



2018  
CORPORATE SOCIAL  
RESPONSIBILITY  
OVERVIEW

*Sands*  
LAS VEGAS SANDS CORP.



## A MESSAGE FROM OUR CHAIRMAN

Looking back on our corporate social responsibility (CSR) performance in 2018, I am most proud of our progress in three key areas:

- Elevation of our responsible business practices with the introduction of a new global CSR program – Project Protect – to more extensively safeguard our communities,
- More firmly establishing community engagement with key initiatives for local giving, volunteerism and community problem-solving to make our regions better places to live, and
- Our ability to continually push the envelope in environmental performance, evidenced by many examples of industry recognition and accolades for our global properties attained this past year.

Driving each of these successes is our company's most important asset – our more than 50,000 dedicated global Team Members. Over the past year, we continued to drive a culture that instills excellence, rewards quality, provides opportunity for advancement and ensures all of our Team Members are treated with fairness and respect. A major highlight of 2018 was being named on Forbes' annual list of America's Best Employers for the second consecutive year.

Looking to the future, we continue to manage our business with social responsibility as one of the primary litmus tests for the success of our company. We have our eye on several key targets, such as aligning Sands ECO360 environmental strategies to relevant U.N. Sustainable Development Goals, globalizing the Sands Academy Training & Development Program to further advancement opportunities for Team Members, and continuing to leverage the Sands Cares corporate giving and community engagement program to positively impact our regions.

In the following pages, our vision for social responsibility is manifested in stories that highlight key successes and major initiatives under our global CSR platform of People, Planet and Communities. We invite you to read more to see how our commitment to social responsibility came to life at Sands in 2018.

Sheldon G. Adelson  
Chairman and Chief Executive Officer  
Las Vegas Sands Corp.





## IMPACT AROUND THE WORLD

In 2018, Sands was again recognized as one of Fortune's World's Most Admired Companies, a testament to our constant drive to achieve the hallmarks of business excellence: **impeccable offerings** and **service, strong financial performance, outstanding corporate culture, ethical behavior** and **socially responsible actions** that have positive impact.

With our size and scope, we know that our footprint makes a difference. The sun never sets on Sands, with a portfolio of properties around the globe spanning from North America to Asia. We are the world's largest and most valuable Integrated Resort company. In fact, we established the convention-based Integrated Resort model, which combines state-of-the-art meeting and convention facilities with luxury hotel properties, gaming, retail, restaurants, live entertainment and a variety of other attractions.

The foundation for these iconic offerings and worldwide impact is our people. Because of their commitment to the high standards embodied in our corporate culture, we have achieved many successes and pursued many new opportunities to become a better company. That's why we are also especially proud of another accolade we received in 2018 – being named to Forbes' annual list of America's most respected employers.

Beyond the Fortune and Forbes honors, which are sources of both pride and deep gratitude, we have collectively achieved many other milestones in 2018 that are representative of our company's commitment to our People, Communities and Planet:

- More than 8,500 Team Members achieved 10 years of service at Sands China Ltd.
- We launched Project Protect, a global initiative to accelerate our performance in responsible gaming, prevention of financial crimes and counter trafficking.
- Marina Bay Sands raised more than \$2.5 million for local nonprofit organizations through Sands for Singapore.
- The Venetian® Resort Las Vegas was recognized for its community service with the Governor's Points of Light award.
- The Venetian Macao received a Macao Green Hotel Platinum Award and the ArtScience Museum at Marina Bay Sands retained its LEED® Gold certification.
- We honored Macao Team Member May Wu Yee Mei with the Mr. Sheldon G. and Dr. Miriam Adelson Citizenship Award presented by Sands Cares for her outstanding volunteerism in the community, along with 11 other Sands Cares Heroes of the Year.
- We celebrated the first anniversary of Southern Nevada's first mobile shower unit serving the homeless with our partner Clean the World and helped kick off the region's first comprehensive plan to end youth homelessness with Nevada Partnership for Homeless Youth.

## OUR GUIDING PRINCIPLES

We are as passionate about our business success as we are about making a positive mark on the regions where we do business, the industry we serve and the people we encounter. At the heart of our company is a set of unwavering values that guide our work.

### MISSION

To develop and operate pioneering and iconic Integrated Resorts that deliver extraordinary experiences and services to guests, promote advancement and innovation in the hospitality industry, create a first-class working environment for our Team Members, provide positive social impact to the regions we serve and deliver a strong return on investment for our shareholders and business partners.

### VISION

To create a positive impact and be a market driver in the hospitality industry, the regions we serve and the global business community as the world's leading developer of Integrated Resorts serving business and leisure travelers.

### VALUES

We have a strong commitment to the responsibilities of our business and the expectations that are set for us by the guests who patronize our properties, the partners and communities who choose to work with us and the shareholders and investors who put financial faith in us and expect a strong return.

We strive to invent new standards of innovation and excellence in all facets of our business by constantly challenging the boundaries of conventional thinking and practice.

We aim for the highest quality, the best service and the greatest impact in all that we do.

We are led by fairness, honesty and a strong code of conduct that guides every engagement and interaction. We demand a high standard of ethics at every level of the company.

We are a good corporate citizen, committed to supporting our Team Members and all people working in the hospitality industry, to making the communities we call home better places to live and to preserving and protecting the planet we share.

## OUR PROPERTIES



- The Venetian Resort Las Vegas
- The Palazzo® at The Venetian® Resort Las Vegas
- Sands Expo® & Convention Center
- Sands® Casino Resort Bethlehem
- Sands® Macao
- The Venetian® Macao
- The Plaza® Macao
- Four Seasons® Hotel Macao, Cotai Strip
- Sands Cotai Central®
- Conrad® Macao, Cotai Central
- Sheraton® Grand Macao Hotel Cotai Central
- Holiday Inn® Macao Cotai Central
- St. Regis® Macao, Cotai Central
- The Parisian Macao®
- Marina Bay Sands®



## CORPORATE SOCIAL RESPONSIBILITY PILLARS

### PEOPLE

We are dedicated to delivering an outstanding work environment, built on a strong code of conduct and ethics that guide our people at every level of the company. We provide exceptional benefits and a collaborative and inclusive culture, along with a strong focus on the advancement and professional success of our Team Members. Our commitment to people extends beyond our walls to supporting aspiring hospitality industry professionals through a range of training opportunities and educational partnerships.

### COMMUNITIES

We are committed to making the communities we call home better places to live, both with the significant economic contributions of our business and by helping improve the quality of life in our regions with strategic investments that address social issues and improve the community's ability to respond to challenges. Our charitable giving and community engagement program, Sands Cares, guides our investments in four key areas: community problem solving and collaboration, financial giving, in-kind donations and Team Member volunteerism.

### PLANET

We are committed to reducing our environmental impact on the planet, and we are a leader in sustainable building development and resort operations. This dedication is exemplified by our award-winning Sands ECO360 Global Sustainability Program. Through strategic initiatives and partnerships, we share this expertise to help advance sustainability practices in our communities.

## CORPORATE SOCIAL RESPONSIBILITY PROGRAMS



We are a catalyst for driving impact and inspiring change to make our communities better places to live and work. Sands Cares is Sands' corporate giving and community engagement program. It delivers a cohesive corporate and property-level approach to solving problems and supporting important causes through issues and partner engagement, financial giving, Team Member volunteerism and in-kind donations and support services.



The mission of Project Protect is to protect, lead positive change and provide lasting solutions for the communities where we operate. Our goal is to ensure that we not only meet but exceed government regulations and lead the industry in critical social issues including responsible gaming, prevention of financial crimes and counter trafficking. We are committed to creating and investing in industry-leading policies and procedures that safeguard our patrons, partners, Team Members and neighbors.



We are committed to environmental responsibility by promoting sustainable development, reducing the impact of our operations on the natural environment, as well as enhancing the comfort and well-being of our guests and Team Members. Sands ECO360 is a global sustainability strategy with the primary objective to continuously improve our stewardship of the environment. The strategy is aligned with the United Nations Sustainable Development Goals, specifically focusing on areas most material to our operations (SDG6 Clean Water and Sanitation, SDG7 Affordable and Clean Energy and SDG12 Responsible Consumption and Production).





## PEOPLE

In our quest to create a high-performance, people-centered culture, we adhere to our core company values and a set of guiding principles that define our business with respect to engaging our people, suppliers, business partners and the industry as a whole. First and foremost, we strive to deliver a rewarding, supportive and collaborative work environment that enables our Team Members to realize their potential and advance in their careers. To fulfill that promise, we provide outstanding benefits and promote an environment of equality and collaboration that rewards people based on their performance and ensures equal opportunities for growth and advancement among all Team Members.

Our unwavering dedication to the core values and principles of our company establishes and instills in our people a high standard for responsible business practices, a strong code of ethics and the mandate to practice integrity and fairness in our daily business dealings and procurement processes. Beyond the culture of excellence, we have created within Sands, we are also focused on being a driving force for the advancement of all people working in the hospitality industry through a variety of university, leadership, professional development, educational and mentoring programs implemented in each of our regions.

### 2018 CSR AWARDS

**CDP** Climate Change and Water A List

**Dow Jones** Sustainability Indices (DJSI)

**Fortune** "World's Most Admired Companies"

America's Best Employers by **Forbes**

**Forbes** Global 2000

**HRD Magazine** Top HR Team 2018 (Marina Bay Sands)

**Building and Construction Authority** Green Mark Platinum Award (Marina Bay Sands)

**Asean Tourism Forum** Asean Green Hotel Award 2018-2020 (Marina Bay Sands)

**HROOT** Human Resources Award Best HR Leaders in Greater China (Sands China Ltd.)

**HROOT** Human Resources Award Best HR Teams in Greater China (Sands China Ltd.)

**Macao Green Hotel Award** Platinum Award 2018 (The Venetian Macao)

**U.S. Green Building Council (USGBC)** Existing Buildings: Operations & Maintenance (ArtScience Museum, Marina Bay Sands)

## OUR COMMITMENT TO PEOPLE

### TEAM MEMBER ENGAGEMENT

We have established a firm foundation for a positive working environment through an excellent compensation and benefits program that is among the top in our industry, initiatives that promote the health and safety of our workforce and extensive training and development opportunities through our Sands Academy Learning & Development Program. Sands Academy integrates best practices and the most successful training programs for implementation throughout our regions, creating a standard of excellence across the company.

### WORKPLACE EQUALITY, INTEGRATION AND COLLABORATION

Our commitment to ensuring an integrated and collaborative workforce spans the recruitment, training and development of individuals of all experiences, ages, cultural and racial backgrounds, sexual orientations, genders, gender identities, social classes, physical abilities or attributes, national origins and religious or ethical beliefs. We extend that commitment to our external engagements with a strong dedication to supplier and partner diversity and by continually striving to patronize diverse businesses whenever possible to meet our procurement needs.

### CORPORATE CONDUCT

We have ingrained a Code of Business Conduct and Ethics in all of our operations and engagements to ensure high standards of ethical and moral behavior among our executives, Team Members, suppliers and contractors. We are committed to running the most compliant and regulatory-adherent business in the industry. To that end, we have established a reporting mechanism through a third-party to provide a secure and independent means of confidential and anonymous reporting of any potential misconduct, and we prohibit retaliatory action against anyone who responds in good faith.

### PROFESSIONAL ADVANCEMENT

Our commitment to People extends to all professionals working in the hospitality industry with our pledge to promote the advancement of aspiring individuals through a range of educational partnerships, grants and leadership trainings. At the corporate level, we have a multi-year partnership with the University of Nevada, Las Vegas William F. Harrah College of Hotel Administration, and all of our regions have engagements centered on promoting excellence in the hospitality industry – from hosted visits and career fairs on our properties to mentoring, internships and other skills development and learning programs.





## UNITED STATES

### INSPIRING TEAM MEMBERS

To inspire Team Members to deliver memorable experiences at our Integrated Resorts and because we believe our people are our greatest asset and most important responsibility, our U.S. properties have established a variety of programs to ensure that Team Members are appreciated, rewarded and motivated.

A testament to our efforts, Sands was named on Forbes' annual list of "America's Best Employers" for the second consecutive year in 2018, highlighting our positive working environment, compensation program, staff development opportunities and overall company image.

In striving to create an environment that supports Team Members and recognizes their contributions, our Las Vegas and Bethlehem properties annually host the Bravo Awards, honoring Team Members who truly go above and beyond to provide unmatched guest service. Our properties have recognized more than 1,700 Bravo Award recipients in Las Vegas and more than 100 in Bethlehem since the program's inception. In 2018, 53 Team Members were awarded Bravo Awards at The Venetian Resort and 19 at Sands Bethlehem.

### DEVELOPING TEAM MEMBER TALENT

By cultivating a culture of growth, engagement and learning, Sands is dedicated to delivering professional development opportunities to help Team Members advance. Through Sands Academy, the company's learning and development program, Team Members have the opportunity to enhance their current skill sets, promote effective leadership and prepare for new roles and responsibilities.

Sands Academy offers four different development tracks, depending on Team Member level and goals. The Enrich program is available for all Team Members who wish to enhance skills that can be used at home or work. These include financial planning, resume writing and public speaking. All supervisors or managers who are looking to improve their leadership skills are recommended to enroll in the Elevate series. Team Members in positions of director and above can participate in a series of workshops and on-the-job missions focusing on professional and business development through Engage.

In 2018, Sands Academy expanded its academic business series with a new program called Emerge, joining Enrich, Elevate and Engage. Emerge is an immersive program designed to introduce high-potential non-supervisory

Team Members to the various theories and practices of leadership, personal growth and career development. Nominated by their supervisors, 30 Team Members were selected to undergo a 10-week intensive course to help them pave the way for future leadership roles within the company.

### SUPPORTING HOSPITALITY STUDENTS

Our U.S. properties also partner with universities across the nation to offer internships that enable hospitality students to view the inner workings of a leading Integrated Resort company. In 2018, our Las Vegas properties welcomed 15 students to a 10-week paid internship program, which placed them in departments based on their interests and college majors to work on a major research project for innovations in gaming, meetings and experiential travel. Nine of the interns were offered positions with our company.

Sands Bethlehem also hosted nine interns to work in eight different departments, ranging from human resources to cage operations. The students came from various universities on the East Coast, including the University of Scranton, Penn State and West Virginia University.

### PROMOTING QUALITY IN THE ECOSYSTEM

To engage every member of the supply chain in upholding Sands' standards for business ethics and commitment to quality, the company annually recognizes its valued partners through the Sands Supplier Excellence Awards at its resorts around the world. In 2018, the Sands Supplier Excellence Awards in Las Vegas was highlighted as a zero-waste event, managing areas of opportunity throughout the evening including signage, food waste, compostable materials and sustainable table centerpieces.

## UPWARD MOBILITY



**JAIME MIRANDA**

The Venetian Resort Team Member Jaime Miranda's journey through the hospitality industry is coupled with endless learning opportunities, several promotions and a passion to serve guests and make their experiences memorable. Starting out as a front desk manager, Jaime had the privilege and responsibility to welcome guests, setting the tone for their stay. She grew in her role, but in a way she didn't expect. Jaime transformed the client experience from transactional to service oriented, propelling her professional experience and paving the way for her current role as executive director of hotel operations.

"I could not be more thankful for the opportunities, relationships and mentors I have had over my tenure," Miranda says. "I am so proud of all that we have accomplished together."

## REWARDING EXCELLENCE



**CYNTHIA MOK**

Cynthia Mok, a Premium Mass Services Manager at Sands China, was a Best Leadership Award winner in the 2018 Because We Care Team Member Awards. According to her colleagues and supervisors, she is a passionate, proactive, helpful and responsible leader, thinking of ways for the team to simplify procedures for easy understanding and efficiency. Her initiative in creating a training course for the team to serve guests with ease was found very useful and has now been included in the department's training for new team members.

"I have been working in Premium Mass Services for six years and what I have learned and received is far beyond my expectations," says Mok. "Thanks to my department I am able to grow, to try, to develop and to shine. I am delighted that my efforts are recognized."

## MACAO

### INSTILLING EXCELLENCE AND PROMOTING ADVANCEMENT

In 2018 Sands China provided more than 1.72 million training hours for its Team Members. One key piece of its career development approach is a series of training programs developed in partnership with a range of educational institutions. For example, Sands China launched a one-year Diploma Program in Business Management with the University of Macau and a series of business and management courses conducted by their lecturers with Macau Polytechnic Institute.

Enabled by this commitment to Team Member development, since its inception, Sands China has offered more than 18,000 promotions, involving 10,000 Team Members.

### AWARDS AND ACCOLADES

Sands China established the Because We Care Awards, to honor Team Members for being exemplary examples of its four cultural values: conducting business with friendliness, demonstrating professionalism, actively listening and operating as one team. In 2018, Sands China awarded 42 Because We Care awards.

From 2016 to 2018 Sands China has honored more than 8,500 Team Members for 10 years of service, thereby affirming its efforts to build a strong Team Member culture through advancement and recognition.

### SUPPORTING LOCAL WORKFORCE DEVELOPMENT

In support of the city's advancement as a world center of tourism and leisure, Sands China spares no effort to promote local workforce development and is currently employing more than 19,000 local Team Members, who make up more than 70 percent of its total workforce.

With a number of career development programs including "My Way," the first large-scale horizontal career development initiative of its kind in Macao, the company has provided horizontal career mobility opportunities to more than 2,000 Team Members by equipping them with a diverse integrated resort skill set.

Also, to nurture local middle management, Sands China has collaborated with the Institute for Tourism Studies to deliver a 24-month career development program offering professional training courses and horizontal work experience in hospitality management for integrated resorts. In addition, the "Fast Track Supervisor and Managerial Programs" provide intensive training in which local graduates work full-time and reach supervisory or Assistant Manager-level positions within 4-18 months.

Along with 130 internship opportunities, Sands China began offering the "Career Experience Opportunities" program in 2018 for students to gain comprehensive on-the-job training on a longer-term yet flexible-time basis. Graduates can also join the Integrated Resort Business Analyst Development Program, a first-of-its-kind initiative that combines the employment needs of the millennial generation with the developmental trends in the data analysis industry. Participants can become Senior Analysts upon completion of the programme.

## SINGAPORE

### REWARDING TEAM MEMBER COMMITMENT

The team at Marina Bay Sands has also created a strong culture of rewarding Team Members for their efforts to emulate the property's values and deliver outstanding service to patrons and clients. Each year, the company recognizes Team Members who deliver a positive impact to their departments or contribute to the company's overall service enhancement, productivity and results in the Best of the Best awards. In 2018, the company honored 30 Team Members at the ceremony.

### INVESTING IN PEOPLE DEVELOPMENT

Marina Bay Sands also supports continuing education for the success of its Team Members through IGNITE, which stands for Identify, Generate, Navigate, Initiate, Transform and Evaluate. Since 2017, IGNITE has offered Team Members a flexible tool set for continuous improvement in their positions. The program equips them with the mindset to believe they can get better at their jobs by challenging the status quo, while cultivating skills to harness their creativity to affect and manage change in the workplace. Finally, the program provides a toolkit for problem-solving, helping Team Members identify root causes and create innovative solutions.

Building on the company's investment in training and development, Marina Bay Sands introduced Learning Leave in 2018. The innovative two-day incentive is available to all 10,000 Team Members, enabling them to enroll in SkillsFuture courses related to language and communication, service excellence and information technology. In addition, Team Members were able to take paid leave to attend courses. Over the last five years, Marina Bay Sands has invested nearly \$9 million on training initiatives, ranging from learning sponsorships and e-learning courses to internal certification programs.

### HONORING A LEGACY OF ADVANCEMENT

For late executive chef Christopher Christie, nurturing the talents of young chefs was an area close to his heart. Under Chef Christie, 192 students from the At-Sunrice GlobalChef Academy (At-Sunrice) spanning more than countries have trained in Marina Bay Sands' restaurants. This past year, At-Sunrice began honoring his legacy of mentorship and talent advancement through an annual scholarship in his name. The first recipient was Lopen Namgay Tenzin, a Bhutanese monk who heads the Phajoding Monastery in Bhutan, a refuge for underprivileged and orphaned boys.

## PEOPLE CHAMPION



**CHAN YIT FOON** (bottom left)

Chan Yit Foon, senior vice president of human resources, plays a vital role in developing programs for talent management and Team Member engagement for Marina Bay Sands' workforce of more than 10,000 people. With 22 years of human resources experience, Yit Foon is most pleased with Marina Bay Sands' focus on diversity and opportunities for Team Members to excel. Yit Foon and her team continue learning about different generations of people to gain insights for programs and policies to future-proof the property's Team Member offerings.



## COMMUNITIES

Our corporate headquarters and the regions where we have properties aren't just places of business. They are the places we call home.

Sands is committed to making each one of our homes a better place to live. Not only are we a major economic contributor to these regions by spurring tourism, jobs and tax revenue, we are also a committed catalyst for addressing social issues and helping improve quality of life.

### IMPACTING LOCAL COMMUNITIES

Our properties deliver significant economic impact to local communities. According to our most recent impact study, Sands properties in the United States, Macao and Singapore had a combined annual contribution of \$21.8 billion to our host cities' gross domestic products (GDPs), with a contribution of \$5.6 billion in taxes and 241,000 direct, indirect and induced jobs. Our annual procurement spend totaled \$2.1 billion with 80-90 percent spent through local businesses in the host country.

### INVESTING IN LOCAL COMMUNITIES

Beyond our economic contributions, Sands is a committed corporate partner in all of our communities, guided by our global corporate giving and community engagement program, Sands Cares. Through Sands Cares, we align problem-solving, community partnerships, financial giving, in-kind donations and volunteer engagements with causes and issues that are authentic to our company as a major developer and operator of Integrated Resorts.

Our primary focus is to support issues that promote the community's overall livability. Initiatives include strengthening education and mentoring opportunities to promote individual advancement and a solid workforce, helping people become more employable and productive through skills-based programs and opportunities, improving the region's overall foundation by solving chronic issues such as homelessness and hunger and being a major resource when disasters occur in our home countries.

## OUR COMMITMENT TO COMMUNITIES

### HUNGER AND HOMELESSNESS

Sands and its Team Members deliver a variety of resources to help people who are struggling to find the basic necessities of food and shelter. Throughout our regions, Sands Team Members volunteer at food banks and pantries and serve meals in shelters and soup kitchens, and each of our properties has created local partnerships to divert excess food to people in need. At our corporate headquarters in Las Vegas, Sands Cares provides both critical funding and volunteer support for programs and projects that address youth homelessness, along with targeted strategies to end homelessness in Southern Nevada.

### EDUCATION AND EDUCATIONAL MENTORING

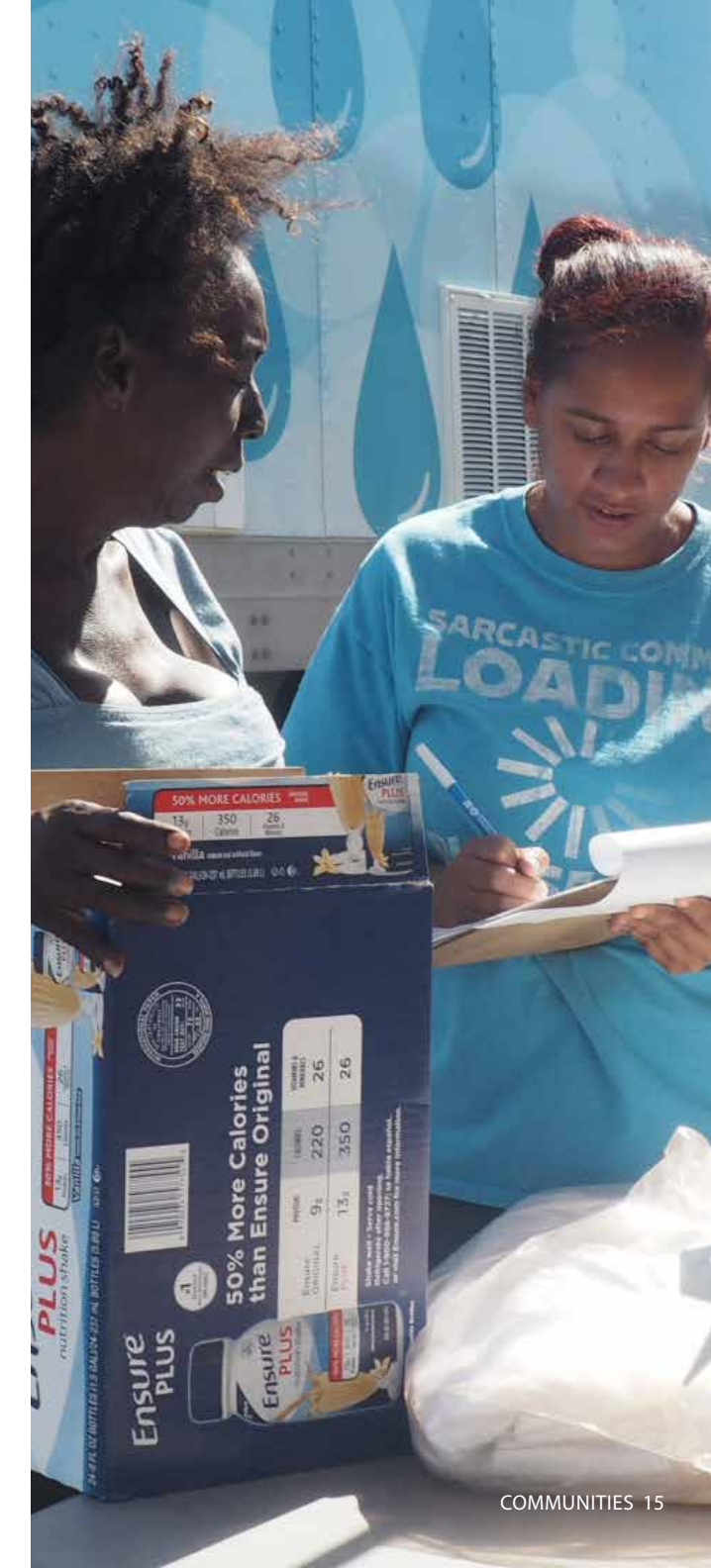
A strong educational system is a key factor in building a thriving community, and Sands has undertaken a variety of initiatives around the world to promote education and schools. Our primary emphasis is on school partnerships and mentoring in our local communities—from providing Team Member volunteers to read to students to orchestrating school supply drives, creating adopt-a-school school partnerships, delivering computer skills training and hosting events to expose students to potential careers in the hospitality industry.

### PRODUCTIVITY AND EMPLOYMENT

One of our primary goals is to help build a productive workforce in our local regions, as well as support endeavors that help people with special needs become employable through job training. We've held a variety of career workshops at our properties, as well as helped people become job-ready through skills programs and gifts of clothing for interviews and jobs.

### DISASTER RELIEF AND COMMUNITY PREPAREDNESS

When disaster strikes in our local communities, we galvanize our resources to help. From providing critical funding to propel relief efforts to mobilizing with immediate resources of shelter, water, food, medical supplies and other necessities, we are entrenched in helping our communities recover from unexpected impact and devastation.







## CORPORATE

In our corporate headquarters of Las Vegas, Sands Cares is focused on two primary initiatives to make our community a better place to live:

### **DISASTER RELIEF AND COMMUNITY PREPAREDNESS**

We mobilize to deliver immediate relief in times of emergencies, as well as help our communities prepare for disaster situations on an ongoing basis. In 2018, we hosted our annual global Team Member Hygiene Kit Build with Clean the World to assemble 80,000 hygiene kits for vulnerable populations. In Las Vegas, we expanded the build beyond the 15,000 hygiene kits for homelessness organizations with Clean the World to also add 20,000 community preparedness kits for the American Red Cross of Southern Nevada to assist victims of home fires and other disasters. The Las Vegas kit build also included a blood drive.

### **YOUTH HOMELESSNESS AND TARGETED INITIATIVES TO END HOMELESSNESS**

Sands has made addressing youth homelessness in its corporate headquarters a primary focus, along with support for targeted initiatives that can greatly impact the overall incidence of homelessness in our community. Our strategy is to leverage our role as a business leader to be a catalyst for change around three areas: delivering immediate relief, helping drive long-term solutions and advocating for awareness and change.

### **Youth Homelessness Summit**

Our largest effort around reducing the incidence of youth homelessness is the Southern Nevada Youth Homelessness Summit, which we annually host, underwrite and founded with Nevada Partnership for Homeless Youth (NPHY). In 2018, we helped NPHY, along with city, county, and community leaders, unveil the region's first official plan to end youth homelessness at the second annual Summit, culminating a yearlong community collaboration to build a comprehensive plan to ensure homelessness among unaccompanied youth is rare, brief and one-time.

### **Other Homelessness Initiatives**

Beyond our focus on youth homelessness, we support several initiatives that have been developed to significantly reduce homelessness in Southern Nevada. In 2018, Sands became the inaugural corporate funding partner for Built for Zero, Southern Nevada's Permanent Supportive Housing Campaign. Southern Nevada is one of 70 communities across the country participating in the Built for Zero effort. We also teamed with local veterans' homeless services provider, Veterans Village, to fund The Village by Sands Cares, a neighborhood of new and fully furnished container homes to house veterans.

The Sands Cares Fresh Start Mobile Showers Powered by Clean the World celebrated its first year in service, offering mobile showers for individuals experiencing or at-risk for homelessness in Southern Nevada. In the first year, Fresh Start provided more than 7,500 showers, servicing more than 5,100 clients.

Finally, Sands co-founded the Policy Council on Homelessness with Nevada Homeless Alliance to advocate for local and state policy changes that support solutions for homelessness.

### **DRIVING IMPACT, INSPIRING CHANGE**

At the corporate level, we also have developed two programs that honor the entrepreneurial and philanthropic spirit of our founder, chairman and CEO Sheldon Adelson:

### **Accelerating Nonprofit Organization Success**

The Sands Cares Accelerator Program allows us to make longer-term investments promising nonprofit organizations that have the potential to expand service and grow in size with the resources of a committed corporate catalyst. Accelerator members enter the program for three years and receive funding, in-kind services, mentoring, volunteer support and other support to help them increase their capacity and capabilities to be a more effective nonprofit organization.

In 2018, we welcomed NPHY into the Sands Cares

Accelerator Program, joining the Marty Hennessy Inspiring Foundation (ICF) as our two members. Both organizations were highlighted and benefited from ticket sales at Sands Cares INSPIRE, the major fundraising event for the Sands Cares Accelerator Program. The 2018 concert featured GRAMMY Award-winning artist Jason Mraz and raised more than \$200,000 to support the two nonprofit organizations in their missions to serve at-risk youth in Southern Nevada. Beyond the fundraising impact, both NPHY and ICF credited INSPIRE with giving their youth opportunities for new experiences, exposing the organizations to new donors and helping them increase awareness about their impact and services to the community.

## JAMEEL MILLIGAN



Looking for change, Jameel Milligan moved from Philadelphia to Las Vegas, where he was certain he'd have no problem finding a job at one of the many resorts. With the process for work permits taking months to obtain, he found himself in a situation he didn't expect – homeless and unable to work. Milligan came upon the Sands Cares Fresh Start Mobile Showers by chance and didn't miss a shower on the unit's regular rotation. Not only was Milligan a familiar face, he would often volunteer his time helping the Fresh Start team with the unit. Shortly after, Clean the World offered Milligan a job assisting with the operation of the mobile unit. In just a few short months, he was able to move into his own apartment.



#### **Honoring Team Member Volunteerism**

The Sheldon G. and Dr. Miriam Adelson Citizenship Awards were created to honor the Adelson family's long-standing commitment to philanthropy and the legacy of giving that they have instilled in the company. The awards recognize Team Members who have demonstrated a dedication to giving back to their local communities and important causes.

In 2018, we honored 12 finalists as Sands Cares Heroes of the Year who were chosen by executives in their respective regions and honored at the annual award celebration in Las Vegas with the Adelsons. At the event, May Wu Yee Mei of The Venetian Macao was presented with the overall global citizenship award by Mr. and Dr. Adelson.

#### **2018 SHELDON G. & DR. MIRIAM ADELSON CITIZENSHIP AWARD WINNER**

Wu Yee Mei

#### **2018 SANDS CARES HEROES OF THE YEAR**

##### **Bethlehem**

Donato Mercuri  
Dorothea Portera  
Sergio Duarte

##### **Las Vegas**

Dana Beatty  
Rachel Conner  
Wesley Garcia

##### **Macao**

Amy Wong Se Ngan  
Lourdes Mia Cabalida  
Wu Yee Mei

##### **Singapore**

Andrew Kong  
Jaybeth Gonzalez  
Susan Ng

## **UNITED STATES**

Throughout the world, our properties are making their local communities better places to live.

In 2018, the Las Vegas properties were recognized for their community service work through Sands Cares with the Governor's Points of Light Award, the highest honor bestowed for volunteerism in Nevada. Sands Cares was honored in the Corporate and Business Volunteer Program, embodying the strength and unity of Nevadans serving as points of light in their communities.

#### **HUNGER AND HOMELESSNESS**

Our U.S. properties are leveraging their assets and Team Member spirit to support people in poverty situations:

#### **Product Donations**

Aiming to practice more sustainable operations, Sands Bethlehem has established a program to repurpose and redistribute excess products used in its hotel rooms to underprivileged populations. This past year, more than 10,000 pieces, including sheet sets, blankets, comforters and towels and toilet paper rolls, were donated to The Hispanic Center of the Lehigh Valley, Victory House, New Creation UCC/Simple Quilts and the Community Action Committee of the Lehigh Valley.

#### **Food and Toy Drives**

Las Vegas properties participated in Three Square's Bag Childhood Hunger Campaign with a food drive that netted 1,440 pounds of food and more than \$5,500 in Team Member donations, supported by an additional financial match from Sands Cares. Through these efforts, more than 34,000 meals were provided to local children in need.

In addition, The Venetian Resort/Sands Cares was again the title sponsor of the annual toy drive hosted by local Las Vegas radio station program, The Chet Buchanan Show at 98.5 KLUC – one of Las Vegas' largest community events. Team Members gathered two 18-foot trucks full of toys and bikes, and Sands Cares contributed \$25,000 to the drive. Donations were distributed by HELP of Southern Nevada to 88 social service agencies across the Las Vegas Valley and benefited thousands of families in need.





### Guest Volunteerism & Team Building

Not only does the company encourage Team Member volunteerism to support people in need, we offer opportunities to our meeting and event clients to do the same. This past year, Sands Bethlehem worked with the Bacardi Group to create community service activity as a team-building event for the company's 60 employees during its two-day meeting on property. Bacardi Group employees participated in a hygiene kit build to benefit veterans, women and children and built 500 hygiene kits that were donated to the Victory House, YWCA of Bethlehem and Donegan Elementary School.

### EDUCATION

Promoting educational opportunities ensures the livability of our communities. In 2018, our U.S. properties supported a variety of programs in the area of education and mentoring:

#### Adopt-a-school

In 2018, Sands Cares adopted its first school in Las Vegas, Helen Herr Elementary School, in partnership with nonprofits Spread The Word Nevada (STWN) and Green Our Planet. With a \$50,000 donation, Sands Cares' funding books and literacy programs for more than 800 students through 2020.

### Literacy Programs

Both U.S. properties make time to support local students, and on Dr. Seuss's birthday as part of Read Across America, Team Members volunteered time reading their favorite Dr. Seuss stories at local elementary schools.

### School Gardens

Sands Cares and Green Our Planet partnered for the great garden build in Las Vegas, the largest school garden build in the nation. With more than 600 volunteers and 1,800 volunteer hours donated in a single morning, 12 gardens were completed across the Las Vegas Valley.

### COMMUNITY EVENTS & PARTNERSHIPS

Our U.S. properties also support a variety of events and organizations that have become ingrained in the fabric of our communities:

#### Mondays Dark

This variety show features an eclectic cast of guests, including stars from Hollywood and the Las Vegas Strip, musical acts, comedians, athletes and celebrity chefs, for 90 minutes of conversation and entertainment. The show's mission is to raise \$10,000 per performance for a rotating roster of Las Vegas charities. Sands Cares donated \$50,000 to help fund operating costs for the next two years, ensuring 100 percent of funds raised at each performance can go to local charities.

#### Opportunity Village

Opportunity Village, an organization that gives people with all levels of disabilities the chance to lead a life that had been previously unattainable, annually hosts the Santa Run with Sands Cares as its largest corporate team. A long-time Sands partner, Opportunity Village has also hosted property interns to volunteer at the organization's thrift shop, and our Sands Academy Emerge trainees toured and volunteered at Opportunity Village's Employment Resource Campus, assisting clients with work projects.

### Southside Cleanup

For the past 10 years, Sands Bethlehem Team Members have volunteered at the Southside Clean Up Day in collaboration with the City of Bethlehem's Parks and Recreation Department. More than 20 Team Members put on their work gloves and brought out their rakes to help clear debris and shrubbery. Part of the clean-up route included the Greenway area and its walking path that is visited regularly. The Greenway serves as an exercise path for many in the community, including Team Members who use this pathway on their walk to work.

## SPEARHEADING COMMUNITY IMPACT



**SUSAN STACHOWSKI** (left)

Sands Bethlehem's corporate social responsibility manager Susan Stachowski works hard to ensure all Team Members can donate their time, no matter what shift they work. Through unwavering Team Member support, Stachowski and Sands Bethlehem support numerous organizations to make a huge impact on the community's needs.

"Sands Bethlehem might be small, but we are mighty," Stachowski says. "I have a Team Member committee with representation from all shifts and departments. Everyone takes individual tasks and brainstorms creative ideas for our wonderful events."

## LEAD AMBASSADOR



**ANNIE LAM**

Sands China corporate social responsibility manager Annie Lam helped introduce CSR initiatives in Macao and guides Sands Cares Ambassadors in supporting meaningful opportunities to serve their community. By engaging key stakeholders in government, local industries and major charitable organizations, Lam says the company can capture insights about emerging social and environmental issues. Through these efforts, she is now running one of the region's largest volunteer teams.

"I am so glad that I can be one of the tools of the company - a 'social radar' - while also running one of the largest volunteer teams," Lam says.

## MACAO

The pride of community engagement efforts in Macao is the Sands Cares Ambassador program – the company's dedicated squad of more than 3,300 Team Members from all Sands China Ltd. properties – who volunteer their time to contribute to the overall positive wellness of the local community. One of the largest volunteer teams in Macao, Sands Cares Ambassadors completed more than 400 activities, donating over 100,000 hours of volunteer time since its establishment in 2009.

Sands Cares Ambassador efforts in 2018 include:

### MACAU HOLY HOUSE OF MERCY

More than 30 Ambassadors distributed 350 food hampers, including rice, noodles, biscuits, canned food, cooking oil, hygiene items and more to disadvantaged families at the Welfare Shop. Since 2013, the company has distributed more than 1,800 food hampers and donated more than \$25,000.

### MACAU SPECIAL OLYMPICS

International sports icon David Beckham kicked off the first Light the Night Run charity vertical race by accompanying 30 Macau Special Olympic athletes with Ambassadors as they made their way through a 30-story climb up The Parisian Macao tower stairs. The inaugural charity race's challenge was to climb 750 steps to the finish line of the tower's 37th floor observation deck. Race registration fees benefited the Macau Special Olympics.

### CHARITY WALK

Sands China hosted its first charity "fun walk" with partner Macau IC2 to raise awareness of the well-being of people with intellectual disabilities and promote green travel. More than 50 Sands Cares Ambassadors joined 35 associations and 350 participants, encouraging more social interaction with disabled people to foster a harmonious living environment.

### DISASTER RECOVERY

When Typhoon Mangkhut hit the Macao community in September 2018, Sands China and Sands Cares Ambassadors took on significant roles in helping alleviate its impact. Before the storm hit, Ambassadors visited live-alone elderly and disabled members of the Peng On Tung Tele-Assistance program to tape windows and provide bottled water and food. Ambassadors returned after the storm to help with household repairs and other needs. Ambassadors also helped clean up Hac Sa Beach and worked with Caritas Macau to deliver meal boxes prepared by Sands China for residents of the Elderly Centre at Illa Verde.

## SINGAPORE

### SANDS FOR SINGAPORE

The Marina Bay Sands annual charity festival serves as the signature event of the property's award-winning CSR program, an initiative of Sands Cares. The festival engages Team Members and puts a spotlight on local nonprofit organizations with a week-long series of events that raised more than \$2.5 million in 2018 for more than 50 charities.

This past year, the festival focused on deepening the property's impact on the local community and providing the underprivileged with ways to showcase their skills and talents. For the first time, the festival featured a lineup of activities and offerings co-created with local charities, social enterprises and beneficiaries. Since 2013, Sands for Singapore has raised more than \$16 million for a range of organizations focusing on education, special needs and art awareness.

### HELPING SINGAPOREANS IN NEED

In 2018, Marina Bay Sands donated more than \$115,000 to a Transitional Shelter Program, managed by AWWA, a local non-profit that helps families and elderly Singaporeans in need. The funds supported up to 50 families who have lost their homes due to financial and domestic difficulties. Besides offering a temporary home, AWWA also provides counselling services for families and job referrals for adults.

To offer the families some respite, Marina Bay Sands hosted 10 families at a special preview of the Singapore National Day's fireworks. Together with Team Member volunteers, the families enjoyed the spectacular display of the fireworks at 200 meters above ground, on the property's iconic SkyPark Observation deck.

### AN INSIDER LOOK AT AN INTEGRATED RESORT

Attractions and ArtScience Museum teams mentored 30 teens for a two-week period, giving the youth a hands-on opportunity to experience working life in the hospitality industry. The two-week work attachment was part of a character and leadership program catered specially for youth from families receiving financial assistance.

The property also hosted APSN, Metta School, Bizlink Centre and At-Sunrice GlobalChef Academy for a day to visit the property's warehouse. Each organization also was able to choose from a large pool of glassware, pots, cutlery and other useful items from the food and beverage department to help their organizations reduce costs and supplement training programs.

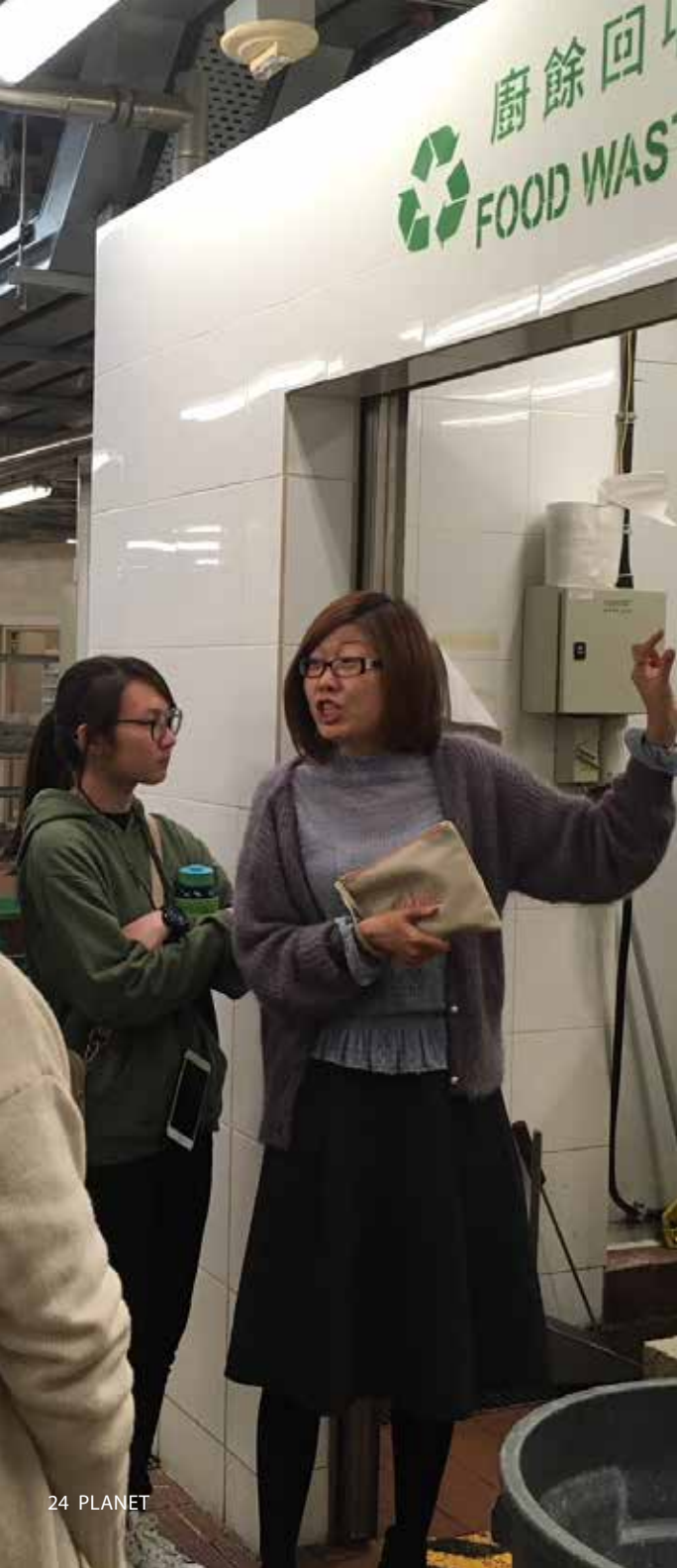
## INSPIRED VOLUNTEERISM



**BRANDON CHEONG**

Brandon Cheong, shift manager, Loyalty Club at Marina Bay Sands, began volunteering while in school at a local animal shelter after being inspired by United Nations Messenger of Peace, Dame Jane Goodall. Her example sparked a lifelong commitment to volunteerism because Brandon believes in giving a voice to people who cannot speak for themselves. He has devoted time volunteering and fundraising for Save Our Street Dogs (SOSD) and Voice for Animals (VFA).

He is guided to give back by a favorite Dame Goodall quote: "What you do makes a difference, and you have to decide what kind of difference you want to make."



## PLANET

Through our global sustainability program, Sands ECO360, Las Vegas Sands works diligently to reduce our properties' impact on the planet. Operating a sustainable business means focusing on the areas where we have the greatest impact and where we can make meaningful improvement through investments, partnerships and scalable solutions.

Our global sustainability strategy is built around four key pillars: Green Buildings, Environmentally Responsible Operations, Green Meetings and Events and Stakeholder Engagement. While these pillars remain the core of Sands ECO360, Las Vegas Sands has enhanced its sustainability program in the last two years around two guiding principles to set goals for our performance over the next five years: The United Nations' Sustainable Development Goals (SDGs) and science-based targets methodology. The company's current performance targets address SDG metrics for emissions reduction (SDG7), water conservation (SDG6) and waste management (SDG12), all supported by a commitment to one million Sands ECO360 actions by 2020.

In response to stakeholder feedback and changing expectations, Las Vegas Sands has also updated its focus to include new program elements. We have expanded our Green Meetings pillar to include events and can now offer additional environmentally conscious options to our meetings and convention clients in other venues such as the ArtScience Museum, theaters and arenas. Greater emphasis has also been placed on wellness-focused amenities, allowing guests to maintain their active lifestyle while traveling.

## OUR COMMITMENT TO THE PLANET

### GREEN BUILDINGS

Our goal is to develop resorts that become favorite destinations and create everlasting memories for our guests. At the same time, we also focus our development with the utmost respect for our host communities by designing new properties, remodels and renovations, with high performance and sustainability in mind. From hydrogen fuel cells for forklifts to bio-gas waste and energy projects, new pilot technologies are constantly studied as we seek out ways to fine-tune our existing operations.

### ENVIRONMENTALLY RESPONSIBLE OPERATIONS

We take great measures to balance impeccable service delivery with efforts to reduce resource use. Our approach is focused on strategically selected energy, water and operational efficiency projects. Managing Integrated Resorts also comes with the complexities of an evolving waste stream. While waste prevention is our ultimate goal, the scale and scope of our business requires a comprehensive program that ensures waste is minimized upstream as well as diverted downstream. Finally, we are managing our global supply chain and procurement practices to focus on three key objectives: conserving natural resources, materials and energy; increasing recyclability and recycled content of purchased goods; and reducing toxicity and harmful chemicals.

### GREEN MEETINGS AND EVENTS

With a few simple steps, we can help transform an event into a sustainable gathering. Many of our facilities have been awarded third-party environmental certification, providing a robust foundation for a successful sustainable meeting. Our customizable program offers our clients a variety of options to help them attain their event's specific sustainability goals, including incorporating volunteer experiences with nonprofit organizations, as well as offerings to help meeting attendees maintain their healthy nutrition routines and stress-reduction activities.

### STAKEHOLDER ENGAGEMENT

Collaborating with our stakeholders, we can make meaningful differences. We work with Team Members to develop an appreciation for the planet's finite resources through environmental campaigns and educational events. We also develop diverse external partnerships to support sustainability challenges and produce previously unimagined solutions. Our strategic partnerships are aimed at creating transformational change in the regions and locales in which we operate.



## GREEN LEADER



**LORRAINE KALAYANAPRAPRUIT**

Facilities and sustainability manager at Sands Expo in Las Vegas, Lorraine Kalayanaprapruit, focuses on ways to reduce waste while educating Team Members about recycling. After each show, Kalayanaprapruit walks the floor with the cleaning team to find new and efficient ways to divert as much waste as possible.

“It’s a privilege to do this,” Kalayanaprapruit says. “We have Team Members loading trucks and delivering items, as well as partners coming to pick up items for donation. It’s great to know that the right person receives what we donate at their time of need.”

### **CERTIFIED IN PLATINUM AND GOLD**

Joining The Venetian Resort and Sands Expo in Las Vegas, Marina Bay Sands’ ArtScience Museum attained the prestigious LEED® (Leadership in Energy and Environmental Design) certification in 2018, achieving gold status under the Existing Buildings: Operations & Maintenance rating system. In becoming the first museum in the Asia Pacific region to obtain LEED certification, the museum excelled in the areas of water, energy, waste management and sustainable purchasing. Key environmental features include natural daylight illuminating museum interiors, as well as integration of a rainwater harvesting system into the building.

The Venetian Macao also received sustainability recognition in 2018 as the recipient of the Macao Green Hotel Platinum Award. The first hotel in Macao to earn the newly established Platinum recognition, The Venetian Macao excelled in the areas of reducing waste, providing electric vehicle parking spaces and charging stations for Team Members and guests, offering an eco-friendly mattress replacement program, monitoring the environmental performance of shuttle buses, establishing a management plan for reducing food waste and carrying out regular carbon audits to identify areas of improvement.

### **RESPONSIBLE CONSUMPTION**

As part of Sands ECO360’s efforts to focus on the United Nations SDG related to responsible consumption and production, Marina Bay Sands and Sands Macao restaurants have adopted sustainable practices for their menus, décor and other operations. For example, the “Sands Dining Sensations – Spring Organic Delights” was launched in 2018 as a seasonal menu that focused on healthier options, including produce sourced from organic farms in China. In addition, Rise Restaurant at Marina Bay Sands underwent a restaurant revamp with environmentally-friendly practices being incorporated into almost every aspect of operations, from procurement through sustainable suppliers to use of recycled materials in table settings.

With more than 50,000 Team Members across the globe, Sands is also working with Team Members to instill practices for responsible consumption, including:

#### **Annual Global Clean Plate Challenge**

During this annual event, Sands encourages Team Members to be conservative with their food quantities, which resulted in nearly 130,000 empty plates in dining rooms across the globe.

### **Food Waste Digester**

In Team Member dining rooms at Macao properties, leftover food is disposed into a food waste digestion machine, which ensures 100 percent of leftover food doesn’t end up in landfills.

### **Responsible Consumption Week**

Nearly 4,600 Team Members in Las Vegas participated in a week of activities ranging from going straw-less to using linen napkins and learning how to cook sustainably with a Zero Waste Cooking Demo.

### **SUSTAINABLE MEETINGS**

From food served to event materials, meetings and conventions can produce massive amounts of waste, and Sands has developed a variety of initiatives to lessen the impact. Marina Bay Sands trains Team Members in waste management practices including separation, measurement and disposal. At Sands Expo and The Venetian Resort Las Vegas, Team Members have found innovative solutions for waste, such as donating leftover signs to the Teacher’s Exchange program for school projects, art displays and props. Leftover vinyl signage is sent to a local company to repurpose the material into multipurpose handbags.

We also work with our clients to incorporate green meeting initiatives into their events. For example, Sands client IMEX partners with our properties globally and has implemented several sustainable initiatives such as straw-less drinks, plastic-free catering and fairly-traded sustainable decaf coffee offerings. During the 2018 IMEX North America Annual Show at the Sands Expo and Convention Center, our team worked with the organization to donate show materials, rescued meals and badge-back lanyards to local organizations, with 93 percent of the show’s waste diverted away from landfills.

### **COMMUNITY ENGAGEMENT**

When local second-grade student Benji Bach reached out to The Venetian Resort Las Vegas, he was on a quest to save the environment. After reading about plastic bags floating in the ocean and harming sea life, he wanted to make a difference. Admiring the work of Pranav Jampani, director of sustainability at The Venetian, Bach sought his assistance to help reduce the use of plastic bags by his fellow classmates. The sustainability team responded and donated nearly 500 reusable cotton shopping bags to his school.

*For a complete review of our environmental performance in 2018, please see the Sands ECO360 annual report.*





FOR MORE INFORMATION ABOUT  
OUR CSR INITIATIVES:

[WWW.SANDS.COM](http://WWW.SANDS.COM)  
[CORPCOMMS@SANDS.COM](mailto:CORPCOMMS@SANDS.COM)