F&B and Housekeeping services with the aim of raising the professionalism and competitiveness of our team members.

The Series is continually extended to cover new professional areas, such as the “MGM F&B Professional Development Program” for specialized enhancement of F&B services, and the “Elementary Video Shooting Skill for Promotion and Event Course” to cultivate multimedia creative skills, covering an approximate of **11,600** team members since the launch of the series. We also continued to organize the “Occupational Quality Training” program with the objective of strengthening MGM China’s role as a hub for tourism education and training in the GBA.



## Learning About National Development

Recognizing the paramount importance of national education in talent development, MGM China has proactively organized and encouraged team members to participate in a diverse range of National Education-focused activities, where team members can develop a profound sense of national pride by learning about our country's remarkable development. These activities encompassed a series of engaging events, including the "Sharing Session on National People's Congress and National Political Consultative Conference", "Gaming Industry Employees National Education Carnival", "Seminar on Spirit of the 20<sup>th</sup> National Congress of the CPC and Development of Hengqin", and "MGM Commemoration of China's May Fourth Movement Activities". Notably, a new initiative presenting a more in-depth national story, "Inspiring Stories of Zhang Jian Multimedia Presentation", debuted in 2023. The event showcased the remarkable history of Zhang Jian, a patriotic entrepreneur, and attracted over 200 MGM team members.

In 2023, our team members visited the "National Security Education Exhibition" for the 5<sup>th</sup> consecutive year, showcasing MGM China's dedication to enhancing our collective understanding of national security. To further deepen our team's comprehension, more team members were arranged to tour and learn from the Exhibition. Additionally, we have organized online learning activities and promotions to ensure that all team members acquire the necessary concepts and knowledge related to national security.



## Employee Engagement and Wellbeing

### Taking Good Care of Our Employees' Wellbeing

Health and wellbeing of our employees are important to unlocking the greatness of our talent pool. At MGM China, we strive to build a culture of well-being that is in line with the changing workplace demands. In order to maintain a healthy and resilient workforce, we provide a variety of programs and benefits geared to protect our employees' physical, mental, social, and financial well-being. In addition, to uphold a healthy work-life balance and foster a family-friendly working environment, we arrange a range of promotional and leisure activities for team members and their families to enhance cohesion, boost morale, and foster a strong sense of belonging among our workforces.

### The Golden Lion Sports Team

To cultivate team spirit and vitality among our employees, we have established the Golden Lion Sports Teams, aimed at connecting sports enthusiasts within our organization and promoting the health benefits of exercising. Our 11 sports teams, including Dragon Boat, Basketball, Soccer, Badminton, Fencing, Table Tennis, Bowling, Snooker, Darts, Running and Lion Dance, not only showcased exceptional performance in various competitions but also fostered enduring partnerships among team members. During the reporting period, we participated in 123 competitions and attained 21 remarkable awards.

#### Greatness at the Macao International Dragon Boat Races

MGM China's Dragon Boat Team participated in the races for the 16<sup>th</sup> consecutive year. A total of **58** outstanding team members represented our organization across four race categories. Through their collective efforts, our team members demonstrated exceptional teamwork and unwavering dedication, resulting in a remarkable second-place finish in the women's competition.



### Unlocking Vitality: Nourishing Bodies and Minds for All

Supporting our team members as best as we can provides them with a solid foundation to navigate personal challenges and uphold a healthy work-life balance.

#### Employee Health Center

Our team members' health is important to our success. Within the Employee Health Center, our in-house doctors and nurses provide essential medical support and first aid. We offer a diverse range of medical services, including consultations with western doctors and traditional Chinese medicine practitioners, physiotherapy, and nutrition guidance. These services are aimed at ensuring the well-being of our team.

#### Counselling Services — Employee Assistance Program

We have partnered with a third-party organization to provide professional counselling services to our team members and immediate family members through our Employee Assistance Program ("EAP"). This program includes a free-of-charge 24-hour hotline service, on-site workplace support, and individual face-to-face counselling sessions to help cope with any personal concerns effectively.



#### 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 24-hour cozy and well-equipped area including breast feeding facilities 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.

As part of our commitment to employee's well-being, informative seminars and fun and educational engagement activities are offered to keep them up to date on wellness-related topics.



### Positive life with positive thinking

We collaborated with the Sheng Kung Hui Macau Social Services Coordination Office ("SKH") to host the MGM EAP — "Flexible Thinking, Positive Feeling" roadshows for our team members. Through interactive team chats, games, and questionnaires, we assisted our team members in developing a different mindset and generating new perspectives during the roadshow.



In response to the "Macau Courtesy Campaign" launched by the MGTO, we co-organized the "Mindfulness • Art • Emotion" Seminar. Delivered by a registered art (expressive art) therapist experienced in psychological counseling and frontline psychological practice, the seminar focused on combining mindfulness practices with art creation. The goal was to enhance participants' well-being and promote comprehensive development of Macau as a courteous city — a position it holds as a world tourism and leisure center. Approximately 130 individuals benefited from this valuable event, cultivating a healthy and balanced mindset.





## Case Study

## Employee Wellness Festival 2023

MGM China launched the “Employee Wellness Festival — Get Moving and Power Up Your Wellness”, featuring a series of health-related activities designed to assist our team members in achieving work-life balance from various aspects, including enhancing physical fitness, prioritizing mental health, as well as promoting overall wellness. Below are some of the highlights of the festival:



## “Exercise is Fun” Roadshow

We set up exercise-themed game booths at the back-of-house area of MGM COTA I and MGM MACAU, including game-based exercises in an attempt to make exercise more engaging.



## Chinese Medical Consultation Day

Medical practitioners from the Chinese Medicine Association provided health consultations and shared wellness tips to our team members. Each participant was offered a soothing fragrant bag, a customized healthy tea pack, and herbal tea after their consultation.



### Yoga Experience

MGM Theater was revolutionarily transformed into the largest yoga studio in town and invited both MGM China employees and generable public to enjoy the yoga experience under the guidance of local yoga instructor. More than **200** yoga enthusiasts, aged from 6 to 87 from FAOM, the General Union of Macau Resident Associations ("UGAMM") and Women's General Association of Macau ("Women's Association"), as well as MGM's team members, enjoyed an immersive yoga experience.

### "Golden Lion Exercise Anywhere" step-count challenge

The "Golden Lion Exercise Anywhere" challenged team members to exercise regularly by setting a daily goal of **10,000** steps. In two months, 3,500 team members participated the challenge and accumulated 190 million of steps which is equivalent to 3.5 cycles around the Earth.

### Family Herb Garden Visit and Fun Hiking

Over **100** MGM team members, along with their families and friends, visited the Herb Garden of Medicinal and Aromatic Plants and the Coloane Trail. These family-friendly outdoor activities worked to enhance physical fitness while providing an opportunity to appreciate and explore the beautiful surroundings of Macau.



### Nutrition Promotion

We offered a Super Food menu at Home Base every Friday in November. We also teamed up with in-house nutritionists and professional doctors from the Macau Physician Association of Public Hospital to launch a series of educational videos on health information, in order to promote overall health, prevent diseases, and boost the immune system.



### Facts & Figures:

The festival lasted for **2** months

**12** events organized during the Festival

Promoted healthy lifestyle for over **10,000** Golden Lion Team Members



*"I have been practicing yoga for a year now, and I find it beneficial to both my mental and physical wellbeing. I am thrilled to join a crowd of 200 yoga enthusiasts and immerse into the joy of this sport, which is truly a special and memorable experience that pushes me to continue pursuing a healthy lifestyle."*

*Ms. Wong, the eldest participant onsite from FAOM*





## Navigating Positive Parenting for a Brighter Future

Having a positive family relationship plays an important role in the mental health and development of our team members 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.

### Connect with Love — Family Education Program

MGM China is proud to announce our partnership with the Women's Association for the three-year "Connect with Love — Family Education Program", the first integrated tourism and leisure enterprise in Macau to collaborate with the Women's Association to advance family education.



The three-pronged strategic initiative, which includes the joint establishment of Macau's first one-stop experiential zone dedicated to family education and targeted to benefit **100,000** people, the "Family Education Promoter Scheme" comprising mental health and family-friendly training courses, and the "Family Education Series Products" providing picture books and teaching tools, is designed to enhance parenting skills, establish proper family values, and uphold traditional Chinese family virtues among local families. The partnership embodies our commitment to fostering community growth and promoting educational advancement for the families of our team members and across Macau.

### Family Carnival

For the second year, MGM organized its annual community event — "MGM Family Carnival", for both of its team members and members of community. Through a series of educational interactive games and family-friendly workshops, the carnival aims to help strengthen family bonds and bring happiness to the community. With the theme of Chinese traditional culture, the event this year included an array of nostalgic games and folk culture experiences, which enabled the younger generation to learn more about their cultural root and strengthen their cultural confidence. The two-day event attracted approximately **1,500** participants in total. Apart from MGM team members, over 500 participants from families of six local associations — FAOM, UGAMM, Women's Association, Caritas Macau, Tung Sin Tong and SKH.



## A Harmonious Workplace with Mutual Respect

Through effective two-way communication, mutual respect, and understanding among our team members, we strive to create a positive and harmonious working environment. The Company maintains an open-door policy that encourages team members to communicate with management, seek guidance from their immediate supervisor, share ideas, or arrange meetings with HR representatives. To ensure all concerns are heard and addressed, we have implemented a well-structured grievance reporting mechanism. It provides clear guidelines for team members to submit reports and facilitates the resolution of any issues that may arise through various channels.

There are various communications channels within our Company, including but not limited to, MLife Insider (a Company intranet), Human Resources Service Counter, a WeChat channel and a multi-purpose mobile app named "Now Mobile". In addition, Human Resources representatives reach out to our team members proactively using Lion Chat, through a one-on-one scheduled session with randomly selected team members, allowing them to share their thoughts on the job or Company in a stress-free and private environment. During the reporting period, we performed an employee survey and continued to include some dedicated questions to acquire a better knowledge of their preferences for offering more personalized services and green engagements. The findings remain supportive.

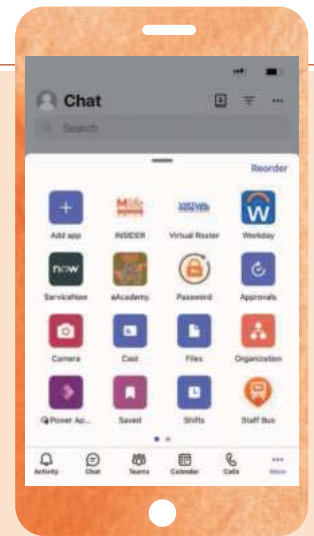


Trust is one of our core values that provides guidelines exemplifying great behavior and beliefs. The introduction of our “Great Communication Begins with Connection” Campaign this year, which includes a series of engaging games, roadshows, and the co-creation of the Trust Wheels, has created

awareness in our motto, “WE TRUST, WE CONNECT”, encouraging the importance of trust building, and communicating with kindness and positivity among our team members. We have also newly tailored MGM China branded e-learning modules, “Power Up — Self Motivation” and “Power Up — Team Motivation”. These modules equip our team with ways to navigate negative thoughts, stay motivated and remain passionate about their work, spurring them to appreciate their unique roles and achieve continued team success.

In 2023, we launched the MGM SuperApp, a mobile application built on Microsoft Teams to revolutionize collaboration and communication within the Company. The App, which is designed with advanced security to prevent data leaks, provides company news, customer service tips, information, and quick access to applications like INSIDER on Demand and Service Now, ensuring consistency and empowering employees with efficient communication and ease of access to business-critical information on personal devices from anywhere. By addressing the complexities that previously prevented our frontline team members from using applications, the App has achieved an **80%** adoption rate.

As a result of utilizing technological advancements to promote internal communication and facilitate daily work arrangement, the SuperApp has helped us win the “Hong Kong Business Technology Excellence Awards”.



### MLife insider, “INSIDER on Demand”

Our amazing team members have collaborated to create “INSIDER on Demand”, a periodic series of internal experts providing advice on a broad range of topics in response to our team members’ feedback. Since the program’s inception in 2018, over 60 videos have been released.

### “Service Now”

A communication platform provides 24/7 information access that enables strong communication between team members and enhances our efficiency of operation in the long run. It offers services like typhoon notifications, useful hotlines, promotions, and push notifications for important updates, quizzes, workshops, and exclusive employee offers.



In 2023, a series of bite-sized videos “Art O’clock” were introduced to team members joining Arts and Culture team to become an ‘M Art ambassador and get ready to showcase MGM China’s Art and Culture with pride.

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

## P for PRIDE



# P

### My Journey to Resort Sales

Miles Lao joined MGM China as a dealer in 2007 and has risen to the Resort Sales team through dedication and continuous learning. As a key player in sales, he is responsible for pitching ideas to travel agents and corporate clients. Miles pursued education in Tourism & Event Management and previously undertook a transformative internship. His ability to embrace new challenges, demonstrates his commitment to personal growth and professional development.



### How to get rid of "your job"

Tom Ho, our Bell Supervisor at MGM, exemplifies the power of passion in work. With over 26 years in the hotel industry, Tom brings an unwavering enthusiasm and positive energy to his role. His proactive approach to challenges, alongside his dedication to maintaining good health and a positive attitude, showcases how passion can transform work into a fulfilling endeavor.



Sign language has become an integral part of our everyday workplace communication, symbolizing our commitment to fostering an inclusive environment. This year, the Golden Lion Team visited the Macau Deaf Association and

participated in an immersive experience to understand the needs of the deaf and hearing-impaired. Team members engaged in a role-play game and were also given a special workshop to learn about hearing aids and assistive equipment for the deaf and hard-of-hearing communities. We are devoted to promoting sign language learning and inclusivity, releasing new learning videos monthly and organizing roadshows to raise awareness about the International Day of Sign Languages in September.

## Cultivating Culture Appreciation and Competence

At the heart of our brand lies artistry. We consistently organize seminars and workshops to foster a vibrant artistic culture within our team. These events not only showcase the distinctive spirit of Chinese craftsmanship but also promote a deeper appreciation for art and culture.

### “Meets Friends on Tea” To Inherit the Traditional Chinese Culture

In our commitment to promoting Chinese culture and nurturing high-quality regional talents, MGM China proudly hosted the “10<sup>th</sup> MingXing Tea Specialists National Final Competition — Greater Bay Area” and “Shenhe Cup Tea Competition 2023” for the first time. Over **87** contestants hailing from **57** organizations from Macau, Hengqin, and Zhuhai showcased the artistry of Chinese tea culture at the highest level. At the 10<sup>th</sup> MingXing Tea Master National Finals, our accomplished tea sommelier received the prestigious Guangdong-Hong Kong-Macao Greater Bay Area Excellence Award. The accolades highlight the exceptional achievements of our team members in tea mastery and reflect our deep appreciation for the rich heritage of Chinese tea culture.



### Chinese Culture Qualification Examination



In an effort to strengthen the cultural confidence of our team members, with the support of the Education and Youth Development Bureau (“DSEDJ”), we have become the first integrated resort in Macau to collaborate with the Macao SAR Chinese Culture Qualification Examination Working Committee. We jointly organized a series of “MGM National Education Series — Chinese Cultural Qualification Learning Activities”, including seminar on Inheritance of Chinese Tradition, certification exams, online learning activities, etc. Approximately **120** team members took part in a certification examination that deepened their understanding of Chinese culture, history, geography and

other areas, fostering a profound appreciation for China’s rich cultural heritage. One of our team members also achieved an outstanding result by winning the second place in the open group.



## Occupational Health and Safety

A safe and healthy workplace is paramount to our business success. We ensure the safety of our team members and contractors by strictly adhering to local workplace safety regulations, aiming at the objective of zero workplace injuries. An Occupational Health and Safety Manual and a Health and Safety Policy, aligned with ISO 45001 standards and requirements, have been implemented to ensure effective workplace health and safety governance. All team members are well-informed about these policies and expected to comply with them.

Our Safety Department oversees the identification and mitigation of workplace hazards, and the investigations into workplace health and safety incidents. Additionally, our Risk and Safety Operations Committee, comprising representatives from senior and middle management, convenes quarterly to review and discuss the findings of these investigations and develop appropriate mitigation measures. The committee also actively communicates with management and general team members to promote workplace and public health and safety matters throughout the organization.

### 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 personal protective equipment and inspect equipment before use, as well as the mitigation and prevention of workplace health and safety hazard.

### Incidents Reporting



Team members are encouraged to report any hazards identified at the workplace to their department heads 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 different emergency events including preparedness, mitigation, evacuation and recovery. The Security Division was created to give immediate support to employees in the event of an emergency, including but not limited to fire and pandemic. We also formulated a Pandemic Preparedness Plan (the "Plan") with departmental guidelines for flu and pandemic measures. Through the experience and knowledge learned in the past COVID-19 outbreak, the Plan has been revised in 2023 to make it more effective in mobilizing contingency response measures, especially for code and statutory guideline compliance.

### Workplace Health and Safety Training



For team members in various roles and positions, we offer both physical training and eLearning sessions on workplace safety and hygiene. Safety card training and examinations are part of the training, which covers issues such as food safety and hygiene. In addition to general training, team members in various operational areas receive role-specific occupational safety training to raise their awareness of specific hazards and related prevention measures. In 2023, we launched the Occupational Health and Safety Channel to ensure team members have seamless access to various types of safety information, including OHS posters, videos, and seminar infographics within a single click. Furthermore, a mandatory Fire Safety eLearning course was set up in 2023 to cover **100%** of our employees.

Employee activities are arranged periodically to reinforce the importance of OHS and develop a safety culture within the Company to complement formal guidelines and operating procedures.

### Supporting DSAL Hospitality and Catering Industry Safety Card

We remain in close collaboration with DSAL, with whom we co-signed the Occupational Safety and Health Charter in 2017 and launched the widely recognized “Hospitality and Catering Industry Safety Card” training in 2018. This training strengthens team members’ awareness of fundamental safety, typical hazards in the hospitality industry, and corresponding preventive measures.

- Compared to 2022, there is a **26.6%** increase in team member participation in the “Hospitality and Catering Industry Safety Card” training.
- During the reporting period, over **66,000** hours of training related to workplace health and safety were provided to team members.

### 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



Recordable work-related injury rate  
**1.52** cases  
(Per 200,000 hours worked)

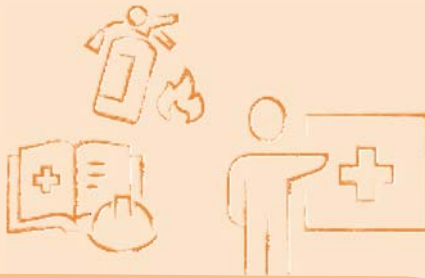
### Work Safety Series — Seminar & Workshop

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. In 2023, we organized seminars and workshops to promote awareness about the prevention of related disease, focusing on the treatment of the eyes, lower back and lower limbs, neck and upper limbs, respectively. We also organized the “Safe Driving” Seminar, where representatives from the Transport Bureau and Public Security Police Force of Macau were invited to provide valuable insights on public transportation etiquette, traffic facilities, recent updates, safe driving practices, traffic laws, and civic responsibility. A total of **227** team members participated in the seminars.



## MGM Work Safety Campaign 2023

From September to October, we proudly hosted the annual MGM "Work Safety Campaign 2023" with the theme of "Occupational safety begins with a safety mindset". Through a series of activities including roadshows, competitions, guided tours, and workshops, we aim to enhance our team members' safety awareness and foster a secure working environment. The Campaign successfully rounded off with around **5,000** participants joining the activities.



### Work Safety Roadshow

Fitness tests and game booths were used to promote the importance of maintaining sound physical health among our team members.

### Work Happily, Work Safely Competition

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

### Work Safety Knowledge Contest

Occupational safety information was shared through a variety of channels. Team members' level of knowledge and absorption were tested through quizzes with special prizes.

### Occupational Safety Tour

Our Safety Department organized a property visit 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.

### Flash Mob Q&A — Fire Safety

The Safety Department conducted visits to various departments, delivering briefings on fire safety that included interactive Q&A sessions.

### "Stretch & Recharge" Workshop

This was designed specifically for our team members to acquire knowledge and techniques for stress relief and muscle relaxation.

# FOR A BETTER Community



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

The principles of "Developing the City and Building Our Community" are deeply embedded in our culture. At MGM China, we empower our team members to actively support the community and continuously seek innovative ways to improve the lives of those around us. From community investment to youth empowerment, caring for local seniors, volunteering with stakeholders, and organizing art and cultural events, the Company embraces every opportunity to contribute to our community. Together, we strive to create positive impacts for a thriving community and a brighter future.

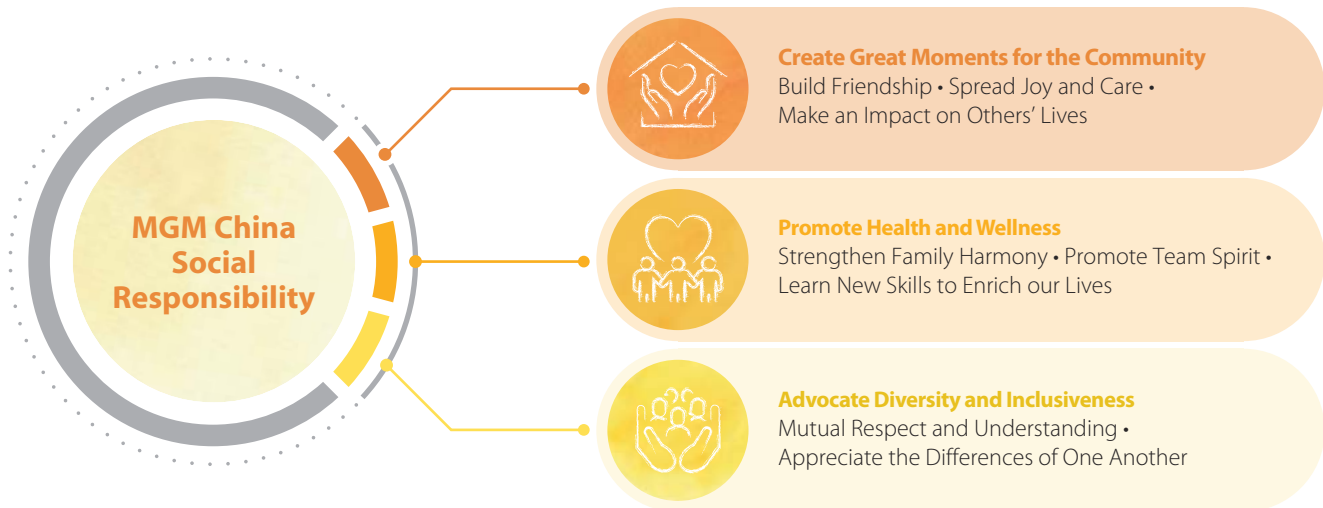




# Community

## Making the Community a Better Place

A company's social responsibility includes driving positive and sustainable changes within the community. Rooted in Macau, MGM China is committed to promoting development of our community. We strive to alleviate social issues and provide aid to various 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 build a better community are manifested through three important aspects.



Community Focus Areas and Impacts:

Focus Area	Social Impact
Caring for Local Senior Citizens	<ul style="list-style-type: none"> <li>Raise awareness about the needs of senior citizens in our community.</li> <li>Support and enhance their well-being and quality of life.</li> <li>Promote respect and appreciation for them within the wider community.</li> </ul>
Nurturing Future Generations	<ul style="list-style-type: none"> <li>Assist young people in acquiring valuable knowledge and skills, preparing them for future challenges and opportunities.</li> <li>Provide mentorship programs, internships, and job placement opportunities that guide young individuals towards fulfilling careers and long-term success.</li> </ul>
Working Towards a Diverse and Inclusive Macau	<ul style="list-style-type: none"> <li>Facilitate inclusivity by ensuring that everyone, regardless of their background, has equal access to resources and opportunities.</li> <li>Promote a culture of understanding and acceptance, fostering a sense of belonging and creating a supportive community for all.</li> </ul>
Innovative Ways to Serve Our Community	<ul style="list-style-type: none"> <li>Enhance the efficiency and effectiveness of our services.</li> <li>Promote digital literacy within the community.</li> <li>Encourage collaboration between different sectors and stakeholders, fostering a culture of teamwork and shared responsibility.</li> </ul>
Art, Culture and Heritage	<ul style="list-style-type: none"> <li>Advocate participation and knowledge in art, culture, and heritage.</li> <li>Provide platforms and opportunities for artists to showcase their work, contributing to the cultivation of local talent and enriching the cultural landscape of our community.</li> </ul>

## Community Investment

We encourage our team members to participate enthusiastically in local community initiatives. The Golden Lion Volunteer Team, a dedicated group of volunteers, has forged long-term connections with the community. Alongside monetary and in-kind donations, we organized a series of ionic events in 2023 to create a positive impact to the community.



Charitable donations are part of our long-standing tradition of supporting the community. Highlights of our philanthropic efforts in 2023 include:



Donated **MOP 10 million** to Gansu Province for supporting relief efforts and post-disaster restoration following a 6.2-magnitude earthquake.



Donated **MOP 700,000** to Tung Sin Tong Charitable Society for the **16<sup>th</sup>** consecutive year, accumulating **MOP 7.9 million**.





Donated **MOP 300,000** to the Macau Holy House of Mercy's Welfare Shop project for the **11<sup>th</sup>** consecutive year, benefiting nearly **400** local households in need, resulting in an aggregate donation of **MOP 3.3 million**.



Raised and donated **MOP 112,000** in the Orbis Charity Raffle 2023, being the largest corporate donor in Macau for the **14<sup>th</sup>** consecutive year.



Donated a recurring **MOP 200,000** to Caritas Macau in **54<sup>th</sup>** Caritas Charity Bazaar.



Organized continuous blood donations, contributing to the maintenance of blood supply. **200+** team members volunteered as blood donors.



Donated **MOP 700,000** to Macao Daily News Readers' Foundation to support "Walk for a Million" campaign. **2,800** team members and families participated through both online and physical walk.



## Caring for Local Senior Citizens

Providing care for local seniors is a central focus for MGM China. Over the past decade, we have organized numerous philanthropic programs dedicated to the elderly to show our care, such as a "Health Day for Senior Buddies", the "Mother's Day Tour" at our properties, an "MGM Care Hotline", typhoon safety support, haircut events, and cleaning services for elderly centers. Our efforts not only provide immediate support and assistance to local senior citizens, but also play a vital role in fostering a sense of respect and appreciation for the wisdom and experience they bring to the community.

### Philanthropic Traditions for the Elderly during Festive Days

During the year, our Golden Lion Volunteer Team engaged with local senior citizens by visiting them on important celebrations such as Chinese New Year, Mid-Autumn Festival, National Day, and the International Day of Older Persons. In particular, during the prosperous Chinese New Year, an important cultural event that we celebrated with the elderly, fostering intergenerational relationship and encouraging youths to give back to society. MGM China has carried on its philanthropic tradition to send Chinese New Year wishes to the elderly. For the 12<sup>th</sup> year in a row, we organized a series of activities, highlights of which were as follows:

Visited **5** elderly centers



Organized Lion dance performances, singing shows, and mini games for

**350+** seniors



Wrote **100+** pieces of "Fai Chun", traditional Chinese New Year decorative writings, symbolizing good luck



Collaborated with a local SME cleaning company to **spring clean** at elderly centers for the 3<sup>rd</sup> consecutive year



Invited **Chinese medicine practitioners** from the Macau Chinese Medicine Association to share health information

## Solidarity Across Generations

In support of the Macau SAR Government's "Ten-Year Action Plan for Elderly Services" and "Youth Policy", a series of public-private partnership projects and "Cross Generation Events" have been initiated. These projects aim to foster intergenerational relationships, encourage youth engagement in community service, and facilitate the elder generation's reintegration into society.

Over 400 participants including representatives from different community partners, elderly, students and MGM Golden Lion Volunteer Team were invited to participate in the "Cross Generation Event" launching ceremony in July. During this special occasion, our team members and students created handcrafted cushions and scarves for the elders, while the seniors made customized pencil bags for the students, showcasing the spirit of cross-generation integration and the shared love and care. Intergenerational art initiatives unite seniors, students, and volunteers in creating a heart-shaped mosaic art installation and collaborative paper-cut paintings in a workshop. In addition, MGM Cross Generation Hairdressing Service was a highlight. Our "MGM Golden Lion Hairdressing Team", established in 2015, has been providing complimentary haircuts monthly at elderly care centers, benefiting over 4,000 seniors. Building upon this commitment, last year, we created the "Silver Age Hairdressing Team" where senior citizens from Caritas Macau were invited to join the team. This year, we further collaborated with the DSEDJ to form our first batch of "Teenagers Hairdressing Team", featuring two hairdressing teams to provide haircuts to 100 seniors on-site at the launching ceremony.

The "MGM Teenagers Hairdressing Training Program" offers six professional trainings conducted by professional trainers from the Hair and Beauty Professionals Association. To date, over 70 middle school students have received a certification upon completing the program and have begun serving the community.



Benefitted an estimated

**8,000** seniors and youths over the year





To further enhance social participation among seniors, we have actively supported Delightful Kitchen, an elderly social enterprise operated by Caritas Macau through skills transfer. This includes training programs for elderly staff aged over 60, covering aspects such as food safety and kitchen management, culinary skill exchange with MGM's professional chefs, hardware facilities optimization to create better working conditions and improve efficiency, and sponsored 1,200 local students to dine in the restaurant, fostering cross-generational support for the elderly.

In addition to empowering the elderly with culinary skills, our aim is to improve their quality of life by enabling them to effectively utilize assistive devices, such as canes and wheelchairs. The MGM Golden Lion Volunteer Team partnered with the Macau Assistive Technology Resources Center to provide demonstrations and guidance on the proper use of assistive devices for 150 seniors during a community center visit.



## Cultivating the Next Generation

As the leaders and innovators of tomorrow, the upcoming generation holds boundless potential. MGM China harbors a strong passion for implementing developmental programs that inspire and empower young individuals to unlock their full potential and increase youth employment and inclusion. As a prominent company in the hospitality industry, we prioritize nurturing local talent in tourism and hospitality, equipping them with skills that will serve as an invaluable tool in their future pursuits. MGM China has been partnering with the Macau SAR Government and educational institutions to promote career development programs for local youngsters for over a decade.

Empowering local young talent is a fundamental pillar of MGM China's mission, deeply ingrained in our corporate and community endeavors. Over the years, we have continued to collaborate with academic institutions in order to recruit bright young minds and unleash their potential through a range of internship programs. Since 2007, our six-month internship program has supported hospitality students by providing dedicated resources to help them explore career possibilities, develop and improve skills, and empower them with mentorship and assistance across several professional disciplines. In addition, we maintain a strong partnership with DSAL, offering the "Creating Better Job Perspectives 2023" program initiated in 2020. 59 local students have participated in the program since it was launched, which provided a three-month internship along with a comprehensive series of workshops designed to enhance the workplace skills.

Apart from internship program, MGM China has sponsored the "Macau Outstanding Teenagers Award", organized by the YMCA for the six consecutive year since 2010, recognizing and encouraging young individuals for their remarkable achievements and their positive impact on the community. The Company has always been proud supporters of our city's youth development and are thrilled to be a member of the DSEDJ's first-ever "Macau Youth Professional Development Program". This program provides participants with the unique opportunity to shadow professionals in Shanghai or Guangzhou.



## Cooperate with Hengqin Government to support the integration of In-Depth Cooperation Zone

MGM China collaborated with the Hengqin Government on two events to support youth development and the integration of the In-Depth Cooperation Zone. Firstly, we organized the “MGM Commemoration of China’s May Fourth Movement Activities”, inspiring 150 participants to live out the spirit of the May Fourth Movement and contribute to the development of the nation, the GBA, and the In-Depth Cooperation Zone. Secondly, we became the first integrated resort enterprise to embark on the “New Greater Bay Area Youth Exchange Program” jointly supported by Hengqin and Macau. With a diverse lineup of trainings for nurturing youths, including two key projects, namely “Hengqin-Macau Youth Exchange Tour” and “GBA’s ‘1+4’ Diversified Industries Exploration Tour”, MGM China hopes to help local youth achieve excellence and integrate into the development of the GBA.



## Talent Development Partnership for Tourism+

With our commitment in talent development and cultivation in the hospitality industry, we signed the Talent Development MOU with the Faculty of Hospitality and Tourism Management of Macau University of Science and Technology (“M.U.S.T.”) in 2021. The Culinary Demonstration Workshop, another ongoing collaboration with M.U.S.T., marked its fifth successful edition this year. An experienced chef was invited to share expertise in Portuguese cuisine and international culinary experiences with nearly 50 students. The workshop enriched students’ knowledge of professional techniques and industry trends, providing valuable insights for their future careers.

## MGM Technical and Vocational Education School-Enterprise Cooperation Initiative

Last year, MGM China signed a letter of intent with the FAOM with the assistance of the DSEDJ to become the first integrated resort operator to promote technical and vocational education with FAOM. In 2023, the two parties joined forces to launch the “MGM Youth Development Series — MGM Technical and Vocational Education School — Enterprise Cooperation” program. This new initiative provides internship learning opportunities to students at Macau Kung Luen Vocational & Technical Middle School. Our goal is to nurture future technical experts and prepare them for jobs through tailor-made learning programs comprising of internship, training courses, and site visits. Eight students secured three-month internships in the Department of Digital and Information Technology, where they gained knowledge about the latest information technology and the Internet of Things (“IoT”).

## Craftsmanship Series: Young Craftsman Workshop

In collaboration with Guangdong Federation of Trade Union, FAOM, DSEDJ, and Macau Youth Federation, we have conducted 15 sessions since 2020, benefiting over 1,200 students. Notably, this year’s courses included woodworking and lion dance art, with 684 students participating. The courses were delivered by our team members, who explained the concept of craftsmanship excellence, and engaged the students in hands-on activities to cultivate various handicraft skills and artistic knowledge.

## The MGM Experience

The MGM Experience, a summer program that has been running for 12 consecutive years, immerses local students in a five-star resort environment, enabling them to explore career paths and foster community connections. This year, we had the largest group ever with 160 students from 20 participating schools. They gained valuable insights and improved their communication skills through active involvement in day-to-day operations across 17 departments, as well as engaging in volunteer events for community outreach including visit to five elderly centers to promote intergenerational harmony and inclusive workshops to foster social inclusion. Upon completion of the program, certificates and souvenirs were presented to acknowledge their accomplishments.





## Blending Online and Offline Learning for Culinary Excellence

With a determination to cultivate local talents using innovative and diverse methods, we have launched talent cultivation projects with the theme of "Tourism+ Gastronomy" over the years. In collaboration with DSEDJ and the Macau Cuisine Association, we introduced the "MGM Youth Development Series — Youth Culinary Experiential Program and Culinary Arts Community Outreach eLearning Program", which combines online and offline learning experiences and benefits over **1,000** students per year. The e-learning program focuses on topics from Chinese food culture to Macanese cuisine and cooking, providing students with a more flexible and diversified learning method. During the launching ceremony, over **100** middle school students participated in cooking activities, learning dishes representing Chinese and Lingnan cultures.



Additionally, MGM China organized a unique "MGM Parent & Children Culinary Experience", a parent-child cooking activity designed to foster an appreciation for Macau's unique Macanese cooking techniques and food culture. Over the course of three sessions, a total of **100** parents and children enthusiastically participated in this culinary experience. By providing hands-on experiences and educational resources, students were encouraged to explore and develop their interest in the culinary arts.



*"The MGM Youth Development Series provides a precious opportunity for culinary exchange and learning, which is conducive to the cultivation of applied technical talents."*

*— Wong Ka Ki, Deputy Director of DSEDJ*

## Embracing Emerging Technologies

Recognizing the importance of readiness in an era of rapid technological advancements, MGM China strives to build a tech-forward community by empowering teenagers to actively engage with emerging technologies. We have initiated and sponsored diverse educational programs, workshops, and competitions that explore artificial intelligence (“AI”), enabling students to utilize these technologies as transformative tools for learning, creativity, and innovation.



The GBA — First Macau Race Final of the “Formula Edge Inter-School AI Racing” took place at the Spectacle of MGM COTA in October 2023. As the Technology Project Partner, we extended our full support to the competition, co-organized by STEM PLUS, M.U.S.T., and Hong Kong Smart City Consortium, to promote new trends in AI education for the young generation and to cultivate talents for Macau’s Smart City development. The racetrack, designed to echo the 70<sup>th</sup> Macau Grand Prix, challenged teams’ AI skills and real-time reactions. With LED screens broadcasting live race action, students were fully immersed in the competition.

Besides the competition, a symposium was held on the spot for industry professionals and the public with an opportunity to explore the evolving impact of AI on our daily lives.



*“This is our first time to participate in competition and AI training, and we have learned a lot from different schools. Multiple bends were the most challenging in the race, but after attempts and reference to different data, we were able to complete successfully.”*

*— Representative of Kao Yip Middle School,  
Champion of GBA, and Macau*

In an effort to boost Macau’s strength in strategic science and technology, MGM China has embarked on a two-year collaboration with The Association for Promotion of Science & Technology of Macau (“MAPST”). Together, we co-hosted the 2023 Youth Science Camp Activities — Macau, which garnered the participation of over 200 local university students. The partnership extends beyond camp itself, encompassing science tours and knowledge-sharing sessions. Through these initiatives, students gain a comprehensive understanding of our innovative advancements in areas such as green buildings, event venues, performing arts, and entertainment. Their knowledge is expanded beyond the classroom, equipping them to contribute to technological progress in Macau.



## Working Towards a Diverse and Inclusive Macau

In pursuit of our sustainability mission, we go beyond community engagement and volunteering, aiming to create a self-driven and self-sufficient social cycle. By adopting a Public-Private-Community Partnership approach, the Company optimizes social impact and contributes to a more diverse and inclusive local community.



### Concern for the Wellbeing of the Disabled

As part of the Macau SAR Government's 10-year Plan for Rehabilitation Services, MGM China sponsored General Union of Neighborhood Association of Macau to set up the first ever one-stop Assistive Technology Resources Center in Macau in order to improve the quality of life for individuals with disabilities. In 2023, the Center marked its 4<sup>th</sup> anniversary. To commemorate this milestone, we organized an open-day event that featured games, experience booths, and performance by our volunteers. Over 300 citizens and members of social service organizations participated, gaining valuable insights into the usage and benefits of assistive devices. Moving forward, the Company will maintain our close partnership with the center to promote auxiliary tools and related resources, advocating for social inclusion.

### Inclusive Cake Decoration Competition

MGM China once again sponsored the Macau Special Olympics ("MSO") and organized the "16<sup>th</sup> Occupational Ability Competition for People with Intellectual Challenges". The MGM Golden Lion Volunteer Team took part in the "Inclusive Cake Decoration Competition", alongside individuals with intellectual disabilities to promote social integration and boost their self-confidence. Working together as a team, they demonstrated their creativity and skill in making a fresh cream fruitcake amidst laughter and received an award for their outstanding performance in competition. During the award ceremony, the "MSO x MGM Lion Dance Team" delivered an impressive lion dance performance, highlighting collaborative efforts in fostering inclusivity and creating a barrier-free community.



### Raising Awareness of Dementia in the Community

Through collaborative efforts with our Golden Lion Volunteers, Caritas Macau and the Social Welfare Bureau ("IAS"), a dementia awareness roadshow was held, engaging citizens of all ages to encourage care and support for dementia patients. Moreover, co-organized with the Accessible Travel Agency of Caritas Macau, the "Golden Lion Tour for Elderly with Dementia" has been hosted as part of the MGM Dementia Care Program for the third year. Since 2021, we have conducted over 50 tours benefiting over 800 dementia elderly and their caregivers.



### Case Study

## Empowering Individuals with Disabilities



Since 2018, MGM China and Fuhong have annually hosted the "World Mental Health Day Series Event". This year, marking the fifth anniversary, we co-hosted an art workshop involving approximately 300 individuals from 24 schools, social groups, and Macau enterprises, aiming to enhance community support. The series, with varied themes including sports, rehabilitation, culture, and art, invited participants from all societal sectors, including those in mental health recovery, with the goal of boosting mental health awareness. One of the highlights of the activity was the creation of large-scale String Art with nails, a collaborative project between community members and individuals in mental health recovery. Nails were used to shape different designs such as "Love" and "Positive Energy". The activity aimed to redirect participants' attention from daily stress and worries, providing stress relief and positively impacts mental health.

Additionally, it served as a social platform for individuals in mental health recovery and community members to interact, helping to alleviate feelings of loneliness and strengthen social connections and support.



**5<sup>th</sup>** Anniversary

Approximately **300** individuals

**24** Organizations



In addition to artistic development, our support for Fuhong extended to the F&B sector, where we conducted service training sessions. Specifically, we have facilitated a training program for the "Cha de Arco-Iris" tea shop, which serves as a platform for job training for individuals with disabilities. Through the program, the trainees received training in the pastry kitchen of MGM MACAU. Moreover, our catering team actively assisted the students in preparing desserts for the grand opening of the tea shop. By offering our assistance, we aspire to empower these individuals, enabling them to enhance their societal reintegration capabilities and establish prosperous careers.

## Innovative Ways to Serve Our Community

Through partnerships with government and NGOs, MGM China incorporates technology and online platforms to support vulnerable groups, creating positive social impacts and enhancing community well-being in Macau.

### Mobile Speech Therapy Service

Ü CARE Moving Care and Service Shuttle, in collaboration with SKH, was launched in 2020 as the first Mobile Therapy Vehicle in the GBA. This special shuttle travels around the local community to provide speech therapy services, consultations, and language development support for children with special educational needs alongside their parents. The initiative has reached over 30,000 people through more than 90 events including workshops, screenings, and games, promoting awareness, inclusivity, and equal opportunities for a fulfilling childhood. In 2023, over 13,000 individuals engaged with the shuttle during its outreach activities in town.



### Community Outreach eLearning Programs

Our dedication to promoting awareness and understanding the deaf community extends to the broader community. Since 2019, we have collaborated with MGTO, Macau Deaf Association, Guangdong Association of The Deaf, and received support by Guangdong Sign Language Association to launch the "Power in our hands — The Greater Bay Area Sign Language eLearning Program". The eLearning resources are available to our members and community, providing basic knowledge of Standard Chinese Sign Language and Macau Sign Language. By equipping learners with effective communication skills, we contribute to making Macau an accessible tourism destination. The curriculum has been further expanded to include new courses, such as a GBA-themed module in 2021 and a Hengqin-themed course in 2022, promoting the integration of Macau-Hengqin tourism and fostering inclusive tourism within the GBA. To date, more than 151,000 people have benefited from our sign language series.

## Art, Culture and Heritage

With a strong commitment to our motto of constantly creating new experiences, the Company is driven by a strong determination to foster continuous innovation through originality and creativity. Going forward, we will actively support the Macau SAR Government's "Tourism+" initiative by strengthening sector integration through the creation of collaborative art and culture projects and events.

Art and culture permeate our everyday lives, and we firmly believe in harnessing their potential as a soft power to foster unity among communities and regions. At MGM China, our dedicated pursuit of international artwork allows us to curate a truly unique and captivating aesthetic that seamlessly combines traditional and innovative elements from both Eastern and Western art cultures at our properties. Over the years, our commitment to capturing the essence of humanity has been demonstrated through a multitude of public art projects, exhibitions, symposiums, and grand-scale cultural and art events like Art Macao and the MGM Art Symposium. Moreover, by meticulously selecting artwork to showcase in our public spaces, we actively bring the transformative power of art to our community.

### Art is for Everyone

An integral part of our mission is to infuse the innovative essence of art and culture into everyday life. Located in MGM COTAI, 'M Art serves as a meticulously designed contemporary creative space, allowing artists of all ages to freely unleash their creativity, while also bringing together cultural and life enthusiasts to foster creative development. Engaging activities and offers, including thematic art workshops, family-friendly workshops, and an exclusive selection of cultural and creative merchandise are curated regularly.



Collaborative efforts between the Company, the Macau SAR Government, and local institutions aim to bring art closer to the people, ensuring its accessibility to a wider audience. Since 2014, MGM China has actively participated in the Macao Arts Festival, organized by the Macao Cultural Affairs Bureau. Our members are encouraged to support the 33<sup>rd</sup> Macao Arts Festival, themed "The Long Artistic Journey", which showcases exceptional art programs promoting innovative expressions of our era. In addition, we cooperated with the Women's Association and the Macau Artist Society to host the 34<sup>th</sup> Macau Children's Painting Contest at MGM COTAI Spectacle. The contest attracted over 800 students, providing them with a platform to express their creative aspirations towards breakthroughs in the national space program, thereby enhancing their love for art. The artworks of the 150 talented local children who won the contest were exhibited on giant screens, witnessed by over 400 children and their families.

MGM China supports all forms of art. This year, we collaborated with Hou Kong Dance Group to host an exchange event for the musical "Starry Sea • Xian Xinghai". The celebration of performance art brought together artists, cultural enthusiasts, and our team members, providing a platform for the creative team to share their intentions and behind-the-scenes stories. Through live performances and interactive sessions, we fostered a closer bond between the audience and the theater troupe, enhancing artistic creation.

## Experiencing Art at MGM

To support the expansion of Macau's "Tourism+" initiative, we launched the MGM Art Space at MGM MACAU in 2013. It became the first gallery space within a Macau resort dedicated to hosting cultural and artistic exhibitions. Spanning 6,000 square feet, this gallery offers visitors of all ages a series of enchanted, immersive, and interactive experiences. The exhibitions range from early Renaissance to cutting-edge contemporary art, showcasing world-class pieces.

With over 300 A-list art pieces delicately adorning the public areas of our properties, the Chairman's Collection at MGM COTAI stands as our centerpiece, revolutionizing public art and telling the story of Macau through the collaboration of MGM China and various artists. The collection showcases paintings, sculptures, and installations by renowned Asian contemporary artists, reflecting the East-meets-West influence on the regional art scene and embodying the modern essence of the 20<sup>th</sup> century. Discover detailed information about the art collections at our properties by visiting the [MGM & Art page](#) online. Some collaborations with well-known artists across the world are highlighted below.

MGM China's partnership with reputed Portuguese artist Joana Vasconcelos in 2015 resulted in the display of the Valkyrie Octopus at MGM MACAU. This captivating installation became a famous photo spot in the city, and symbolized Macau's significance in the Sino-Portuguese cultural exchange. The collaboration continued in 2023 with the introduction of Vasconcelos' latest artwork, "Valkyrie Miss Dior", at MGM COTAI. Inspired by Valkyrie in Nordic mythology, the artwork intricately combines vibrant fabrics, lace, embroidery, sequins, feathers, LED lights, and over 20 floral mottled fabrics. It pays tribute to Miss Dior's flowers and extraordinary women, seamlessly integrating art and fashion within MGM's public space, transforming the Spectacle into an elegant runway that embodies creativity.

A harmonious blend of Western and Eastern art creates an enthralling and inspiring visual experience. MGM China collaborated with prominent Chinese fondant artist, Zhou Yi, for over a year to create the Fondant Art Exhibition at MGM COTAI. The permanent exhibition showcases originality and innovative concepts, promoting Chinese intangible cultural heritage through the combination of traditional craftsmanship with Western fondant art.





## Spotlight Jointly Establish “Art Museum” as the World's Arts Hub

MGM China and Poly Culture Group Corporation Limited signed an “Arts & Culture Collaborative Agreement” in December 2023 to establish an “Art Museum” as a global arts hub. Under the partnership, a **6,000** square meter area at MGM MACAU will be transformed into an international art space. The Art Museum will showcase cultural relics and art collections with a fusion of “East and West”, “Ancient and Modern”, “Virtual and Reality”, and “Culture and Technology”, highlighting intangible crafts and art from Belt and Road countries, and demonstrating the profound value of cultural heritage. The first exhibition, themed on the Maritime Silk Road, will feature a diverse collection of historical relics and contemporary art, comprising over **100** fine art pieces. The collaboration seeks to foster cultural exchanges, connecting Guangdong, Hong Kong, and Macau, and share Chinese civilization with the world for cultural prosperity.



*“The art museum carries a shared vision of “innovation in inheritance”, focusing on the in-depth integration of cultural content and technology, creating a brand-new platform for cultural innovation, with a view to enabling the Chinese Silk Road culture that symbolizes ‘embracing of cultural diversity and inclusivity to cultivate a vast expanse for greatness’ to once again set sail from Macau towards a brighter future.”*

*— Pansy Ho, Chairperson and Executive Director of  
MGM China Holdings Limited*

### The Powerful Fusion of Technology and Art

Serving as a testament to our dedication to integrating technology and art, the global premiere of the world's first Digital Collective Movie “SHIP”, created by Art Tokyo Global Japan, was presented at the MGM Theater at MGM COTAI in 2023. Set in a meta-universe space, the movie took viewers on a captivating journey through human civilization's history, celebrating solidarity. With cutting-edge technologies and the world's largest permanent indoor LED screen housed in Asia's first dynamic theater, the mesmerizing visual effects of the movie left both local and international audiences spellbound.

Committed to integrating tourism, culture, and art through “originality and innovation”, MGM China is always determined to push art to a wider dimension, building a platform for cross-boundary dialogue in arts and culture, nurturing the development of the realm in Macau. In 2023, we held an art symposium themed “From Lines to Pixel”. The discussion on the transformation of traditional art into digital art attracted nearly 100 participants from the art and cultural communities, educators, and students. Through the use of technology, the hotel's public space has been transformed into a 360-degree digital art spectacle creating a brand-new cultural and tourism experience that embodies the ethos of “art of living”. Local artist Eric Fok also showcased his first digital artwork, titled “Giraffe meets Qilin”, at MGM COTAI's Spectacle. The artwork utilized digital editing techniques such as parallax, animation, and silhouette to depict the Maritime Silk Road and landmarks from Macau to Beijing, providing a captivating, time-transcending journey through Macau's history and culture.





## Case study

## "To Infinity and Beyond: The Art of Hsiao Chin"

As part of our support for the city-wide international art event organized by the Macau SAR Government, "Art Macao: Macao International Art Biennale 2023", we presented the compelling exhibition "To Infinity and Beyond: The Art of Hsiao Chin" at the prestigious MGM Theater. The exhibition showcased the masterpieces of Hsiao Chin, a maestro of Chinese modern abstract art, spanning from the 1960s to the present day, and attracted visitors from all around the globe.

Embracing the avant-garde concept of "ART-TECH-TAINMENT", the exhibition offers visitors the opportunity to immerse themselves in pioneering digital sculpture installations, panoramic cosmic landscape art videos, and innovative VR experimental arts. With inspiration from the concept of "PUNTO", the exhibition is ingeniously designed as an "8", symbolizing infinity, allowing visitors to explore the limitless potential within. Pushing the boundaries with cutting-edge technologies, the exhibition showcased the debut of the art film "Hsiao Chin's Universe" at the MGM Theater.



Outside the MGM Theater, a Digital Art Jamming workshop was conducted in Lion Lobby, inviting visitors to unleash their creativity and craft personalized digital artwork. Participants had the opportunity to bring home their customized creations as cherished souvenirs. During the workshop, attendees explored Hsiao Chin's distinctive color usage and presentation, gaining valuable perspectives on his vibrant musings about the universe and art.

Participants had the opportunity to bring home their customized creations as cherished souvenirs. During the workshop, attendees explored Hsiao Chin's distinctive color usage and presentation, gaining valuable perspectives on his vibrant musings about the universe and art.



~ 2 months

66 museum-level paintings

320,000+ visitation

ART at MGM 'Dancing Light 2016' is an abstract painting, located at MGM COTAI hotel lobby. Mr. Hsiao Chin builds a metaphysical world with straight lines, curved lines, circles, and rectangles. It's his largest canvas work ever.



"MGM China shares the same artistic spirit with Hsiao Chin, both are bold in innovation and aspire to perfection. Driven by 'innovation and creativity', MGM China integrates tourism, art and culture to create a one-of-a-kind "art of living" with holistic tourism experience. Merging art and technology, the "To Infinity and Beyond" exhibition is an immersive voyage of art spanning over six decades across East and West. It unveils Hsiao Chin's boundless universe of art with an innovative approach transcending space. Being the largest multimedia exhibition throughout Hsiao Chin's lifetime career, this exhibition is another breakthrough of MGM China's art endeavors. We will continue to set milestones through the integration of tourism, art and culture — elevating the appeal of Chinese culture on the world stage."

— Pansy Ho, Chairperson and Executive Director of  
MGM China Holdings Limited



## Preserve the Tradition, Nurture the Future

We are dedicated to preserving our heritage, passing down Lingnan's rich culture, and showcasing Chinese stories to the world. The "MGM Lion Dance Championship" hosted since 2010, celebrates lion dance as a significant part of Lingnan culture, and serves as an inspiration to local youth. In 2015, the "Junior Lion Dance Program" was introduced, allowing children to explore Chinese culture and enhance their cultural appreciation. With a total of **540** young lion dance masters trained since its inception, the program covers history, basic movements, and the use of props and musical instruments.



Children explore Chinese culture, build cultural confidence, develop teamwork and self-discipline, and improve physical fitness through the seven-week training program. Outstanding graduates can advance to the "MGM Lion Dance Training Program" and participate in the esteemed "MGM Lion Dance Championship". The year-round events aim to inspire and cultivate a passion for craftsmanship among future generations while rallying national support for the preservation of the traditional and rich culture in the GBA.



### Case study

## Revitalization Plan for the Macau Barra District and MGM "Macau Cruise"

The MGM "Macau Cruise" sightseeing cruise embarked on its maiden voyage this year, connecting Barra Pier and Coloane Pier in Macau. Integrating cultural tourism, sightseeing, and transportation to bridge the historical towns of Barra and Coloane, this initiative formed a crucial component of MGM's Barra Revitalization Plan.



As part of promotional activities, the Company organized an experiential tour for students and their parents from the General Association of Chinese Students of Macau. The tour included visits to heritage sites like A-Ma Temple, Moorish Barracks, and Mandarin's House in Barra. Participants then boarded the MGM "Macau Cruise" at Barra Pier to enjoy a scenic journey, taking in the picturesque vistas of the Macau Peninsula, Taipa, and Hengqin. With over 40 seats available and four daily departures, the MGM "Macau Cruise" seeks to encourage tourists to explore the cultural charm of Barra and Coloane and optimize tourism facilities and unlocking Barra's potential as a community tourism hub.



>40 Seats

Four daily departures

Barra Pier and  
Coloane Pier

Moreover, the collaborative cabin design of the MGM "Macau Cruise" between MGM China and the local agency CHIII design is part of an initiative to support local SMEs. The partnership allows CHIII design to showcase their creativity and expertise, while demonstrating our commitment to promoting and collaborating with local businesses. Elevating the visuals of the sightseeing cruise, the interior of the MGM "Macau Cruise" showcases a combination of Macau's maritime and east-meets-west attributes, inspired by the World Heritage Site A-Ma Temple and other city attractions.



*"This journey was my first experience traveling from Barra to Coloane by water transportation. During the walking tour at Barra, I gained a deeper understanding of Macau's world heritage sites, and found that the harmonious co-existence of heritage and modernity within Barra is truly fascinating. Besides, the sailing experience on MGM "Macau Cruise" also enabled me to further discover the diversified and bustling cityscape of Macau from a new means and perspective."*

— Sophia Sou, a student who joined the MGM "Macau Cruise" experiential tour



# FOR A BETTER Planet



With a focus on creating a more sustainable future, MGM China is dedicated to prioritizing environmentally responsible practices across its business operations in an active response to combat climate change. In response to mainland China's national goal to achieve carbon neutrality by 2060, and in line with Macau's strategy for deep decarbonization by 2050, we have set new targets, including a 20% reduction in energy consumption and a 25% decrease in GHG Scope 1 and 2 emissions by 2030. To achieve carbon neutrality, we continue to explore new opportunities to reduce our carbon footprint and expand efforts in zero-waste operations and resource conservation, aligning our actions with the SDGs.

# Planet

## Sustainability Strategies and Management

To align with the vision of “Create a Better Tomorrow Today”, MGM China aspires to shape a brighter future by continuously enhancing our sustainable business model. We strictly adhere to the environmental protection laws and regulations mandated by the Environmental Protection Bureau (“DSPA”) of the Macau SAR Government and strive to enhance sustainability performance and cross-departmental collaboration. MGM China goes beyond compliance and leads the way in energy conservation, carbon reduction, and waste recycling, by cooperating closely with government departments such as the DSPA, MGTO, and industry leaders as part of the Joint Environmental Protection Action Task Force.

Our [Sustainability Policy](#) is a robust environmental framework that is formulated according to global standards, with the intention to reduce carbon emissions, optimize resource consumption, and create a more sustainable business model. As a result of our continuous improvement in managing environmental issues, MGM COTAI has been certified with the ISO 14001:2015 environmental management system since 2019.

Below are the five key focus areas of our environmental sustainability strategy:



MGM MACAU has been awarded the **Gold Award** for the **Macao Green Hotel Award** in 2023 in recognition of our ongoing efforts in promoting green practices through green technology, resource efficiency, food waste management, and community outreach activities. All MGM China hotels are valid Gold Award holders during the reporting period. In addition, MGM MACAU and MGM COTAI were verified by the **Hotel Sustainability Basics** introduced by the World Travel & Tourism Council in 2023, which examines measures and reductions in energy, water, waste and carbon emissions, fundamental actions to preserve and promote the natural environment, and efforts to positively contribute to local communities.



## Energy and Carbon Management

Acknowledging the profound and serious impacts of climate change on our planet, MGM China understands the urgency to devise and implement suitable adaptation and mitigation strategies. We are dedicated to contributing to the country's carbon peak and neutrality targets by incorporating energy efficiency and energy management practices into our operations. Moving forward, we will actively support the national commitment by driving technological innovations and exploring opportunities for energy savings.

Due to the dynamic business nature of the hospitality industry, a large amount of our carbon emissions is attributable to the purchase of electricity. We consider energy and carbon management to be one of our primary environmental responsibilities in order to attain carbon neutrality and reduce GHG emissions. Given that energy use accounts for 98% of our carbon emissions, we strive to manage our facilities as efficiently as possible by implementing more efficient energy use practices and continuously reviewing our processes for improvement. Attaining the ISO 50001:2018 certification at both MGM MACAU and MGM COTAI validates the effectiveness of our energy management systems. During the 2023 Macao International Environmental Co-operation Forum & Exhibition ("MIECF"), we conducted a survey to collect stakeholders' views in regard to hotel sustainability initiatives. The results showed that approximately 65% of respondents identified energy conservation as the most material topic to the hotel guests. Our commitments, strategies, and policies are in place to reduce carbon emissions and improve energy efficiency.

### Major Decarbonization Actions

As a leading operator in Macau's hospitality sector, MGM China is dedicated to leading the way in decarbonization efforts. We continuously seize opportunities to innovate and advance our equipment and technology, fostering the adoption of low-carbon operations. Additionally, we actively engage in alliances to accelerate the transition towards a sustainable and low-carbon future. Our unwavering commitment to these initiatives stems from our vision of creating a greener and more environmentally responsible industry. To enhance the effectiveness of our decarbonization strategy, we collaborate with a professional consultant for an annual carbon audit review of our properties. This provides a comprehensive overview of our annual carbon emissions, aiding us in making informed decisions to reduce our environmental impact.

Regular monitoring and inspections are crucial to ensure that facilities and equipment operate in the most environmentally efficient manner. To promote energy savings, retro-commissioning ("RCx") was performed to fine-tune the main heating, ventilation, air conditioning ("HVAC") and lighting systems. By addressing original system design issues that hinder energy efficiency measures, progress can be made in decarbonization and alignment with the latest operation requirements.

With regards to air quality, the air exchange rates ("ACH") of the building systems have also been optimized to achieve energy savings and meet Health Bureau's two ACH requirements. During the year, an increase in the ACH has been implemented in partial casino areas to provide higher ventilation for customers.

In close cooperation with an independent energy consultant, we continuously review our facilities for optimal efficiency and decarbonization. Since 2011, the general carbon emissions reduction is equivalent to about 33,173 tons of CO<sub>2</sub> contributed by projects at MGM MACAU and MGM COTAI.

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

## Highlights of Key Decarbonization Projects in 2023



### Lighting Optimization

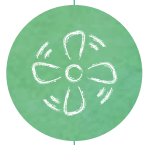
Lighting in Back of House (“BOH”) offices at MGM COTAI was replaced with lighting of higher efficiency, including an occupancy sensor for energy saving.

The replacement of LED lighting in the Rooftop façade and Lion Backdrop at MGM MACAU is currently underway and expected to be completed by early 2024.



### PICCV Optimization

Work continued on the Pressure Independent Characterized Control Valves (“PICCVs”) for seven units of Air Handling Unit in MGM MACAU to reduce energy consumption.



### Cooling Tower Fan and Motor Retrofit

A pilot project to install a high efficiency cooling tower fan and motor retrofit in MGM MACAU has been started and will be completed by early 2024. The remaining units will continue to roll out in 2024 upon completion of the pilot project.



### UPS Replacement

MGM MACAU completed the replacement of six units of high efficiency uninterruptible power supply (“UPS”).



### KEF Optimization Work

To improve energy consumption, Kitchen Exhaust Fan (“KEF”) optimization work was continued in 2023 for Vista, Ballroom, Miàn Dui Miàn, Hao Guo, Chún, and Coast kitchens at MGM COTAI.



### Centralized Reverse Osmosis (“RO”) Pump & Booster Pump Set Replacement

MGM COTAI completed the replacement of eight high-efficiency pumps.



### Passive Radiative Cooling Paint

The North Tower rooftop extra low voltage room at MGM COTAI has adopted the passive radiative cooling paint, which blocks the incoming solar irradiance from the sun, while simultaneously creating a cooling effect by emitting thermal radiation to the cold universe. This reduces the energy use from conventional cooling.



Through the implementation of the highlighted projects, estimated over

**640,000 kWh** of electricity, equivalent to **390 tCO<sub>2e</sub>**, were saved.

## Harnessing the Power of Low Emission Energy

Reducing GHG emissions is not only a business imperative for MGM China, but also a commitment we take seriously. We are developing a roadmap to meet our stretching environmental targets, aligning with the Macau SAR Government's efforts to optimize the power grid and the national decarbonization targets. By doing so, we aim to contribute to a greener future and support the broader efforts to combat climate change.

### Accelerating the Energy Transition — Natural Gas



In response to the Macau SAR Government's encouragement for energy source diversification, we have been increasing the adoption of natural gas to replace liquified petroleum gas and to reduce carbon emissions. MGM COTAI has been running on natural gas since its opening, while MGM MACAU is currently transitioning to natural gas in partnership with Nam Kwong Natural Gas Company Ltd. Upon completion of the project in early 2024, MGM MACAU will become the first integrated resort on the Macau Peninsula to realize a full conversion to natural gas. The project is expected to have an annual reduction of 550 tCO<sub>2</sub>e, which is equivalent to the carbon absorption achieved by planting approximately 24,000 trees.

In addition, part of the gas-powered kitchen equipment has been replaced with electrical alternatives during the reporting period. We will continue to work on electrification to further reduce carbon emissions.



### Progressing Towards Renewable Energy

In support of global and national carbon neutrality goals, we have been adopting renewable energy at our properties. Solar thermal panels and a photovoltaic system have been installed on the roof of MGM MACAU to capture solar energy, supporting heated water for hotel kitchen with a total capacity of 33.8kW. In 2023, **18,700 kWh** of renewable energy was generated. In the future, we will continue exploring the viability of expanding the use of renewable energy.



## Green Transportation

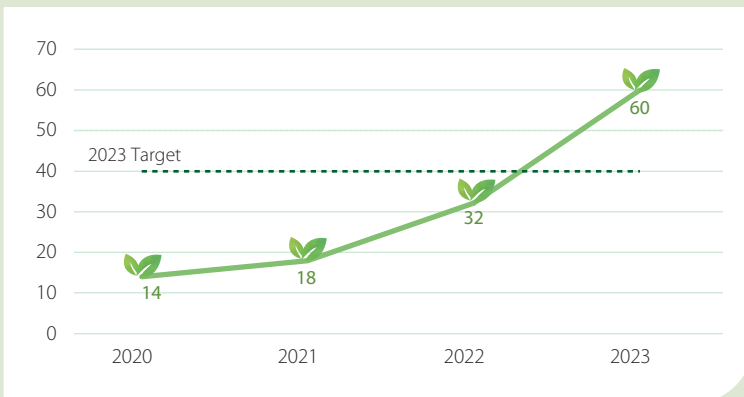


MGM China prioritizes Green Transportation as a vital part of our decarbonization strategy. We actively support its growth in the local community by replacing fossil fuel-based vehicles with electric ones. The commitment extends to providing convenient access to green transportation for guests and team members, as well as expanding the number of electric vehicle (“EV”) charging stations on our premises to contribute to Macau’s transition to a greener city.





Since 2018, we have been steadily expanding our fleet of electric buses for guest shuttle service. During the reporting period, we accomplished our goal of developing a fully electric shuttle fleet for guests in order to reduce our reliance on fossil fuels. In addition, we further demonstrated our dedication by installing 28 new charging stations, bringing the total number of charging stations to 60.

Amount of charging stations

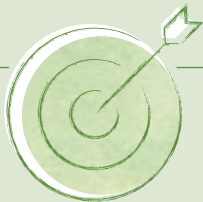


### New Electric Charging Stations in 2023:

 **4** e-motorcycle charging stations

 **2** e-bus charging stations

 **22** EV charging stations



**2023 Target**

Achieved to operate a **100%** electric guest shuttle buses.



## Continuous Monitoring and Optimization

Creating the best possible experience for our guests remains a constant focus in our operations. Paying close attention to a variety of parameters, ranging from guest room occupancy to temperature changes in public areas, allows us to ensure the hotel is running in optimal condition. Smart monitoring platforms and intelligent building applications help us balance energy efficiency and comfort for our occupants. The installation of the sensor system for monitoring important parameters, like temperature and relative humidity, further provides a comfortable indoor environment.

## Integrating Innovation into Smart Building Management and Operation

By leveraging cloud computing and IoT technology, we are able to detect hidden operational parameters and improve building performance and customer satisfaction. As shown below, through the use of IoT, MGM COTAI has extended the usage on 39 wine cellar temperature monitoring with instantaneous high/low temperature alarms, allowing us to track and monitor temperature trends through a real time dashboard. In 2023, MGM COTAI also extended the Heatmap to additional areas for a wider coverage of analysis.

Some of the main components of our Data Analytics Platform are listed below:



### IoT Data Points Collected & Analyzed

**12,700,000**

IoT sensors installed across the properties.



### 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.

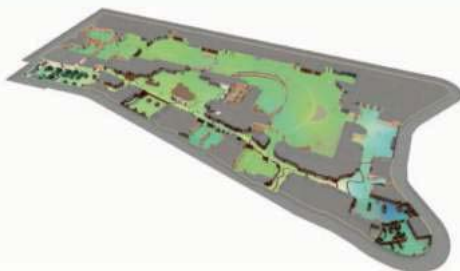


### Reporting Dashboard

The dashboard visualizes KPIs, consumption monitoring and key sustainability accomplishments at a glance in real time.

### Wine Cellar Summary

It provides real time temperature and trend data for wine cellars.



### Thermal Comfort Dashboard

It provides 3D visual thermal imaging based on the solar irradiance predicted mean vote modeling, conventional temperature, and humidity monitoring, which generates insights for optimizing the HVAC system for energy consumption and maintaining thermal comfort.

## Energy and Emissions Performance at a Glance<sup>7</sup>



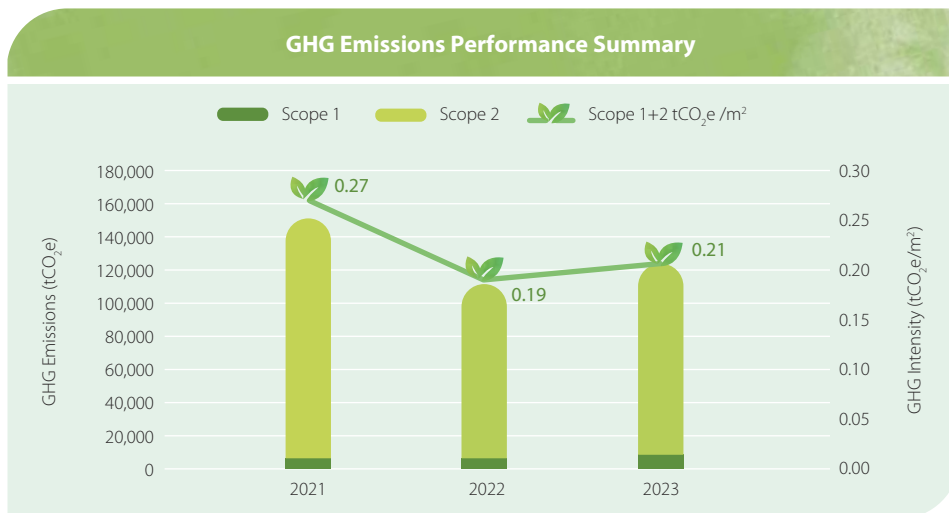
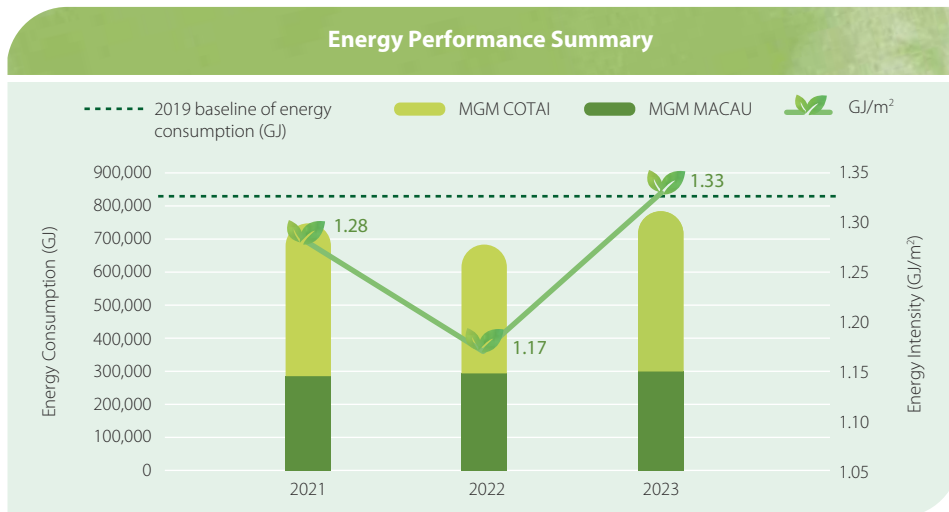
↓ **13%** of normalized energy consumption by 2025 compared to 2019 for MGM MACAU and MGM COTAI



Normalized energy saving achievement towards our target

↓ **10.4%**  
for MGM MACAU

↓ **5.7%**  
for MGM COTAI



<sup>7</sup> Due to the recovery of our business from the impact of COVID-19, energy consumption has increased in 2023 compared to both 2022 and 2021, and GHG emissions have increased in 2023 compared to 2022.

## Green Building

Buildings account for a significant portion of energy use. By incorporating green design and wellness concepts into our buildings, we strive to provide guests and employees with a more comfortable experience. Through the integration of environmental concepts in the design, construction, and operation of our properties, we create high-performance, sustainable, and environmentally friendly infrastructure.

### Building Benchmarks

The design of MGM COTAI demonstrates our commitment to green building and sustainable operating philosophies, in line with the national green building policy and the climate goals of the Paris Agreement. Featuring highly innovative heating and cooling systems, environmental quality standards, and the world's largest indoor art garden with over 100,000 plants, the building is both luxurious and environmentally friendly.










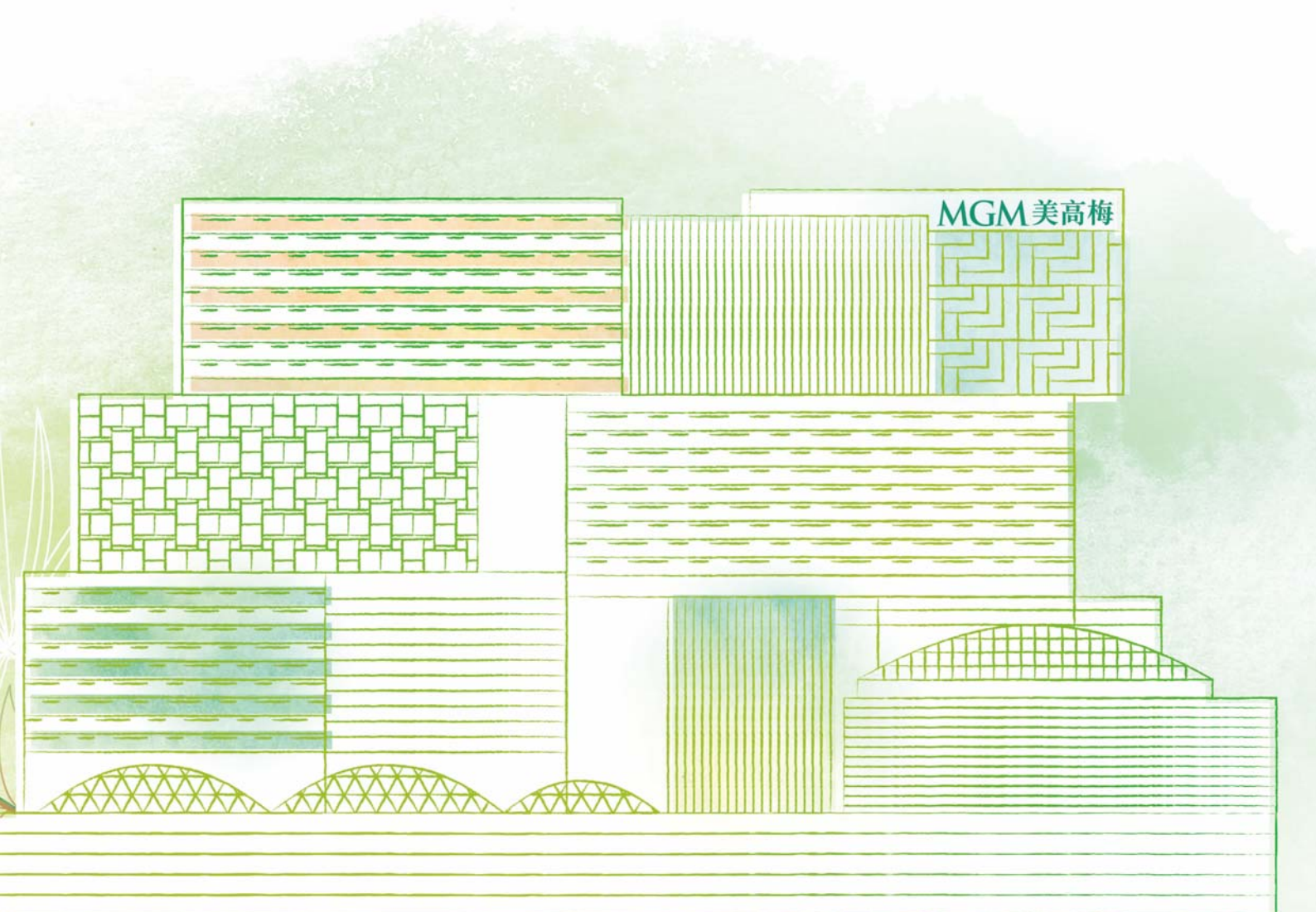
MGM COTAI is the first hotel in the GBA and the second in Greater China to have attained the 3-star certification for both the Green Building Design and Operation Label. To earn this accolade, MGM COTAI performed highly in various areas, including land, energy, water, and building materials reservations, as well as environmental protections. In 2023, MGM COTAI achieved a significant milestone by becoming the first integrated resort in Macau to receive the honorary "National Key R&D Program Showcase Base" award as part of the "Research on energy efficiency and health performance improvement of building operations based on lifecycle carbon emissions reduction" initiative by the Ministry of Science and Technology in China.

### Sustainability Design Features

	The world's largest area of permanent indoor LED screens		Installation of temperature sensors and pyranometers in the atrium to maintain an optimal indoor temperature (23°C)
	Adoption of large scale free-span grid shell glazed roof composed of <b>2,845</b> glass panels to optimize the natural lighting		Utilization of water-saving hygiene and cleaning equipment
	Greenery coverage of more than <b>70%</b> of rooftops in the skyrisers and verticals with over 100,000 plants		Utilization of Nature's Art — vertical green walls as natural purifiers and air coolers to enhance indoor air quality
	Implement various water recycling systems to maintain a minimum of <b>12%</b> utilization ratio of recycled unconventional water		Provision of e-charging stations on our premises to enable convenient access to green charging infrastructure

### Sustainability Operating Features

	Installation of LED lighting in <b>100%</b> of guest rooms		Installation of <b>1,000+</b> smart electricity meters
	Reuse of water collected from rainwater harvesting, RO systems, water softeners, condensate pipes, swimming pools, and fire service tanks		Real-time data analytics on electricity consumption
	Monitoring and control of electrical and mechanical services are performed by the building management system ("BMS")		Utilization of residual heat to provide steam and hot water for the building
	Implementation of a reliable high-voltage energy system to negate the need for individual transformer substations, thereby supporting the operation of a mega resort without wasting space or energy		





## Case Study LCGHDA



With the collaboration of over 30 leading enterprises, professional organizations, and academic institutions, the LCGHDA is helmed by a team of mainland China's green experts and prominent figures in the GBA. Through knowledge sharing by industry and institutional experts and green building best practices training, the Alliance seeks to foster regional exchanges and enhance awareness regarding the significance of low-carbon development, primarily focusing on the hotel, tourism, and construction industries.

Ms. Pansy Ho, our Chairperson and Executive Director, serves as the founding chairperson of the LCGHDA, while Mr. Kenneth Feng, our President and Executive Director, is the president of the Alliance. Under their leadership, MGM China endeavors to collaborate with all stakeholders in the pursuit of a greener Macau and the realization of carbon neutrality by 2060, as set in the Nation's 14<sup>th</sup> Five-Year Plan. The following are key collaborations for 2023:

### Macau hospitality industry low-carbon transformation seminar

To integrate academic research with practical experience and explore the path for the low-carbon transformation of the hospitality industry, the "Macau Hospitality Industry Low-Carbon Transformation Seminar" was held in joint collaboration with the Institute of Energy, Environment and Economy, Tsinghua University and LCGHDA. Presented in a hybrid format, the seminar drew nearly **100** participants from the Alliance, research institutions, and the GBA hospitality industry, to learn about the leading practices for zero emissions, carbon disclosure in the GBA, and the post-pandemic challenges in energy-saving renovations for the hospitality industry.



### Hotel industry carbon emissions calculation and low-carbon development seminar

Standardizing the quantification and accounting of carbon emissions is a key step towards facilitating communication across the industry and planning for a low carbon transition. The LCGHDA signed the "Carbon Accounting Cooperation Agreement for MGM COTAI" in 2022 with the China Green Building and Energy Saving (Macau) Association and collaborated with the Green Building Research Center of the Chinese Society for Urban Studies, to compile a carbon audit report applicable to the operational stage in accordance with national standards. The report analyzes carbon emissions resulting from energy use and aims to become a pilot within the industry and provide a reference standard calculation method for the sector.



As a continuing effort for the agreement, a seminar on carbon emissions calculation and low-carbon development in the hospitality industry was organized in 2023. Around **60** participants attended the event, which aimed to present the carbon emissions calculation and its application based on the report results. The seminar successfully raised industry awareness regarding their own carbon emissions and encouraging consistency in carbon emissions calculation methods within the industry.



### Macau hotel greenhouse gas emissions and carbon disclosure guidelines seminar

Close collaboration with academics is essential in setting up an accountable and credible carbon emissions calculation guideline. The Institute of Energy, Environment and Economy, Tsinghua University and LCGHDA organized the “Macau Hotel Greenhouse Gas Emissions Carbon Disclosure Guidelines” seminar to discuss establishing a set of guidelines for calculating and reporting GHG emissions, specifically tailored for the Macau hospitality industry to enhance emissions management and energy efficiency. Through experience sharing and knowledge exchange, participants from the hospitality industry

and academic institutions discussed how to promote the implementation of carbon disclosures for GHG emissions in the industry and leverage carbon disclosures to drive low-carbon development.

### The MIECF Sub-forum focusing on carbon pricing

The call for carbon pricing has become an important aspect of improving the green and low-carbon policy framework and enhancing carbon sequestration capacity as a crucial pathway to uphold low-carbon development and combat climate change. The LCGHDA organized the sub-forum at the 2023MIECF, themed “Strategies for the Macao Hospitality Industry under Carbon Pricing Mechanism”. Prominent environmental experts from mainland China and Macau were invited to share their insights and suggestions around integrating green operations at the design phase, embracing carbon credit trading markets, investing in technology solution for carbon reduction, and digitalizing carbon data management with transparent and practical standards. Through the seminar, the Macau hospitality industry was encouraged to prepare itself for carbon pricing mechanisms by developing carbon accounting guidelines, emissions evaluation standards, and setting up medium- to long-term targets to monitor emissions.



The LCGHDA has successfully united Macau’s hospitality industry with environmental experts since its inception in 2021, aiming for the country’s 3060 dual-carbon goals and Macau’s transition towards a low-carbon economy. We are confident that our collective efforts, particularly leveraging the GBA and the tourism industry, will accelerate the industry’s transformation into a low-carbon green economy.



*“Macau’s hotel industry should proactively respond to carbon pricing mechanism and dual carbon transformation. Firstly, it is necessary to establish standards and guidelines for assurance and accounting of Scopes 1, 2, and 3 GHG emissions. Secondly, the hotel industry and its leaders should set medium- to long-term emissions targets and transition pathways. Thirdly, efforts should be made to strengthen control over carbon emissions at the source by establishing carbon emissions evaluation standards for newly constructed hotels and promoting the adoption of low-carbon technologies during the design phase. Fourthly, collaboration is essential, hotel industry should actively engage in the dual carbon transformation of the GBA, and explore low-carbon technologies, carbon-negative technologies, green energy utilization, and high-quality, low-carbon products.”*

*Mr. Zhou Jian — Assistant Director of Institute of Energy,  
Environment and Economy at Tsinghua University*



## Water Management

Water is an essential but finite resource. A water stress risk assessment indicated that Macau is subject to a low water stress risk level. Although our business does not impose significant water stress to the community, we share the responsibility of conserving water and preventing water scarcity. MGM China adheres to MRI's Global Water Policy to implement efficient water management practices across our operations, and we encourage our stakeholders, including employees, contractors, and suppliers, to adopt responsible water practices in line with the policy. As part of our three-part approach to water management, we will harness technology to monitor and optimize our water usage, while empowering our stakeholders to enhance their awareness of water scarcity and take proactive measures to mitigate it. In 2023, we established a new water target 2030 to prioritize water conservation and efficient use.

### Optimization and Monitoring

By monitoring water usage and identifying potential issues and opportunities, we take proactive measures to implement water-saving strategies across our operations:



- Monthly meetings for reviewing and analyzing water consumption rates.
- Regular testing and maintenance are conducted on water pipes and tanks to prevent leakage.
- Installation of water-efficient equipment, such as low-flow showerheads and faucets to reduce water consumption.
- Utilization of technology to prevent water wastage, including a three-level sensor system for monitoring 100% of water usage in our properties to quickly identify and correct abnormal consumption patterns.
- Optimization of water softener regeneration limits to reduce the amount of water used in backwashing.

### Recycling and Conservation

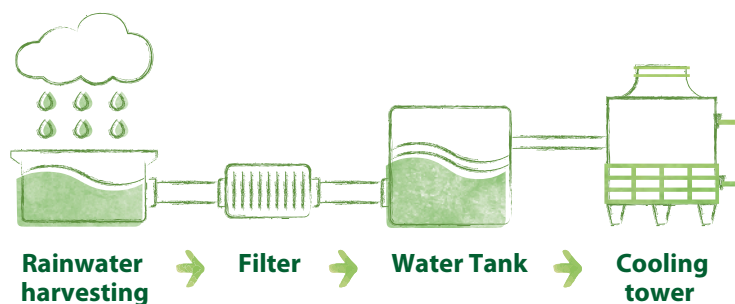
In addition to our water efficiency efforts, we have established water recycling initiatives in our operations. In support of the Macau SAR Government's "Grey Water Recycling" initiative, we have installed a rainwater harvesting system to supply makeup water for our cooling towers and collect condensate water from air conditioning systems for reuse. During the reporting period, 155,054 m<sup>3</sup> of reclaimed water was utilized at MGM COTAI, increasing the utilization ratio of recycled unconventional water to 17%.

Water recycling initiatives include:



- Recycling of bleed-off water from the cooling tower through RO system.
- Recycling of swimming pool water and fire service tank water drain-off.
- Collection of condensate drainpipe water for cooling tower makeup, while addressing water dripping concerns to prevent slip hazards at guest carparks.

At MGM COTAI, we have adopted a rainwater harvesting system in which the collected rainwater is filtered and temporarily stored to provide water supply for the cooling tower. We are also exploring and expanding rainwater harvesting in more areas to further reduce our water consumption and promote sustainable water use.



### 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 2023, the Macao Association of Environmental Protection Industry visited MGM COTAI to explore our eco-friendly facilities. During the tour, we showcased innovative features such as the cooling tower and rainwater harvesting system to promote responsible water usage.



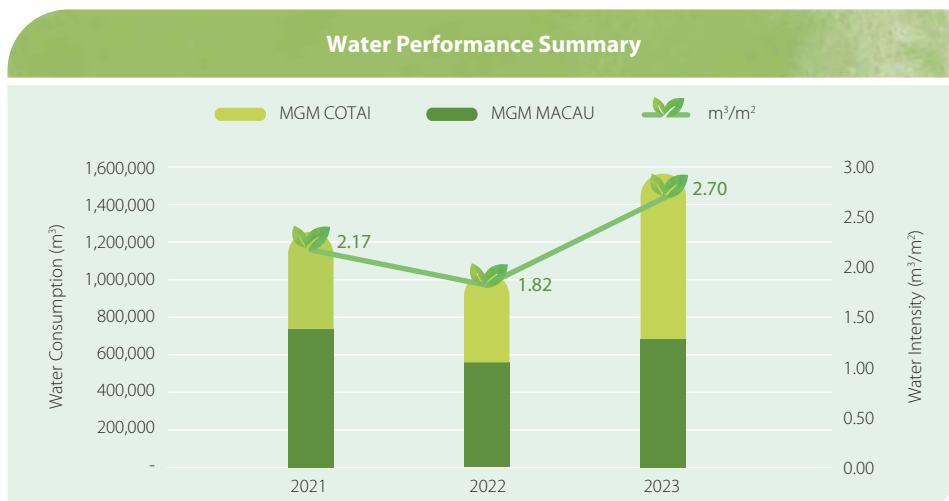
### Water Performance at a Glance<sup>8</sup>

**Water Consumption Target**

↓ **3%** of water consumption by 2030 compared to 2019

**Progress in 2023**

↑ **5.7%** of water consumption by 2030 compared to 2019



<sup>8</sup> Due to the recovery of our business from the impact of COVID-19, water consumption has increased in 2023 compared to both 2022 and 2021.



## Waste Management and Reduction

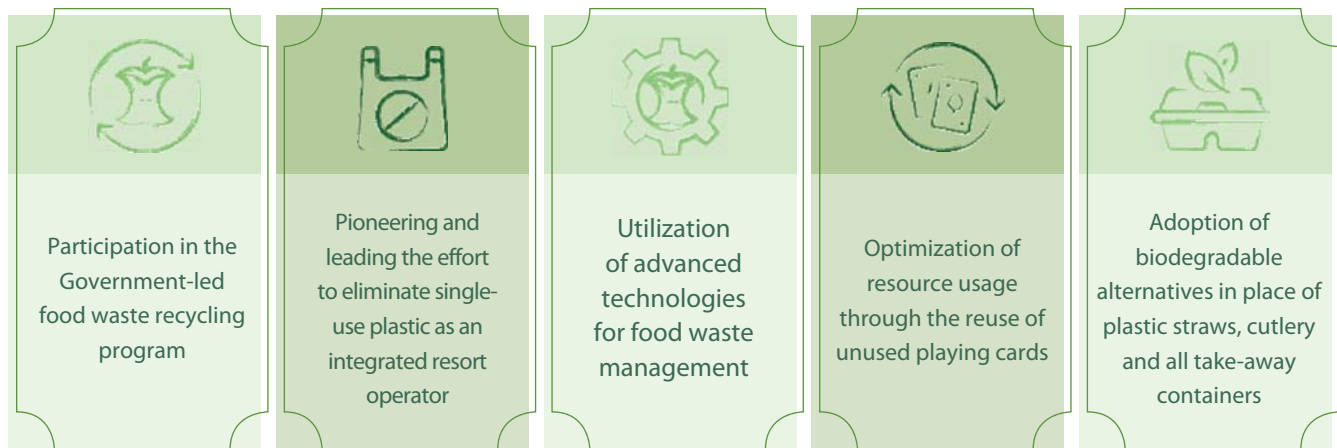
Responsible and sustainable consumption behaviors are essential to effective waste management. Recognizing the significance of responsible resource usage and waste recovery, we actively implement the 5Rs (reduce, reuse, recycle, recover, and repair) as integral components of our waste management practice. To execute best practices such as sustainable sourcing of materials and the recycling and disposal of waste, we have established a comprehensive waste management approach and handling guide that encompass both upstream and downstream activities and aligns with local regulations and guidelines.

To ensure a holistic waste management approach, we encompass both hazardous and non-hazardous waste generated along our value chain, involving guests, contractors, tenants, customers, and employees. As part of our efforts to encourage all stakeholders to reduce waste at source, we provide waste sorting bins for guests in the hotel rooms and easily accessible recycling bins for team members at public areas. For the daily non-hazardous waste we produce, we have implemented various recycling initiatives, these initiatives include offering robust waste management programs, and continually encouraging our team to procure sustainable materials. For example, we have adopted a soap recycling program for our guests, and organized donations of usable items to extend their lifecycle prior to disposal.

We take proper management of hazardous waste seriously, and strictly adhere to our comprehensive safety protocol for the collection and storage of hazardous materials. All hazardous waste, including oil-based paint, solvent adhesives, fluorescent tubes, batteries, toner cartridges, and other electronic waste generated, is managed by licensed contractors for proper treatment 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 employment of waste auditing services.



As part of our dedication to a "zero-waste" future, MGM China has implemented several initiatives which actively support and promote waste management efforts championed by the DSPA. Below are some of the key initiatives adopted:



## Promoting Circular Economy

We believe that transitioning to a circular economy will have a substantial positive impact on the environment and significantly reduce GHG emissions. Additionally, a circular economy has societal implications that will provide economic benefits.

### Valuing Waste as a Resource

MGM China is taking a proactive approach by repurposing discarded materials, thus giving them a second life. Our housekeeping team creatively repurpose old guest towels, robes, and uniforms into smaller rags for cleaning. Valuable components from retired uniforms, such as fabric fastenings and logo labels, are salvaged for reuse or sent back to suppliers for recycling, while the fabrics are upcycled into protective covers for equipment. This approach not only reduces waste but also creates value from items that would otherwise be thrown away.



### Upcycling Green Materials for Green Booth Exhibition

As a longstanding supporter, MGM China continued to participate in the 2023MIECF to promote the circular economy. Embracing the exhibition theme of “Building an Ecological Civilization Through Innovative Initiatives”, the design of our booth has seamlessly integrated the three key elements of green, art, and social inclusion.

MGM China collaborated with Fuhong for the first time to creatively transform over **400** recycled glass bottles into a visually stunning lion logo for our booth. We also incorporated various recycled items like metal name tags, office LED light panels, and wine wooden boxes. Our booth design, which integrated “green, art, and social inclusion”, earned us the Champion award of the “Green Booth Award” and recognition for promoting circular economy practices. This award not only acknowledges our sustainability commitment but also highlights the successful collaboration between the public and private sectors.



## Food Waste Management

In Macau, about 40% of the municipal solid waste is composed of food waste. With a business focus on hospitality, a substantial amount of our waste originates from the food waste generated by our hotels and restaurants. To this end, MGM China has taken various steps to minimize food waste we generate daily, including improved planning and storage practices to avoid overproduction, and organizing a food waste challenge campaign aimed at encouraging plate waste reduction within our staff restaurant. With technological advancements, we have also adopted a multi-pronged food waste management strategy that incorporates three key technologies to effectively tackle unavoidable food waste, as shown below:

 <p><b>Food Digester</b> to convert food waste to grey water</p>  <ul style="list-style-type: none"> <li>• Aerobically digest and convert food waste into an eco-friendly liquid before disposal.</li> <li>• With the capacity to divert around 400 tons of food waste annually.</li> </ul>	 <p><b>Food Composter</b> to convert food waste to fertilizer</p>  <ul style="list-style-type: none"> <li>• Convert food waste into organic fertilizer to nourish over 100,000 plants at our properties.</li> <li>• With an annual input capacity of 300 tons.</li> </ul>	 <p><b>Food Dehydrators</b> to remove moisture from food waste</p>  <ul style="list-style-type: none"> <li>• Utilize at our staff canteen to process leftover foods.</li> <li>• Dehydrate plate waste to reduce weight and volume, minimizing waste disposal and incineration.</li> </ul>
---	---	---

Alongside the utilization of cutting-edge technology in food waste management, we proactively support the food waste reduction initiatives established by the Macau SAR Government. The Company 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. Additionally, we continued to participate in the Government-led food waste recycling program and collected over seven tons of food waste, alleviating the pressure on incineration.

As part of our food waste monitoring system, the F&B team conducts regular inspections and identifies effective practices on how food waste is handled at our restaurants. We have set a challenging goal to attain a 100% food waste diversion rate by 2030 in order to motivate our team to reduce the amount of food waste generation.



Since 2020, an additional step has been taken to strengthen our waste management strategies, whereby external professional parties were appointed to conduct waste audits. MGM China continues to expand the scope of waste samples analyzed for more comprehensive background information. The results of the waste audits provide valuable insights to identify areas for improvement in our waste composition, enabling us to refine our approaches accordingly. Simultaneously, to ensure a comprehensive and inclusive approach, we actively engage with stakeholders through surveys and interviews, with a particular focus on key departments and tenants. During these interactions, we gain an understanding on how current waste management and recycling practices are conducted, providing useful information for future planning. Moving forward, we are committed to scaling up our waste management efforts to seize more opportunities in working towards "zero-waste" operations.



## Spotlight Clean Plate Challenge 2023

As part of our commitment to reducing food waste, MGM China introduced a Food Waste Reduction Campaign with the aim of raising awareness among our team members. To effectively communicate this message, we have placed various promotional materials across our staff canteen. The MGM Clean Plate Challenge 2023 was also organized in the staff canteen to promote the simple, yet impactful practice of taking only what can be consumed to encourage no food waste on the plate.



**700+** team members participated  
the lucky draw and received green souvenirs



**40+** Go Green tips were received  
from team members



## Food Waste Management at a Glance



Food waste  
diversion  
progress in 2023

**11.08%** achievement on food waste diversion rate

## Reducing Plastic in our Operations

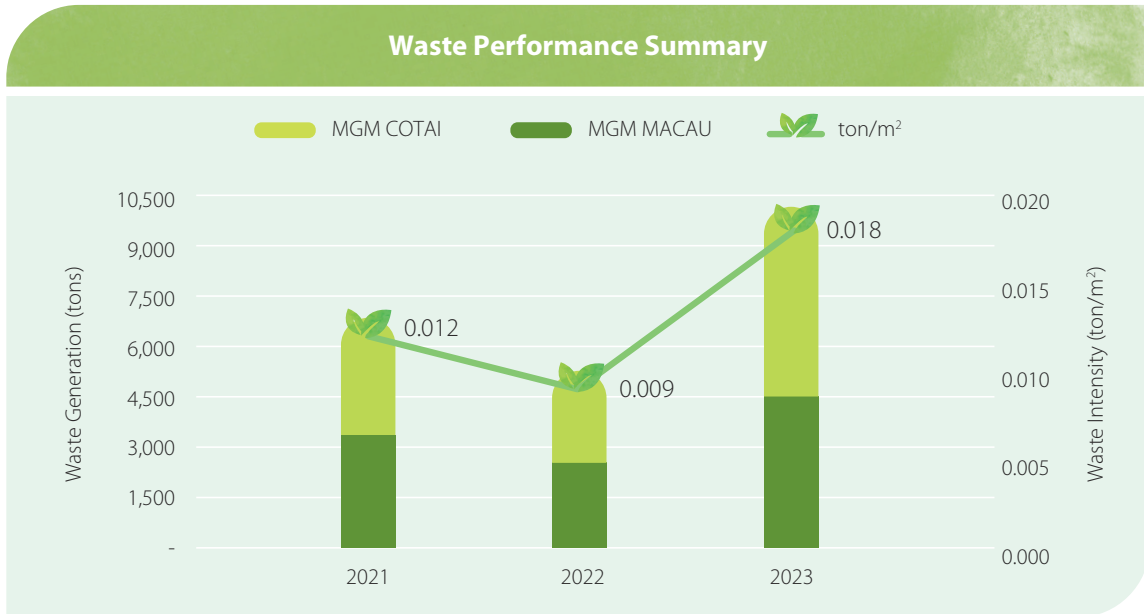
Plastic waste management is another key component of our waste management strategy. Since 2019, the Company has spearheaded the "No Plastic Program", resulting in the elimination of approximately 4.5 million pieces of single-use plastic per year by replacing such items with eco-friendly options at our F&B outlets, making MGM China the first leading integrated resort operator in Macau to advocate single-use plastic elimination.

In our continued effort to transition away from single-use plastics, we have significantly reduced the distribution of plastic bottled water in our casinos by providing readily accessible beverage stations. Eight beverage stations have been installed on the gaming floors at MGM MACAU and MGM COTAI since 2020. These stations are equipped with a built-in filtration system that includes purifying filters and a germicidal ultraviolet-C lamp, ensuring excellent water quality for our guests. By 2030, we intend to reduce bottled water consumption by 90% to minimize the use of single-use plastic. In the upcoming year, we will fully transition our branded water bottles to be made from recycled polyethylene terephthalate ("rPET"), a sustainable material, providing a more environmentally friendly alternative. Taking our commitment to the next level, we have embarked on the journey of transitioning to a dispense system for bathroom amenities in guestrooms this year, reducing the need for single-use packaging.

## Waste Management at a Glance<sup>9,10</sup>



**↓ 39%** consumption of bottled water per year on average since 2018



<sup>9</sup> Due to the recovery of our business from the impact of COVID-19, waste generation has increased in 2023 compared to both 2022 and 2021.

<sup>10</sup> 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 both internal and external stakeholders, MGM China continuously seeks out inventive and interactive ways to foster environmental awareness and inspire day-to-day decision making with consideration of the environmental impact. As part of this commitment, we conducted a range of green initiatives, such as seminars, workshops, and campaigns, demonstrating our ongoing dedication to promoting and preserving the natural environment.

## Employee Engagement

To achieve our environmental visions and goals, we diligently instill our sustainability culture in every team member. The Green Team, established in 2015 comprises passionate members from diverse business units, united by a common goal to engage and inspire other team members in embracing innovative green practices. Under the full support of the Green Team, we enthusiastically take part in numerous external environmental campaigns, such as World Environment Day, Earth Hour, Macao Green Week, along with DSPA-organized events. Internally, we launched the "Go Green Summer" initiative to promote sustainability practices, by offering a variety of educational and interactive events for employees.





## Case Study Go Green Summer 2023

MGM China hosted “**MGM Go Green Summer 2023**” to celebrate World Environment Day together with initiatives by DSPA. The campaign comprised a series of events and activities **from June to September 2023**, aimed at inspiring positive change among our team members to actively contribute to environmental conservation, and adopt a low-carbon lifestyle. Below were some highlights of the campaign.

### Carbon Emissions Reduction Challenge

Incorporating the concept of “Tan Pu Hui”, a carbon emissions reduction challenge was launched this year to encourage team members to adopt low carbon habits and choices in a fun and rewarding way. Team members were invited to record their eco-friendly actions through the WeChat mini program “Green Macao”, and earn points by taking public transportation, reading e-books, using recycled bags, learning about low-carbon information, participating in low-carbon quizzes, etc. We offered a variety of eco-friendly products as rewards to encourage participation, including reusable food bags, lunch boxes, water bottles, and silicone resealable straws, enabling team members to incorporate environmental protection into their daily lives.



**330** team members accepted the challenge



### MGM Green Summer Roadshow

The carbon emissions reduction challenge was promoted through a roadshow where approximately **350** rPET cleaning cloths were given as a green gift to team members. The introduction of this eco-friendly material aimed to inspire our members about the transformative potential of waste materials in our daily lives, while motivating them to give their best effort during the challenge.

### Beeswax Preservation Cloth Workshop

As part of our effort to reduce plastic product usage, we organized an instructional session, where team members learned to make beeswax preservation cloth — a sustainable substitute for plastic wrap and aluminum foil. Over **30** beeswax wraps were made during the workshop, which members kept for personal use, serving as a motivating reminder to reduce plastic consumption in their daily lives, particularly in relation to food.





### Plant-based Yogurt Monday

On Green Monday in August, we offered more than just vegetarian dishes as specials and introduced plant-based yogurt to our team members. Plant-based yogurt has significantly lower carbon emissions, water usage, and land occupation during production compared to dairy products. Through the introduction of such yogurt, we demonstrated to our members that plant-based alternatives are as delicious as dairy products, while also encouraging them to embrace new dietary possibilities.

### Calling all artists and eco-warriors

This summer, we organized two glass bottle upcycling workshops to unleash the creativity of our team members and combine art and environmental protection. We transformed more than **200** painted glass bottles into a "Walking Lion" artwork, which exhibited at the MGM Green Booth at the 2023MIECF to raise awareness of waste utilization.



### Casual Wear Summer Program

With strong support and positive feedback received from previous years, we continued the Casual Wear Summer Program and extended its duration to three months. Every Friday from July to September, team members were encouraged to wear smart casual clothing to work, so that the office air conditioning could be maintained at 25°C. In addition to creating a comfortable work environment, the program promoted positive changes and energy conservation practices.





## Community Education and Outreach

To foster green practices beyond the Company, we proactively share our environmental features, events, achievements, and eco-friendly lifestyle tips with the public through our quarterly MGM Go Green newsletter, available on our corporate website, to provide inspiration and encourage sustainable practices.

By leveraging our resources and scale, sustainability concepts are promoted to all stakeholders through the offering of environmental programs to guests and the community. Over the years, a variety of workshops and tours have been conducted as part of our sustainability-oriented community outreach programs in terms of Ocean Conservation, Green Building, and Sustainability Best Practices. Additionally, we have collaborated with government departments and institutions to organize a range of sustainability-focused community outreach programs, from hosting Green Building Tours and sustainability forums, to supporting Macau SAR Government and green groups' environmental initiatives.



### Exploring Old Taipa Village



Guests are encouraged to access information about eco-tourism in Macau by scanning the QR code provided at our hotel front office, demonstrating our commitment to promoting sustainable exploration. The suggested route to explore Old Taipa Village starts at the Ecological Pond, includes Taipa Houses Museum, Our Lady of Carmo Church, Rua Do Cunha, and ends at Pak Tai Temple. The well-planned journey immerses guests in the heritage and charm of Old Taipa Village, with each destination offering unique characteristics for a complete experience.

### Children's Painting Exhibition

Creative expression and innovation are valued tools to cultivate critical thinking abilities in the next generation regarding sustainability. This year, we sponsored the 2nd Beijing, Hong Kong, and Macao Children's Painting Exhibition and Aesthetic Education Forum (Macau Division) with the theme of "Beautiful China — I am a Little Environmental Guardian". The event's primary objective was to promote environmental protection awareness through the medium of painting art, featuring a display of **175** exceptional artworks selected from a pool of **5,064** submissions. These remarkable pieces were showcased on LED screens at MGM COTAI for a month, inviting our team members and their families to appreciate and engage with the digital exhibition, and providing an unforgettable and immersive experience.



## Sustainability Tour at MGM China



As part of our commitment to sustainability, we actively partner with schools, universities, and professional associations to arrange tours at MGM China, enabling the broader community to gain insights into our sustainability initiatives.

During the year, the Macao Institution of Electrical and Mechanical Engineers visited MGM Theater to gain insight into the backstage facilities and also the Spectacle to learn about green building features. The team led visitors to the indoor art garden — Nature's Art, where plants were cultivated using in-house natural compost made from food waste.

In collaboration with the DSPA, we organized captivating and interactive green hotel tours in 2023 for local students. During these trips, the students explored various areas such as green building design, eco-friendly practices in guest rooms, the solar hot water system, the BMS, food waste reduction initiatives, waste segregation, and recycling. The sustainability tours raised the students' awareness of environmental stewardship, practical sustainable practices, and motivated them to actively contribute to a more sustainable future.

## Knowledge Exchange

Incorporating effective sustainability practices necessitates collective action and collaboration. We are committed to fostering a culture of learning through active support in the exchange of insights, best practices, and innovative solutions, including our sponsorship in the 2023 (19<sup>th</sup>) International Conference on Green Building and Building Energy Efficiency.

Throughout the year, numerous knowledge exchange activities took place, including a round table meeting in November that aimed to explore opportunities in the new energy industry and enterprise cooperation between Guangdong-Hong Kong-Macau GBA and Portuguese-speaking countries. During this meeting, representatives from MGM Sustainability team, NGOs, academic institutions, and government departments, shared valuable insights. We also engaged in forums centered around transportation and cities, facilitating discussions on urban development experiences and creating deeper cooperation and exchanges cross-strait and Hong Kong and Macau.

Looking ahead to 2024 and beyond, the Company remains dedicated to upholding its leadership role in sustainability, driving the advancement of a more sustainable world through the creation of positive environmental and social impacts, and motivating others to join us in this transformative journey.



FOR BETTER

# Guest and Partner Relationships



3 GOOD HEALTH AND WELL-BEING



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



17 PARTNERSHIPS FOR THE GOALS



Effective engagement with our business partners and guests has always played a vital role in our long-term sustainability strategy, guiding our journey as a leading player in the industry. Our diverse and experienced team works collaboratively to deliver excellent experiences and services with value creation. As we embrace the opportunities brought by the GBA, we plan to craft more diversified and cross-sector entertainment experiences through MGM China-branded events to support Macau's "Tourism+" strategy and aspire to contribute to Macau's evolution as a World Center of Tourism and Leisure.

# Value Chain (Guests and Partners)

MGM China partners with stakeholders to create shared value, produce high-quality products, and uphold corporate ethics. Our commitment lies in delivering innovative and value-added services that surpass the basic standards of safety and quality for our guests. By integrating sustainable practices into our business operations, we strive to generate value for our stakeholders, while concurrently contributing to societal and environmental progress. Furthermore, through proactive management of the value chain, our partners gain a comprehensive understanding of our core principles, which include corporate integrity, customer focus, and a shared sense of responsibility.

## Providing Great Moments for Our Guests

Ingrained at the core of MGM China is our unwavering commitment to continuously enhance service quality by providing extraordinary customer experiences across a wide range of channels. **MLife**, our flagship membership program, serves as a cutting-edge digital platform, offering convenient and mobile customer experiences. With an innovative mindset aimed at creating seamless and mobile customer experience, we express our heartfelt gratitude and provide rewards to our loyal customers. The industry awards we have received this year stand as a testament to our ongoing commitment to delivering a value-added experience that exceeds customer expectations. In 2023, MGM China's exceptional performance garnered a total of seven **Forbes Travel Guide's Five-Star Awards** across our hotels, restaurants, and spas. The continued excellence of MGM MACAU was highlighted by its eighth consecutive Forbes Travel Guide's Five-Star honor, while the Emerald Tower and the Skylofts in MGM COTAI became the second-time Five-Star Award winners. In addition, the Emerald Tower has been awarded a prestigious place in the **TOP 100 Hotels & Resorts of the World 2022** from Luxury Lifestyle Awards for its impeccable reputation and professional performance.

Numerous awards have been bestowed upon our restaurants as a testament to their unwavering commitment to sourcing the finest quality ingredients and delivering a unique blend of traditional and innovative culinary experiences. Notably, the Sichuanese restaurant Five Foot Road at MGM COTAI was awarded with Five-Star Award for two consecutive years and **One Michelin Star** at the **MICHELIN Guide Hong Kong and Macau 2023**, while our Cantonese restaurant Imperial Court at MGM MACAU collected the Five-Star Award and the rating of **One-diamond** from **Black Pearl Restaurant Guide 2023**. Five Foot Road and Imperial Court were also listed on the **100 Top Tables 2023** hosted by South China Morning Post. Furthermore, our F&B outlets have received accolades from various prestigious awards, including the **Chinese Restaurant of the Year** at the **Target Taste Awards 2023**, **Trip.com Global Elite Restaurant List 2023**, the **Star Wine List, 2023 China's Wine List of the Year Awards**, and **Wine Spectator's Restaurant Award**, in recognition of their exceptional dining and wine services. In addition, the spa concept Tria at both MGM MACAU and MGM COTAI have received Forbes Travel Guide's Five-Star honors for the fourth consecutive year, while MGM COTAI Tria spa was also awarded the **Most Attractive Spa Treatment of the Year 2023** by SpaChina Magazine. Encouraged by these remarkable achievements, we remain committed to creating unforgettable moments through our finest service and world-class resort amenities, embodying the spirit of "Originality + Innovation" in our offerings.



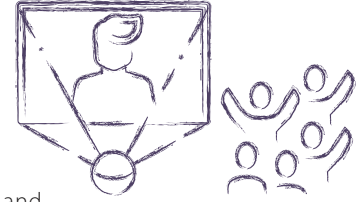
## Extending Entertainment Experience with Innovation

A combination of cutting-edge innovations, technologies and multifaceted interactions is adopted to provide guests with a memorable experience in MICE, Sports, Gastronomy, Festivals, e-Commerce, and especially Art and Culture functions throughout the year, to meet the evolving expectations of customers and Macau's "Tourism+" initiatives.



### MGM Theater — Unveiling Our Spectacular Events

The MGM Theater stands as a one-of-a-kind venue that combines state-of-the-art technology with versatile configurations. As the first dynamic and high-tech theater in Asia, it can comfortably seat up to 2,000 people in ten distinct setups, and features the largest indoor 4K LED screen in the world, along with advanced stage equipment, bringing together audiences and artists from around the world to create multidimensional sensory experiences that transcend traditional boundaries.

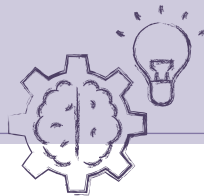


These audio and visual technologies jointly created a brilliant fest of

entertainment events presented at the MGM Theater in 2023, such as "The Rebirth of Dance in China: Performance & Exchange Series", Paul Anka: Greatest Hits, His Way in Macau, the Asian legendary idol's inaugural performance "Masahiko Kondo Macau Concert", and Tan Dun's symphonic masterpiece "Buddha Passion", which will be presented to celebrate the arrival of 2024. Moving forward, a brand-new multi-functional conference and exhibition area with the introduction of scientific innovations and technologies will come into operation in the near future, as part of our strategy to attract customers from around the globe in a high-quality MICE market.

### Fortune Brainstorm Design 2023

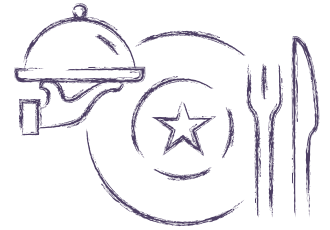
Themed "Empathy in the Age of AI", Fortune Brainstorm Design 2023 debuted at MGM COTAI, making its first appearance in China. The renowned international forum at the intersection of design and business, attracted over **100** executives from Fortune 500 companies and the world's preeminent designers to Macau, discussing the role of AI technology in propelling commercial design, architecture, and art, while also addressing Macau's urban development and future design. During the conference, a special workshop was hosted at Macau's Navy Yard No.2 to further exchange ideas on urban construction development. The collaboration between Fortune and MGM China showcased our commitment to curating world-class and high-quality Meetings, Incentives, and Conferences, providing a platform for great minds worldwide.



## Innovative Culinary Experience

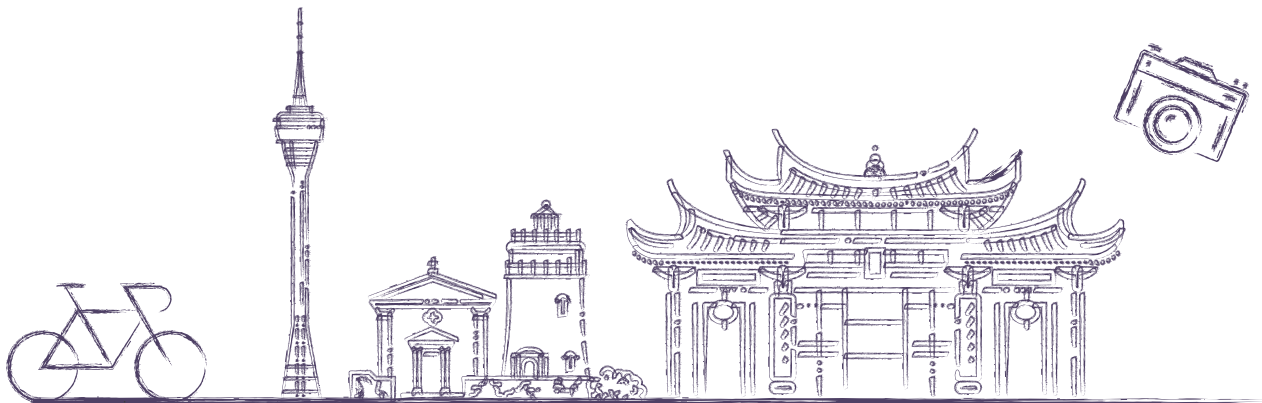
MGM China is dedicated to enriching the gastronomic landscape of Macau, supporting the city's legacy as a United Nations Educational, Scientific and Cultural Organization ("UNESCO") "Creative City of Gastronomy". We had the honor of inviting talented guest chefs to present pop-up dining experiences at our restaurants, attracting gourmands from Macau and around the world to savor their enthralling creativity and artistry. In the second edition of the "MGM Chef Nic Gastronomusic Fest", we teamed up with Chef Nic to bring about a stellar line-up of 16 elite chefs and present a "one-bite fine dining" multisensory extravaganza which combined a sumptuous feast with high-octane musical gigs, drawing approximately **7,000** participants in two days.

Beyond the culinary experiences at our restaurants, MGM China also established a strategic partnership with RR1 to execute local renditions of signature events for its members. The first RR1 event, MGM x RR1 Culinary Masters Macau presented creative global cuisines and Portuguese delicacies by six world-renowned chefs. During the four-day, three-night event, over 150 premium guests from 10 different countries enjoyed a wealth of experiences, including gastronomic journeys, gala dinner, cooking masterclasses led by the Culinary Masters, immersive art, and city tours to discover the cultural heritage of Macau.



## Crafting Quality Cultural Tourism

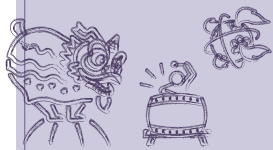
Through establishing the "Tourism+" model rooted in Lingnan culture, we strive to enhance guest experiences and foster creativity by seamlessly integrating entertainment and local culture for the diverse range of tourists in Macau. In conjunction with current cultural events, the new "Tourism+" initiative intends to integrate and expand cultural tourism exchanges in the GBA. Staying true to the MGM lion spirit, we have introduced a wide range of diverse and cross-sectoral entertainment attractions along with unique cultural tourism products. These offerings position our properties as must-visit locations in Macau.



## Innovative Development of Cultural Tourism Helps Macau Shine on the World Stage

With a global reach of over one billion people, MGM China's visionary marketing strategies on "Lion IP" have successfully created distinctive cultural tourist programs rooted in Chinese Lingnan culture. This achievement has established a vivid cultural icon of Macau that "Where there are Chinese, there are lion dances".

In 2023, MGM China's international brand engagement program "Lion IP" was recognized by the Pacific Asia Travel Association Gold Awards 2023, with the "Grand Title" in Marketing and the "Gold Award" in Heritage as the top honors. In addition, the "Lion IP" was also honored with the "Outstanding Cases of Global Communication Award" of "The Great Wall Awards", the China advertising award. Widely recognized as the top honor in China advertising, this award has become the most professional and influential advertising event in the country. We will continue to focus on promoting the cultural tourism of Macau.



### Lingnan Cultural Tourism Events Promoting "Lion IP"

This year marks the 10<sup>th</sup> edition of our Lion IP flagship program, the "MGM Lion Dance Championship", where we upgraded the contest to enable top athletes from around the world to battle at the Barra Square in front of the world heritage site, A-Ma Temple, giving impetus to the community through innovated cultural tourism. As a lead-off of the Barra Revitalization Project, the two-day event of "The 10<sup>th</sup> International Lion Dance Championship 2023 — MGM Cup" had a successful registration of 3.3 million global attendees from both online and offline, to experience the city's diverse "Tourism+" appeal. The winning team was awarded a lion dance sculpture trophy designed in-house by our brand marketing team, using the 3D printing technology, and demonstrating a combination of "tradition" and "innovation". A two-week "MGM Lion Dance Festival" was also hosted at Barra, drawing over 2,500 visitors into the community to experience the craftsmanship of lion art. Visitors could explore the thematic exhibition "Lion Dance Culture House" where they could learn the stories behind traditional lion heads, and create their own mini lion heads and drum handicrafts at the "Lion Dance Craft Workshops".



**3.3** million global attendees (online and offline)

**2,500+** visitors



### Tennis X Lion Dance cross-cultural exchange

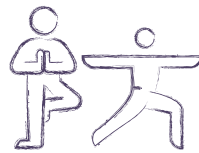
To promote the appeal of cross-cultural exchange, we invited four world-class tennis players for a tour to Barra, where MGM's Junior Lion Dance Team performed a vibrant lion dance, followed by a lion dance tutorial, so the players could experience traditional Chinese sports.

## Bolstering Local Sports Industry

With the aim of enhancing synergy between tourism and sports sectors, MGM China seeks to elevate the overall standard of the local sports scene, contributing to Macau's high-quality and diversified development. A series of vivid events aimed at highlighting the appeal of the cross-sector integration of "Tourism + Sports" also helped to further elevate Macau as a world-class destination for elite sports events.

### 2023 MGM Macao International Regatta

MGM China became the title sponsor of the international regatta event, jointly organized by the Sports Bureau and Ursa Major Sailing Event Management. This year, we broadened our horizons by introducing the "Sailing Fun Day", a themed carnival with game booths and a variety of activities, along with tasty seafood delicacies. The carnival was a unique spot for parents and children to have a delightful and enjoyable weekend under the sun, while also providing an opportunity for the public to explore their interest in maritime sports.

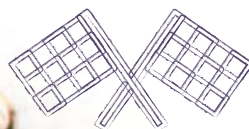


### hush! Beach Concerts x Urban Yo~ga Wellfest

The Cultural Affairs Bureau and MGM China jointly organized Macau's first outdoor yoga and music mega event, which attracted over **20,000** local and foreign guests. The multi-disciplinary event marked the launch of MGM's wellness IP Program "Urban Yo~ga Wellfest", which combined tourism, health, and music sectors, along the natural coastline of Hac Sa Beach via the establishment of pleasant outdoor yoga and fitness zones. We also hosted another wellness event — Macau's first "WellFitXplore", which brought together over **300** industry professionals and elites from around the world to explore innovation and opportunities in the fields of health, wellness, nutrition, and fitness through a variety of workshops and activities to further promote the development of the big health industry in Macau.

### 2023 MGM Macao Tennis Masters

Presented by MGM China and IMG, the international tennis tourism event welcomed some of the world's top tennis players to Macau. In view of the unbeatable excitement as we extended this one-of-a-kind tennis fiesta to the community, MGM China organized an array of spin-off happenings across the city with the tennis masters. The two-day competition was delighted with the presence of four Association of Tennis Professionals players and two Women's Tennis Association players, who made appearances across local schools and tourist hotspots around Macau, followed by a master class tailored towards young local tennis athletes.



### Stellar Team Sponsorship Lineup to Celebrate the 70<sup>th</sup> Macau Grand Prix

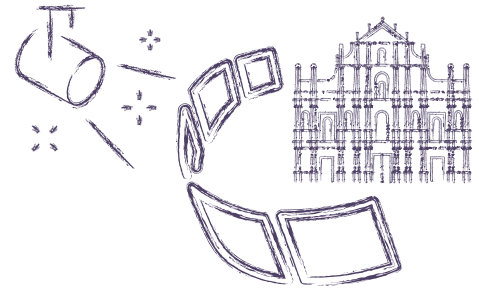
MGM China elevated its support by becoming a major sponsor of the 70<sup>th</sup> Macau Grand Prix to demonstrate our commitment to top-tier racing events. This year, we lineup with China's motorsports champion team to establish two stellar teams at the Macau Motorcycle Grand Prix 55<sup>th</sup> Edition. Their remarkable performances on the iconic Guia Circuit have led to outstanding achievements.





## Experience Macau Around the World

We showcase Macau's unique culture and tourism to the world by providing interactive travel experience roadshows in overseas cities. In particular, we had the honor of participating in the Mega Roadshow organized by the MGTO, "Macao Week" and "Experience Macao, Unlimited" in China, Korea, Thailand, Malaysia, and Lisbon. MGM China's booth combined technology with live cultural performances, creating an immersive and captivating experience for visitors. Macau's charming hospitality and leisure were displayed through a series of 3D animations, interactive AR experiences, and live acts.



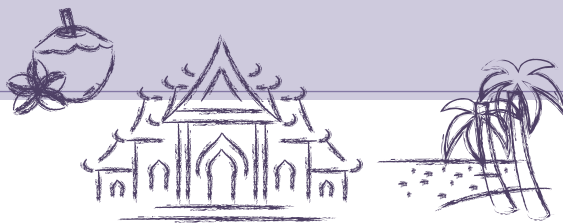
### Oktoberfest Macau at MGM

The 12-day "Oktoberfest Macau at MGM 2023" combined Munich's iconic beer festival with Macau's culinary excellence. As part of MGM China's "Tourism+" initiative, this event celebrated an innovative blend of German traditions and entertainment from Macau, creating an upbeat atmosphere that resonated with both residents and travelers.



### Celebrate Songkran in Macau

The "Celebrate Songkran in Macau" dinner revived MGM China's Thai festival spirit after a three-year hiatus. With the attendance of nearly **200** Thai guests, it showcased our dedication to cultural exchange and our effort to attract foreign tourists. Key figures from Macau's tourism sector highlighted the dinner's role in strengthening Thai-Macau ties, underscoring our contribution to the region's cultural vibrance.



## Customer Satisfaction

Customer satisfaction has always been our top priority and serves as the cornerstone of our service philosophy. Internal guidelines are established to provide detailed guidance to our team members on their conduct and attitude during interactions with guests. Frontline employees receive on-the-job training to ensure they possess the necessary knowledge and skills to meet the Company's service standards. In addition, we actively engage with our guests through various channels as part of our efforts to better understand their expectations and continuously improve their experience. Any concerns raised by our guests are taken into consideration and are responded to in a timely manner.

An open communication channel has been launched to collect feedback from our guests. The Hotel Post Stay Survey monitors guest satisfaction levels and makes necessary improvements. 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 reviews are conducted on the Service Standard Satisfaction Score, as we focus on the following five key drivers to identify the areas of improvement. Among these key drivers, this year's satisfaction scores for Hotel Staying Experience, Hotel Dining Experience, and Entertainment and Art Experience have exhibited notable improvements compared to 2022.



## Service Standard Satisfaction Average Score

Key Drivers for Service Standard Satisfaction		2022	2023
 Hotel Staying Experience		4.19	4.19
 Hotel Dining Experience		3.72	3.75
 Staff Service and Friendliness		4.43	4.34
 Hotel Facilities		4.05	4.05
 Entertainment and Art Experience		3.83	3.90

With the recovery of the tourism industry and our active engagement with customers, the number of customer satisfaction surveys conducted in 2023 is five times greater than in the prior year. The survey includes a series of complementary qualitative questions that aim to assist us in analyzing our service quality and making appropriate adjustments for enhancements. Our performance results in guest satisfaction are summarized below.

Key Figures of Guest Satisfaction		2022	2023
	Number of Surveys Conducted	18,500+	95,300+
	Average Overall Net Promoter Score	+59%	+58%
	Average Overall Customer Satisfaction Score	4+/5	4+/5
	Overall Guest Review Score	89%	88%

Valuing feedback from our customers' online travel agencies ("OTA") is essential for gaining a comprehensive understanding of our service. Customer feedback has been traced from various platforms such as TripAdvisor, Ctrip, DianPing, Fliggy, and Meituan. With the post-pandemic recovery of Macau's tourism sector, our position as a leading tourist destination has received continued recognition from TripAdvisor, the world's largest travel site, as a Traveler's Choice 2023. Our hotels are also ranked highly in the recommendation list from Ctrip and DianPing. We are joining more OTA to collect feedback from customers and explore the potential opportunities to provide the best service possible.

Key Figures of Online Travel Agencies		2022	2023
	Total Number of Reviews	1,086	4,316
	Average Overall Customer Satisfaction Score	4.7/5	4.5/5

MGM China has developed a systematic procedure for handling all customer complaints in a consistent and timely manner. Concerns will be acknowledged, and a formal response will be provided as soon as possible. To prevent the recurrence of similar incidents, complaints are meticulously handled in accordance with established protocols and regularly reported to management in regular meetings.

### WELCOME Training Program For International Guests

In response to the Macau SAR Government to build Macau into a “World Center of Tourism and Leisure”, and to prepare our team members for international guests, we have launched the “WELCOME Training Program For International Guests”. The program covers a series of training programs and activities that focus on two main categories including Cultural Awareness and Basic Languages to foster a culture of inclusivity and respect to ensure that every guest feels valued. Over 4,000 team members benefitted from the program in 2023. Our team members were also encouraged to join the “Islamic Culture in Tourism Workshop”, organized by the Macau SAR Government. Team members learned about Islam, religious ceremonies, festivals, customs, and culture during this training. This expertise helps them understand the religion group and serve tourists from different cultures.



## Customer Health and Safety

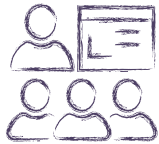
It is our utmost priority to safeguard the health and safety of our customers. With comprehensive internal guidelines and standards, as well as a dedicated team, exceptional efforts are made to ensure the health and safety of our customers.

### Planning for Building and Facility Safety

Maintaining the physical safety of guests on our premises is a key focus of ours. To mitigate potential risks that could jeopardize the health and safety of our customers, our dedicated crisis management team conducts scenario analysis and planning. As our operational model includes hosting occasional large-scale events, a comprehensive crowd management system has been established to identify and address potential hazards when crowd volume exceeds specific thresholds in certain areas of our buildings or facilities. Additionally, our building and facility management teams conduct regular inspections to proactively manage potential risks associated with extreme weather events or emergencies, such as typhoons, fires, floods, electricity or water disruptions, and hazardous chemical spills. Furthermore, selected operational and frontline staff are equipped with first aid and emergency management skills.

### Ensuring Food Quality and Safety

In addition to physical risks, we place a strong emphasis on hygiene and food safety. To maintain a high standard of food quality and hygiene, we have implemented a comprehensive quality control and assurance system, which includes the design of a Food Safety Management Manual according to relevant Macau laws and references to international food safety standards such as Hazard Analysis Critical Control Point ("HACCP") and ISO 22000 Food Safety Management. 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 F&B vendors along our supply chain can act as quality assurance and ensure adherence to our food safety and hygiene standards. In 2023, MGM China selected 56 vendors from Macau and Hong Kong for a Supplier Site Audit, of which 37 vendors successfully passed the audit. Additionally, a mandatory Food Safety Series eLearning program has been launched since 2021 to enhance our team members' knowledge on food safety management principles and procedures. During the reporting period, there were no incidents of non-compliance concerning the health and safety of our products and services.



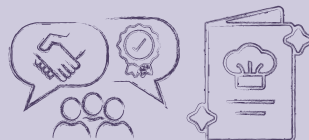
**2,310** team members have completed the Food Safety Series eLearning, representing



**99.5%** of our food handling personnel

### Supporting Local SME to Enhance Food Safety Standards

In commemoration of the 2023 World Food Safety Day, themed "Food Standard Saves Lives", MGM China participated in the Hotel Food Safety and Management Exchange Seminar organized by the Municipal Affairs Bureau to share our approach of supporting local SME suppliers in enhancing their food safety standards. Through this event, we hoped to ensure the safety of the F&B supply system, with collaboration among different enterprises across various parts of food supply chains, thereby contributing to the development of Macau as a "Creative City of Gastronomy".



## Safeguard Data Privacy and Product Responsibility

Our approach to the management and use of customer data and personal information is outlined in our [Privacy Policy and Information Security Policy and Standards](#) (“Privacy Policy”). All information is properly stored on secure servers that are guarded against unauthorized access by firewalls and other industry-standard security measures. Adherence to the Privacy Policy is mandatory for all employees, including temporary employees, consultants, and contractors. Any team members found in violation of the policy will be subject to disciplinary action, including termination of employment. Furthermore, MGM China places a high value on intellectual property rights, including registered logos and trademarks, and our staff is expected to comply with relevant regulations in this regard. The contracts in place with our partners, vendors, and agencies, acknowledge and safeguard trademarks, copyrights, and royalties. Additionally, our legal team is tasked to observe compliance with non-contractual IP issues related to the protection of intellectual property rights.

MGM China prioritizes product responsibility by engaging our customers and ensuring the information provided is fair and accurate in accordance with our policies and practices. We actively seek customer feedback and relay important information to senior management for review and improvement of our internal policies. During the reporting period, there were no known breaches of leakages, thefts, losses of customer data, or substantial complaints about non-compliance with regulations from regulatory bodies or customers.

## Responsible Gaming Implementation

MGM China believes the implementation of RG is key to building a healthy and sustainable business model for the industry, laying a solid foundation for the society's stable development. As a responsible business operator, MGM was the first in the industry to establish an RG task force, and since the opening of MGM, we have always adhered to RG measures, with more stringent, higher than average industry standards. We strictly enforce 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, and take practical steps to promote RG at all levels of business and society.

## Lines of Defense and Gaming Recognition

Dedicated committees and personnel act as our lines of defense against gaming malpractices to ensure 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. Furthermore, the Responsible Gaming Operations Team serves as our first line of contact in identifying potential issues arising, and handle problem gambling cases onsite. Any related cases observed are handled in accordance with pre-defined protocols. All our team members and on-site representatives have attained the Macau Responsible Gaming Advisor certificate, which ensures qualified, timely support to players experiencing gambling problems. As further comprehensive support to the individuals suffering from the adverse impacts of gambling, representatives can provide assistance during the application process of the Voluntary Self-Exclusion and Third-Party Exclusion program, specifically for people or family members who are severely affected. The concept of RG is further promoted through information kiosks and other means on our premises.

As recognition of our achievements in promoting and training for RG, our self-exclusion scheme and our RG facilities provision, MGM MACAU and MGM COTAI casinos have passed the “Responsible Gambling Indicators” program initiated by the Macau SAR Government and were rated as an “Example Entity for Executing the Responsible Gaming”. In addition, MGM China is one of the first companies in Macau to have all its casinos recognized as a “Responsible Gaming Implementation Model Unit”, receiving the qualification in 2022 and 2023.



## Cultivating a Responsible Gaming Culture

Building a healthy RG culture is a significant part of MGM China's philosophy and 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 legislation that prohibits employees who work inside the gaming area from entering the gaming floor of local casinos while off-duty. Additionally, we have placed a strong emphasis on RG education through RG Awareness Training programs to all MGM China team members on their first day of work. Gaming promoter employee and their collaborators are required to receive training on AML, combating financing of terrorism, and combating proliferation financing, and gaming staffs are offered periodic refresher training in each of these areas. MGM's EAP also includes a prevention program for gambling disorders. In addition, employees and their family members who need relevant assistance can also receive counseling and assistance through face-to-face interviews, in writing, by phone, or through e-channels. By implementing these measures, we have created a strong RG culture within the team, which can further drive RG initiatives across the industry.

## Raising Public Awareness

As part of our unwavering commitment, MGM China goes beyond assisting guests in making prudent decisions at the gaming area and providing training and counseling to employees. We also actively promote RG and smart financial management within the community. With the launch of the new "MGM Responsible Gaming Community Engagement Scheme", we address RG in terms of education, prevention, support, and research through school tours, orientation competitions, community carnivals, family activities, and seminars. We aim to broaden the community's understanding of RG in an effort to create a more harmonious and healthier society through public-private partnerships. We enthusiastically supported the "Macau Responsible Gambling Promotions", which was co-organized by the Gaming Inspection and Coordination Bureau, the IAS, DSEDJ, University of Macau and Macao Polytechnic University to increase public awareness of RG.

MGM China remains committed to actively cooperating with and supporting the RG policies of the Macau SAR Government. We will consistently provide valuable insights in the relevant areas to facilitate RG promotion. Our ongoing collaboration with stakeholders in Macau will ensure the effective implementation of RG initiatives across all fronts.





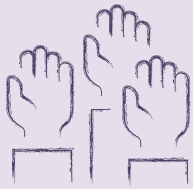
## Case Study

## MGM Responsible Gaming Community Engagement Scheme 2023

As part of annual RG engagements, we continued to collaborate with external partners including the SKH, Macao New Chinese Youth Association, FAOM, Associação de Juventude Voluntária de Macau and Macao Gaming Industry Employees Home to engage with our community and tourists throughout our RG campaign.

Externally, we participated in campus financial education tours, community carnivals, outreach programs, and orienteering competitions. As a major part of this initiative, an educational musical called "The Ideal Life of Aladdin" was introduced in October 2023, successfully reaching over 3,000 students. Internally, we offered training, counselling, interactive games, and quizzes to raise awareness about RG, self-isolation, counselling, and the eight principles of RG. Our goal is to dispel gaming myths and convey the message of "Seeking Help for Winning the Future" to the public.

We aim to address various gaming problems through education, prevention, support, and research. Additionally, the promotion of financial planning for youth and RG information within the community work hand in hand with various sectors to build a more balanced, healthy, and sustainable society for the next generation.



## Community engagement:

More than **9,000** students, citizens,  
and tourists participated in **30+** RG events

## RG training:

Accumulative training hours on  
RG reach **5,400** hours



## Employee engagement:

Over **10,000** team members  
participated in **20+** RG event  
sessions held in 2023





## Responsible Supply Chain Management

As a responsible corporate citizen, we believe that our corporate social responsibility extends beyond our team members and guests. Sustainable culture is embedded in our supply chain procedures and relationships with suppliers, contractors, and business partners. Our Sustainable Procurement Policy outlines detailed guidelines that promote both environmental and social sustainability, while ensuring the highest service quality throughout the procurement process.

During the reporting period, products and services were sourced from over 1,900 suppliers globally. 59% of our suppliers are Macau-based companies.

### Supplier Code of Conduct

We seek to partner with suppliers who share our values of social and environmental responsibility and uphold the same level of integrity. From the outset of the procurement evaluation process, our Sustainability and Environmental policies, and our expectations on a commitment to sustainability, are communicated to all prospective vendors. The environmental, health, and safety performance of suppliers and contractors are evaluated based on relevant submission of ISO or sustainable certifications or accreditations, to ensure high sustainability standards are upheld throughout our supply chain.

All vendors must accept and adhere to our Supplier Code of Conduct ("SCOC") as part of our vendor registration procedures. The SCOC outlines our expectations for suppliers and contractors, emphasizing compliance with relevant laws, regulations, and standards pertaining to various aspects, including human rights, diversity, workplace health and safety, climate change and carbon emissions, noise control, waste management, water conservation, corporate governance, business conduct, and ethics. For instance, clear instructions are provided to contractors responsible for cleaning and handling chemicals to minimize exposure to hazardous substances. Failure to meet these standards or abide by the principles outlined in the SCOC may result in corrective action or termination of the relationship.

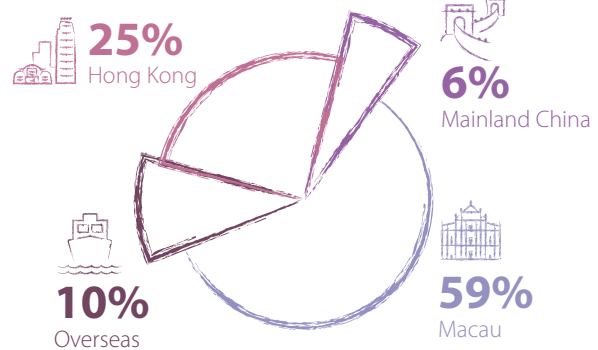
### Responsible Procurement Practice

Our procurement procedures are strategically designed to foster sustainability across our supply chain. The Supply Chain Service Team is responsible for driving the implementation of our Sustainable Procurement Policy in our day-to-day operations.

We formulated the Purchasing Standard Operating Procedure with reference to the ISO 14001 Environmental Management System standard to oversee the management of all potential risks associated with 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 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 adopts sustainable and responsible selection criteria to purchase sustainable alternatives whenever possible. In collaboration with our suppliers and partners, we source organic, fair trade, and locally produced goods for various commodities such as F&B, operating supplies, construction and renovation, transportation, and logistics. For example, we are advocates in the procurement of sustainable seafood certified under the Marine Stewardship Council label, which ensures the wild seafood purchased is caught using sustainable fishing measures that have less impact on the marine ecosystem. In addition to the incorporation of organic products and dishes in our menus for hotel guests, we also showcase the concept of a green hotel through the presentation of two distinct vegetarian banquet meals. Our "Home Base" Go Green Monday menu includes plant-based ingredients to promote a healthy and sustainable diet while advocating for sustainable food sourcing.

### Supplier Profile by Location



Over **23** types of products from sustainable sources, including organic wine and other beverages, meat, and vegetables for serving our team members and guests.

Total spending on green products and services in 2023:

**MOP \$101.3 million**

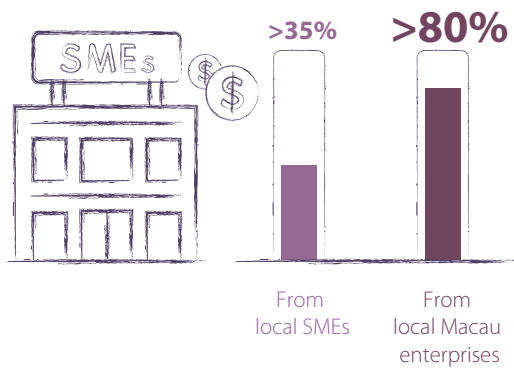
Over **61%** increase of green spending compared to 2022



## Jointly Promoting Sustainability with Local SMEs and Businesses

Our passion for innovation drives us to support local Macau SMEs to facilitate the growth and diversification of the Macau economy. In collaboration with the Macao Chamber of Commerce (“MCC”), we introduced the MGM SME program and established the industry’s first “MGM SME Committee” in 2015. The Committee comprises representatives from local business associations, with an aim to provide local SMEs with support and guidance in their growth journey. With our continuing efforts, MGM China has successfully added 124 SMEs as suppliers, and our SME-related purchases have reached a historical high ratio of our overall procurement amount in 2023. With a key focus on “Micro SMEs”, “Made in Macau”, “Young Entrepreneurs”, and “GBA Opportunities”, we endeavor to seek new opportunities to inspire sustainable growth.

### Proportion of our procurement spending in 2023



Our long-running partnerships with local SMEs demonstrate our commitment to diversifying Macau’s economy. We actively support SMEs by facilitating their expansion into mainland China and the international market, creating opportunities for collaboration with the local creative industries. During the year, our procurement from local SMEs and enterprises continues to account for a substantial portion of our purchases. Moving forward, we will continue to optimize our beneficial partnerships with SMEs and foster Macau’s economic diversity.



### Spotlight International Exposure for SMEs

Over 80% of our entertainment products, system software, gaming equipment, electronic devices, furniture, and so on are sourced from local SMEs, among which **over MOP 200 million** procurement even comes from micro-SMEs. Since 2017, MGM China has been bridging the gap between international enterprises and Macau SMEs, by regularly inviting procurement teams from MRI, our parent company, to source various products from local SME suppliers for its resorts in Las Vegas. Despite the travel challenges posed by the pandemic, we effectively utilized our procurement network in Macau to select product samples from over **20** local SMEs and sent them to Las Vegas.

We partnered with Sam Long International Engineering Trading Co., Ltd. (“Sam Long”), one of our SME suppliers, to develop Macau’s first electric card delivery cart exclusively designed for transporting poker cards. This innovative solution significantly reduces the daily workload for employees handling heavy loads of poker cards. Leveraging Sam Long’s technical expertise, an order of 35 customized gambling tables from MRI was facilitated. In reaching out to the international market, this successful partnership exemplifies our commitment to promoting local high-quality products and supporting local SMEs in expanding their business to overseas market.



A series of events and initiatives aims to promote the development of local SMEs to reach their full potential across four key areas, namely "Micro SME", "Made in Macau", "Young Entrepreneurs", and "GBA Opportunities". By fostering collaboration with local industries and creating avenues for SMEs to explore expansion opportunities in mainland China and the global market, we are eager to identify new prospects that encourage the sustainable growth of local SMEs.

### MGM SME Business Matching

MGM China actively fosters a vibrant business ecosystem for local SMEs. In 2023, MGM China jointly hosted the business matching session with MCC and the Industrial Association of Macau, attracting nearly **70** SMEs to explore potential business opportunities. Entering its 11<sup>th</sup> edition, the event emphasized "M-Mark", Macau brands, and Made-in-Macau, as well as

the industries of big health, high and new technology, conferences and exhibitions, culture and sports, under the four nascent industries. Furthermore, we inked two cooperation agreements with M-Mark certified Bandan Food Factory for the purchase of their iconic Indonesian pastries, and the young technology enterprise, Fnetlink Technology Company Limited, to support them to develop the world's first smart automatic poker card shredder, demonstrating our unwavering support to local SME.



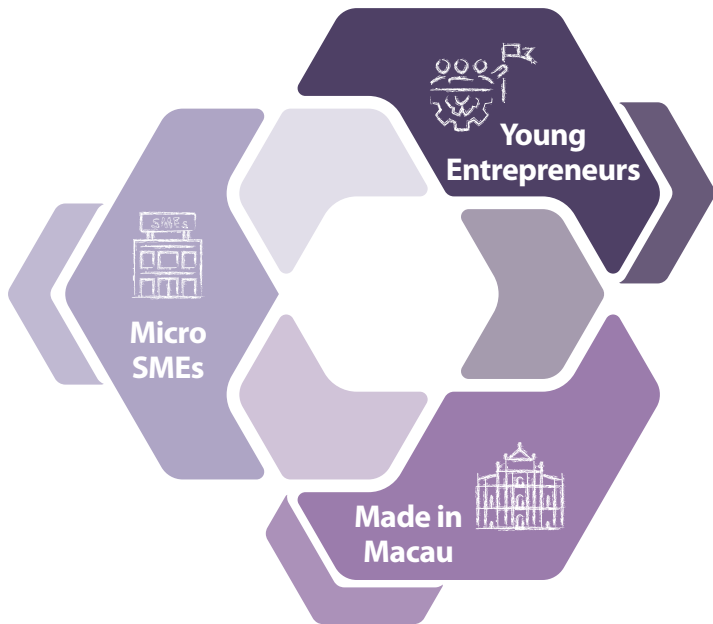
### MGM Macau Premium Product Promotion Program

As a continued source of support to Made-in-Macau products and local brands, MGM China has been partnering with the Industrial Association of Macau and Macau Productivity and Technology Transfer Center in promoting the adoption of the M-Mark Macau Product Quality Certification Scheme among SMEs. In a bid to elevate the competitiveness of these SMEs and build up the reputation of homegrown brands, the program aims to maximize exposure for M-Mark, Macau brands, and Made-in-Macau products through an overarching approach that includes increasing purchases, upgrading business, utilizing social media, and more.

Key highlights of the year were as follows:

Increase purchases	Inked a purchase agreement of over <b>MOP 1 million</b> with Long Tin Group, a decades-old local M-Mark brand specializing in Cantonese barbeque and preserved meat.
Boost offline sales	Hosted over 70 roadshows at the back-of-house area to promote M-Mark and SMEs' products to team members, bringing a turnover of more than <b>MOP 4 million</b> for SMEs in 2023.
	Organized a M-Mark Product Promo Fest at MinM Plaza for <b>24 consecutive weekends</b> , introducing M-Mark products to both locals and tourists.
Upgrade business	Joined hands with local manufacturers to develop crossover M-Mark product under the MGM brand.
Enhance quality	Funded <b>19 SMEs</b> to MGM Food Hygiene and Safety Management Course, increasing adoption of HACCP international standard by SMEs.
Increase online exposure	Produced a short video series, "Macau's Hustle and Bustle" on MGM's official RED account.
Expand customer base	Provided MOP 100 voucher of MinM Plaza at each hotel package booking made through MGM's official WeChat shop, C-trip and Meituan.
Influencer Effect	Invited over <b>35 Key Opinion Leaders</b> to promote MinM Plaza through social media postings and livestreaming, bringing <b>over 20 million views</b> in six months.





### MGM Young Entrepreneur Nurturing Program

MGM China collaborated with Parafuturo de Macao and the Macao Young Entrepreneur Incubation Center ("MYEIC") to launch the second edition of The MGM x MYEIC Young Entrepreneur Nurturing Program in 2022-2023. Through mentoring sessions, on-site inspections, and business matching sessions covering various business practices, the program aims to support young entrepreneurs in seeking breakthroughs in their businesses.

Two sharing sessions were presented this year, one on Supply Chain Services and the other one on Expanding Opportunities in Culture, Entertainment and Exhibitions. Business matching sessions were also conducted along with the sharing sessions.

Throughout the MGM Young Entrepreneur Nurturing Program, MGM China has partnered with **18 MYEIC members**, accumulating over **MOP 4 million** in procurement, thus providing unwavering support to foster business opportunities for young entrepreneurs.

### Accelerating Macau's Development Towards a Smart City

We have partnered with Logic Lift, a member of the "MGM x MYEIC Young Entrepreneur Nurturing Program" founded in 2021, to utilize the INSKY Aerial Inspection System for our regular external building inspections, making us the first Macau enterprise to ink such a procurement contract. This groundbreaking technology replaces traditional work-at-height external building inspections with autopilot drones, significantly improving efficiency, cost-effectiveness, and team members' safety.



## Unlocking Greater Bay Area Opportunities

### Work Hand-in-hand to Explore the Future of GBA 2023

The launch ceremony of this event series was co-organized by MGM China and the Industry and Commerce Association of Macau alongside a thematic sharing session and business matching section. Representatives and entrepreneurs from Macau and Guangzhou shared insightful perspectives on various topics aiming to enrich local SMEs' professional knowledge, business confidence, and competitiveness. Nearly **30** enterprises from Guangzhou and Macau held one-on-one communication during the business matching session. By offering opportunities for local SMEs to present their unique products, we hope to promote greater awareness of Macau enterprises, brands, and high-quality products to the GBA region.

As part of the event series, we opened a pop-up shop, "Macau Premium Product Center" in Guangzhou, presenting around **300** Macau-branded, Macau-Made, and M-Mark products from **26** Macau enterprises. Considering the entertainment and social needs of the new generation, the pop-up shop featured capsule toy games and iconic architectural and cultural landmarks of Macau as photo spots, to attract visitors to experience the Macau culture and premium products, allowing local SMEs to penetrate into the mainland China market.



# Climate-related Financial Disclosures

Climate change presents many risks and challenges to the Company, with the expected increase in frequency and severity of extreme weather events potentially impacting our operations, as well as the safety and comfort of our guests and employees. It is therefore imperative that we identify the risks associated with climate change and actively seek measures to mitigate their impact on our business continuity and sustainability. To address these climate-related challenges, we have prioritized the adoption of the TCFD and HKEX consultation paper on Enhancement of Climate-related Disclosures under the Environmental, Social and Governance Framework recommendations. In alignment with these guidelines, we aim to enhance our climate resilience and strengthen our ability to navigate climate-related risks.

Since FY2020, MGM China has embraced and incorporated the TCFD framework as part of our sustainability reporting. We continuously monitor the climate risks and opportunities associated with our operations and strive to enhance the level of detail in our ongoing climate risk assessment. This year, we have prioritized climate risks and opportunities based on their relevance to our business nature through a qualitative scenario analysis. We have successfully held workshops and training sessions for our internal stakeholders aimed at enhancing climate change awareness and knowledge of good practices, including the corresponding implications to MGM China and how they are managed in the hospitality sector.



Going forward, the Company will conduct a quantitative climate scenario analysis and evaluate potential operational impacts. We aim to develop a climate change transition roadmap as part of our upcoming strategic planning.

The four pillars, as shown below, will be further detailed in the following pages.

 <b>Governance</b>	The Company's governance on climate-related risks and opportunities
 <b>Strategy</b>	Encompassing the key and potential climate-related risks and opportunities and making informed strategic decisions
 <b>Risk Management</b>	Climate-related risk identification, prioritization and evaluation of mitigation measures
 <b>Metrics and Targets</b>	Establishing performance indicators to keep track of our progress towards climate change

## Governance

### Board's Oversight of Climate-related Considerations

The Board is the highest governance body of the Company and is responsible for overseeing and managing ESG matters, including climate-related risks and opportunities. The Board supervises and approves climate-related strategy, climate resilience approach, direction, and the annual ESG disclosure, including the TCFD section. Relevant trainings were provided to the Board to strengthen their knowledge on sustainable development and climate-related topics.

The MGM China NESG Committee and Audit Committee are the other committees at the board level that are responsible for different functions. The NESG Committee assists the Board in fulfilling its oversight responsibilities related to ESG issues, strategy and reporting. The committee meets at least twice annually to evaluate and manage ESG and climate-related issues and is responsible for reviewing and monitoring progress towards achieving ESG and climate-related goals and targets. Whereas, the Audit Committee reviews the Group's internal controls and risk management systems, which cover ESG and climate-related risks.

Please find more on the [NESG Committee Terms of Reference](#).

### Management's Leadership in Climate Risk Oversight and Mitigation

At the helm of MGM China Sustainability Committee stands an executive Director of the Board, accompanied by a diverse group of senior representatives spanning various departments. Their mission is to drive and ensure the integration of climate-related strategies into business decisions and daily operations, including developing policies, procedures and activities, and implementing climate risk management. The Committee has regular meetings to track the progress of climate-related targets, and they consolidate the management information pack and report to the Board and senior management at least once a year. In support of the Committee, the Task Force is led by the Sustainability Team and composed of members from various department-specific teams to facilitate effective communication across operations regarding climate-related issues. The Green Team and the Climate Change and Carbon Management Team are operational teams established to guide the effective implementation of our climate-related practices. These teams actively promote employee engagement in climate-related events and inspire our team members to align with our environmental objectives. They also explore opportunities to enhance the environment by integrating climate and carbon-related topics into the activities and initiatives.

## 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. To align with the Macau SAR Government's strategic plan for deep decarbonization and achieving its near-zero emissions target by 2050, the Company is engaging in an extensive study to develop a comprehensive strategy for a long-term commitment to decarbonization. This year, we have established new GHG emissions and energy consumption targets to be achieved by 2030. A near-term decarbonization strategy is in place for fostering innovation, optimizing the energy mix and proactively engaging with relevant stakeholders to support progress towards these targets. We are also committed to exploring alternative off-site renewable energy sources to power our operation where feasible.

Addressing climate change requires efforts to mitigate acute and chronic physical risks. Acute risks refer to immediate climate events like hurricanes, while chronic risks are long-term shifts such as rising temperatures. Similarly, the process of shifting to a lower-carbon economy leads to transition risks, including policy and legal changes, technology advancements, market shifts, and impacts on reputation. Simultaneously, we aim to seize the opportunities arising from climate change by embracing low-emissions energy sources, optimizing resource efficiency, and adopting sustainable practices.

## Climate Risks and Opportunities Assessment

As part of our efforts to incorporate climate-related considerations into our business strategy, we recently conducted a climate risks and opportunities assessment for MGM MACAU and MGM COTAL. Senior management from relevant departments and sustainability working groups came together to identify a list of material physical and transition risks under different scenarios on temperature rise projection from short-term to 2050, taking into account a range of sector-specific and geographical factors, as well as integrating inputs from external research, internal workshops and stakeholder interviews across the organization. For more details, please refer to the Risk Management Section below.

We considered multiple transition pathways and different climate-related scenarios, such as those recommended by the Network for Greening the Financial System (“NGFS”) and the Intergovernmental Panel on Climate Change (“IPCC”). These scenarios were developed by highly reputable and internationally recognized organizations and helped us establish a strong foundation for our analysis. We will continue to build upon this foundation going forward to conduct further evaluations and assess potential climate-related impacts.

Through this scenario analysis exercise, we were able to examine the potential impacts of material risks and opportunities across different time horizons and under various socioeconomic scenarios (refer to the “Climate Scenario Selection” table), giving insight into how our business and the world around us may change over time and thus allowing us to better manage the potential effects on our operations, financial performance, and long-term sustainability. The scenario approach aligns with our commitment to strategic and proactive decision-making, enabling us to identify opportunities for innovation and strengthen our resilience. The qualitative approach serves as the initial step and paves the way for quantitative scenario analysis in the future.

## Climate Scenario Selection

Physical risks		
Scenario	Intermediate GHG emissions, Shared Socioeconomic Pathway (“SSP”) 2-4.5	Very high GHG emissions, SSP 5-8.5
Description with assumptions	This is an intermediate scenario where emissions stay around current levels until 2050, then fall but do not reach net zero by 2100, resulting in warming of more than 2°C by 2100 from pre-industrial baseline.	This is a very high emissions scenario where current CO <sub>2</sub> emissions levels double by 2050, resulting in warming of more than 4°C by 2100 from pre-industrial baseline.
Transition risks		
Scenario	NGFS Net Zero 2050 (1.5°C of warming)	NGFS Current Policies (3°C of warming)
Description with assumptions	This scenario sets forth ambitious climate policies and innovation to limit global warming to 1.5°C, such as rapid advancements in low-carbon innovation and technology, including the development and deployment of carbon removal solutions. With immediate action, it achieves net zero CO <sub>2</sub> emissions by 2050, increasing the likelihood of keeping global warming below 1.5°C by the end of the century. While physical risks are relatively low, the scenario presents significant transition risks.	Under this scenario, existing policies are maintained, leading to higher physical risks and lower transition risks, assuming there are potential limitations in policy measures and market dynamics that may hinder the rapid advancement of sustainable, low-carbon solutions. GHG emissions continue to increase until 2080, resulting in approximately 3°C of global warming. This scenario highlights the potential long-term transition risks to the economy and financial system in a “hothouse world”.
Time horizons		
Based on national policy and corporate initiatives, the time horizons have been determined as follows:		
<b>Short-term: 2025</b>	<b>Medium-term: 2030</b>	<b>Long-term: 2050</b>
Established a target of achieving a 13% reduction in energy consumption compared to the 2019 baseline by 2025	Established targets of achieving a 20% reduction in energy consumption and a 25% decrease in GHG Scope 1 and 2 emissions by 2030, compared to the 2019 baseline	Embraces the Macau SAR Government’s near-zero emissions target by 2050



## Risk Management

The Company believes effective risk management is of utmost importance to achieving sustainable and resilient business growth, and with climate change recognized as an emerging risk, it is regularly reported to department heads and senior executives within the Company. We have implemented a four-step risk assessment approach, which enables us to identify, evaluate, prioritize and mitigate and review overall risks, including climate risks.

Incorporating a robust risk management system is critical to achieving effective risk management and enhancing our approach to governance. The Board oversees organizational risk management, including ESG and climate risk. The Management Risk Committee, operating under the oversight of the Audit Committee, plays a crucial role in supervising our risk management framework and ensuring appropriate internal controls are in place. Through quarterly reviews, the Management Risk Committee assesses risks that have the potential to bring material impact to MGM China, evaluating the corresponding likelihood and severity.

The Company has adopted Enterprise Risk Management and the Board has delegated the roles and responsibility, including climate risks, to corresponding departments. Climate risks are added into pre-existing risk categories, and assessed for how they manifest and transmit into all types of risks. Some of the key climate risks have been newly introduced into our organization's overall risk inventory. Imminent climate risks are assigned to a specific department responsible for managing and mitigating the specified risks. Communication channels and stakeholder consultation facilitate the ongoing monitoring and review of risk impacts and the effectiveness of mitigation measures. Such regular reviews allow for timely adjustments and ensure the risk management strategy remains aligned with the changing climate landscape and evolving regulatory framework.

To facilitate prompt actions and response, we have implemented appropriate measures for communication, planning, and strategy on risk management. In order to address the rising occurrence and severity of climate-related events, such as super typhoons and flooding, we have integrated climate risk into the Building Resilience and Emergency Operation Action and Contingency Operation Manual to accommodate emergency incidents arising from climate risk. The documents are regularly reviewed by the Emergency Group. The established protocol encompasses a range of measures and guidelines to ensure the continued functioning of core operations and maintain business continuity while safeguarding the well-being of employees in climate-related emergencies.


### Identification, Prioritization and Response to Climate Risks and Opportunities



Recognizing climate change as an emerging risk, MGM China places paramount importance on being prepared to tackle climate-related challenges. Through engaging with external consultants to support our climate risk assessment, we have improved climate risk assessment by leveraging pre-existing risk register, past disclosures, peer reviews, consideration of our business operations and in alignment with the TCFD framework, resulting in a list of significant and pressing climate risks and opportunities. In addition, we have engaged in discussions on how the shortlisted climate risks and opportunities could impact MGM China's financial performance, operations and resilience plan.

## Key Climate Risks and Opportunities and Corresponding Mitigation Measures/Future Plan

Climate Risks	Potential Financial and Operational Impacts	Mitigation Measures/Future Plans
<b>Physical Risks</b>		
<b>Acute</b>		
 <b>Tropical cyclone/Typhoon</b> <b>Description</b> Typhoons may cause damage to assets, power outages, and business interruptions due to strong winds and rainfall. <b>Timeframe</b> Short to medium-term	<ul style="list-style-type: none"> <li>• Reduced revenue in the casino and hotel businesses</li> <li>• Reduced asset value due to damage from extreme weather events</li> <li>• Increased insurance costs</li> </ul>	<ul style="list-style-type: none"> <li>• Review the weather change policy and mitigation plan regularly</li> <li>• Adopt the Contingency Operation Manual to prepare operations for extreme weather conditions and emergency preparedness, such as on casino operations and personnel arrangement</li> <li>• Incorporate climate adaptation concepts in Design Guidelines, commissioning requirements, and operation manuals to minimize exposure to climate risks</li> <li>• Adopt sustainable and climate-resilient features for new and existing buildings</li> <li>• Assess insurance coverage and cost under extreme weather</li> <li>• Invest in resilience measures against extreme weather</li> <li>• Support supply chain to build resilience and conduct impact assessment against extreme weather to prevent disruption to business</li> </ul>
 <b>Coastal flooding</b> <b>Description</b> Coastal flooding may occur when sea levels rise drastically due to typhoons, influenced by tracks, elevations, and climate change. <b>Timeframe</b> Short to medium-term		
 <b>Rainfall flooding</b> <b>Description</b> Rainfall flooding may occur when heavy precipitation, combined with elevation and climate change, leads to inundation. <b>Timeframe</b> Short to medium-term		
<b>Chronic</b>		
 <b>Heat stress/Increasing mean temperature</b> <b>Description</b> Increasing average temperatures may necessitate adjustments in building specifications, temperature control, and cooling design to ensure occupant thermal comfort. <b>Timeframe</b> Long-term	<ul style="list-style-type: none"> <li>• Increased electricity cost for cooling</li> <li>• Reduced productivity due to health impact on the community</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize the thermal comfort smart monitoring system and vertical green wall</li> <li>• Increase the use of passive and active cooling building designs</li> <li>• Develop heat stress plans and safety protocol</li> <li>• Distribute memos before and during inclement weather days relative to heat safety</li> <li>• Reserve additional air conditioning capacity for increased temperature and humidity in the future</li> </ul>

Climate Risks	Potential Financial and Operational Impacts	Mitigation Measures/Future Plans
<b>Transition Risks</b>		
<b>Market</b>		
 <b>Changing consumer preference</b> <b>Description</b> Changing consumer preferences, such as reduced international travel and shifts in F&B preferences, may lead to alterations in consumer demographics.  <b>Timeframe</b> Medium to long-term	<ul style="list-style-type: none"> <li>Increased premium for green services</li> </ul>	<ul style="list-style-type: none"> <li>Adopt green building designs and obtain green building certifications</li> <li>Provide sustainable menu options</li> </ul>
<b>Policy and Legal/Technology</b>		
 <b>Emerging carbon pricing/ carbon tax and market schemes</b> <b>Description</b> The pricing of GHG emissions may add to operating costs through increased fuel and energy expenses. Implementation and enforcement vary across regions, with a global trend of starting in carbon-intensive sectors and expanding to cover economy-wide emissions.  <b>Timeframe</b> Short to medium-term	<ul style="list-style-type: none"> <li>Change of electricity usage pattern (e.g., peak shaving)</li> <li>Increased electricity and fuel costs</li> <li>Increased carbon costs</li> </ul>	<ul style="list-style-type: none"> <li>Invest in energy transition</li> <li>Establish 2030 energy and GHG emissions targets, and low-carbon transition plans</li> <li>Offer EV charging stations on the premises</li> <li>Operate a 100% electric guest fleet</li> <li>Review green and renewable technology and commercial viability of alternative substitutions</li> <li>Explore carbon pricing mechanisms and work towards carbon neutrality</li> </ul>
 <b>Tightening regulations and mandates for low carbon building (new and existing)</b> <b>Description</b> Mandates and regulations for low-carbon and resilient buildings may lead to more frequent energy audits and RCx. Strict regulations may result in fines for non-compliance.  <b>Timeframe</b> Medium to long-term	<ul style="list-style-type: none"> <li>Increased retrofitting costs</li> <li>Reduced asset value</li> <li>Potential fines and penalties</li> </ul>	<ul style="list-style-type: none"> <li>Conduct regular energy audits and retrofitting for underperforming equipment.</li> <li>Maintain green-certified building and hotel operations portfolio</li> <li>Manage our environmental performance with international standards (e.g., ISO 14001 and ISO 50001)</li> <li>Leverage on IoT in energy management and monitoring</li> <li>Adopt low-carbon building materials for newly built assets</li> <li>Collaborate with organizations and universities to develop green solutions/ technologies</li> <li>Increase the use of renewable energy and technologies in current buildings or new developments</li> </ul>

Climate Risks	Potential Financial and Operational Impacts	Mitigation Measures/Future Plans
 <p><b>Development of new products and services for low-carbon operation</b></p> <p><b>Description</b> Developing new products or services through research and development, and innovation may involve meeting low-carbon operation requirements, such as district cooling, smart energy efficiency management, and low embodied carbon materials.</p> <p><b>Timeframe</b> Medium to long-term</p>	<ul style="list-style-type: none"> <li>Increased investment in accessing renewable energy</li> <li>Increased electricity and fuel costs due to green premium</li> </ul>	<ul style="list-style-type: none"> <li>Purchase of renewable energy certificates if applicable</li> </ul>

Climate Opportunities	Future Plans
<b>Energy Sources/Resilience</b>	
 <p><b>Use of lower-emissions sources of energy and adoption of energy efficiency enhancement measures</b></p> <p><b>Description</b> Use of lower-emissions energy sources such as renewable energy, and applying energy efficiency enhancement measures, including smart technology in property management.</p>	<ul style="list-style-type: none"> <li>Invest in energy transition</li> <li>Adopt renewable energy (installing solar thermal panels and a photovoltaic system)</li> <li>Adopt decarbonization strategies and targets</li> <li>Carry out decarbonization projects (RCx on HVAC and lighting systems, replacement of heat exchanges, etc.)</li> <li>Support alliances to pioneer carbon accounting</li> </ul>
<b>Resources Efficiency</b>	
 <p><b>Reduced water usage and consumption</b></p> <p><b>Description</b> Achieve reduction in water usage and consumption through measures like installing aerators in water taps.</p>	<ul style="list-style-type: none"> <li>Establish water reduction initiatives such as installation of water-efficient equipment and optimization of water softener regeneration</li> <li>Establish water recycling initiatives, such as installation of rainwater harvesting system, implementation of greywater recycling system etc.</li> <li>Closely monitor and track the progress of water reduction performance against the target</li> </ul>

## Metrics and Targets

Achieving near-zero emissions requires collaboration with stakeholders across the value chain, including employees, business partners, and the community. Guided by MGM China's sustainability vision, we closely monitor our key climate-related metrics and disclose progress annually. During the annual review, we set new climate-related targets encompassing GHG emissions, energy, and water use to better reflect our commitment to climate action in alignment with our business objectives. In addition, we will assess the feasibility of adopting the Science-Based Targets initiative and setting long-term carbon reduction targets to align with globally recognized best practices and contribute meaningfully to tackling climate change and reducing negative environmental impact.

Looking forward, we will establish partnerships and collaborate with stakeholders to establish Scope 3 emissions inventory following international guidelines on GHG accounting and will disclose these data once they are available. We aim to develop a strategic climate transition plan in achieving our targets, and gradually enhance our financial disclosures related to climate change.

For detailed information on our targets and emissions performance, please refer to the "Our Approach to Sustainability" and "For a Better Planet" Chapters, as well as the "Performance Data Table" of this Report.

# Major Recognitions, Awards & Memberships

MGM China has made significant efforts during the reporting period to achieve excellence in corporate governance, social responsibility, environmental protection, and service quality. Below highlights the accomplishments of our sustainability plan in 2023. In the future, we will continue to grow and thrive sustainability through the collaboration with different stakeholders to contribute to the betterment of our community.



## Awards and Recognitions

Awards/Recognitions	Organizers/Competitions
Best GRI Report	2023 Hong Kong ESG Reporting Awards
Top 10 List of the 3 <sup>rd</sup> Hotel Business Sustainability Index Top 20 of the 4 <sup>th</sup> Greater Bay Area Business Sustainability Index	The Chinese University of Hong Kong
The Strategy Award — Gold	Chief Learning Officer
Golden Bauhinia Cup award Two Gold awards Two Silver awards Four Bronze awards	HOFEX 2023 — Hong Kong International Culinary Classic
5-Star Employers of Choice 2023	The Asia HRD Awards
Employee Experience Awards 2023 — Grand Winner — Best Diversity, Equity and Inclusion Strategy — Gold — Best Learning and Development Programme — Gold — Best Management Training Programme — Gold — Best Virtual Learning Initiative — Gold — Best Career Development Programme — Silver — Best Digital Learning Transformation — Silver — Best Employer Branding — Silver — Best Talent Development Strategy — Silver	Human Resources Online
Outstanding Employer Role Model of Sustainability	12 <sup>th</sup> China Finance Summit
Innovative Case of Human Resources in Creative City Tourism Industry — Benchmark Enterprise Brand for Talent Training and Exchange Benchmark Employer Brand Benchmark Brand for Human Resources Digital Construction Human Resources Management Pioneer	The 3 <sup>rd</sup> National Human Resources Innovation Competition 2023
2023 OneFLAG Awards — BEST HR COE — BEST HR Program — BEST HR Team	HRflag
Best HR Center of Excellence in Greater China 2023	HRoot
EXAwards 2023 — Best Leadership Experience Award — People Growth Experience Award	HRTech China
2023 Hotelier of the Year — Housekeeping — Human Resources — Information Technology	Stelliers
The Best Workplace to Work 2023	The Best Workplace to Work Committee
MGM COTAI — the 9 <sup>th</sup> Construction21 International “Green Building Solution Award” — Finalist Award	2023 (the Fifth) Healthy Building Conference

Awards/Recognitions	Organizers/Competitions
Hotel Sustainability Basics	World Travel & Tourism Council
MGM MACAU — Macao Green Hotel Award — Gold	Environmental Protection Bureau
Constituent of the Hang Seng Corporate Sustainability Benchmark Index	Hang Seng Corporate Sustainability Index Series
5 <sup>th</sup> Macao Integrated Tourism and Leisure Enterprises Vocational Skills Competition 2023 — Token of Appreciation — Four Awards at Hotel Integrated Service Vocational Skills Competition — Two Awards at Gaming Vocational Skills Competition — Four Awards at Food & Beverage Vocational Skills Competition	Labour Affairs Bureau of Macau, Macao Federation of Trade Unions
MGM COTAI — Research on the energy efficiency and health performance improvement of building operations based on lifecycle carbon emissions reduction — Showcase Base	National Key R&D Program of Inter-governmental Project for International Science, Technology and Innovation Cooperation Project Management office
2023 MIECF Green Booth Award — Champion	2023 Macao International Environmental Co-operation Forum & Exhibition (MIECF)
The Great Wall Culture and Tourism Branding Awards — Outstanding Cases of Global Communication	2023 World Cities Branding Conference
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	Forbes Travel Guide
Marketing — Grand Title Heritage — Gold Award	Pacific Asia Travel Association — Gold Awards 2023
MGM COTAI — Best Business Hotel in Macau	2023 TTG China Travel Awards
Imperial Court of MGM MACAU — One-diamond	Black Pearl Restaurant Guide 2023
Five Foot Road of MGM COTAI — One MICHELIN Star	MICHELIN Guide Hong Kong & Macau 2023

## 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
Macao European Chamber of Commerce	Member
Pacific Asia Travel Association Macau Chapter	Supervisory Board Secretary
Macao Hotel Association	Member
The Macau Human Resources Management Association	Corporate Member
Zhuhai Association of Service Trade and Outsourcing	Vice President Unit
Macao Meetings, Incentives and Special Events Association	Corporate Member
SKAL International — Macau	Member
Macao 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
International Congress and Convention Association	Corporate Member
The Mekong Club	Member
Zonta Club of Macau	Member

# Performance Data Table

The tables below present a quantitative overview of MGM China's sustainability performance for the calendar year ending December 31<sup>st</sup>, 2023, unless otherwise stated, and historical data is presented for comparison purpose.

## Economic Performance<sup>11</sup>

	Unit	2023	2022	2021
Revenue	HK\$'000	24,684,210	5,268,569	9,410,814
Operating costs (excluding tax expense)		11,240,990	8,240,070	8,900,706
Tax expenses <sup>12</sup>		10,855,991	2,319,043	4,260,860
Total gross floor area	m <sup>2</sup>	585,683	585,683	585,683

## Environmental Performance<sup>13</sup>

	Unit	2023	2022	2021
<b>Energy consumption<sup>14</sup></b>				
Total energy consumption	GJ	781,432	685,104	747,547
Energy consumption intensity	GJ/m <sup>2</sup>	1.33	1.17	1.28
<b>Indirect energy consumption</b>				
Electricity consumption	GJ	691,047	611,073	665,517
<b>Direct energy consumption</b>				
Liquefied petroleum gas	GJ	44,838	47,787	45,267
Natural gas		28,891	19,197	28,332
Diesel <sup>15</sup>		6,868	2,995	3,745
Gasoline <sup>15</sup>		9,789	4,052	4,686
<b>GHG emissions<sup>14,16</sup></b>				
Direct GHG emissions (Scope 1) <sup>17</sup>	tCO <sub>2</sub> e	8,671	6,400	6,397
Indirect GHG emissions (Scope 2) <sup>18</sup>		116,902	105,240	151,589
Total GHG emissions (Scope 1 & 2)		125,574	111,641	157,986
GHG emissions intensity	tCO <sub>2</sub> e/m <sup>2</sup>	0.21	0.19	0.27

<sup>11</sup> Economic data covers operations of the whole Company. For more financial data, please visit our Annual Report 2023.

<sup>12</sup> Tax expenses include gaming taxes and income tax expense, deducting income tax benefit.

<sup>13</sup> Environmental data covers operations at MGM MACAU and MGM COTAL. Due to rounding, values may not sum to total.

<sup>14</sup> Due to the recovery of our business from the impact of COVID-19, total energy consumption has increased in 2023 compared to both 2022 and 2021. GHG emissions have increased in 2023 compared to 2022.

<sup>15</sup> The calculating scope has been updated to better reflect the consumption in both diesel and gasoline transportation since 2022.

<sup>16</sup> 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.

<sup>17</sup> 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.

<sup>18</sup> 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 0.609 kg CO<sub>2</sub>e/kWh. The conversion factor of kWh to GJ is 1GJ = 277.778 kWh.

	Unit	2023	2022	2021
<b>Water Consumption<sup>19</sup></b>				
Total municipal water consumption	m <sup>3</sup>	1,579,792	1,064,765	1,268,067
Water consumption intensity	m <sup>3</sup> /m <sup>2</sup>	2.70	1.82	2.17
<b>Waste Management</b>				
Waste generated — Hazardous <sup>20</sup>	tons	4.88	9.81	14.75
Waste disposed — Non-hazardous (landfill & incinerated) <sup>19,21</sup>		9,497.82	4,866.69	6,246.38
Hazardous waste intensity	tons/m <sup>2</sup>	0.000008	0.000017	0.000025
Non-hazardous waste intensity <sup>22</sup>		0.016	0.008	0.012
<b>Waste diverted — Non-hazardous<sup>23,24</sup></b>				
Food waste and cooking oil	tons	305.35	151.72	258.74
Paper		416.57	153.72	230.29
Plastic		3.51	3.55	4.72
Metals		8.97	13.20	44.21
Glass		4.02	4.04	7.38
Soap		3.54	1.19	6.39
Coffee Capsules		0.34	0.19	0.15
Miscellaneous Items <sup>25</sup>		23.74	18.30	17.05
<b>Material consumption<sup>19</sup></b>				
<b>Renewable material consumption</b>				
Paper	tons	24.96	16.81	23.04
<b>Non-renewable materials consumption</b>				
Plastic	tons	201.23	80.51	93.96

<sup>19</sup> Due to the recovery of our business from the impact of COVID-19, water consumption, waste disposed, and material consumption have increased in 2023 compared to both 2022 and 2021.

<sup>20</sup> 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.

<sup>21</sup> Includes construction and demolition waste disposed to landfill and general waste for incineration.

<sup>22</sup> The non-hazardous waste intensity is calculated using the non-hazardous waste disposed.

<sup>23</sup> Includes composted, digested, and dehydrated food waste and recycled waste.

<sup>24</sup> Due to the recovery of our business from the impact of COVID-19, recycled waste, including food waste and cooking oil, paper, coffee capsules, miscellaneous items, and waste disposed of, increased in 2023 compared to both 2022 and 2021, while recycled soap increased in 2023 compared to 2022.

<sup>25</sup> Includes ad-hoc items such as trolleys, metal pipes, steel mesh, mattress, pool loungers and acrylic partition.



## Social Performance<sup>26</sup>

### Workforce

Total Workforce	Unit	2023		2022	
		Full-time (Permanent)	Part-time (Permanent)	Full-time (Permanent)	Part-time (Permanent)
Employee	number	11,767	19	9,778	10
<b>Employee by gender and employment type</b>					
Male	number	6,016	9	5,059	3
Female		5,751	10	4,719	7
<b>Employee by geographical region (work location) and employment type</b>					
Macau	number	11,597	19	9,629	10
Hong Kong		12	0	7	0
Mainland China		158	0	142	0

### Workforce profile<sup>27</sup>

	Unit	2023		2022	
		Management	General Employee	Management	General Employee
<b>Employee by gender and employment category</b>					
Male	number	504	5,521	438	4,624
Female		342	5,419	295	4,431
<b>Employee by age group and employment category</b>					
Age under 31	number	24	2,205	28	1,636
Age between 31–50		704	7,031	602	5,752
Age 51 or above		118	1,704	103	1,667
<b>Employee by geographical region (work location) and employment category</b>					
Macau	number	830	10,786	722	8,917
Hong Kong		5	7	3	4
Mainland China		11	147	8	134

<sup>26</sup> Social data covers operations of the whole Company.

<sup>27</sup> The employee categories have been changed to reflect the employee categorization in our Company's human resource system since 2022.

## Employee new hires

	Unit	2023	2022
<b>Total new hires</b>			
Total new hires	number	3,398	596
New hire rate <sup>28</sup>	%	28.83	6.09
<b>Employee by gender</b>			
Male	number	1,638	301
Female		1,760	295
<b>Employee by age group</b>			
Age under 31	number	1,398	249
Age between 31–50		1,959	314
Age 51 or above		41	33
<b>Employee by geographical region (work location)</b>			
Macau	number	3,346	581
Hong Kong		6	0
Mainland China		46	15

## Employee turnover

	Unit	2023	2022
<b>Total turnover and turnover rate</b>			
Turnover	number	1,400	925
Turnover rate <sup>29</sup>	%	11.88	9.45
<b>Employee by gender</b>			
Male	number (%)	675 (11.2)	500 (9.88)
Female		725 (12.58)	425 (8.99)
<b>Employee by age group</b>			
Age under 31	number (%)	455 (20.41)	352 (21.15)
Age between 31–50		773 (9.99)	515 (8.11)
Age 51 or above		172 (9.44)	58 (3.28)
<b>Employee by geographical region (work location)</b>			
Macau	number (%)	1,368 (11.78)	905 (9.39)
Hong Kong		1 (8.33)	3 (42.86)
Mainland China		31 (19.62)	17 (11.97)

<sup>28</sup> New hire rate is calculated using the total number of full time and part time employees as of 31 December 2023.

<sup>29</sup> Turnover rate is calculated using the total number of full time and part time employees as of 31 December 2023.

## Board composition

	Unit	2023	2022
<b>By gender</b>			
Male	number	8	9
Female		4	3
<b>By age groups</b>			
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)	
	2023	2022	2023	2022	2023	2022	2023	2022
<b>By gender</b>								
Male	6,025	5,062	111	111	111	110	106	128
Female	5,761	4,726	112	100	106	91	75	102

### Ratio of basic salary and remuneration of female employees to male employees<sup>30</sup>

	Unit	2023	2022
<b>Ratio of basic salary of female employees to male employees by employment category</b>			
Management	number	1:1.14	1:1.15
General Employee		1:1.04	1:1.05
<b>Ratio of remuneration of female employees to male employees by employment category</b>			
Management	number	1:1.07	1:1.17
General Employee		1:1.05	1:1.08

### Occupational health and safety<sup>31</sup>

	Unit	2023	2022	2021
<b>Work-related injuries and fatalities</b>				
Fatalities	number	0	0	0
	per 100 workers	0	0	0
Recordable work-related injuries <sup>32</sup>	number	181	83	152
	per 200,000 hours worked	1.52	0.90	1.56
High-consequence work-related injuries <sup>33</sup>	number	9	0	3
	per 200,000 hours worked	0.08	0	0.03
Lost days due to work injuries	days	4,484	1,369	2,780
	per 200,000 hours worked	37.65	14.86	28.54

<sup>30</sup> 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.

<sup>31</sup> 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: 23,817,447.

<sup>32</sup> 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

<sup>33</sup> 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) <sup>34</sup>		Average training hours per person (hours) <sup>35</sup>		Percentage of workforce trained (%) <sup>36</sup>		Percentage of employees received regular performance review <sup>37</sup>	
	2023	2022	2023	2022	2023	2022	2023	2022
<b>By gender</b>								
Male	579,743	319,780	96.22	63.17	99	99	100	100
Female	572,987	301,105	99.46	63.71	99	99	100	100
<b>By employment category</b>								
Management	28,168	19,664	33.30	26.83	99	100	100	100
General Employee	1,124,562	601,221	102.79	66.40	99	99	100	100

	Unit	2023	2022
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	3,616	2,731

<sup>34</sup> The total training hours in 2023 is calculated based on the training hours received by all employees throughout the year.

<sup>35</sup> Average training hours in 2023 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.

<sup>36</sup> 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.

<sup>37</sup> Only counts Fixed Hour Contracted Part Time and Full Time Equivalent employees.

## Supply chain management<sup>38</sup>

	Unit	2023	2022
<b>Number of suppliers</b>			
Total number of suppliers	number	1,932	1,642
<b>Number of suppliers by geographical location</b>			
Mainland China	number	111	73
Macau		1,145	1,019
Hong Kong		490	406
Other (e.g., overseas)		186	144

## Community investment

	Unit	2023	2022
<b>Resources contributed</b>			
Total cash donations	HK\$'000	19,724	17,648
Total in-kind donations		16,728	38,060
Total volunteer hours	hours	35,064	32,377

<sup>38</sup> In 2023, we have updated our calculation approach to better reflect the supplier figures.

# Content Index

## HKEX ESG Reporting Guide Content Index

Mandatory Disclosure Requirements	Description	Cross-references/Remarks	Page Number
Governance Structure 13	A statement from the board containing the following elements:	Chairpersons' Message	P.2-5
	(i) a disclosure of the board's oversight of ESG issues;	Our Approach to Sustainability	P.11-24
	(ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and		
	(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.		
Reporting Principle 14	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:	Our Approach to Sustainability	P.11-24
	Materiality: The ESG report should disclose:	About This Report	P.6
	(i) the process to identify and the criteria for the selection of material ESG factors;	Performance Data Summary	P.118-125
	(ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.		
	Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.		
	Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.		
Reporting Boundary 15	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About This Report	P.6

Aspects, General Disclosure, KPIs	Description	Cross-references/Remarks	Page Number
<b>A. Environmental</b>			
<b>Aspect A1: Emissions</b>			
General Disclosure	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Our Approach to Sustainability  For a Better Planet  In 2023, there were no confirmed incidents of non-compliance with such laws or regulations that have a significant impact on the Company.	P.11-24  P.66-89
KPI A1.1	The types of emissions and respective emissions data	Due to the nature of our business operations, emissions of NOx, SOx and other pollutants are considered insignificant in our operations.	–
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity	Performance Data Summary	P.118-125
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity		
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity		
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them	For a Better Planet	P.66-89
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them		
<b>Aspect A2: Use of Resources</b>			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Our Approach to Sustainability  For a Better Planet	P.11-24  P.66-89
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity	Performance Data Summary	P.118-125
KPI A2.2	Water consumption in total and intensity		
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Our Approach to Sustainability  For a Better Planet	P.11-24  P.66-89
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	For a Better Planet  Our water consumption is supplied through municipal water supply systems that are in compliance with the applicable local laws and regulations. There were no significant impacts associated with water resources resulting from the Company's operation	P.66-89
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.	–
<b>Aspect A3: The Environment and Natural Resources</b>			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources	Our Approach to Sustainability  For a Better Planet	P.11-24  P.66-89
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them		
<b>Aspect A4: Climate Change</b>			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	For a Better Planet	P.66-89
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	Climate-related Financial Disclosures	P.109-115



Aspects, General Disclosure, KPIs	Description	Cross-references/Remarks	Page Number
<b>B. Social</b>			
<b>Aspect B1: Employment</b>			
General Disclosure	Information on:	For a Better Team	P.25-46
	(a) the policies; and	Performance Data Summary	P.118-125
	(b) compliance with relevant laws and regulations that have a significant impact on the issues relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	In 2023, there were no confirmed incidents of non-compliance with such laws and regulation that have a significant impact on the Company.	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	Performance Data Summary	P.118-125
KPI B1.2	Employee turnover rate by gender, age group and geographical region		
<b>Aspect B2: Health and Safety</b>			
General Disclosure	Information on:	Our Approach to Sustainability	P.11-24
	(a) the policies; and	For a Better Team	P.25-46
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	In 2023, there were no confirmed incidents of non-compliance with such laws and regulation that have a significant impact on the Company.	
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Performance Data Summary	P.118-125
KPI B2.2	Lost days due to work injury		
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	For a Better Team	P.25-46
<b>Aspect B3: Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	For a Better Team	P.25-46
KPI B3.1	The percentage of employees trained by gender and employee category	Performance Data Summary	P.118-125
KPI B3.2	The average training hours completed per employee by gender and employee category		
<b>Aspect B4: Labor Standards</b>			
General Disclosure	Information on:	Our Approach to Sustainability	P.11-24
	(a) the policies; and	For a Better Team	P.25-46
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor	In 2023, there were no confirmed incidents of non-compliance with such laws and regulation that have a significant impact on the Company.	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor	For a Better Team	P.25-46
KPI B4.2	Description of steps taken to eliminate such practices when discovered		
<b>Aspect B5: Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain	Our Approach to Sustainability	P.11-24
		For a Better Team	P.25-46
		For Better Guest and Partner Relationships	P.90-108
KPI B5.1	Number of suppliers by geographical region	Performance Data Summary	P.118-125
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	For Better Guest and Partner Relationships	P.90-108
		Performance Data Summary	P.118-125
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	For Better Guest and Partner Relationships	P.90-108
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored		

Aspects, General Disclosure, KPIs	Description	Cross-references/Remarks	Page Number
<b>Aspect B6: Product Responsibility</b>			
General Disclosure	Information on:	Our Approach to Sustainability	P.11-24
	(a) the policies; and	For Better Guest and Partner Relationships	P.90-108
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	There were no incidents of non-compliance concerning the health and safety impacts of products and services in 2023.	
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 2023.	–
KPI B6.2	Number of products and service related complaints received and how they are dealt with	There were no substantiated complaints received relating to the provision and use of products and services that have a significant impact in our operation in 2023.	–
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	For Better Guest and Partner Relationships	P.90-108
KPI B6.4	Description of quality assurance process and recall procedures		
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Our Approach to Sustainability	P.11-24
		For Better Guest and Partner Relationships	P.90-108
<b>Aspect B7: Anti-corruption</b>			
General Disclosure	Information on:	Our Approach to Sustainability	P.11-24
	(a) the policies; and	Performance Data Summary	P.118-125
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	Annual Report 2023 — Corporate Governance Report	
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Our Approach to Sustainability  There were no incidents of non-compliance concerning the corrupt practices in 2023.	P.11-24
KPI B7.2	Description of preventive measures and whistleblowing procedures, and how they are implemented and monitored	Our Approach to Sustainability	P.11-24
KPI B7.3	Description of anti-corruption training provided to directors and staff	Our Approach to Sustainability  Annual Report 2023 — Corporate Governance Report	P.11-24
<b>Aspect B8: Community Investment</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Our Approach to Sustainability	P.11-24
		For a Better Community	P.47-65
KPI B8.1	Focus areas of contribution	For Better Guest and Partner Relationships  Annual Report 2023 — Management Discussion and Analysis	P.90-108
KPI B8.2	Resources contributed to the focus area	For a Better Community	P.47-65
		Performance Data Summary	P.118-125

## GRI Standards Content Index

<b>Statement of use</b>	MGM China has reported the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023.
<b>GRI used</b>	GRI 1: Foundation 2021

GRI Standard Indicator	Description	Cross-references/Remarks	Page Number
<b>General Disclosure</b>			
<b>GRI 2: General Disclosures 2021</b>			
<b>The Organization and its reporting practices</b>			
2-1	Organizational details	About MGM China	P.7-9
2-2	Entities included in the organization's sustainability reporting	About This Report MGM China's headquarters are located at Avenida Dr. Sun Yat Sen, Edificio MGM MACAU NAPE, Macau	P.6
2-3	Reporting period, frequency and contact point	About This Report The Sustainability Report 2023 is published in April 2024.	P.6
2-4	Restatements of information	There were 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.	–
<b>Activities and Workers</b>			
2-6	Activities, value chain and other business relationships	For Better Guest and Partner Relationships There were no significant changes in MGM China's activities, value chain and other business relationships this year.	P.90-108
2-7	Employees	For a Better Team Performance Data Summary Seasonal employment does not cause a significant variation to the workforce.	P.25-46 P.118-125
2-8	Workers who are not employees	Workers who are non-employees are not a majority of the worker population of the Company.	–
<b>Governance</b>			
2-9	Governance structure and composition	Our Approach to Sustainability	P.11-24
2-10	Nomination and selection of the highest governance body	Annual Report 2023 — Corporate Governance Report	–
2-11	Chair of the highest governance body	Annual Report 2023 — Corporate Governance Report	–
2-12	Role of the highest governance body in overseeing the management of impacts	Our Approach to Sustainability Annual Report 2023 — 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	Role of the highest governance body in sustainability reporting	Our Approach to Sustainability	P.11-24
2-15	Conflicts of interest	Annual Report 2023 — Corporate Governance Report	–
2-16	Communication of critical concerns	Our Approach to Sustainability Annual Report 2023 — Corporate Governance Report	P.11-24
2-17	Collective knowledge of the highest governance body	Our Approach to Sustainability	P.11-24
2-18	Evaluation of the performance of the highest governance body	Our Approach to Sustainability Annual Report 2023 — Corporate Governance Report	P.11-24
2-19	Remuneration policies	Annual Report 2023 — Corporate Governance Report	–
2-20	Process to determine remuneration		
2-21	Annual total compensation ratio		

GRI Standard Indicator	Description	Cross-references/Remarks	Page Number
<b>Strategy, Policies and Practices</b>			
2-22	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 For Better Guest and Partner Relationships	P.11-24 P.25-46 P.90-108
2-24	Embedding policy commitments	Our Approach to Sustainability For Better Guest and Partner Relationships	P.11-24 P.90-108
2-25	Processes to remediate negative impacts	Our Approach to Sustainability Annual Report 2023 — Corporate Governance Report	P.11-24
2-26	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 non-compliance with laws and regulations in during the reporting period.	–
2-28	Membership associations	Major Recognitions, Awards and Memberships	P.116-117
<b>Stakeholder Engagement</b>			
2-29	Approach to stakeholder engagement	Our Approach to Sustainability	P.11-24
2-30	Collective bargaining agreements	There are no collective negotiations or collective bargaining agreements in Macau as there are no trade unions or workers' committees.	–
<b>GRI 3: Material Topics 2021</b>			
3-1	Process to determine material topics	Our Approach to Sustainability	P.11-24
3-2	List of material topics		
<b>Topic-specific Disclosures</b>			
<b>GRI 200 Series: Economic</b>			
<b>201: Economic Procedures 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability For Better Guest and Partner Relationships Annual Report 2023 — Management Discussion and Analysis	P.11-24 P.90-108
201-1	Direct economic value generated and distributed	Performance Data Summary Annual Report 2023 — Management Discussion and Analysis Consolidated Statement of Profit or Loss and Other Comprehensive Income Consolidated Statement of Financial Position Financial Summary	P.118-125

GRI Standard Indicator	Description	Cross-references/Remarks	Page Number
<b>203: Indirect Economic Impacts 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability For a Better Community For Better Guest and Partner Relationships	P.11-24 P.47-65 P.90-108
203-1	Infrastructure investments and services supported	For a Better Community For Better Guest and Partner Relationships Performance Data Summary <i>Annual Report 2023 — Management Discussion and Analysis</i>	P.47-65 P.90-108 P.118-125
203-2	Significant indirect economic impacts	For a Better Community For Better Guest and Partner Relationships	P.47-65 P.90-108
<b>204: Procurement Practices 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability	P.11-24
204-1	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 Relationships. Performance Data Summary	P.118-125
<b>205: Anti-corruption 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability For Better Guest and Partner Relationships	P.11-24 P.90-108
205-2	Communication and training about anti-corruption policies and procedure	Our Approach to Sustainability For Better Guest and Partner Relationships Performance Data Summary <i>Annual Report 2023 — Corporate Governance Report</i>	P.11-24 P.90-108 P.118-125
205-3	Confirmed incidents of corruption and actions taken	Our Approach to Sustainability There were no incidents of non-compliance concerning the corrupt practices in 2023.	P.11-24
<b>GRI 300 Series: Environmental</b>			
<b>302: Energy 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability For a Better Planet	P.11-24 P.66-89
302-1	Energy consumption within the organization	Performance Data Summary	P.118-125
302-3	Energy intensity		
302-4	Reduction of energy consumption	For a Better Planet	P.66-89

GRI Standard Indicator	Description	Cross-references/Remarks	Page Number
<b>303: Water and Effluents 2018</b>			
3-3	Management of material topics	Our Approach to Sustainability For a Better Planet	P.11-24 P.66-89
303-1	Interactions with water as a shared resource	For a Better Planet Our water consumption is supplied through municipal water supply systems that are in compliance with the applicable local laws and regulations. There were no significant impacts associated with water resources resulting from the Company's operation.	P.66-89
303-2	Management of water discharge-related impacts	For a Better Planet There were no significant impacts associated with water discharge.	P.66-89
303-5	Water consumption	For a Better Planet Performance Data Summary	P.66-89 P.118-125
<b>305: Emissions 2016</b>			
3-3	Management of material topics	Our Approach to Sustainability For a Better Planet	P.11-24 P.66-89
305-1	Direct (Scope 1) GHG emissions	For a Better Planet	P.66-89
305-2	Energy indirect (Scope 2) GHG emissions	Performance Data Summary	P.118-125
305-4	GHG emissions intensity		
305-5	Reduction of GHG emissions		
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Due to the nature of our business operations, emissions of NOx, SOx and other pollutants are considered insignificant in our operations.	–
<b>306: Waste 2020</b>			
3-3	Management of material topics	For a Better Planet	P.66-89
306-1	Waste generation and significant waste-related impacts		
306-2	Management of significant waste-related impacts		
306-3	Waste generated	Performance Data Summary	P.118-125
<b>308: Supplier Environmental Assessment 2016</b>			
3-3	Management of material topics	For Better Guest and Partner Relationships	P.90-108
308-1	New suppliers that were screened using environmental criteria	All new suppliers were screened using environmental criteria through our procurement process in 2023, for more details, see For Better Guest and Partner Relationships.	–
<b>GRI 400 Series: Social</b>			
<b>401: Employment 2016</b>			
3-3	Management of material topics	For a Better Team	P.25-46
401-1	New employee hires and employee turnover	For a Better Team Performance Data Summary	P.25-46 P.118-125
401-3	Parental leave	Performance Data Summary	P.118-125

GRI Standard Indicator	Description	Cross-references/Remarks	Page Number
<b>403: Occupational Health and Safety 2018</b>			
3-3	Management of material topics	Our Approach to Sustainability	P.11-24
403-1	Occupational health and safety management system	For a Better Team	P.25-46
403-2	Hazard identification, risk assessment, and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation, and communication on occupational health and safety		
403-5	Worker training on occupational health and safety	Performance Data Summary	P.118-125
403-6	Promotion of worker health	For a Better Team	P.25-46
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	For Better Guest and Partner Relationships	P.90-108
403-9	Work-related injuries	Performance Data Summary	P.118-125
<b>404: Training and Education 2016</b>			
3-3	Management of material topics	For a Better Team	P.25-46
404-1	Average hours of training per year per employee	Performance Data Summary	P.118-125
404-3	Percentage of employees receiving regular performance and career development reviews		
<b>405: Diversity and Equal Opportunity 2016</b>			
3-3	Management of material topics	For a Better Team	P.25-46
405-1	Diversity of governance bodies and employees	Performance Data Summary	P.118-125
405-2	Ratio of basic salary and remuneration of women to men		
<b>408: Child Labor 2016</b>			
3-3	Management of material topics	For a Better Team	P.25-46
408-1	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.	-
<b>409: Forced or Compulsory Labor 2016</b>			
3-3	Management of material topics	For a Better Team	P.25-46
409-1	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.	-
<b>413: Local Communities 2016</b>			
3-3	Management of material topics	For a Better Community	P.47-65
413-1	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.47-65
<b>414: Supplier Social Assessment 2016</b>			
3-3	Management of material topics	For Better Guest and Partner Relationships	P.90-108
414-1	New suppliers that were screened using social criteria	All new suppliers were screened using social criteria through our procurement process in 2023.	-
<b>416: Customer Health and Safety 2016</b>			
3-3	Management of material topics	For Better Guest and Partner Relationships	P.90-108
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no incidents of non-compliance concerning the health and safety impacts of products and services in 2023.	-
<b>418: Customer Privacy 2016</b>			
3-3	Management of material topics	For Better Guest and Partner Relationships	P.90-108
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2023, we did not experience any substantiated complaints concerning breaches of customer privacy and losses of customer data	-

