



SOCIAL

Community

Community Engagement	Las Vegas Sands		
	2018	2019	2019 Target
# employee hours volunteered	29,307	39,494	31,500
# community events	92	115	100
Lbs. of food donated (1)	140,396	200,988	125,000
# of disaster relief kits built and donated	90,350	100,320	

Community Engagement	Sands China Limited		
	2018	2019	2019 Target
# employee hours volunteered	11,102	14,114	12,000
# community events	28	42	36
Lbs. of food donated (1)	-	9,109	-
# of disaster relief kits built and donated	35,350	40,320	

Customer Satisfaction (2)	Las Vegas Sands	
	2018	2019
% satisfied customers	77.5	79.7
Data coverage	30.4	44.8

Customer Satisfaction (2)	Sands China Limited	
	2018	2019
% satisfied customers	83.7	85.6
Data coverage	8.8	20.7

Employment

Employee Engagement (3)	Las Vegas Sands			*no survey conducted in 2019
	2017	2018	2019*	
Data coverage (#)	14,947	35,743	-	
Actively engaged employees (#)	11,509	27,248	-	
Data coverage (%)	58%	73%	0%	
Actively engaged employees (%)	45%	56%	0%	

Employee Engagement	Sands China Limited			*no survey conducted in 2019
	2017	2018	2019*	
Data coverage (#)	14,947	17,567	-	
Actively engaged employees (#)	11,509	13,000	-	
Data coverage (%)	31%	67%	0%	
Actively engaged employees (%)	24%	50%	0%	

Freedom of Association

Las Vegas Sands	9%	Certain culinary personnel are hired from time to time to provide services for trade shows and conventions at Sands Expo Center and are covered under a collective bargaining agreement between Sands Expo Center and the Local Joint Executive Board of Las Vegas, for and on behalf of Culinary Workers Union, Local 226 and Bartenders Union, Local No. 165. This collective bargaining agreement expired in December 2000, but automatically renews on an annual basis. As a result, Sands Expo Center is operating under the terms of the expired bargaining agreement with respect to these employees. Certain employees in Singapore are covered by the Attractions, Resorts and Entertainment Union (AREU).
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Sands China Limited	N/A	There are no collective negotiation or collective bargaining agreements in Macao as there are no trade unions or workers' committees.
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Training and Development

Anti-corruption Training	Las Vegas Sands		Sands China Limited	
	Completed	% Completed	Completed	%
Directors and above	884	92.4%	324	92.0%
Managers/supervisors	8,639	97.0%	4,171	97.0%
Salaried/specialists and hourly/operations	35,813	96.8%	21,353	97.0%
Total	45,336	96.7%	25,848	97.7%

Counter-Human Trafficking Training	Las Vegas Sands		Sands China Limited	
	Completed	% Completed	Completed	%
Directors and above	883	92.3%	330	93.8%
Managers/supervisors	8,702	98.1%	4,241	98.9%
Salaried/specialists and hourly/operations	35,712	96.9%	21,404	98.5%
Total	45,297	97.0%	25,975	98.5%

Diversity

Gender Diversity	Las Vegas Sands	Sands China Limited
Female share of total workforce (%)	50%	51%
Females in all management positions (%)	43%	43%
Females in junior management positions (%)	44%	45%
Females in top management positions (%)	31%	29%
Females in revenue generating management positions (%)	52%	45%

Notes:

- (1) Includes meals rescued from properties, collected through food drives and funded through Sands Cares program.
- (2) Customer satisfaction represents % of satisfied customers out of total number of customers responding to the survey. Data coverage represents % of customers surveyed (both respondents and non-respondents) out of total number of reservations.
- (3) Employee engagement represents number or percentage of actively engaged employees based on Company's Team Member engagement surveys. We conduct an employee engagement survey every two years.