



2025

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

SUPPLEMENTAL
INFORMATION





INTRODUCTION

We annually publish an environmental, social and governance (ESG) report that provides key stakeholders with a single source of information regarding the management of our ESG material topics. Since publishing our latest report in April 2026, we received additional requests for public disclosure, most notably through changes to S&P Global's Corporate Sustainability Assessment (CSA). To fulfill these requests, this report supplements the information published in our 2025 ESG Report.

Scope

Information in this supplemental report covers our global operations, including majority-owned subsidiary Sands China Ltd. and integrated resort Marina Bay Sands®. Data reflects calendar year 2025, unless otherwise stated.

MANAGEMENT APPROACH

MATERIALS AND RESOURCES

Plastics and Packaging¹ (addendum to page 69)

	2025
Percent paper and wood items made from FSC-certified raw materials	85%

WORKFORCE DEVELOPMENT

Team Member Engagement (addendum to page 77)

	2025
Actively engaged Team Members	87% ²

RESPONSIBLE BUSINESS

Strategy (addendum to page 75)

Artificial Intelligence (AI): Guided by our values and principles, we seek to employ artificial intelligence in an ethical and responsible manner. Our comprehensive AI Policy, approved by our chief executive officer and applicable to our corporate and integrated resort businesses, establishes clear enterprise-wide standards for the use of AI tools, including rigorous approval processes to manage risk, prevent the use of tools that may enable manipulative behavior or unauthorized surveillance, and ensure appropriate oversight. Models are monitored after approval, with bias and fairness testing conducted as appropriate based on the assessed level of risk. Where possible, we aim to use third-party supplied modules in order to maintain performance, including managing drift and degradation, and also support sustainable, energy-efficient practices.

Robust data protection principles restrict the use of sensitive company, patron and personal data in public AI tools and require compliance with applicable data privacy laws and internal review protocols. In addition, the policy defines clear parameters for the appropriate and responsible use of AI, including controls over approved tools; permitted inputs and outputs; disclosure of AI use; prohibition of AI tool use in decision-making, including decisions related to hiring and employment, procurement, sales and patron management unless approved by management; and a requirement for human review for AI-generated content prior to use.

We support responsible AI adoption through ongoing Team Member development initiatives, including annual training on AI use and confidential

information handling, as well as other learning opportunities to strengthen understanding and effective application of AI technologies.

Customer Relations: In line with our culture of service and excellence, we offer multiple channels for guest engagement and support, including in-person services provided by the front desk, concierge and dedicated customer service teams to enable real-time issue resolution. We train Team Members to assist guests with diverse and specialized needs. Guests can access support and provide feedback through a variety of accessible channels, including direct phone lines, email and online feedback platforms. At Marina Bay Sands, guests also have access to live and AI-enabled chat options for hotel and dining reservations, general inquiries and in-room requests.

Centralized ticketing systems support consistent intake, tracking and resolution of guest feedback and generate automated acknowledgments upon submission. We are committed to timely responses with resolution timelines varying based on the nature of each case. Our teams review feedback, which most frequently centers on hotel services, dining, public spaces and transportation, daily to enable prompt response and resolution. In addition, we conduct regular management reviews and provide summary reporting to identify priority areas, inform targeted operational improvements and service enhancements, monitor progress, and adjust improvement strategies as needed.

PRIVACY AND CYBERSECURITY

Evaluation and Adjustments (addendum to page 94)

We assess, test and monitor the effectiveness and suitability of our information security programs' safeguards on a routine basis and adjust the programs as appropriate to address material changes to our operations and business plans, or other circumstances that may have a material impact on the effectiveness and suitability of the program. Compliance with privacy and information security requirements is reviewed through internal audit activities, as well as through independent third-party assessments conducted as part of our ISO 27001 certification process at corporate and our integrated resorts.

¹ We assess materials and products used in our business operations and primary packaging for products provided to customers on a complimentary basis for single-use and disposable attributes. The scope of the data includes disposable Sands-branded water bottles; guest room liquid amenity containers and amenity kit boxes; disposable cups, plates, bowls, cutlery, takeout containers, straws and stirrers; and disposable laundry and shopping bags.

² Value has been updated to correct a data error.



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