

A nighttime photograph of the Marina Bay Sands hotel in Singapore, illuminated with blue lights. The Esplanade - Theatres on the Bay is visible in the foreground, and the Singapore skyline is in the background. The water in the foreground reflects the lights.

RESPONSIBLE
BUSINESS
HIGHLIGHTS

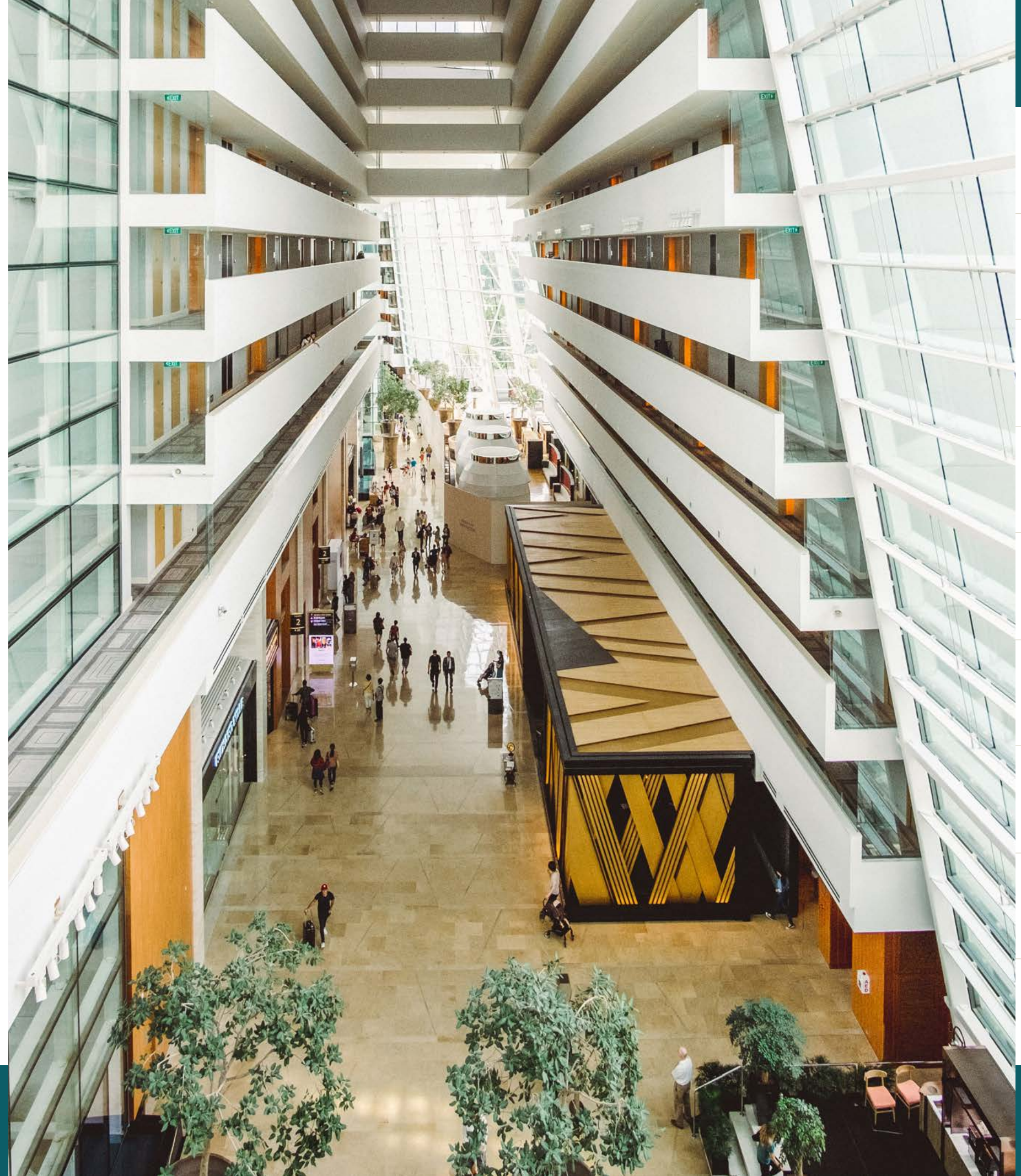
2020

ABOUT MARINA BAY SANDS

Marina Bay Sands is Asia's leading destination for business, leisure and entertainment, delivering unparalleled experiences for our guests

Located at the heart of Singapore's Central Business District, Marina Bay Sands' iconic design has transformed Singapore's city skyline and tourism landscape since opening in 2010. The resort offers a luxury hotel, state-of-the-art convention and exhibition facilities, a museum, theatre, world-class entertainment and the best shopping and dining in the region. The three hotel towers are crowned by the spectacular Sands SkyPark located on level 57.

In April 2019, Marina Bay Sands announced a major expansion plan to enhance our services. This will include an entertainment arena and an ultra-luxury hotel capped with a sky roof, as well as additional meeting and convention spaces.



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BUILDING BACK BETTER – RESILIENCE AMID UNCERTAINTY

Beginning in 2020, the world experienced what has perhaps been the most severe crisis in our lifetimes. While the unprecedented nature of the pandemic has dramatically impacted our operations, it has also highlighted the importance of continuing to weave sustainability into the fabric of our business.

Our commitment to decouple our environmental footprint from business growth and create a positive impact on the local community remains unwavering. In 2020, we focused our efforts on six key areas: Climate Response, Water Stewardship, Recycling & Circularity, Sustainable Food, Social Impact and Culture & Capacity Building. These pillars reflect our strengthened plan to address issues in areas where we can make a significant difference. We are pledging our ongoing support of Singapore’s strategy to build a sustainable, resource-efficient and climate-resilient nation while helping to meet social needs.

Throughout this challenging year, our priority has also been ensuring the safety and wellbeing of our Team Members and guests. We maintained our commitment to our Team Members, ensuring that jobs and

healthcare benefits were protected. We also continued to care for the vulnerable in our community, addressing a critical dip in food donations resulting from safe distancing measures. Our Team Members stepped up to help, with 150 colleagues packing 2,000 food bundles for elderly beneficiaries and families in need. During the nationwide closure of most businesses from April to June 2020, our restaurants donated 15,000kg of produce to The Food Bank Singapore.

As we prepared to welcome pilot events in October last year, we had the honour of becoming the first carbon neutral meetings, incentives, conferences and exhibitions (MICE) venue in Singapore. This is a result of both our extensive energy efficiency measures coupled with our investment in local Renewable Energy Certificates (RECs) and carbon offsets. Our clients are now able to conduct meetings and conferences that are 100% carbon neutral, at no additional cost.

In the area of water stewardship, one key partnership that we have been really excited about is our work with Seven Clean Seas. A grant recipient of The Drop by Drop Project, Seven Clean Seas is a Singapore-based social enterprise tackling plastic pollution in our oceans. Our support has aided the development of the River Plastic Recovery System, a floating system that captures plastic before it reaches the ocean. More than 7,000 Team Members joined us

for the virtual announcement of the partnership via our state-of-the-art Hybrid Broadcast Studio.

With in-person activities paused by the pandemic, we pivoted to an online-centric approach enabling us to reach our Team Members on a scale like never before. In 2020, we achieved a record-high engagement rate of 99% at our sustainability activities, with over 59,000 actions registered. Mandatory safe distancing measures also gave us the opportunity to get creative and adopt a hybrid volunteering approach, conducting activities over multiple sessions, virtually and in-person.

Our success in all these areas is only possible because of the efforts of our close-to 10,000 Team Members. While I’m proud of the difference we’ve made, I’m confident that we will continue to uphold these high standards befitting of our leading position in the hospitality industry.



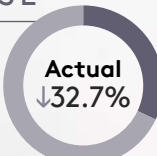
PAUL TOWN
Chief Operating Officer;
Chairperson,
Sustainability Steering
Committee

2020 PERFORMANCE & KEY HIGHLIGHTS

CLIMATE RESPONSE

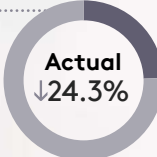
CARBON FOOTPRINT

GOAL: ↓19% BY 2020 VS 2015



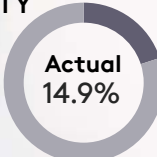
ENERGY

GOAL: ↓20% BY 2020 VS 2015



RENEWABLE ELECTRICITY

GOAL: ↑9% RENEWABLE ELECTRICITY, REACHING 20% BY 2020



OFFICE PRINTING

Completed Managed Print Services roll-out

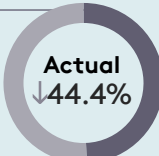
SINGAPORE'S LEADING SUSTAINABLE EVENT VENUE

Sands Expo and Convention Centre announced as Singapore's first carbon neutral event venue and first gold-certified venue under the Events Industry Council's new Sustainable Event Standards

RECYCLING & CIRCULARITY

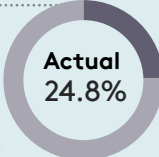
WASTE TO LANDFILL

GOAL: ↓10% VS 2015



OPERATIONS RECYCLING RATE

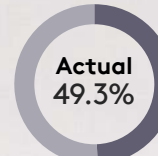
GOAL: 30%



SUSTAINABLE FOOD

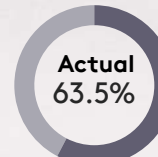
CERTIFICATION AND TRACEABILITY

GOAL: 50% RESPONSIBLY SOURCED SEAFOOD BY 2020



FOOD SECURITY

GOAL: 75% REGIONALLY SOURCED FOODS BY 2022



of our food is sourced from the Asia Pacific region



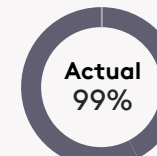
SUSTAINABLE MOONCAKE PACKAGING



CULTURE & CAPACITY BUILDING

TEAM MEMBER ENGAGEMENT

GOAL: 80% UNIQUE PARTICIPATION; 40,000 ACTIONS



unique participation; 59,163 actions

LAUNCHED *PLANET OR PLASTIC?* EXHIBITION

in collaboration with National Geographic at our ArtScience Museum



SOCIAL IMPACT



Over **S\$1 million** cash and in-kind contributions made to the local community



Over **1,500** Team Members contributing close to **3,800** hours of volunteering



Since 2010, we have given over **62,000** volunteer hours to the community



In an internal CSR survey, **95%** of respondents felt that Marina Bay Sands is a socially responsible company

WATER STEWARDSHIP

GOAL: ↓10% BY 2020 VS 2015



Engaged over **8,000** Team Members in our Drop by Drop partnership with Seven Clean Seas

CLIMATE RESPONSE

Decouple carbon footprint from business growth by reducing reliance on fossil fuels, adopting smart technology and driving more effective use of materials

As Asia's leading destination for business, leisure and entertainment, Marina Bay Sands is committed to curbing climate change. Our ambitious corporate commitments align with the Science Based Targets initiative (SBTi), pledging to reduce our global emissions by 17.5% by 2025.

We recognise that operating an integrated resort at scale requires considerable energy and resources. That is why decoupling our carbon footprint from business growth has always been the cornerstone of our programme. Through an innovation-led approach and pinpointing the greatest opportunities for change, we have reduced our carbon footprint by 48% since 2012.

With operations impacted by the pandemic, we saw a year-over-year reduction of 20% and 31.4% in our carbon footprint and energy consumption respectively. During the nationwide closure of most businesses from April to June 2020, a variety of measures were employed to keep energy consumption to a minimum:

- Air-conditioning was switched off in non-critical areas such as The Shoppes, Sands Expo and Convention Centre and Hotel Atrium.
- For areas that required air-conditioning, such as guest rooms, the theatre and gaming areas, air-conditioning set-point temperatures were increased to optimise efficiency.
- Lights were switched off where possible, with minimal lighting in critical areas.
- Car park ventilation fans and casino smoke extraction fans were fully switched off.

Having maximised our infrastructure efficiencies we are always looking for innovative solutions to achieve further reductions while promoting a shift in consumption attitudes and behaviours to embed sustainable thinking.



[Watch our Smart Building video to learn more.](#)



SINGAPORE'S FIRST CARBON NEUTRAL MICE VENUE

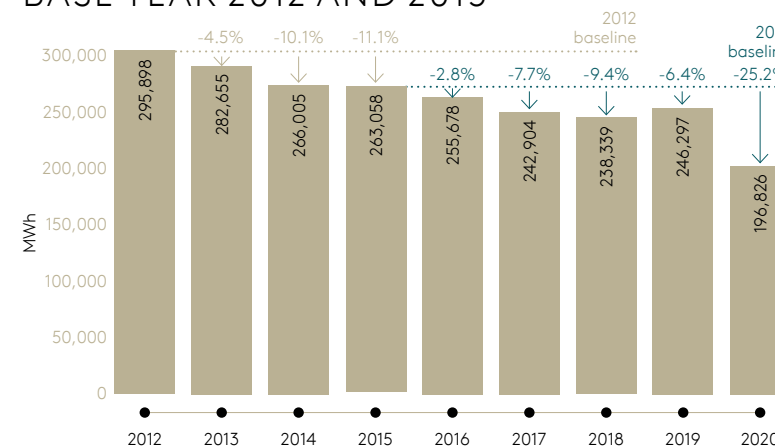
Our energy efficiency measures, coupled with our investment in local Renewable Energy Certificates (RECs) and carbon offsets, have led to our Sands Expo and Convention Centre becoming Singapore's first carbon neutral MICE venue.

This investment covers 100% of the carbon emissions generated from the venue's gas and electricity consumption. From 2019 to 2022, we have committed to purchase an annual average of approximately 25,000 RECs, corresponding to electricity

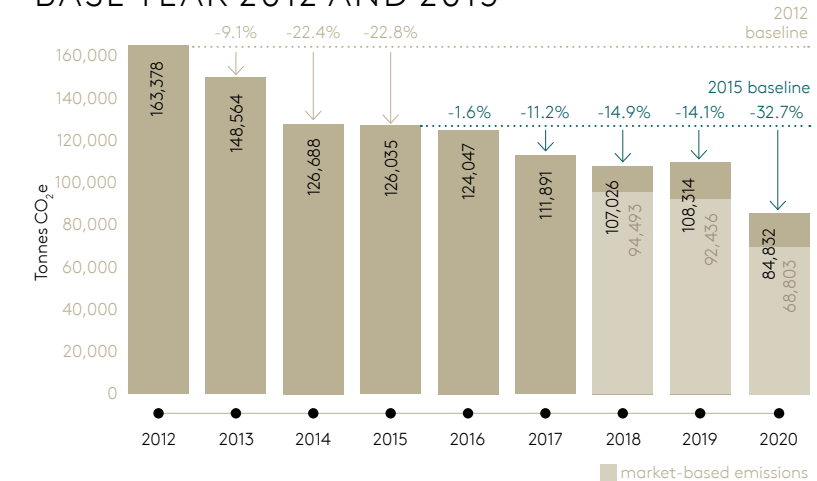
generated by solar arrays installed across building rooftops in the community in Singapore.

In 2020, Marina Bay Sands also became the first gold-certified venue under the Events Industry Council's new Sustainable Event Standards. Along with the venue's Leadership in Energy and Environmental Design (LEED) Platinum and ISO 20121 Sustainable Event Management System certifications, this recognition provides our clients with the utmost confidence in our ability to meet their sustainability vision.

ENERGY CONSUMPTION TREND – BASE YEAR 2012 AND 2015



CARBON EMISSIONS – BASE YEAR 2012 AND 2015



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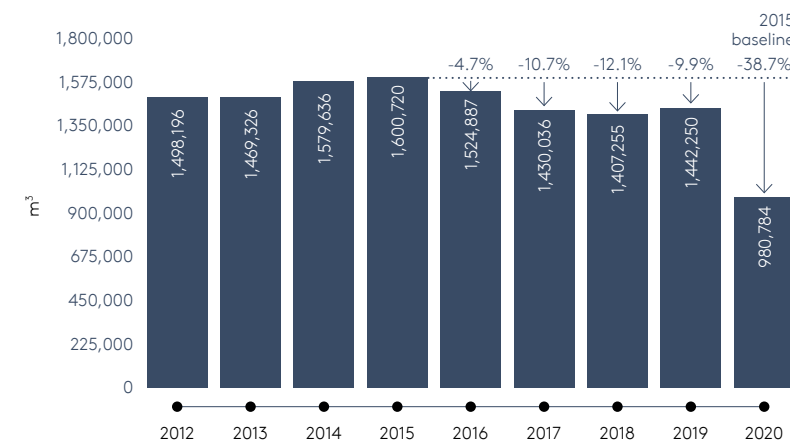
WATER STEWARDSHIP

Optimise operational efficiency and raise awareness of water issues

Water is one of the most vital resources to sustaining life. Yet, it is also one of the most severely threatened resources, with risks to the world's water supply escalating due to pollution, climate change and ecosystem destruction.

Marina Bay Sands adopts a holistic approach towards water management, with the objective of optimising efficiency by rethinking how we use water and raising awareness of these issues among our stakeholders.

WATER CONSUMPTION TREND – BASE YEAR 2015



[To learn more about our work with Seven Clean Seas, click here](#)

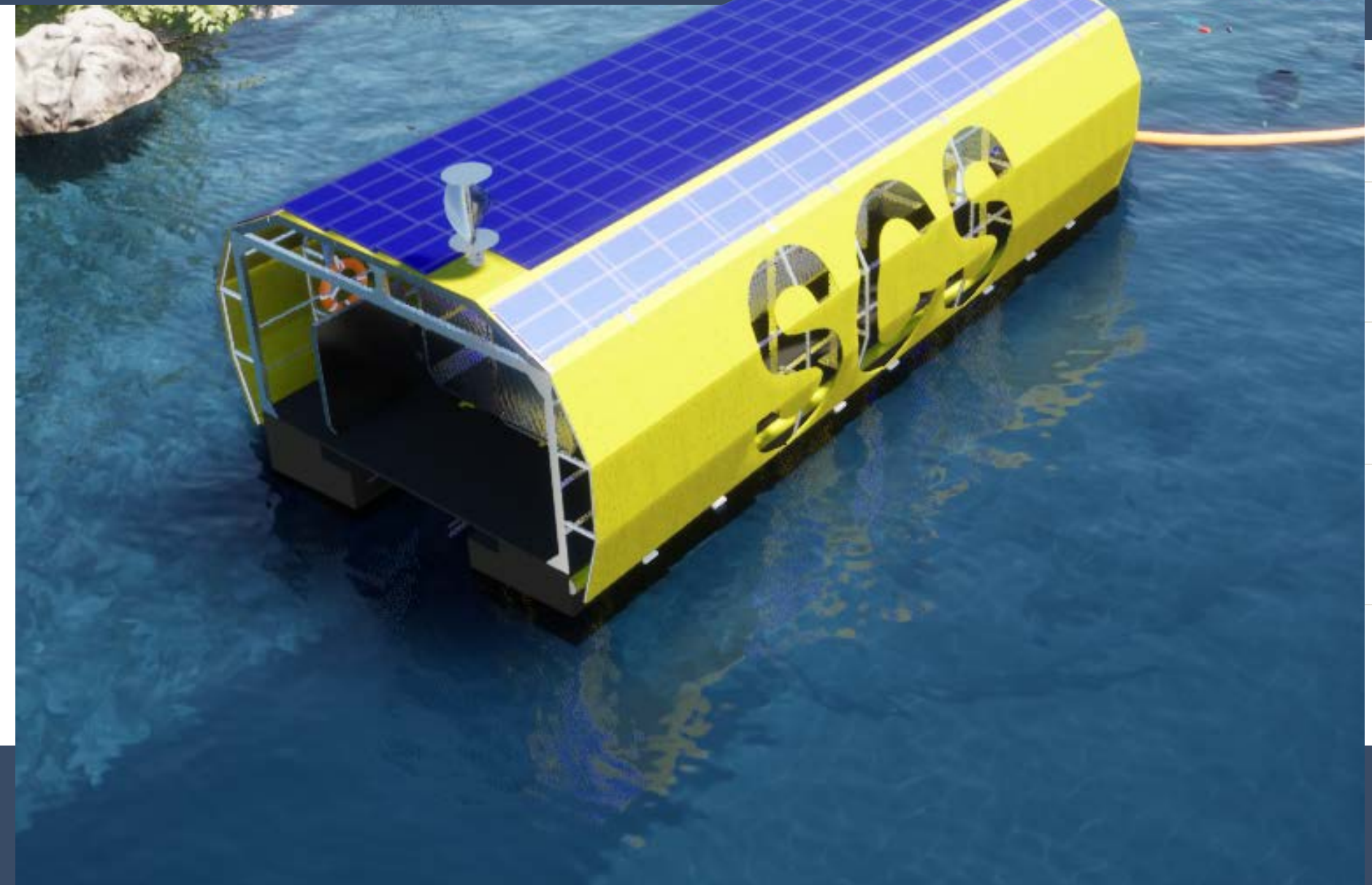
FIGHTING OCEAN PLASTIC POLLUTION WITH SEVEN CLEAN SEAS

In collaboration with our long-time partner Clean the World Foundation, Las Vegas Sands launched The Drop by Drop Project in 2019. The project reinvests savings from our parent company's water stewardship efforts into innovative projects supporting local water champions in Las Vegas, Macao and Singapore.

The Drop by Drop grant of S\$70,000 has enabled Seven Clean Seas, a Singapore-

based social enterprise committed to reducing plastic pollution, to develop a state-of-the-art River Plastic Recovery System (RPRS). The low maintenance, solar-powered RPRS aims to capture plastic before it reaches the ocean and is capable of removing 1.5 million kilograms of plastic trash annually.

In 2020, the system design was unveiled virtually to over 8,000 of our Team Members via the Sands Expo and Convention Centre's Hybrid Broadcast Studio, transforming the event into an immersive visual experience.



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RECYCLING & CIRCULARITY

Embrace 3R and circularity principles to enhance our waste management systems and maximise resources

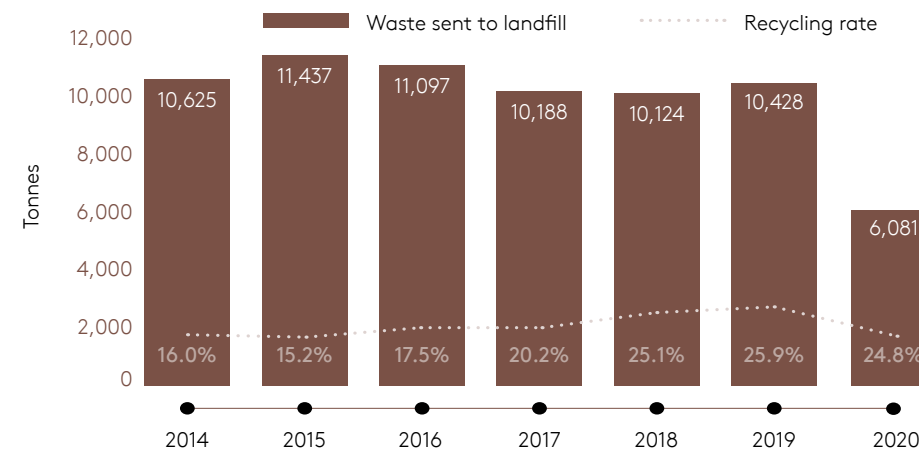
Our waste management is led by an evidence-based, impact-first approach. Utilising the latest innovations and striving for best practice, we are focused on priority areas such as food waste where we can make a significant impact. Beyond the typical 3R practices, we are also committed to designing out waste and ensuring that materials are re-circulated within the system where possible.

We reduced waste sent to landfill by 40.9%, mainly due to the integrated resort's closure as well as restrictions on crowd sizes upon re-opening. This also resulted in our recycling rate being slightly lower compared to 2019.

Guided by our global E3R strategy – Eliminate, Reuse, Replace and Recycle – we continued to make great strides towards addressing the issue of single-use disposables. The strategy is built upon four steps:

1. Eliminate unnecessary products and packaging.
2. Move towards reusable options, e.g. glass water bottles for hotel rooms.
3. Replace single-use plastic and packaging with plant-based alternatives that are less carbon-intensive in production.
4. Increase recycling of plastics and packaging with upstream recycling receptacles and downstream sorting and collection of plastics at our recycling docks.

PROPERTY WASTE



LOWERING OUR CARBON FOOTPRINT FROM THE USE OF DISPOSABLES

Knowing that the issue is bigger than just plastic, in 2020 we developed a single-use disposables scorecard. The aim of the scorecard is to track selected departments' carbon footprint arising from the use of disposables such as trash bags, gloves, cling wrap and packaged products. This method also allows us to identify opportunities to reduce consumption of single-use disposables and their associated carbon footprint.



With our E3R approach in mind, we also installed 18 umbrella dryers across the integrated resort to reduce the use of plastic bags. This initiative aims to eliminate the use of over 27,000 plastic bags annually.

To protect our Team Members during the pandemic, we issued reusable cloth masks to be worn as part of their uniforms, reducing an average of 32,500 disposable masks monthly.



SUSTAINABLE MOONCAKE PACKAGING

We are committed to reducing the environmental footprint of our ever-popular mooncakes – which is why we re-imagined our packaging in 2020 to feature a minimalist yet functional design. This revamp ensures that packaging waste is kept to a minimum.

We took a step further, creating our packaging from high-quality Forest Stewardship Council® Mix certified sources. This includes paper made from recycled fibres and virgin pulp from responsibly managed forests for the boxes – all without compromising on quality or food safety.

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SUSTAINABLE FOOD

Deliver diverse and delectable choices that emphasise our commitment to sustainable, local, healthy and exciting cuisines

With 30% of global emissions attributed to food production and the effects of climate change increasingly disrupting global supply chains, we are mindful of the need to source food sustainably.

In addition to supporting Singapore's '30 by 30' food security goal to produce 30% of its nutritional needs by 2030, we procure 63.5% of our food from the Asia Pacific region. Given that livestock cultivation is one of the most greenhouse gas-intensive activities, we are also committed to offering alternative proteins to further drive long-term sustainability.



RAISING THE STANDARDS OF SUSTAINABLE SEAFOOD

Singapore consumes 120,000 tonnes of seafood per year, and every three out of four popular species consumed here are unsustainable. The high demand in seafood consumption has led to overfishing – one of the biggest threats to our oceans.

Since 2017, Marina Bay Sands has been working on improving responsible seafood sourcing in Asia Pacific. In 2020, 49.3% of our seafood was responsibly sourced.

In addition to our ongoing support of aquaculture farms and fisheries across Malaysia to transition towards more sustainable practices, we also work closely with our seafood suppliers on traceability to ensure food safety, legality and sustainability.



Our barramundi are responsibly sourced from a farm located just 16km away from Marina Bay Sands in the southern waters of Singapore

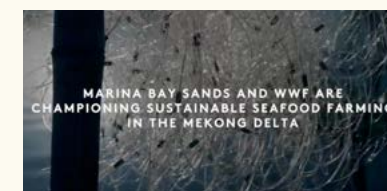
Learn more about how we are shaping the future of responsible seafood in Asia Pacific.



[Creating sustainable livelihoods for fishing communities in Sabah](#)



[Pioneering the use of AI technology to protect the Great Barrier Reef](#)



[Championing sustainable seafood farming in the Mekong Delta](#)



SOCIAL IMPACT

Leverage our unique resources and active spirit of volunteerism to help meet Singapore's social needs

Marina Bay Sands' commitment to Singapore extends far beyond helping support the country's economic and tourism goals. With a Team Member population of close to 10,000 and extensive resources across our property, we recognise that we have a responsibility to better the communities we serve.

This is realised through Sands Cares, our community engagement programme that leverages the unique assets and offerings of the integrated resort to drive impact and inspire change.

Despite the pandemic, our Team Members continued to be a force for good:

- Over 1,500 Team Members volunteered throughout the year.
- Contributed close to 3,800 hours of community service.
- Around half of volunteering hours directly supported COVID-19 causes.

We continued to fulfil our community commitments, contributing over S\$1 million (cash and in-kind) to our long-term partners, with 19% of the overall contribution aiding those affected by the pandemic.

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STANDING IN SOLIDARITY WITH SINGAPORE AMID COVID-19

As one of Singapore's largest hospitality players, our responsibility in supporting the local community has never been more pertinent than during a crisis like COVID-19. We harnessed our resources in multiple ways to uplift spirits and meet critical needs of the vulnerable.

A Symbol of Hope

Standing in solidarity with Singapore to fight against COVID-19, we lit our iconic hotel towers, Sands SkyPark and ArtScience Museum, every night from April to June 2020 as part of the nation's SGUnited campaign. The property also joined the global #MarkItBlue movement to highlight the importance of mental wellbeing during this challenging time and thanking all front-line workers.



Caring for the Vulnerable

In September 2020, Marina Bay Sands organised its inaugural 24-hour care kit packathon in partnership with Clean the World Asia and Red Cross Singapore. Over 350 Team Members worked tirelessly in small groups to assemble 10,000 care kits for local migrant worker communities and low-income families, with adherence to prevailing safety measures. Each kit contained essential items

such as soap bars, soap bags, hand sanitisers and surgical face masks.

Together with an additional 5,000 care kits assembled by Team Members in the safety of their homes during the government-mandated 'Circuit Breaker' closure (from April to June), Marina Bay Sands donated a total of 15,000 care kits to the migrant worker community in 2020.



Alleviating Hunger

48 hours before the government-mandated the nationwide closure of most businesses in April 2020, a conscious decision was made to donate unused produce to The Food Bank Singapore, including eggs, fruits and vegetables. 15,000kg of food was amassed from our MICE and hotel kitchens, as well as from food and beverage outlets owned and operated by Marina Bay Sands. Through The Food Bank Singapore, these were channelled to the wider community, benefitting those in nursing homes, family service centres and soup kitchens.

It was not the first time Marina Bay Sands responded to critical dips in food donations. When the pandemic first struck Singapore in February 2020, 160 Team Members also packed 2,000 bundles of food items for the elderly and vulnerable, supported by Food from the Heart and The Food Bank Singapore.

Community Engagement

With increased restrictions on social gatherings due to the pandemic, the mental and emotional wellbeing of the elderly in the wider community became



a key concern. Together with AWWA Active Ageing Centre and an arts social enterprise, we conducted eight hybrid arts and crafts sessions to maintain psycho-social wellbeing through safe social interactions. During the events, around 100 Team Members volunteered to befriend seniors.

Within a regulated environment, non-profits were also faced with reduced volunteer capacities to help their beneficiaries. Recognising this need, Team Members volunteered to clean the homes of seniors and vulnerable families, contributing 108 hours to ensure a cleaner environment for beneficiaries, which was especially important during COVID-19.

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CONTINUED CONTRIBUTIONS TO OUR LONG-TERM PARTNERS

Businesses around the world experienced stunted growth and revenues, with non-profit organisations also being adversely affected by the pandemic. Marina Bay Sands recognised that the challenges faced by our community partners extended far beyond COVID-19 and work still had to be done to support their long-term needs.



Photo credit: Cerebral Palsy Alliance Singapore

Providing Shelter, Food and Services to Vulnerable Communities

In 2020, S\$80,000 went towards the purchase of physiotherapy equipment such as nursing beds, independent feeding devices and ceiling hoists for the Cerebral Palsy Alliance Singapore's Assistive Technology Hub. This vital centre customises day-to-day assistive equipment in the market for individual beneficiary needs. The hub also serves as a rehabilitation centre for people with cerebral palsy and supports 30 clients to learn and practise life skills each year.

Marina Bay Sands also contributed S\$200,000 to AWWA's Adult Disability Home. Scheduled for completion by 2022, it will benefit up to 300 clients with multiple disabilities through both short- and long-term residential care, offering holistic support through physical rehabilitation and community integration activities for its residents.



Supporting Disaster Resiliency

To encourage 300 healthcare front-liners deployed to COVID-19 care facilities, we worked with a social enterprise staffed by special needs employees to create a care pack of organic chocolates and hand sanitisers for the selfless healthcare workers.

2,000 clear masks that enabled the deaf community to protect themselves while maintaining their form of

communication (hand signing and lip reading) were donated. In total, we donated over 156,000 masks to local healthcare, construction and special needs communities. Our Red Cross blood donation drive held on-site in September 2020 collected 88 units of blood to help boost the low national blood supply – especially vital in the pandemic.

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Promoting and Preserving Culture and Heritage

Close to S\$200,000 was donated to various art organisations and events that cultivate education, support and access to increase the vibrancy of the local art landscape and promote appreciation of the arts in the community.

For example, S\$100,000 was donated to the Marina Bay Singapore Countdown to contribute to New Year celebrations at the Marina Bay precinct, as part of our efforts to help uplift the area and bring cheer in difficult times. Animated illustrations, designed by local educational institutions and inspired by stories of good deeds, were also projected every night on our ArtScience Museum across the last week of December 2020. This led up to the Marina Bay Singapore Countdown, allowing aspiring local artists to showcase their work publicly.



Supporting Education and Employment in the Hospitality Industry

Since 2018, Marina Bay Sands has worked with the Singapore Institute of Technology (SIT) on a bursary for undergraduates pursuing a degree in hospitality. A further S\$100,000 was contributed to support the next generation of hospitality practitioners and show our continued support for the only autonomous university in Singapore offering a hospitality degree programme. The bursary helps to alleviate the financial concerns of undergraduates from low-income families. Since 2018, 60 undergraduate students have benefitted from our total contribution of S\$300,000.



Photo credit: Urban Redevelopment Authority

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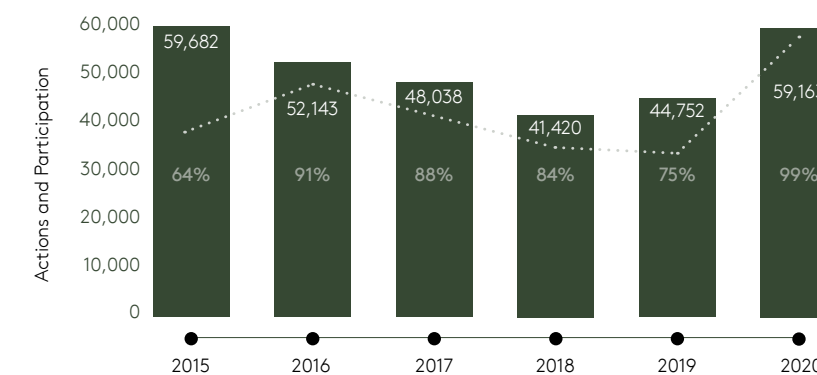
Communicate our commitments across operations and the supply chain by inspiring and engaging our customers, partners and Team Members

Despite our operations being severely impacted by COVID-19, we recognise that the importance and urgency of climate action remain as pressing as ever. Our deep-rooted sustainability culture, not just among Team Members but throughout our support framework of stakeholders, is an invaluable resource in these trying times.

We remain committed to inspiring our stakeholders through meaningful certifications and partnerships, advocating for sustainability through compelling communications programmes, while empowering our Team Members.

By working together with a wide range of stakeholders, we aim to create a collaborative environment that paves the way towards greater sustainability.

SUSTAINABILITY ACTIONS AND PARTICIPATION



TEAM MEMBER ENGAGEMENT

Building a sustainable business requires collective will and effort across all levels of the organisation. This is why we have dedicated significant resources to educate our Team Members about sustainability.

Our target-driven approach has been successful in getting Team Members on board. Over the years, our engagement strategy has evolved in tandem with our growth – from one focused on raising awareness to one intended to shift both mindsets and behaviour.

While the pandemic prevented in-person activities, it also gave us the opportunity to pivot to an online-centric approach, allowing us to engage Team Members at scale.

Our Team Members achieved 58,022 sustainability actions through participation in a range of activities such as food donation drives and webinars.



Pivoting to Online Learning

With the nationwide closure of most businesses from April to June 2020, we were presented with an opportunity to engage a captive Team Member audience.

Tailored training for specific departments as well as home-based activities were quickly put in place. This included online e-learning modules covering topics such as responsible seafood, single-use plastics, water conservation and a 'Grow Your Own Food @ Home' campaign. We also published a curated list of sustainability-related documentaries for Team Members to watch online. A total of 33,690 actions were registered through these activities.

PARTNERSHIPS

The interconnected nature of sustainability challenges means that partnerships are key to enduring, systemic change. Marina Bay Sands actively seeks partners sharing the same values to shine the spotlight on sustainability issues.

In particular, the integrated resort's ArtScience Museum, which explores the intersection of art, science, culture and technology, has been a key champion in this area. Utilising the power of art, we have collaborated with industry-leading partners to bring sustainability issues to the fore.



Porsche Joins Forces with Marina Bay Sands

In 2020, Porsche became Marina Bay Sands' first Official Automotive Partner. The strategic partnership will see the two brands working together to create exceptional lifestyle experiences.

One of the main highlights of this partnership is the installation of Porsche's first Destination Charging stations in Singapore at Marina Bay Sands. In addition to the two charging stations already available at Marina Bay Sands, six new Destination Charging stations will be accessible to all electric and hybrid vehicles at no cost, further illustrating both brands' commitment to building a more sustainable future.

Planet or Plastic?

In September 2020, we launched *Planet or Plastic?* at the ArtScience Museum. This exhibition by National Geographic told the story of plastic, from its invention just over a century ago to the environmental impact brought about by its mass consumption. Featuring 70 profound images displayed in six thematic sections, the work highlighted the fragility of the natural environment, and how it is being impacted by plastic pollution.

To complement the powerful message presented in *Planet or Plastic?*, we developed programmes to inspire visitors into taking practical actions. One of the highlights was a series of beach clean-up activities organised in collaboration with Seven Clean Seas, where members of the public were invited to remove plastic waste from one of Singapore's local beaches.



Illuminating Futures with SolarBuddy

Globally, more than 1.4 billion people live in energy poverty. Homes go without access to safe and reliable electricity and internet, while hospitals lack regular power to keep vaccines and medicines refrigerated.

In January 2020, Marina Bay Sands teamed up with SolarBuddy, a charity that aims to gift six million solar-powered lights to children living in energy poverty by 2030. Team Members came together to build 500 portable solar-powered lights and learn about the devastating effects of energy poverty. The solar-powered lights can help create a more sustainable world by improving education outcomes, health, wellbeing and connectivity.

The lights benefitted children living in the remote floating village community of Prek Toal, Cambodia. There, 1,500 families live with limited access to lighting. The 500 solar-powered lights built by 98 of our Team Members will impact 2,500 lives and create 1,095,000 'safe study' hours for children.



SANDS CARES

SANDS ECO-360

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<https://www.sands.com/responsibility.html>

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