



Wynn Macau, Limited  
Sustainability  
Report 2017

Wynn Macau, Limited 永利澳門有限公司\*

(incorporated in the Cayman Islands with limited liability) (於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 1128

\*for identification purposes only 僅供識別



“We know we must balance the needs of our investors, employees, guests, and the local community with operating an environmentally sustainable and resilient business.”

### **A MESSAGE FROM MATT MADDOX**

At the heart of Wynn lies a dedication to excellence. My colleagues at all our resorts throughout the world have long been focused on creating the ultimate luxury experience and providing outstanding service, but our focus on excellence also extends to our commitment to environmental and social responsibility.

We have been part of Macau’s community since 2006 and our commitment has strengthened over the years with the opening of Wynn Palace, a further testament to the strength of our bond with Macau and its people.

We know we must balance the needs of our investors, employees, guests, and the local community with operating an environmentally sustainable and resilient business – one that uses resources wisely to ensure these are protected for future generations. Through action and innovation, we strive to reduce our ecological footprint by pursuing green energy measures, using water efficiently, and managing waste in a responsible manner.

We are proud of the social contribution we make to the communities in which we operate. By developing our employees, whether through training programs or supporting further education, we help to provide a lasting social return-on-investment that benefits the Macau community for the long-term and well beyond the walls of our operations.

Of equal importance, we encourage our employees to become more involved in the community, including helping the elderly and working with disadvantaged children.

Since 2006, our Macau properties have been setting the standards for excellence in hospitality, and I would like to thank our 13,000 employees at Wynn Macau and Wynn Palace for showing equally high levels of commitment to the local community.

#### **Matthew Maddox**

CEO, Wynn Macau, Limited





“We are committed to, and excited about, making positive and lasting social, economic, and environmental impact in our community as we continue to offer guests an elegant and discerning hospitality experience like no other.”

## **A MESSAGE FROM IAN MICHAEL COUGHLAN**

I am delighted to be introducing Wynn Macau, Limited’s first Sustainability Report.

2017 marked the first full year of operation for our two integrated resorts Wynn Macau and Wynn Palace, both of which have set new standards for luxury and elegance. The time is right to set out our achievements and challenges as we outline our commitments to the environmental, social, and governance aspects of our business.

At our resorts, we are dedicated to offering guests the highest quality of service. Wynn Macau was honored to be named the only resort in the world with eight Forbes Travel Guide Five-Star Awards in 2017, and this year Wynn Palace earned a coveted Five-Star triple crown for hotel, spa, and restaurant on the 2018 Forbes Travel Guide star rating list. Every aspect of the integrated resorts reflects the Wynn brand’s attention to detail, and we are now extending that level of detail to our sustainability reporting.

While this may be our first Sustainability Report, we have long embraced our responsibilities and strived to create value and positive impact. The challenge for Wynn, and indeed all luxury hospitality companies, is to meet the needs of the present without compromising the ability of future generations to thrive.

This report outlines many of the wonderful initiatives taking place at both resorts. It also details our approach to creating value for our guests, employees, and other key stakeholders. It is vital that our employees are with us on our sustainability journey, and I’ve been delighted to see their enthusiasm and initiative drive forward many different programs. Our team members are amongst the most loyal employees you will find and they, like me, care deeply about our customers, our community, and our impact on the world.

As we look ahead, we are committed to, and excited about, making positive and lasting social, economic, and environmental impact in our community as we continue to offer guests an elegant and discerning hospitality experience like no other.

We acknowledge we have much more to do; indeed, we know this is a journey that must never stop. There will always be ways in which we can improve. I would like to take this opportunity to thank each and every valued team member who is helping us on our way.

**Ian Michael Coughlan**

President, Wynn Macau, Limited

01

# Welcome to Wynn Macau, Limited

---

Our luxury properties in the Macau Special Administrative Region of the People's Republic of China hold eleven Forbes Travel Guide star ratings. Since the commencement of our operations in 2006, our success has been tied to a commitment to excellence, respect for our employees, and an unwavering dedication to service that extends to the communities where we live and work.



Wynn Macau, Limited is traded on the Main Board of the Hong Kong Stock Exchange and is a subsidiary of NASDAQ listed Wynn Resorts, Limited.

We are a developer, owner, and operator of two integrated destination casino resorts in the Macau Special Administrative Region of the People's Republic of China.

References to "Wynn", "us", "our" or "we" refer to Wynn Macau, Limited (the "Company") and its subsidiaries, or any of them, and the businesses carried on by such subsidiaries, except where the context or scope of reporting makes it clear otherwise. References to "Wynn Macau" include "Encore at Wynn Macau."



# Wynn Macau, Limited At-A-Glance

# 2017



# 13K

Employees in  
Macau

# HK\$36B

2017 Revenue

(See our most recent [Annual Report](#) for further financial information)



## WYNN MACAU

Wynn Macau opened to the public on 6 September 2006 at the center of the urban Macau Peninsula. In 2008, Wynn Macau was the only hotel in Macau and one of only five hotels in Asia to receive the coveted Forbes Travel Guide Five-Star award. In April 2010, the Encore tower was opened at Wynn Macau. Encore is an all-suites boutique hotel seamlessly integrated with Wynn Macau.

Wynn Macau remains the only resort in the world with eight Forbes Five-Star awards, garnering Five-Stars for its opulent accommodations, impeccable service, and world-class restaurants.

The property has a total of 1,008 spacious rooms and suites, approximately 25,360 square meters of casino space, around 2,880 square meters of meeting and convention space, and 7,950 square meters of retail space and leisure facilities.



## WYNN PALACE COTAI

Wynn Palace Cotai is our second integrated resort in Macau and opened on 22 August 2016, again raising the bar for luxury experiences in Macau. The 28-story resort was inspired by the beauty of nature and features 1,706 rooms and suites, restaurants, gaming space, grand theatre, fountain show, spa, and an 18,580-square meter retail esplanade, home to more than 50 of the most renowned names in fashion.

Wynn Palace's faultless service and unrivaled facilities won a coveted Five-Star triple crown for its hotel, spa, and Mizumi restaurant on the 2018 Forbes Travel Guide star rating list. Wynn Palace is the first and only resort in the world with more than 1,000 rooms to receive Five Stars.

# 02

# Our Commitment To Sustainability

---

Many believe that in the world of integrated luxury resorts, sustainability is a paradox. We understand this misconception and, as a premier luxury operator, are focused on integrating corporate, environmental, social, and governance responsibility into our objectives, strategies and operations. Balancing luxury and sustainability means lifting the burden from our guests and taking responsibility to provide a guilt-free, sustainable experience.





### OUR COMMITMENT TO SUSTAINABILITY (CONTINUED)

Our enduring success relies on our ability to meet and exceed our guests' desires for luxurious, opulent hospitality in a responsible manner. As we move forward on our commitment and fully embrace reporting on our efforts, goals, and performance each year, we believe it will help us identify more opportunities for enhanced loyalty, better operating efficiencies, and increased shared stakeholder value.

### ABOUT

In this, our first sustainability report, we are covering the calendar year 2017. We have always been aligned with creating stakeholder value but have deferred reporting on

our sustainability efforts. Given the shifting paradigm and the enhanced importance placed on shared stakeholder value, we feel now is the time to provide more visibility into our company operations and showcase the positive long-term impact for our stakeholders.

### SCOPE

Pursuant to Global Reporting Initiative (GRI) Standards 201, detailed financial information (including revenues, operating expenses, dividends, and interest paid) is available in our [2017 Annual Report](#).

In our 2017 Annual Report we have addressed the general disclosures and certain key performance indicators set out in the Hong Kong Stock Exchange's Environmental, Social and

Governance Reporting Guide in Appendix 27 to the Rules Governing the Listing of Securities on the Hong Kong Stock Exchange with regard to the core operations and activities of Wynn Resorts (Macau) S.A., our main operating entity. The core operations and activities at Wynn Macau and Wynn Palace include the casino, hotel, food and beverage, retail, spa, meeting, entertainment, and recreational offerings. The scope of our environmental, social, and governance (ESG) reporting in our 2017 Annual Report was reviewed by the Board of Directors ("Board").





## SCOPE (CONTINUED)

For the benefit of our stakeholders, particularly our investors and government agencies in Macau, we have also supplemented the general disclosures in certain areas with additional information and we reference selected indicators from the GRI Standards in this report. The GRI Standards have become the benchmark for global reporting of non-financial data. In addition, we prepared our carbon footprint using the Greenhouse Gas (GHG) Protocol. Our carbon footprint calculation is prepared separately for each operating resort and then analyzed and monitored aggregately and benchmarked against industry competitors.

## RISKS AND OPPORTUNITIES

Our Sustainability Committee (see [Sustainability Committee Ethos, p. 10](#)) proactively evaluates sustainability risks. This is part of an integrated companywide risk management process. Please refer to our [2017 Annual Report](#) for more details on this process.

We acknowledge potential risks of climate change (extreme weather), the rising cost of natural resources, increased regulation, potential fines and/or litigation, and the ability to continue operations under regulatory license. Our Board is responsible for evaluating and determining the nature

and extent of the risks it is willing to take in achieving the company's strategic objectives. The related opportunities include improved operational efficiencies, increased guest attraction and loyalty, increased revenues/EBITDA, improved risk management, better access to capital, increased shareholder value, and employee attraction and retention. Our Sustainability Committee's focus is to mitigate these risks and create the connected opportunities.



## GOVERNANCE STRUCTURE

Our Board has overall responsibility for our sustainability strategy and reporting, assisted and advised by the Sustainability Committee and senior management. Senior management in turn collaborates with various departments and committees to drive implementation and keep track of progress. Each department is responsible for monitoring compliance with relevant laws and regulations and company policy. Senior management's efforts are also supported by the commitment and passionate work of the Wynn Green Team and the Wynn Employee (WE) Volunteer Team.



## SUSTAINABILITY COMMITTEE ETHOS

The Sustainability Committee was established in 2017 to develop, implement, and monitor environmental, social, and governance (ESG) policies, practices and strategies that will promote sustainable development. The Committee's duties include:

Monitor the social, environmental, and regulatory trends that may impact our sustainability strategies, processes, resources, and activities.

Assess and evaluate potential disruptive technologies and innovations that may advance sustainable development.

Review and assess the effectiveness and performance of the Committee and the adequacy of the Charter and recommend any proposed changes to the corporate governance structure over sustainability.

Report and make recommendations regarding social and environmental trends, issues, and concerns in order to navigate and refine more effective sustainability pathways.

Formulate strategy, establish goals and targets, and integrate environmental, social, and governance shared values into our operations that are consistent with sustainable development.

Consider the impact that sustainability policies and practices have on internal and external stakeholders – in particular, employees, investors, guests, Macau government agencies, suppliers, local communities, and non-governmental organizations.

Such other duties that may arise from time to time consistent with the Committee's ethos.





## ENGAGING OUR STAKEHOLDERS

At Wynn, we understand the importance of actively and systematically engaging with our stakeholders.

We consider our internal and external stakeholders as valued, long-term partners and have set up strategic, collaborative business relationships to better understand the ever-evolving needs of those impacted by the activities and decisions of our company.

## OUR INTERNAL STAKEHOLDERS

### Employees

We focus on providing the industry's best workplace practices. Understanding our employees is critical to our ability to attract and retain talent. Our model to provide the ultimate guest experience is driven by our talented workforce.

## OUR EXTERNAL STAKEHOLDERS

### Guests

Providing the ultimate guest experience is at the center of our business model. Meaningful interaction and creating collaborative relationships with guests is key to understanding their evolving preferences.

### Investors

We engage with the investment community, including shareholders, to understand financial performance expectations.

### Macau government bureaus

We value our relationship with the Macau government and believe it is critical in understanding government priorities to better enable us to assist them in meeting their objectives.

### Suppliers and local small and medium sized enterprises (SMEs)

We interact with suppliers to ensure proper procurement practices are in place. Whenever possible, we procure goods and services from local sources to support Macau's SMEs, develop local human capital, and minimize our carbon footprint.

### Local communities

We are committed to developing and enhancing local communities through numerous volunteering programs and charitable giving.

### Non-governmental organizations (NGOs)

Building good relationships with NGOs helps us become aware of, and manage, reputational and risk issues related to our operations. It also helps us better understand and address environmental, social, and governance issues as they arise.

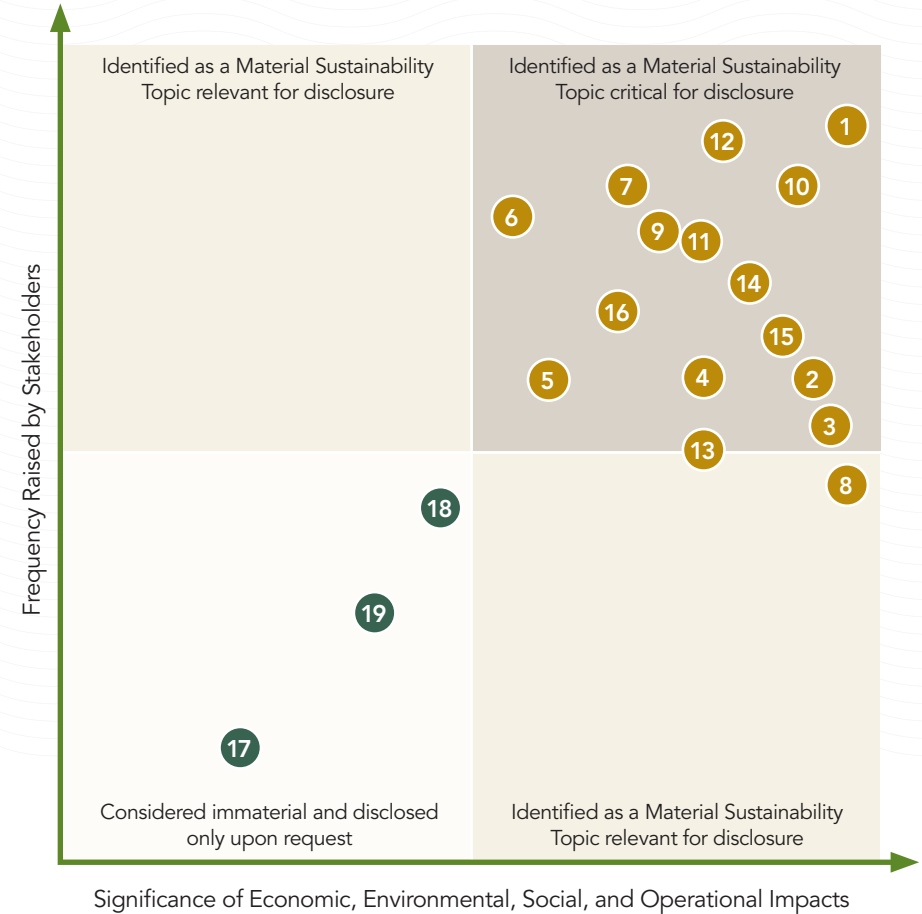
## ASSESSING OUR MATERIAL SUSTAINABILITY TOPICS

Our materiality matrix reflects input from our internal and external stakeholders. As a basis for developing our own sustainability strategy, we have integrated forward-looking priorities into our matrix as set forth below:

## MATERIAL SUSTAINABILITY TOPICS / ISSUES

<b>Economic</b>	1	Economic performance	Long-term economic performance			
	2	Governance	Leadership, disclosure, and preparedness			
	3	Risk and crisis management	Unusual and infrequent events			
<b>Environmental</b>	4	Energy	Energy consumption and energy efficiency management			
	5	Water	Water consumption and water efficiency management			
	6	Waste	Minimization of waste, waste management, and recycling			
	7	Emissions	Air pollution and potential climate change			
<b>Social</b>	8	Workplace practices	Recruitment and employment practices, and associated risks			
	9	Health and safety	Occupational health and safety, and food safety			
	10	Human capital development	Learning, advancement, and talent retention			
	11	Human rights	Equal opportunity and diversity			
	12	Community involvement	Volunteering and charitable giving			
	13	Sourcing	Sustainable practices and policy			
<b>Operational</b>	14	Responsible gaming	Fair and safe gaming experience			
	15	Privacy and confidentiality	Cyber-security and guest data privacy			
	16	Anti-corruption	Anti-money laundering and best practices			
<b>Other topics considered:</b>	17	Biodiversity	18	Building materials	19	Anti-competitive behavior

## MATERIALITY MATRIX



# 03

## Prioritizing A Healthy Planet

---

Our commitment to environmental sustainability is key to the success of our business and reaches beyond the doors of our resorts. In our operations in Macau, we strive to provide our guests with the most memorable experience while at the same time working toward conserving finite resources for both Macau and the planet.



# Healthy Planet Highlights



80%

of lighting infrastructure uses LED or low energy fluorescent lamps



More than 400

metric tons of cardboard, plastic, aluminum cans, scrap iron, and newspapers were recycled in 2017

Approximately 13 

metric tons of discarded soap has been recycled through Clean the World's soap recycling program



# OUR ENVIRONMENTAL OBJECTIVES

Our core environmental management objectives are as follows:

- Mitigating emissions and resource management
- Minimizing waste going to landfill or incineration
- Promoting energy efficiency
- Water conservation

## PRIORITIZING A HEALTHY PLANET (CONTINUED)

It's a simple but profound equation: we must balance the needs of our investors, employees, guests, and the communities where we operate with running an environmentally sustainable and resilient business – one that uses resources wisely to ensure they are protected for future generations.

Through action and innovation, we prioritize a healthy planet by reducing our ecological footprint, pursuing green energy measures, using water efficiently, and managing waste in a responsible manner. Every step of the way we work to inspire both our employees and guests to support us and be an integral part of our ongoing green efforts.

## PUTTING OUR ENVIRONMENTAL COMMITMENT IN ACTION

We strive to continuously improve our environmental performance. We are committed not only to complying with relevant legislation and requirements in all aspects of our business, but also to managing our environmental impact. We do this by developing green infrastructure programs and procedures to monitor and assess our sustainability

activities. In addition, we regularly test and implement innovations that improve efficiencies at both Wynn Macau and Wynn Palace.

Like many similar businesses, we fully recognize that our operations, as premier gaming resorts, have a significant impact on the environment, particularly the consumption of natural resources, the generation of waste, and the emission of greenhouse gases. With this in mind, we have in place processes to gather data and measure our environmental impact, which is then monitored and analyzed with the aim of constantly identifying areas where we can improve our environmental performance.

## OUR SUSTAINABILITY COMMITTEE DRIVING ACTION

Our Sustainability Committee (see [Sustainability Committee Ethos, p. 10](#)) assists our senior management to set targets for the company, as well as implement strategies and action plans to achieve them. These targets are then communicated to our employees through training, notices, and other green activities. Targets are both specific and intensity focused, and in some cases, monetary and recognition incentives are provided to employees for their participation.





## GREEN TEAM MISSION

Wynn is fully committed to the sustainable development of Macau, striving to minimize our long-term impact on the environment by continuously and effectively reducing our ecological footprint and energy consumption.

## THE WYNN GREEN TEAM

The Wynn Green Team is one of the ways we are placing sustainability at the heart of our operations. The team educates employees about environmental issues and raises awareness of sustainability challenges. Team members serve as ambassadors to encourage their colleagues to reduce waste and energy consumption, both in the workplace and within the local community. Employees are also encouraged to think about and propose new environmentally-friendly practices; indeed, some of our best initiatives have come from their ideas.



## OUR GREEN TEAM RAISING AWARENESS

The Wynn Green Team is comprised of employees who are passionate about environmental issues and protection. They help raise greater awareness of environmental issues among their colleagues, encourage them to follow the principle of reducing, reusing, and recycling, inspire them to adopt more environmentally-friendly practices in the workplace, and contribute their own ideas of how we can reduce our footprint.



### STEWART JACKSON

**Director - Engineering, Sustainability Officer**  
Green Team member since 2014

*The Green Team needs to be made up of people who will champion the initiatives because of their beliefs and passions. I believe that it is our responsibility to ensure that our children and grandchildren are given the same opportunities that we were and to have a better standard of life. I want my children to be able to see the arctic ice packs and wild polar bears. I would also like Wynn to be famous around Asia for leading the way, not only in luxury, but in sustainability as well. With our current leadership, I believe this is attainable.*

### KIRRILY COSTELLO

**Manager (Health, Safety and Environment)**  
Wynn Palace (Joined since 2015)

*When I called for participants to join our newly established Green Team, I was pleasantly surprised to find many team members come forward asking to be involved due to their strong interest in sustainable work practices. I would not class all of them as "greenies" but as people who are aware of the damage we have done to this Earth and who also inherently look for efficiencies in their work life. These efficiencies naturally translate to energy and resource savings.*



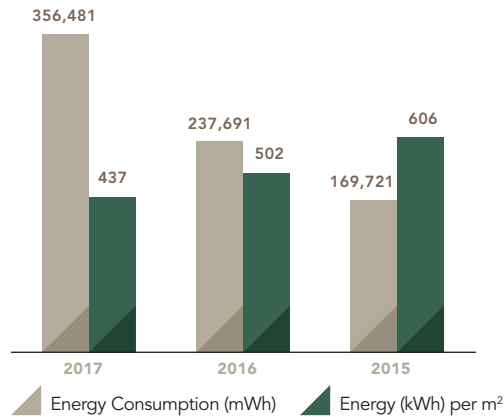
## WHO IS THE WYNN GREEN TEAM?

We are a team of Wynn employees passionate about the environment and keen to adopt more environmentally-friendly practices while continuing to focus on the delivery of luxurious hospitality. We help raise greater awareness on environmental issues and inspire our colleagues to adopt more environmentally-friendly practices.

# Environmental Performance

With the opening of Wynn Palace on 22 August 2016, our scale increased to 2,714 from 1,008 rooms and to 815,000 from 280,000 square meters of total floor print; thus the correlated absolute increases as outlined below. The trends for our use of resources and emissions show consistent improvement based on intensities.

## ENERGY CONSUMPTION



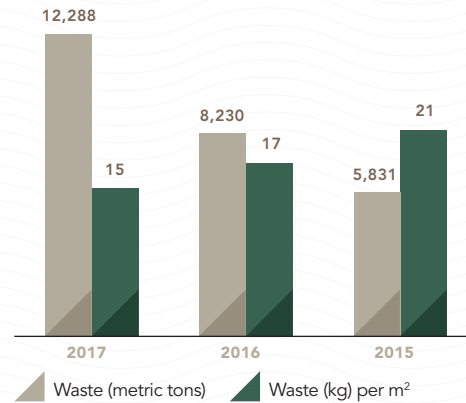
### 2017 PROGRESS

- LED replacement project at Wynn Macau
- Installed heat exchangers
- Shared shuttle buses and route consolidation
- Heat pump replacement project for more efficient and smaller staged units
- Stabilization and ramp up at Wynn Palace

### 2018-2020 PRIORITIES

- Continuation of LED replacement project in the back-of-house operations
- Evaluation of photovoltaic feasibility

## WASTE



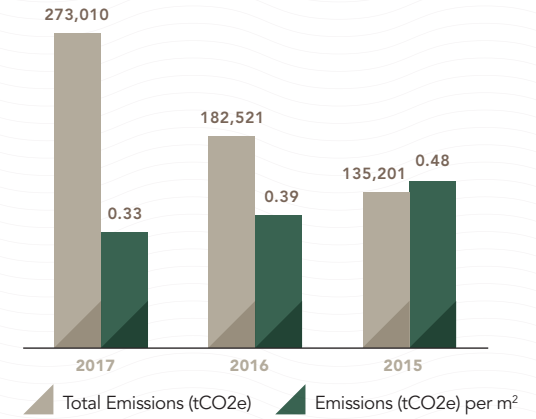
### 2017 PROGRESS

- Implemented "Clean Plates" initiative in employee dining room reducing food waste
- Installed a composter at Wynn Macau to significantly reduce food waste
- Initiated a battery recycling program
- Continued participation in "Clean the World" program

### 2018-2020 PRIORITIES

- Re-initiate recycling of playing cards working with source company for end-to-end solution
- Continue ramping food waste solution across properties
- Mitigate the use of plastics
- Recycle linens, textiles, and uniforms
- Recycle coffee capsules

## EMISSIONS



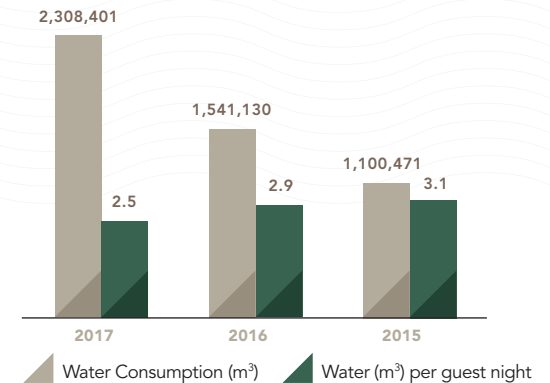
### 2017 PROGRESS

- See savings for energy, water, and waste

### 2018-2020 PRIORITIES

- Further evaluation of new technologies to reduce the use of resources and mitigate waste

## WATER CONSUMPTION



### 2017 PROGRESS

- Installed more efficient faucets in the back-of-house operations

### 2018-2020 PRIORITIES

- Evaluate new technologies for further potential savings

\* The intensity measurements using square meters are using pro-rata amounts to reflect the opening of Wynn Palace in the third quarter of 2016

## NAVIGATING ENVIRONMENTAL RISKS AND OPPORTUNITIES

Environmental risks and opportunities are identified by our Sustainability Committee. These could range from changes in government regulation pertaining to environmental protection to the impact of climate change-induced weather events on our operations. We recognize that these risks can translate to costs, reduced market valuation, and disruption in our ability to do business. Such risks are continuously monitored and communicated to appropriate levels of management, including senior management and the Board.

We are pleased to disclose that in 2017 there were no confirmed incidents of non-compliance or grievances in relation to environmental protection laws or regulations. However, in the reporting period, Typhoon Hato, the worst natural disaster Macau had encountered in more than 50 years, battered the city and caused about HK\$11 billion in economic losses. With SMEs reporting significant costs, we dedicated both time and resources to build up their resilience and help other local communities in Macau affected by the disaster.

## REDUCING OUR GREENHOUSE GAS EMISSIONS

We are committed to the principles of sustainable development, which is to meet the needs of the present

without compromising the ability of future generations to thrive. For us, this essentially means working toward growing our business while at the same time lowering our GHG emissions intensities. In our operations, we continually strive to reduce our impact on the environment and on natural resources by using them efficiently, as well as by monitoring and minimizing our energy consumption.

To monitor, measure, and evaluate our performance effectively, we have established 2015 as our base year and set clear and obtainable targets going forward. We are pleased to report that we achieved a total GHG emissions reduction of 30.6 percent (m<sup>2</sup> intensity) from our base year. Our work to reduce our carbon footprint and GHG emissions continues.

## REDUCING OUR WASTE

We are committed to the principle of reduce, reuse, and recycle. At both our properties, we recycle cardboard, plastic, aluminum cans, scrap iron, newspaper, soap, and cooking oil.

In 2017, Wynn Macau installed a composter to reduce food waste, which accounts for an estimated 42 percent of our overall waste. The composter uses microbes that are able to compost food waste into an immature compost within 24 hours. It also eliminates harmful pathogens and disease

bacteria from compost under accredited international standards. Composted food waste is reduced in weight by 80 to 90 percent. The resulting compost is used for the benefit of the environment. The process also helps reduce methane gases that may be created when food scraps go to landfill.

Supplementing this effort, we also launched a “Clean Plates” campaign in 2017 to raise awareness among employees on food waste.

## ENERGY AND WATER SAVINGS

We are conducting a feasibility study to install a one megawatt photovoltaic system on the rooftop of Wynn Macau.

Wynn Macau replaced one existing heat pump with two smaller and more efficient units, providing the potential to stage operations to match the varying demand cycles based on timing and climate.

Wynn Macau has also implemented several water-saving initiatives, with more efficient faucets installed in both back and front-of-house restrooms. We have also minimized the flash steam return to the boiler system and saved water used for cooling down the system.



### GREENING OUR SHUTTLE BUS SERVICE, GREENING MACAU

Shuttle buses provide transport services in Macau from the immigration borders and ferry terminals to resort destinations. We work closely with the Direcção dos Serviços para os Assuntos de Tráfego (DSAT), the Macau Transport Bureau, to coordinate transport solutions and consider the most effective routes.

With the opening of Wynn Palace in August 2016, we have been able to realize economies of scale by merging certain bus transport routes. These efficiencies have reduced our fuel consumption, labor costs, and contributed to emissions reductions, while still giving our guests the utmost comfort and ease of travel.

In 2017, Wynn Macau formed a "50/50" joint bus operation with a neighboring casino resort. The joint operation reduced the number of buses required, increased occupancy per bus, and thereby reduced overall kilometers and fuel consumption per guest.

### GOING ELECTRIC

Furthering our sustainability targets, we are fully supportive of and engaged in DSAT's new green transportation program to begin replacing diesel-powered buses with green buses in Macau beginning in 2018. This program is set for completion of all bus fleets by 2022. The savings of fuel and reduced emissions will be immense. Wynn Palace is placing eight electric buses into service in 2018.







### LIGHTING THE WAY AT WYNN MACAU

Recent advancements in LED and low energy fluorescent lighting technology offered us the opportunity to switch from incandescent lighting to LED and low energy fluorescent lighting at Wynn Macau without compromising on our superior standards or guest experience. Starting in 2016, we began replacing selected lighting and have experienced a notable reduction of electricity usage as a result. At year-end 2017, the project is 80 percent complete. The majority of our overall energy savings for 2017 and 2016 can be attributed to this project.

### PROVIDING VISIBILITY

In efforts to keep ourselves up to date and align with global and local environmental initiatives, we have participated in several forums to share our initiatives, gather new information, and better understand new technologies. In 2017, we participated in environmental campaigns, such as the Macau Energy Saving Week and "Earth Hour" organized by the World Wide Fund for Nature (WWF). Representatives from the Wynn Green Team also spoke at the Environmental Forum for the China Green Building and Energy Saving Association.



[WELCOME](#)

[COMMITMENT](#)

[PLANET](#)

[EMPLOYEES](#)

[COMMUNITIES](#)

[PRINCIPLES](#)

[HKEX INDEX](#)





### CLEAN THE WORLD – SOAP RECYCLING

We recycle discarded soap from our resorts through Clean the World's soap recycling program. Clean the World is a nonprofit foundation that protects the environment and saves lives by giving recycled soap products to people in need to help prevent hygiene related illness.

The program has recycled 13 metric tons of soap since 2014. We are looking into working with Clean the World to recycle shampoo as well.

Recycled  
**13+** metric tons  
of soap

### MANAGING PAPER USE

In terms of office paper usage, our IT department monitors the use of paper through our printing service provider. The monthly usage reporting is detailed by department, location, and user. Several initiatives have been implemented to limit usage, for example a card scanner and monitoring system on the majority of printers. Through this initiative we have seen a reduction in paper usage. In 2017, we realized the first full year of paper usage reduction.



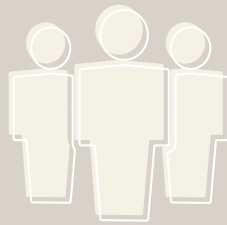
# 04

# Engaging Employees

---

Wynn has been setting the standards for excellence in hospitality since we opened in Macau in 2006, and our talented and dedicated employees play a pivotal role in our success. Recognizing the importance of our employees to our business, we place great emphasis on creating a collegiate and positive environment for all our employees – and in particular, our local employees from Macau.

# Employees Highlights



1/3

of our staff who joined Wynn Macau when it opened are still working with us more than 11 years later



78%

of our staff employed at the managerial level and above are Macau local residents



100%

of our employees are awarded our Hong Kong listed shares based on our Employee Ownership Scheme, which allows every employee to share in the success of the company



# OUR CORE VALUES

Care about everyone and everything

---

Show never-ending attention to detail

---

Take responsibility; don't leave it to others

---

Always strive to be better



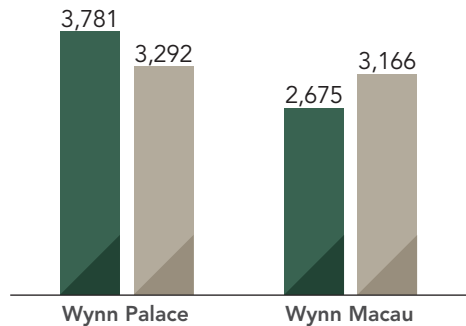
## EMPOWERING MACAU'S WORKFORCE – PUTTING OUR PEOPLE FIRST

Our senior management remains committed to providing the highest level of compassionate leadership. We strive to give all our employees the best opportunities possible to help them achieve their fullest potential and to meaningfully support their professional and personal development. This is demonstrated by the wide-ranging training and development programs specifically designed to empower Macau's workforce, while at the same time meeting our business objectives.

## OUR WORKFORCE IN NUMBERS

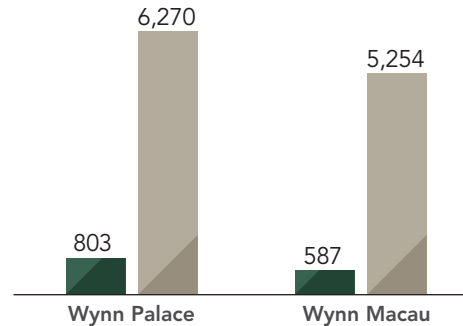
In 2017, we employed 12,996 across our businesses in Macau, including 82 at Wynn Design and Development (not included in figures below).

### TOTAL WORKFORCE BY GENDER



Male Female

### TOTAL WORKFORCE BY EMPLOYMENT TYPE

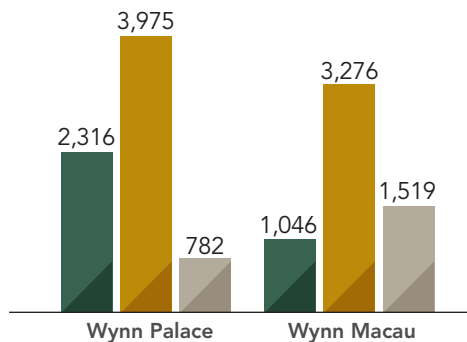


Management Non-management

Some of our selected recruitment programs and activities in 2017 included:

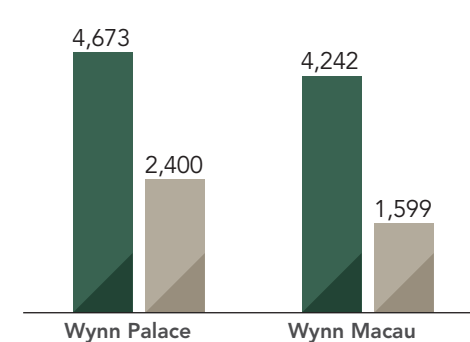
- Frequent career days and fairs held at Wynn Macau, Wynn Palace and at other off-site locations.
- Participation in career fairs organized by various tertiary education institutes in Macau.
- Collaboration with various secondary and tertiary education institutes to provide internship programs to local students.
- Providing career exploratory activities and learning opportunities to secondary and tertiary school students who wish to join the hospitality industry.

### TOTAL WORKFORCE BY AGE GROUP



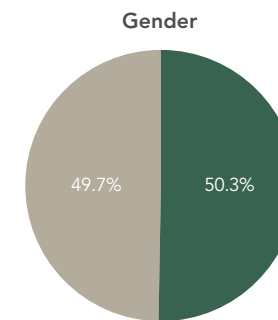
Under 30 30-50 Over 50

### TOTAL WORKFORCE BY GEOGRAPHICAL REGION

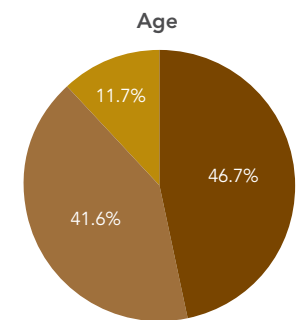


Macau-Local Non-Local

### EMPLOYEE TURNOVER RATE 13.6%



Male Female

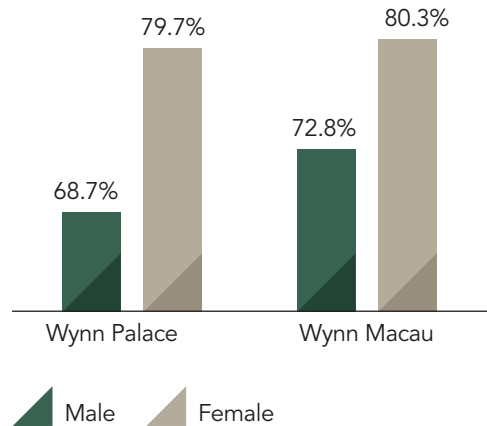


Under 30 30-50 Over 50

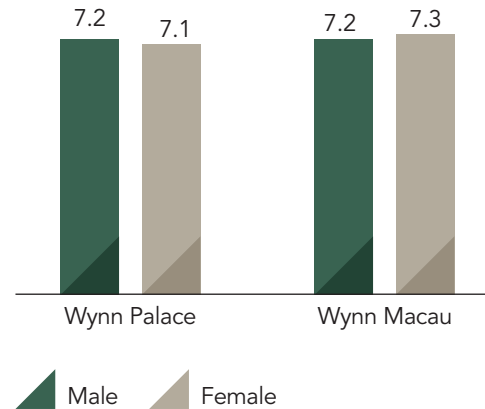
## OUR TRAINING AND DEVELOPMENT PROGRAMS IN NUMBERS

As an organization that relies on the creation of exceptional guest experiences, we recognize that our employees' well-being and performance are directly correlated with our continued success and sustainability. These are our training and development programs in numbers for 2017.

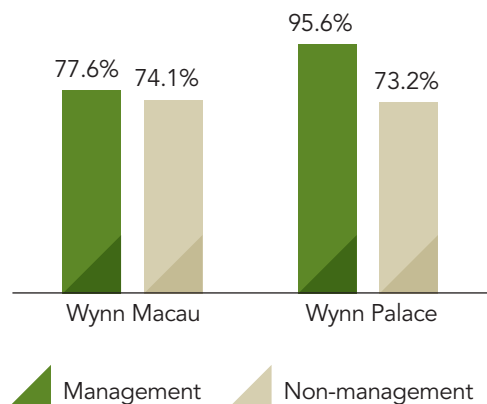
### PERCENTAGE OF EMPLOYEES TRAINED BY GENDER



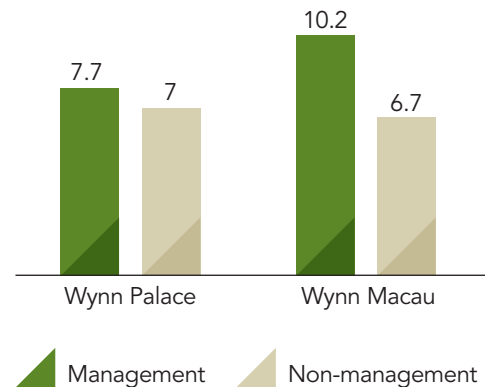
### AVERAGE TRAINING HOURS PER EMPLOYEE BY GENDER



### PERCENTAGE OF EMPLOYEES TRAINED BY EMPLOYMENT TYPE



### AVERAGE TRAINING HOURS PER EMPLOYEE BY EMPLOYMENT TYPE



## OUR LEARNING AND ADVANCEMENT DEPARTMENT

Here are some *2017 highlights*

- Approximately **28,000** hours of skills training
- More than **397** service improvement training sessions
- More than **16,500** learning hours were completed via our e-Learning portal
- **19** pit managers and supervisors were fully sponsored for Gaming Diploma Programs at the University of Macau
- **16** Wynn employees were enrolled in the one-year gaming courses at the Institute for the Study of Commercial Gaming at the University of Macau
- **17** Personal Enrichment Programs provided nearly **500** hours of learning





**THE LEARNING AND ADVANCEMENT DEPARTMENT IS COMMITTED TO:**

Helping employees develop the skills and knowledge required to succeed in their roles

Fulfilling governmental compliance training obligations

Training and coaching existing and future organizational leaders

Providing learning opportunities and initiatives to facilitate career growth and advancement, especially for high-potential local talent

Enhancing employee self-esteem and well-being through heart-of-house activities and engagement programs

Driving an organizational culture in which employees feel safe, happy, respected, valued, motivated, and inspired

**Learning and Advancement Academic Programs**

**INTERNSHIP PROGRAM**

117

Interns gained work experience through our Internship Program in 2017

95

were Macau locals and 22 were non-locals

**Personal Enrichment Programs**

17

Personal Enrichment Programs provided

478

hours of learning

167

participants

**Learning and Advancement Facilities**

The e-Learning Labs contain 52 computer terminals reserved exclusively for team members taking e-Learning courses

Over 85% of e-Learning at Wynn Macau and Wynn Palace occur within these rooms, representing more than 14,000 learning hours in 2017



### STAR PROGRAM AND DIAMOND AWARDS

The Star Program promotes and support our employees in their pursuit of continued excellence and development, with employees who perform exceptionally well being nominated to be Star Nominees each month. The Star Nominees are rewarded with gifts, recognition, and a special luncheon in their honor, and the Star Winner receives special recognition as Star of the Month.

Diamond Awards are given out each quarter to outstanding supervisors and managers who show exceptional leadership talent under the Diamond Award Program. We also award Certificates of Achievement to employees for their dedication and exemplary service under the Certificate of Achievement Program as a gesture of our appreciation of their special accomplishment.





#### WHAT ARE WYNN STORIES?

Storytelling is an art as old as mankind itself. Every culture uses the power of stories to share their values and ideas to educate and inspire. The unique culture we've created at Wynn uses the same approach.

As part of our culture, our employees are encouraged to share their experiences through the Wynn Stories Program launched in 2014. Our stories celebrate "heroes" who excel at living and breathing our core values. We have developed easy ways for our employees to submit their Wynn Stories, which are then shared on our intranet "The WIRE", Story Cards, and in-person through Story Champions.

Everyday team members do memorable things for guests and for each other. However, most of us never hear about the special things that happen in other departments. Even within a department, good things happen that team members don't know about. Wynn Stories provide a way of gathering and sharing these moments, so that we can all celebrate and appreciate each other's contributions and kindnesses.

Stories help us recognize Wynn Values in action – values that guide us in providing memorable experiences. These are real stories about team members going the extra mile to serve our guests and each other.

Wynn Stories play a key part in nurturing our Wynn culture. Wynn Stories illustrate who we are and how we treat each other. Wynn Stories reveal how and why we are the most awarded Forbes independent hospitality company in the world.



## ATTRACTING AND PROMOTING THE BEST OF MACAU'S LOCAL TALENT

At Wynn, we seek to recruit and promote the most competent, reliable and suitable candidates for every role. When a position becomes available, we prefer to promote from within before expanding our search outside. Our recruitment and promotion practices are aligned with the Macau government's priorities where by law, resident workers shall have precedence over non-resident workers, both in regard to the hiring, as well as keeping an employment position.

At the same time, we are also committed to equal opportunity for employment, advancement, and training of qualified individuals regardless of race, color, religion, gender, age, national origin, mental or physical disability, marital status, sexual orientation, and pregnancy. To date, over 30 nationalities are represented by our employees.



**ANGEL VONG**  
Executive Director  
Corporate Controller  
Wynn Macau | Wynn Palace  
(Joined in 2010)



**SIMON TANG**  
Executive Director  
Information Technology  
Wynn Macau  
(Joined in 2014)



**THOMAS LAU**  
Executive Director  
Human Resources  
Wynn Macau | Wynn Palace  
(Joined in 2005)



**REDDY LEONG**  
Executive Director, Brand  
Marketing and Advertising  
Wynn Macau | Wynn Palace  
(Joined in 2006)



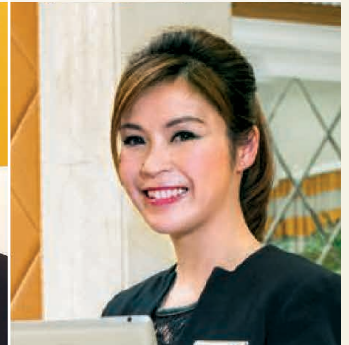
**CANNIE LAM**  
Senior Vice President  
Strategic Marketing  
Wynn Palace  
(Joined in 2006)



**CARLOS IP**  
Director  
Retail  
Wynn Macau | Wynn Palace  
(Joined in 2011)



**DEREK WU**  
Director  
Planning and Analysis  
Wynn Palace  
(Joined in 2006)



**BEATRICE YEUNG**  
Executive Director  
VIP Services  
Wynn Macau | Wynn Palace  
(Joined in 2006)

## RETAINING THE BEST OF MACAU'S LOCAL TALENT

We work hard to retain the best of Macau's local talent by having fair human resource policies and practices, including with regard to compensation, overtime compensation, dismissal or termination, working hours, and rest periods.

Upon joining us, employees participate in an orientation program and are provided with a Team Member Guidebook containing information about our superior service standards, core values, policies and practices, rules and regulations, and other relevant information.

Other benefits our employees may enjoy include:

- Eligibility for matching contributions from us to the employee's provident fund account
- Eligibility for share awards under our employee ownership scheme
- Discretionary performance bonuses
- Coverage under a comprehensive medical and dental plan
- Access to an in-house medical center
- Potential top-up insurance coverage for the employee or their family at a competitive rate
- Work-shift meals are provided in our celebrated employee dining room
- Discounts and special offers through our Employee Privilege Program at participating vendors in Macau



## LEADERSHIP ACCELERATION PROGRAM

### Driving upward mobility among the people of Macau

Since Wynn began operations in Macau nearly 12 years ago, we have focused on nurturing the city's many talented individuals working with us as we drive upward mobility in the local workforce.

In 2015, we launched the "Leadership Acceleration Program", which provides participating employees a fast track to success with clear and targeted training and agendas. Under the program, we support our local employees by organizing and running career-specific training and guidance to enable them to become leaders in their fields.

To date, 78 percent of our senior team members are Macau locals, and we are committed to raising this percentage even higher.

Wynn Macau ran its first six-month Leadership Acceleration Program from November 2016 to April 2017. The course was developed specifically for Pit Managers to instill deeper management expertise and prepare them for senior leadership roles in gaming. The intensive training covered a range of management, leadership and communications skills, teaching participants how to handle challenges in a flexible and effective manner.

Since then, the program has grown to include both gaming and non-gaming departments, with four new rounds training up 55 managers and directors, and plans are in place to expand the program further.



## MIRANDA IAO

**Assistant Casino Manager**  
Wynn Macau (Joined in 2006)

*My supervisor saw the potential in me to take on more leadership responsibilities, so he invited me to participate in the Leadership Acceleration Program. I was thrilled to be selected. The training was very hands-on, and the learning style was relaxing. Through rigorous self-evaluation and active learning experiences, I emerged challenged and inspired to drive my career development and tackle higher leadership positions with confidence. Soon after the training, I got a big promotion from Pit Manager to Assistant Casino Manager. Now I see myself leading my team to higher levels of performance and contributing more to the company's future success.*





## CAREER ADVANCEMENT PROGRAM

### Diversifying Macau's economy

Complementing the “Leadership Acceleration Program” and fully supporting the Macau government to diversify the local economy, Wynn launched the “Career Advancement Program” to provide alternative careers options for talent in our gaming team.

A first-of-its-kind initiative in the territory, the program is open to Macau locals who are keen to make a switch from gaming and take on a management career in hospitality. Historically, such non-gaming management positions have often gone to non-local staff due to their greater experience. Successful candidates embark on a rigorous 12-month training and immersion program designed to equip them with the knowledge and skills they will need. The program includes cross-training, job rotation,

mentorship and leadership education, as well as specialist training in their preferred department.

In October 2015, an initial group of 18 talented and ambitious candidates were selected from a pool of over 500 interested applicants to begin their rotation through all operational departments, such as front office, kitchen, housekeeping, and restaurants.

After successfully completing the program, the graduates were appointed to assistant manager positions in the division of their choice.

We recognize that training is the best tool to empower our employees, support Macau's economic diversification, and facilitate the upward mobility of local employees.



## STEPHEN SOU

### Assistant Manager – Public Area

Wynn Macau (Joined in 2011)

*I wanted a change in my life, therefore I accepted the challenge to switch my career to a non-gaming role. I joined the Career Advancement Program. It wasn't easy, but it was very rewarding – Wynn has been very supportive every step of the way. Now I work as a Public Area Assistant Manager, where I ensure that Wynn's ambiance and style in the resort is consistently kept at the highest level. The best thing I learned from the program is to be a good listener. When you are a good listener, you can better assess situations, make good decisions and allow yourself to receive valuable advice too.*





### FACILITIES TRAINEE PROGRAM

#### Nurturing engineering talent in Macau's youth

The "Facilities Trainee Program" is a Wynn-developed curriculum that fosters the growth of Macau's engineering talent – a priority of the Macau government.

Attracting secondary school leavers who want to acquire hands-on technical skills and develop their career in the engineering field, the training program lasts about 18 to 24 months and aims to develop trainees into Facilities Technician II. While still in the program, the trainees are hired by us as full-time employees. Trainees attend training classes offered both by Macau's Labour Affairs Bureau (DSAL) and our Facilities Academy two days per week. For the remaining work week, they learn via on-the-job training.

At the end of 2017, we had 80 trainees participate in the program, which follows a unique motto: "First-Hire-Then-Train." Thirty-one of them were promoted to Facilities Technician II after completing the program.

### AFFIRMATIVE MANAGEMENT PROGRAM

Upholding its commitment to nurture Macau local employees, we launched the "Affirmative Management Program" in July 2017, a four-month training course for employees in managerial positions from the Facilities department. The program focuses on enhancing their leadership, communication, and management skills, helping to prepare them for senior leadership roles. After nearly 60 hours of intensive training, all 18 local employees successfully completed the program.



### IEONG KIN NENG

**Electrical Technician II – Electrical**  
Wynn Macau (Joined in 2015)

*Back then I was a fresh graduate from a vocational school in Macau. Not knowing much, I joined Wynn's Facilities Trainee Program because I wanted a stable job. But soon after joining and learning from my trainers, I developed a strong passion in the facilities field – I want to become an engineer. I was assigned a mentor with whom I have gained a lot of knowledge from learning by doing. For me, this is the best way to prepare for the DSAL engineering license exam and to one day becoming an engineer.*



## EMPLOYEE ASSISTANCE PROGRAM

### Supporting the well-being of our people

The well-being of our employees has always been one of our top priorities. Our programs, while also aimed at promoting upward mobility and economic diversification, are fundamentally centered on enriching the lives of our employees, both professionally and personally.

The "Employee Assistance Program" was launched to help employees deal with a range of professional and personal issues, including work stress, parenting, mood disorders, marital and relationship issues, depression, drug and alcohol concerns, and problem gambling.

Under this program, employees experiencing any of these or other issues, who would like professional counseling, have access to our independent professional counselors through online messenger, a toll-free hotline or an in-person session.

All counseling sessions are strictly confidential and the use of the Employee Assistance Program, including any contact between the employee and the counselor, will not be discussed within the company without the employee's written permission.

The Employee Assistance Program is run and independently operated by an experienced Macau local social services center: Sheng Kung Hui Macau Social Services Coordination Office.



## OTHER WYNN MACAU PROGRAMS WHERE WE PUT OUR PEOPLE FIRST

### EMPLOYEE OWNERSHIP SCHEME

Wynn considers all our employees as family, stakeholders, and owners of the company. We launched the "Employee Ownership Scheme" in 2014. Under this scheme, employees are granted shares that vest after a number of years of continued service. In April 2017, the first batch of qualifying employees received their vested shares and accumulated dividends, giving our employees the opportunity to share in our success.



**ROSANA LEI**

**Duty Manager - Front Office**  
Wynn Macau (Joined in 2010)

*Every company offers competitive benefits to their employees, but what Wynn offers is not just a one-off incentive, but a long-term investment. I trust my company, and my company trusts me. We are all shareholders and that really makes us feel different.*





#### MATERNITY AND PATERNITY BENEFITS

From 1 May 2018, we have enhanced our maternity and paternity benefits for all eligible employees. We believe that the new benefits set an industry-leading example in Macau and represents a further step in strengthening family-friendly policies for all team members. The new duration for maternity and paternity benefits is 70 days (10 weeks) and seven days (one week) paid leave, respectively. These benefits exceed what is required by local labor law.

We also encourage our employees to participate in sports, competitions, charity or community events, and other activities organized or endorsed by us such as singing contests, basketball tournaments, soccer competitions, dragon boat races, Macau's annual Walk for a Million, and seminars on health and well-being.

We respect and adhere to all applicable employment and labor related laws and regulations. In 2017, there were no material incidents of non-compliance or material grievances confirmed in relation to employment and labor laws and regulations. We also adhere to laws and regulations that relate to the prevention of child and forced labor, and there have not been any actual or alleged incidents of non-compliance in connection with such laws in the history of our operations.

We have established effective and fair policies and practices relating to employee dismissal and discipline. One of the key objectives for such policies and practices is to ensure that such matters are handled in a fair, confidential, lawful, and non-discriminatory manner.

#### HONORING OUR SENIORS

We have always been committed to supporting and recognizing the contribution and service of senior employees. In December 2017, four local senior employees at Wynn Macau were nominated to participate in the prestigious "Excellence Award for the Best Senior Employees" co-organized by Macau's Social Welfare Bureau (IAS) and Labour Affairs Bureau (DSAL). The award recognizes the outstanding work done by senior employees, as well as encourages employers and society to better understand and appreciate the capability of senior staff.



The 10 Best Senior Employees were selected by the judging panel, based on criteria including the employees' performance, personal achievements and contributions to society. U Weng Chon from Wynn Macau's Public Area department was one of them. U has been with Wynn for over 10 years and was most deserving of his award, having demonstrated distinguished teamwork and a consistently high degree of professional expertise for over a decade at Wynn.



## KEEPING OUR TEAM MEMBERS SAFE

We prioritize the health and safety of our employees and guests. We have practices and guidelines in place that help us ensure that our employees have a safe working environment and are adequately protected from any occupational hazards that may exist. The code of personal conduct that our employees adhere to sets out the expected standard of conduct in all areas, including with respect to health and safety matters. Our health and safety team reviews accidents and advises on improved procedures, including on the proper use of machinery, the proper way for goods lifting, and reminding team members to wear protective gear when using chemical products.

We respect and adhere to all applicable health and safety related laws and regulations. In 2017, there were no major incidents of non-compliance or grievance in relation to health and safety laws and regulations.

The company's goal is to establish a sustainable culture of safety by implementing the following strategies:

- Ensure the working environment achieves the highest standard of Occupational Health and Safety (OHS) by fully complying with the requirements
- Appropriately allocate resources and reduce risks under reasonable and practicable circumstances
- Provide relevant Occupational Health and Safety information to enhance awareness so that team members and contractors understand its importance and support the policy

- Provide training to enhance team members' and contractors' abilities to meet safety standards and work safely
- Provide appropriate personal protection equipment to team members
- Regularly inspect work facilities and tools to ensure safety
- Provide appropriate guidance and supervision to ensure that all relevant Occupational Health and Safety measures are effectively implemented
- Regularly review the effectiveness of the policy and develop indicators to continuously optimize the health and safety of the working environment
- Review this policy at least every two years to ensure that the policy is up to date to maintain its effectiveness
- To effectively implement this policy, we will need the proactive participation and enthusiasm of all departments. All team members and contractors are duty-bound to incorporate the commitments in this policy into their day-to-day work to build a sustainable culture of safety

Our long-established Health and Safety Committee, composed of a cross-section of management, meets regularly to review and make decisions on the adequacy of our health and safety related practices and guidelines. We also promote awareness of health and safety issues through a variety of communication channels, including our intranet, "The WIRE", posters in back-of house areas, activity workshops and seminars.

## IMPROVING ROAD SAFETY AWARENESS

In order to improve team member safety on the road, and potentially reduce the level of job accident leave, we organized an innovative road safety program for motorcycle riders and drivers in 2017 in collaboration with local authorities from the Macau Transport Bureau and the Public Security Police Force of Macau. The seminars attracted over 200 team members and focused on topics, including road traffic ordinances and the selection of safe motorcycle helmets.

## STRENGTHENING OUR COMMITMENT TO HEALTH AND SAFETY

In 2017, we signed the Occupational Safety and Health Charter, witnessed by the DSAL. We also organized four roadshows in January 2018 that attracted the participation of over 4,000 team members. These roadshows aim to promote a positive health and safety culture and increase team members' awareness on OHS.

# 05

# Fortifying Vibrant Communities

---

Investing in our local communities is one of the mainstays behind our success. We are committed to having a positive impact on the communities where we operate. Many initiatives were implemented in 2017 to do just that: they provide a helping hand to Macau's citizens and communities. As a world-leading hospitality company, we firmly believe that we have a duty to meet and surpass our social responsibilities.

# Vibrant Communities Highlights



*HK\$103.6 M*

in donations were given to local organizations in Macau

Our employees contributed more than



*3,000*

hours of volunteer work to benefit the community



More than

*1,000*

WE volunteer members





## Who is The Wynn Employee (WE) Volunteer Team?

We are a 1,000-strong group of volunteers. We help disadvantaged people in Macau in a number of ways, including visiting the elderly, distributing food hampers, and decorating children's homes for Chinese New Year.

### THE WYNN EMPLOYEE (WE) VOLUNTEER TEAM

The WE Volunteer Team participates in activities that assist Macau's local communities and residents, giving each employee the opportunity to contribute their time in a meaningful way. By giving back generously, volunteers make a positive contribution to society. The WE Volunteer activities have already attracted over 1,000 active employee volunteers from across a great many departments including Food and Beverage, Hotel Catering and Sales, Casino, Housekeeping, Marketing, Human Resources, and the Executive team.

The outcomes of the activities serve to inform decision-making at the Sustainability Committee level, helping our senior management to better plan and implement more effective programs that respond to changing needs and challenges in our community and beyond.

"Our team of volunteers gives so much more than their time: they give their love and care and make a real difference to the community that we live and work in."

– Thomas Lau, Executive Director of Human Resources,  
Wynn Macau and Captain of WE Volunteers



### STEPPING UP TO MAKE A DIFFERENCE

The WE Volunteer Team has grown both in stature and numbers since its inception in 2010. In 2017 the 1,000-strong team helped many disadvantaged people in Macau and the wider community in a number of meaningful ways. The team spent more than 3,000 hours on different volunteer projects in 2017, including visiting the elderly, distributing food hampers and decorating children's homes for Chinese New Year celebrations. By leading by example, the WE team have exemplified our high levels of service and the importance placed on social responsibility.

During 2017, WE volunteers took part in more than 40 activities, averaging over three per month, including the annual Be a Volunteer Day event organized by the Youth Volunteers Association of Macau, where over 60 elderly

citizens were invited to visit the newly-opened Wynn Palace, take a ride on the SkyCab, and enjoy an indulgent lunch.

### RECOGNIZING OUTSTANDING COLLEAGUES

In 2017, more than 30 exceptional WE volunteers received Outstanding Volunteer Awards at our annual dinner at the Grand Theater at Wynn Palace. The dinner was a way for us to express gratitude to all the WE volunteers for their contributions over the past year, and also marked the seventh anniversary of the volunteer team who have donated their personal time to contribute to society.

### PROMOTING SOCIAL WELFARE

Another highlight of 2017 saw 100 enthusiastic WE volunteers participate in Caritas Macau's 2017 Charity

Bazaar to help raise money to fund the social services that Caritas has provided to the community for the past 63 years. The event, which WE volunteers have participated in for four years in a row, is one of the largest in Macau and incorporates food and game booths to create a fun event for the entire community.





### SPREADING JOY AT FESTIVE OCCASIONS

Chinese New Year is the most important event of the calendar in Macau, and in 2017 WE volunteers organized a series of charitable activities.

The WE Volunteer Team partnered with Richmond Fellowship of Macau to organize a Chinese New Year Charity Sale. Booths were set up in the back of house areas at Wynn Macau and Wynn Palace where employees could purchase unique handmade Chinese New Year gifts. The Charity Sale allowed our employees to make a contribution to society and also provided opportunities for people recovering from mental illness to strengthen their social and communications skills as they marketed their gifts.

WE Volunteers also partnered with the Macau Youth

Volunteer Association to visit more than 90 elderly people in their homes to share festive blessings and thoughtfully prepared gift packs filled with healthy food and daily necessities.

For the second year in a row WE Volunteers spread joy to underprivileged children through their visit to the Lar De Nossa Senhora Da Penha center, which is dedicated to comforting, caring for, and serving children with disabilities. During the visit, around 20 volunteers meticulously decorated the center, creating a fun and celebratory atmosphere for the Chinese New Year celebration.

In December 2017, we celebrated the Christmas season by donating over 100 Christmas presents to Caritas Macau to share warmth and holiday cheer with underprivileged children in Macau.



### JOSEPHINE WONG

**Slots Assistant Shift Manager**  
Wynn Macau (Joined in 2007)

*Volunteering adds meaning and color to my life. I enjoy the opportunity to interact with the elderly and disabled and with children. I have visited children centers to help with Christmas and Chinese New Year decorations and brought some of the children out to teach them basic skills, like shopping in the supermarket. Spending time with them helps me better understand their needs, and the experience for me lasts for a lifetime.*





HK\$30m

pledged to help the community in Macau recover from Typhoon Hato

**CARING FOR THE COMMUNITY AFTER TYPHOON HATO**

In August 2017 Typhoon Hato struck Southern China, including Hong Kong and Macau, causing terrible damage. Ten people died in Macau alone, and the destruction led businesses and schools to close for days. As a steadfast member of the Macau community, the whole company was deeply affected by the destruction wreaked by Typhoon Hato with water and electricity supplies cut off and homes destroyed. To provide relief to those affected by Typhoon Hato, we pledged a total of HK\$30 million to help the community in Macau to recover.

In the aftermath of Typhoon Hato, hundreds of our employees distributed water and supplies to those affected and helped to rebuild affected neighborhoods on both the

Macau Peninsula and in Coloane. We also made monetary donations to different charitable organizations to help cover the cost of repairs and gave new electrical appliances to households in need.

In addition, owing to our strong commitment to support local SMEs, we understood the economic loss the typhoon disaster brought to small local businesses and therefore expedited our payment process for our affected SME suppliers. We offered up to 50 percent prepayment on future orders, with the aim of enhancing positive cash flow for their businesses.



**WE Volunteer**

展關懷 樂助人 獻愛心 亮社群

Wynn 永利

#### GIVING BACK TO COMMUNITY CAUSES

Each year we donate money and goods to a wide variety of charities and nonprofit organizations that support worthy causes such as local education promotion, children's charities, disaster relief, the elderly and infirm, the abused, the underprivileged, the mentally or physically disabled, vulnerable animals, and those in various forms of rehabilitation. During the years ended 31 December 2017, 2016 and 2015, we contributed HK\$103.6 million, HK\$86.7 million and HK\$87.3 million in direct cash donations, respectively.

#### DONATING FOOD TO EASE DESPAIR

In 2017 we donated HK\$290,000 to Macau Holy House of Mercy's Welfare Shop Project, financing the distribution of food hampers to 360 underprivileged families. This was the fifth year that we have supported the charity's endeavors, which provides underprivileged families with basic food and daily necessities to alleviate the burden caused by inflation and increased cost of living. More than 40 volunteers took part in distributing food hampers, and we gave out MOP100 supermarket vouchers to each visited household. We have donated a total of HK\$1,360,000 over five years in support of this project.

#### A LONG PARTNERSHIP

Once again we have contributed to Tung Sin Tong's annual fundraising campaign in 2017, donating HK\$485,000 to assist its poverty alleviation efforts and the provision of social welfare services. This was the 12<sup>th</sup> year that we have partnered with the organization to support people in need.

2017 also saw us support the annual charity event "Walk for a Million", organized by the Charity Fund from the Readers of Macao Daily News, which saw 1,300 Wynn employees and their families take part. And in efforts to continue to aid relief efforts across Macau in the wake of Typhoon Hato, Wynn expanded its contribution to the Charity Fund by making a donation of HK\$580,000.



**THOMAS LAU**

#### Executive Director of Human Resources

Captain of WE Volunteer Team  
Wynn Macau (Joined in 2005)

*I helped organize "Walk for a Million" when we only had 130 participants back in 2005. Twelve years later, we saw 1,300 team members, from every department and at all levels of staff, and their families joining our walk. This really shows our care and commitment to the local community. I am touched not only by the monetary donations to charities, but more importantly by the hearts and compassion of all participants.*

Wynn 永利

WELCOME

COMMITMENT

PLANET

EMPLOYEES

COMMUNITIES

PRINCIPLES

HKEX INDEX





### INVESTING IN MACAU'S FUTURE

We provide a social contribution to the communities in which we operate through our prosperous casino, hotel, food and beverage, and entertainment venues. Our core focus on developing our employees provides a lasting social return on investment that benefits our communities for the long-term and well beyond the walls of our operations.

One of the many ways we have created positive change in Macau is by prioritizing local suppliers. We believe that support for homegrown enterprises and empowering our local workforce is key to driving the development of Macau's economy. We actively look for qualified local enterprises that can provide competitive and suitably high-quality products and services, with the aim of building win-win business relationships.

### WORKING WITH SMES – THEY GROW, WE GROW

Whenever we source products and services, our procurement team does their best to source locally, without compromising our renowned levels of excellence in both products and service. Our procurement policies and affirmative action has meant that a significant proportion of our suppliers now come from Macau. This has two benefits: buying locally helps us minimize our environmental impact in profound ways, and also directly supports the Macau government's priority of promoting the cultivation and development of local SMEs.

SMEs form the backbone of many economies. For Macau, SMEs are also key to driving the diversification of its economy, promoting sustainable growth, and creating more employment opportunities. At Wynn, we recognize that locally owned SMEs play a crucial role in both boosting and diversifying Macau's economy – when Macau's SMEs grow, we grow with them.





“Time has allowed Wynn and the local small- and-medium-sized enterprises to grow stronger together. We have been collaborating with some of the SMEs since our pre-opening, more than a decade ago. We have witnessed the growth of the SMEs alongside Wynn’s development over the past 10 years,”

– Ms. Linda Chen, Vice Chairman of the Board and COO of Wynn Macau, Limited.

Since Wynn Macau began operations in 2006, we have established enduring business relationships with local firms. We have put in place programs, including hosting regular Wynn-SMEs matchmaking events, that serve the long-term economic interests of Macau’s small entrepreneurs and, at the same time, meet our high standards for impeccable quality goods and services.

For us to do this most effectively, we work closely with the Macau government to find opportunities to develop local SMEs’ competitiveness through mentoring and other outreach activities.

**WYNN LOCAL SME PROCUREMENT PARTNERSHIP**

Between 2016 and 2017 we partnered with the Macao Chamber of Commerce to organize four “Wynn Local SME Procurement Partnership” meetings. These are essentially business matching sessions where buyers from our procurement department, as well as staff from individual operational departments, meet local SME representatives, enabling them to introduce themselves and pitch their business ideas directly to Wynn decision-makers.

The response has been overwhelming. Over 700 local SMEs participated in the four meetings. And the impact of these

business matching activities is also already being felt. In the third quarter of 2017, compared to the second quarter, there has been a surge in Wynn Macau’s procurement from three categories of SMEs as identified by the Macau government: Small and Micro Enterprises, “Made in Macao” Enterprises, and Macao Young Entrepreneurs Enterprises.

Recently, we invited local SMEs to set up sales booths in its back-of-house area, in an effort to boost SMEs’ brand awareness while expanding their sales channels.

**WYNN LOCAL SME NETWORK**

2017 saw the official launch of the “Wynn Local SME Network,” an initiative designed to further foster the development of local SMEs by collating efforts made by all sectors of society. This network effectively connects and leverages support from the Macau government, the Macao Chamber of Commerce, and local communities to further facilitate the development of SMEs. The network also helps to build relationships with local SME vendors under the Macau government’s three categories of enterprises.

**WYNN COMMISSIONS SERIES OF WORKSHOPS TO EDUCATE LOCAL SMES**

We take a holistic approach to supporting local SMEs. In addition to creating business matching opportunities and building technology capabilities, Wynn also commissioned the Macau Productivity and Technology Transfer Centre (CPTTM) to organize workshops to educate Macau’s entrepreneurs.

Over 600 local vendors attended nine Wynn Local SME Seminars in 2016 and 2017. They include: Innovation and Entrepreneurship 2016 (Apr and May) in CPTTM; Financial Management 2016 (Aug and Sep) in CPTTM; Marketing Tactics 2016 (Nov and Dec) in CPTTM; Customer Service 2017 (Jan and Mar) in CPTTM; and Human Resources 101 Workshop 2017 (Dec) in Wynn Macau.







### CREATING OPPORTUNITY THROUGH EDUCATION

We have long supported the development of education and nurturing of local talent as the company believes that this begins a ripple effect that benefits the wider community. In 2017, Wynn Macau donated HK\$78 million to the University of Macau Development Foundation to support the long-term success of the University of Macau and its Asia-Pacific Academy of Economics and Management (APAEM). This effort will play a key role in developing local expertise and sharing talent throughout the region. To support the growth of neighboring countries and regions, the initiative will also provide diverse opportunities for local youth, allowing them to contribute to the economic development of the country.

Our long-standing support has enabled APAEM to conduct independent and groundbreaking research. Its goal is to establish a world-class research and advisory hub to develop regional policies and nurture a new generation of leaders for the Asia-Pacific region.

### CREATING A POSITIVE IMPACT

At Wynn our culture is built on the idea of compassion. We care about our guests, our resorts, our colleagues, and the communities of which we are a part. Our actions and relationships with others define who we are as an organization and as a team, enabling us to provide the very best in gracious hospitality and thoughtful service.

Being a member of the Wynn family evokes a strong sense of pride, of belonging to something very special and unique. We make it a priority to help our employees help others, so we are proud that so many of our employees give their valuable time and energy to serve our community. In 2017 in the aftermath of Typhoon Hato, the cause of so much pain and devastation to the people of Macau, our team's common goal was to help as many people as possible.



# 06

## Living Our Principles

---

We are focused on providing an elegant environment, high-quality amenities, a superior level of service, and distinctive attractions for our customers. In order to continue to do this and to grow as a company, it is imperative that we govern and operate our business in a way that earns and sustains the trust and respect of our many stakeholders

## LIVING OUR PRINCIPLES (CONTINUED)

The gaming industry is highly regulated, but our goal is not just to comply with the laws, rules, and regulations that apply to our business; we also continuously strive to abide by high standards of ethical business conduct.

To this end, we have instituted our Code of Business Conduct and Ethics ("Code"), as well as a host of guidelines, operating procedures and training to put our commitment to integrity into action.

All our employees, officers and directors, agents and representatives must comply with our Code, which has been

approved by our Board of Directors. The Code provides employees with guidance and contacts for asking questions and reporting behaviors that might be in violation of its principles. Because the Code covers such topics as diversity and inclusion, conflicts of interest, political activities, information security and more, it is foundational to our sustainability commitment.

## RESPONSIBLE GAMING

We have always recognized the importance of responsible gaming and we are committed to supporting responsible gaming initiatives. To that end we work closely with the

Macau Gaming Inspection and Coordination Bureau, the Macau Social Welfare Bureau, the Institute for the Study of Commercial Gaming of the University of Macau, and non-governmental organizations to formulate and implement best practices for promoting responsible gaming.

## GUEST AND EMPLOYEE SAFETY

We take safety very seriously. Our security teams are tasked with providing a safe and secure environment for our guests and employees. Our security teams are led by experienced former enforcement agents, all of whom undergo intense emergency training, and continually coordinate efforts with federal and local agencies to ensure a coordinated and effective real-time response to any emergencies. Our extensive network of advanced surveillance technology and easily-identifiable security officers ensures a safe environment for all.

## SURVEILLANCE

Our Surveillance department is responsible for gaming observation and maintaining the health and status of the overall security and surveillance system. New digital technologies and continuous improvement in protecting our guests and employees are critical areas of focus. We also provide an extensive internal training program in which Surveillance staff is held accountable for retaining knowledge of core skills and table games through testing and mandatory workshops.

## EMPLOYEE CODE OF ETHICS

All new employees are trained in our Code and we require each employee to participate in an annual online refresher course and proactively confirm that they have participated.







### PRODUCT RESPONSIBILITY

We have policies, practices, and strict standards to ensure that our products and services meet our quality standards. In 2017 there were no incidents of non-compliance with any material laws and regulations concerning the provision of our products or services, including but not limited to, health and safety, product and service information, marketing communications and advertising, and privacy matters.

### TRAINING ON CRITICAL TOPICS

Our employees have a wide-range of professional development and leadership training from which to choose. When it comes to ethics, compliance, safety, and responsible gaming, all Wynn employees are required to take part in selected training, and for certain job descriptions additional training is mandatory.

Our annual Compliance Training is a refresher course for all employees on what they learned in their new hire orientation.

### ANTI-CORRUPTION

To prevent and detect suspicious financial activity, we conduct anti-money laundering training and perform internal audits on a regular basis.

We have extensive policies, procedures and practices to ensure that our business operations comply with all relevant laws and regulations with respect to anti-corruption, anti-money laundering (“AML”), extortion, fraud and combatting the financing of terrorism (“CFT”). It is our policy to conduct business ethically and to prohibit the bribery of government officials. We conduct background checks on all prospective employees prior to their employment. Our employees are also required to adhere to our Code, which requires, among other things, that they act with integrity and honesty.

Our senior management works closely with relevant departments such as Legal, Finance, Compliance, Security and Learning and Advancement to ensure substantial and up-to-date training on compliance and regulatory matters (including anti-corruption, AML and CFT) is provided to our employees. The work of our Board, the Committees of the Board and the Internal Audit department also contribute to our compliance efforts.

Our Compliance Committee, which was established before our operations commenced in 2006, meets regularly and oversees our compliance and regulatory related programs. We comply with applicable record keeping and anti-corruption laws. We have also established focused sub-committees to review and manage specific compliance and regulatory matters, such as AML/know-your-client and

CFT matters, and to examine the probity of our gaming promoters on a regular basis. These sub-committees comprise relevant senior management and employees. They meet on a regular basis to ensure that our operation teams properly implement all compliance and regulatory procedures in accordance with our own policies and applicable laws and regulations.

An integrity hotline and dedicated email are hosted by an independent third party to facilitate the anonymous reporting of any suspected illegal, criminal, or inappropriate activity.

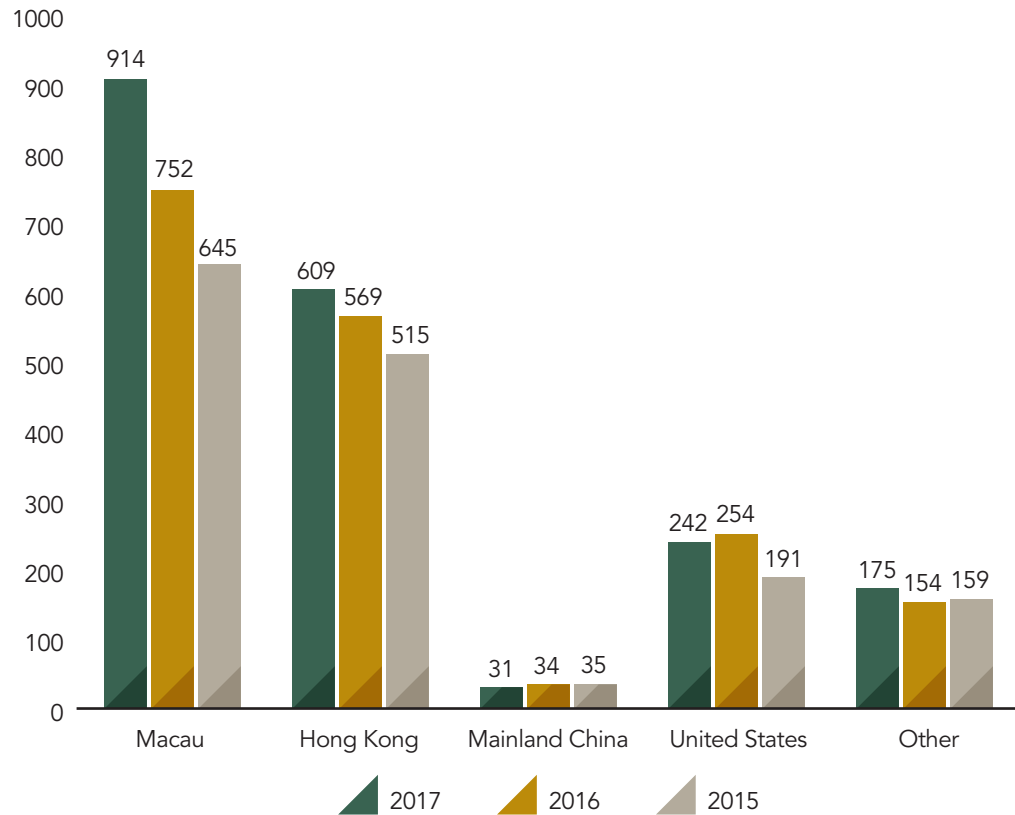
### PROTECTING DATA

We have extensive policies, procedures, and practices to ensure the privacy and confidentiality of relevant information including personal data. In 2017, there were no confirmed material incidents of non-compliance with any material laws and regulations concerning privacy and confidentiality matters.

## SOURCING

We have developed relationships with an extensive network of suppliers in an effort to ensure that we satisfy our procurement needs on competitive terms that meet our quality standards. We have established an approval process for our suppliers. Information about the supplier is collected and presented to the relevant departments and senior management for consideration and approval. The Procurement team works with prospective suppliers to gain an understanding about their business practices and our Corporate Investigations department conducts additional due diligence as deemed appropriate in each given case.

### SUPPLIERS BY GEOGRAPHIC REGION



## PROCUREMENT PLATFORM MOBILE APP DESIGN COMPETITION

We recognize the need to not only build connections and business opportunities, but also to help SMEs build stronger digital capabilities to seize growth opportunities in the digital economy.

As part of our drive to boost Macau SMEs, between 2016 and 2017 we commissioned a nonprofit organization, the Macau Productivity and Technology Transfer Centre (CPTTM), to organize the "Procurement Platform Mobile App Design Competition". The competition essentially scales what Wynn has been doing with local SMEs by challenging participants to develop an innovative and convenient mobile application that could connect local SMEs and large enterprises.

A Macau SME, Blupurple Interactive Media Ltd., won the competition and was presented with the first prize at the award presentation ceremony in July 2017. They developed an app called "ChoicePro". Through this app large companies can centralize releasing and receiving procurement information, complementing Macau's suppliers' data base and further promoting business collaboration between local SMEs and large enterprises.

"ChoicePro" is now available for free download on both iOS and Android devices. Large enterprises leverage this platform to issue procurement details, while local SMEs can obtain relevant information quickly and easily.



## HKEX ESG REPORTING GUIDE INDEX

ASPECTS, GENERAL DISCLOSURES, KPIs	DESCRIPTION	RELATED GRI INDICATORS*	LOCATION	COMMENTS
<b>A. ENVIRONMENTAL</b>				
<b>ASPECT A1 EMISSIONS</b>				
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	103	Planet (pp. 13-22)	
KPI A1.1	The types of emissions and respective emission data.	–	Planet (p. 18)	We have disclosed vehicular emissions in our 2017 Annual Report. Disclosures in this report include only GHG emissions.
KPI A1.2	Greenhouse gas emissions in total (in tons) and, where appropriate, intensity.	305-1, 305-2	Planet (p. 18)	Includes scope 1 (direct) and scope 2 (indirect) emissions from property operations (excluding off-site warehouses and dorms). Fugitive emissions deemed as immaterial and excluded.
KPI A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	–	N.A.	We do not consider our operations as a significant producer of hazardous waste.
KPI A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	306-2	Planet (p. 18)	We currently rely on a third-party waste management provider for measurement. We are in the process of implementing digital scales to measure and categorize our waste.
KPI A1.5	Description of measures to mitigate emissions and results achieved.	305-5	Planet (p. 19)	
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	306-2	Planet (p. 19)	
<b>ASPECT A2 USE OF RESOURCES</b>				
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials.	302-1, 303-1	Planet (pp. 13-22)	
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	302-1	Planet (p. 18)	Includes use of electricity, LPG, natural gas, diesel and petrol (converted to kWh) for on premises and vehicular use.

\*Inclusion of GRI Standards indicators are for reference only and not necessarily inclusive of full scope reporting.

ASPECTS, GENERAL DISCLOSURES, KPIS	DESCRIPTION	RELATED GRI INDICATORS*	LOCATION	COMMENTS
KPI A2.2	Water consumption in total and intensity.	303-1	Planet (p. 18)	We are using guest room nights for our intensity measurement; however, we have significant food and beverage operations and casino walk-through traffic, and these guests also use our facilities.
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	302-4	Planet (pp. 18-19)	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	–	Planet (pp. 18-19)	
KPI A2.5	Total packaging material used for finished products.	–	N.A.	Deemed immaterial to our operations.
<b>ASPECT A3</b>	<b>THE ENVIRONMENT AND NATURAL RESOURCES</b>			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	103	Planet (pp. 13-22)	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	–	Planet (pp. 13-22)	
<b>B. SOCIAL</b>				
<b>EMPLOYMENT AND LABOR PRACTICES</b>				
<b>ASPECT B1</b>	<b>EMPLOYMENT</b>			
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	103	Employees (pp. 23-37)	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	102-8, 401-1	Employees (p. 26)	Our workforce includes operations for Wynn Macau, Wynn Palace and Wynn Design and Development.
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	401-1	Employees (p. 26)	
GRI	Benefits provided to full-time employees.	401-2	Employees (pp. 35-36)	
<b>ASPECT B2</b>	<b>HEALTH AND SAFETY</b>			
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	103	Employees (p. 37)	
KPI B2.1	Number and rate of work-related fatalities.	–	N.A.	We have not experienced work-related fatalities.
KPI B2.2	Lost days due to work injury.	–	N.A.	Data is currently not available. We are working toward providing in future reports.

\*Inclusion of GRI Standards indicators are for reference only and not necessarily inclusive of full scope reporting.



ASPECTS, GENERAL DISCLOSURES, KPIS	DESCRIPTION	RELATED GRI INDICATORS*	LOCATION	COMMENTS
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	103	Employees (p. 37)	
<b>ASPECT B3 DEVELOPMENT AND TRAINING</b>				
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	103	Employees (p. 23-37)	
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	404-1	Employees (p. 27)	
KPI B3.2	The average training hours completed per employee by gender and employee category.	404-1	Employees (p. 27)	
GRI	Programs for upgrading employee skills and transition assistance programs.	404-2	Employees (pp. 28-34)	
<b>ASPECT B4 LABOR STANDARDS</b>				
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	103	Employees (pp. 23-37)	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	–	N.A.	No occurrences based on our processes and controls performed by Human Resources and Corporate Investigation teams.
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	–	N.A.	
<b>OPERATING PRACTICES</b>				
<b>ASPECT B5 SUPPLY CHAIN MANAGEMENT</b>				
General Disclosure	Policies on managing environmental and social risks of the supply chain.	–	Principles (p. 51)	
KPI B5.1	Number of suppliers by geographical region.	204-1	Principles (p. 51)	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	–	Principles (p. 51)	

\*Inclusion of GRI Standards indicators are for reference only and not necessarily inclusive of full scope reporting.

ASPECTS, GENERAL DISCLOSURES, KPIS	DESCRIPTION	RELATED GRI INDICATORS*	LOCATION	COMMENTS
<b>ASPECT B6</b>	<b>PRODUCT RESPONSIBILITY</b>			
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	–	Principles (p. 49)	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	–	N.A.	Deemed not applicable to our operations.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	–	N.A.	Data is currently not available. We are working toward providing in future reports.
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	–	N.A.	
KPI B6.4	Description of quality assurance process and recall procedures.	–	N.A.	
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	–	Principles (p. 50)	
<b>ASPECT B7</b>	<b>ANTI-CORRUPTION</b>			
General Disclosure	Information on: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	103	Principles (p. 50)	
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	–	N.A.	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	–	Principles (p. 50)	
<b>COMMUNITY</b>				
<b>ASPECT B8</b>	<b>COMMUNITY INVESTMENT</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	413-1, 413-2	Communities (pp. 38-47)	
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	413-1	Communities (pp. 38-47)	
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	413-1	Communities (pp. 38-47)	

\*Inclusion of GRI Standards indicators are for reference only and not necessarily inclusive of full scope reporting.





Trademarks and service marks owned by Wynn Resorts Holdings, LLC are included throughout this report.  
All other trademarks are the property of their respective owners. © 2018 Wynn Resorts Holdings, LLC