

## **2019 G2E Asia Awards – Support Doc**

### **Company**

Sands China Ltd.

### **Award Category**

Best Corporate Social Responsibility Contribution

### **Introduction and Overview**

Sands China Ltd. is a firm believer in the importance of corporate social responsibility. The company's engagement with the local Macao community is a part of Sands Cares – the corporate giving programme of parent company Las Vegas Sands Corp.

Sands Cares integrates the company's philanthropic work worldwide, including financial giving, team member volunteerism and in-kind support. The Sands Cares programme seeks to make an impact on its team members and those working in the hospitality industry, the communities where the company operates, and the planet.

Key areas of Sands Cares in Macao include the Sands Cares Ambassador programme for volunteering in the local community; various programmes for team member training and development, and the professional development of Macao locals; and Sands ECO360, the global sustainability strategy of LVS which guides the company's environmental sustainability initiatives worldwide.

This document gives an introduction to the following key CSR initiatives at Sands China:

- Sands Cares Ambassadors
- Sands China Community Academy
- Charitable Contributions
- Scholarships and Fellowships
- Support of Arts & Cultural Development
- Responsible Gaming
- Sustainable Operations
- Talent Development
- Post-Typhoon Hato Disaster Relief

## **Summary and Key Highlights of Supporting Info**

### **Sands China Care Ambassador Programme**

- Founded in August 2009
- Gives Sands China employees an opportunity to serve the local community by organising community activities and initiatives that work toward creating a better Macao
- Current membership: more than 3,300 volunteers
- Hours of service volunteered since 2009: over 100,000
- Community events organized or participated in since 2009: over 400
- Number of participating organizations since 2007: 300
- Four key types of initiatives:
  - Delivering festive joy: visit the homes of live-alone elderly during Chinese New Year; Invite the elderly and community groups to visit SCL properties or dine at restaurants.
  - Reaching out to the community: participate in various fundraising events; create arts and crafts with people with intellectual disabilities. Organise cultural tours of Macao.
  - Enriching experiences: assemble hygiene kits to help people in need; learn sign language and experience a silent workshop; visit Orbis' New Flying Eye Hospital etc.
  - Happy outings: bring underprivileged families to exhibitions and events organised by the company; invite community groups to corporate events etc.



SCAs visit households at Seac Pai Van public housing in Coloane for the annual traditional Chinese custom of spring cleaning



SCAs participate in the Caritas Macau Charity Bazaar by running a game booth



Easter egg painting activity with children and families of YMCA

Sands China team members and members of the Macao community work on building hygiene kits for the Las Vegas Sands Global Hygiene Kit Build with Clean the World

### Community outreach: Sands China Community Academy

- A programme that organises community outreach activities in Macao leveraging on Sands China's superstar events, which often feature some of Asia's and the world's biggest names in music, sports and screen
- The academy's events provide opportunities for locals to interact with incredibly talented and accomplished individuals, offering them inspirational and educational experiences
- Types of events include: recreation, sports, music, and arts
- Number of participating organisations since 2007: over 40
- Number of participants since 2007: over 2,000



Badminton clinic for Macao Special Olympics members with badminton star Lee Chong Wei



Chinese Olympic gold medalist & pro boxer Zou Shiming exchanges ideas with local boxing enthusiasts



American portrait painter Stephen Bennett gives a painting lesson to local people with intellectual disabilities.



Free pop-up community concerts and master classes with members of The Philadelphia Orchestra



Macao Special Olympics athletes meet David Beckham, who offered them words of encouragement



Celebrity chef Justin Quek workshop for students from the Macao Federation of Trade Unions

## Talent development

- Provided over 73,000 employment opportunities since 2004
- Sands China is the leader of employment: 26% of total workforce of six integrated resort operators
- Total training hours completed in 2018: 1.7 million +
- Average number of learning hours per team member: 67 (higher than the standard of 24 hours introduced by Association for Talent Development)
- Over 15,300 vertical promotions and 1,400 horizontal promotions since 2004
- Significant growth in management ratio of Macao locals: from 20% in 2004 to 90% in 2019
- Over 8,300 team members have been serving the company for over 10 years in 2019 (84% Macao locals)
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- Over 1,600 team members with the company for 15 years by end of 2019, meaning over one-third of pre-opening team of Sands Macao has been serving the company.
- Over 2,000 team members have participated in horizontal career development programmes



My Way Programme



Integrated Resort Internship Programme



Career Experience Opportunities Programme (CEOP)



Fast Track Supervisor Programme



Professionalism Training for Gaming Practitioners  
2019 G2E BEST CSR AWARD – SANDS CHINA LTD.



Sands China International Strategic Leadership Programme for Integrated Resorts

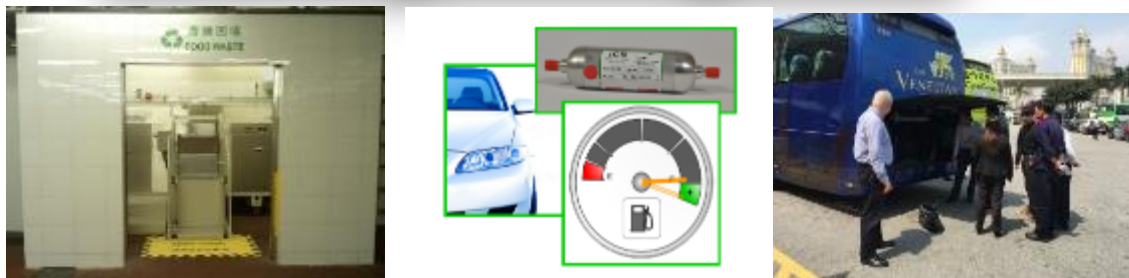
### Sustainable operations

- Sands China ranked No. 62 out of 500 in Newsweek’s 2016 global Green Rankings (No. 2 in worldwide hospitality industry)
- The Sands ECO360 global sustainability strategy of parent company Las Vegas Sands Corp. guides Sands China’s sustainability efforts, and
- Sands ECO360 is designed to help minimise environmental impact, and reflects the company’s determination to lead the way in sustainable building development and resort operations
- It consists of four pillars: environmentally responsible operations, green meetings, stakeholder engagement, and green buildings
- Key stats: 150+ efficiency improvement projects, MOP 550 million in investment, 200+ action plan projects, 150+ Team Members in ECO360 Council, Champions and Green Ambassadors



- Some highlights:
  - Net Energy Savings through efficiency measures – **145.5 million kWh**. This represents an average of **20%** energy reduction. The amount of energy saved could light up over 30,000 households in Macao every month. In 2018 alone, 26.3 million kWh energy saved.

- Net Carbon Emission Reduction – **186,482 MTCO2e**. This represents an average of **26% emission** reduction.
- The energy efficiency achievements across our existing portfolios since 2010 have resulted in off-setting the carbon emissions of The Parisian Macao and St. Regis Tower combined.
- **2,331 Tons** of Food Waste diverted through recycling program since 2014.
- **Over 185,000 Kgs** of Soap Bars diverted through recycling program since 2014.
- 150+ million gallons of water saved (leave this data as it is from the earlier communication). Overall water intensity (gallons/sq.ft) reduced by 9% since 2010.



- Waste Minimization & Recycling: 300+ recycling stations across Sands China properties, targeting team members and guests
- Green Transportation: free shuttle buses for team members and guests, reducing overall carbon emissions via mass transport



- Stakeholder engagement events: Clean Plate Challenge, Clean the Office Campaign, Green Corner Competition, my IDEAS Competition, Earth Hour, Energy Saving Week, Las Vegas Sands Global Hygiene Kit Build with Clean the World, etc



Clean Plate Challenge



Las Vegas Sands Global Hygiene Kit Build with Clean the World



Earth Hour



Sustainability tours for local students

### Scholarships and fellowships

- Since 2006, Sands China has been supporting higher education in Macao by donating annually to six Macao tertiary institutions for scholarships and fellowships
- Over 1,000 students have benefitted since 2006



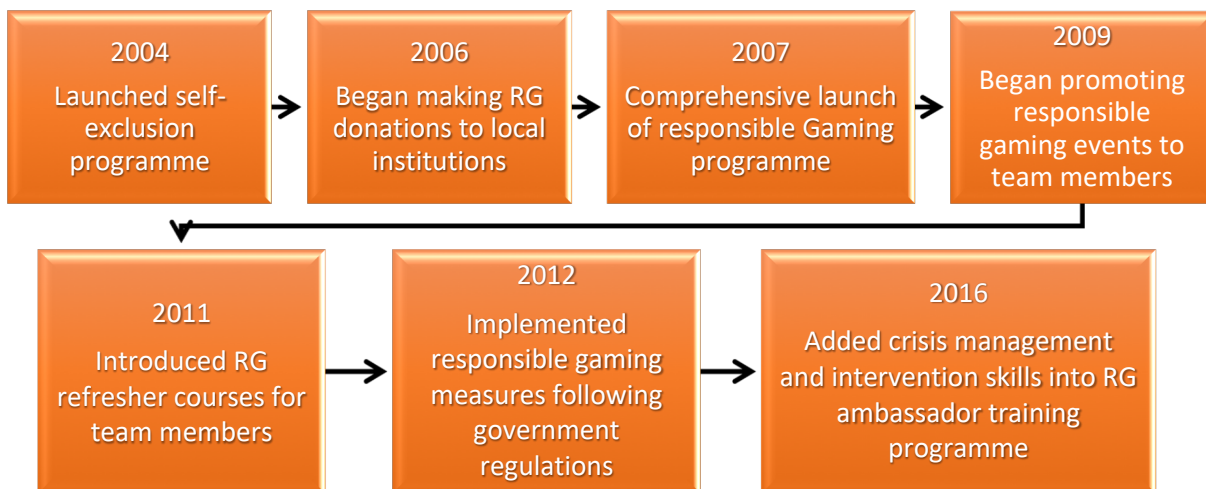
### Charitable contributions

- Since 2004, Sands China has provided financial support for many local charitable organisations so they can offer better welfare services to people in need
- Tens of thousands of beneficiaries since 2004
- Since 2008, Sands China has been routinely collecting coins thrown into the Grand Canal at The Venetian Macao by guests, and donating the funds to Macau Tung Sin Tong charitable Society, amounting to more than MOP 1.1 million to date



### Responsible gaming

- Sands China remains committed to the personal well-being of its guests and recognises the importance of responsible gaming to the Macao community
- The company launched a self-exclusion programme in 2004, and was a pioneer in Macao in establishing its comprehensive responsible gaming programme in 2007
- The company’s responsible gaming ambassador training programme includes crisis management and intervention skills
- Number of trained responsible gaming ambassadors: nearly 530
- Total donations to local responsible gaming centres: MOP 5.35 million



- Areas of action:



- Financial support to responsible gaming civil institutions
- Team member responsible gaming training



Responsible gaming ambassador training

- On-property responsible gaming information displays for guests and team members



Responsible gaming booths set up across all Sands China properties



Responsible gaming info displays on various digital screens



Responsible gaming leaflets available at each casino entrance



Responsible gaming information displays at back-of-house areas

- Promotion of responsible gaming team member events



- Responsible gaming support services such as consultation and referral services and an employee support service programme



### Support of local arts and cultural development

- The company has organised a number of design competitions and exhibitions to promote the development of local cultural and creative industries, facilitating exchanges between local and overseas artists
- Provides a platform where local arts and culture can be seen and enjoyed
- Support or sponsorship of over 100 cultural and artistic events since 2008





### Post-Typhoon Hato disaster relief

- In August 2017, Typhoon Hato hit Macao; it was one of the strongest storms to hit the city in 50 years
- Macao suffered major flooding, property damage, citywide power and water outages, casualties, injuries, and more than US\$1 billion in estimated economic losses
- Sands China responded to the aftermath of Typhoon Hato with a series of immediate relief efforts aimed at team members and the wider community, addressing acute and long-term needs.
- Sands China pledged to donate a total of MOP 30 million to support Macao’s typhoon disaster relief, with another MOP 35 million in aid pledged by the Adelson Family Foundation.
- Sands China contacted social welfare, charitable and nongovernmental organisations to understand their needs and provide help.
- Support to the community continues
- Relief efforts included:
  - Clean up
    - Team members were on standby and went out to help the community and schools on an on-call basis, cleaning debris and rubbish throughout Macao, and removing uprooted trees and damaged furniture

- Team members assisted with cleaning, sanitizing and trash removal for the Macao Deaf Association
- Material resources – distribution and access
  - The company immediately distributed 10,000 bottles of water to team members whose families needed clean drinking water because of water outages
  - Temporary accommodation was provided at Sands China properties for team members unable to stay at their own damaged homes and converted the company's Cotai Expo and Sands Theatre to shelters for team members and their immediate families to use to weather the second storm
  - Volunteers distributed bottled water, meal boxes and cleaning kits to families and elderly in need
  - With drinking water in short supply, the company's ferries went to Hong Kong and brought bottled water back to Macao for distribution to the public and the families of its team members. Food supplies were also distributed to communities in need.
- Professional and technical assistance/repair/replacement
  - With limited engineering and technical services available in Macao after two typhoons, Sands China contacted the authorities to offer support, and helped inspect and repair buildings. A team of the company's technical staff quickly helped restore the water supply for residents of a building facing water supply problems
  - Provided engineering assistance to the Macao Deaf Association to secure and improve their premises so its school for the hearing impaired could reopen quickly
  - Worked with authorities to secure 22 homes in Coloane by repairing roofs and other structural damage to ensure they were safe for families to return home to.
  - The company received and responded to more than 10 requests for assistance with repair work and technical support for the beneficiaries of an NGO as well as team members whose homes were damaged in the storms.
  - Helped an NGO restore the landscaping of its shelter, whose garden was badly damaged with many trees broken; helped source and replant new trees suitable to the climate and landscape
- Transportation
  - Donations were made to nongovernmental organisations to repair or replace motor vehicles damaged during the typhoon
  - Buses, vans and drivers were temporarily provided to NGOs to keep their transportation services operating in the interim
  - Donated nine vehicles to four NGOs: Caritas Macau, Macau Special Olympics, the Association of Parents of the People with Intellectual Disabilities of Macau, and the General Union of Neighbourhood Associations of Macau (UGAMM).
  - The donation of nine vehicles includes buses, 7-seaters vans and other vehicles, with some modified for reduced mobility users.
- Education Sponsorship Fund
  - Started a Hato Education Sponsorship Fund, benefiting six children and young adults who lost a parent to Typhoon Hato

- A total of MOP 6 million to the affected children and young adults, with MOP 1 million allocated for each recipient.
- Support to local SMEs
  - For any goods or services delivered in August 2017 by micro-enterprises, young entrepreneurs or “Made-in-Macao” companies, Sands China expedited payments to them upon request
  - Upon suppliers’ request, Sands China also offered a 50 per cent advance payment for purchase orders or contracts issued during the remainder of 2017. The total value of this 50 per cent advance payment during the final four months of 2017 amounted to approximately US\$25 million (MOP 200 million).
- Financial support
  - Sands China Ltd. pledged to donate MOP 65 million in total – MOP 30 million from Sands China and a MOP 35 million contribution from the Adelson Family Foundation – to assist with longer term relief, recovery and rebuilding efforts in Macao
  - For children who tragically lost their parents to Typhoon Hato, Sands China pledged to set up a fund to support their continuing education
  - Sands China made a donation of just over MOP 2 million to help with the cost of restoring the severely damaged Holy House of Mercy elderly home
  - The Adelson Family Foundation donated more than US\$1.9 million to the University of Saint Joseph to assist its recovery efforts after storms caused major damage to its new campus



Clean up in the Macao community and providing technical assistance to inspect and repair buildings



Repairing damaged homes and service centers and providing transportation support to NGOs to resume their services



Beneficiaries showing their appreciation to Sands China for longer term relief, recovery and rebuilding efforts in Macao  
(left to right: University of Saint Joseph, Holy House of Mercy, residents in Coloane)

**\*\*\*\*REMARKS\*\*\*\***

*This document serves as supporting information for Sands China's nomination for Best CSR Award in the 2019 G2E Asia Awards. The information contained in this document should be considered confidential and is to be used solely as judging criteria. This document and the information it contains is not to be distributed.*