CELEBRATING TEN YEARS OF GREAT MOMENTS

十年美事 延續美獅精神
- 澳門美術館是澳門唯一一家有藝術展覽場地的綜合藝術酒店，「美術館展覽空間」
  閣將為企業和展覽提供3000平方米，並可
  提供超350,000人次參觀人次
- 參觀超過450位本地大學生成為藝術導
  畫人員，為其實提供不同畫畫
- 自2008年開館，每年十月份藝術節共吸引
  到12,000人
- 領導翻轉傳統文化，培育接近200位本地
  青年
- 順利完成500個社區活動，成功超過37,000
  位長者，4,400位青少年，4,400位成人
  參與數位平台，以及4,000位教師
- 2005年開幕，至今已有350位企業
  參與
- 澳門藝術節已成為服務企業藝術發展
  「防止人口流失政策」
- 成立澳門業內首個中小企業會員會
- 奉行6次中小企業和社區導師，超過
  6,000位中小企業參與
- 澳門業內的中小企業數目持續增長，
  現有18%的支出是與本地中小企業

10年成就
10 YEAR ACHIEVEMENTS

藝術文化
CULTURE
- The only integrated resort in Macau to
  have dedicated gallery space, the MGM
  ArtSpace has hosted 23 exhibitions and
  welcomed over 250,000 visitors.
- Trained over 690 local university students
  as MGM art docents to give guided art
  tours to guests.
- Annually hosted Macau's largest and
  most popular Oktoberfest since 2009.
- With over 12,000 visitors.
- Preserved the tradition of lion dance by
  training close to 200 local youth.

回饋社群
COMMUNITY
- Organized over 50 community events,
  benefiting more than 3,700 senior
  citizens, 3,400 youth, 4,800 low-income
  families or single families and 4,000
  persons with disabilities.
- Over 900 participants in the MGM local
  youth development programs A Day with
  MGM and the Golden Lion Summer Camp.
- Set up an Animal-Human Traffic Facility Policy.

栽培員工
EMPLOYEES
- Over 3,259,000 employee training hours
  annually, 54 hours per employee
- Launched the PRIDE Program, the first
  leadership development program of its
  kind for the industry, with 160 graduates
- Over 4,000 team member promotions.
- 1,300 team members with a decade or
  more of service at MGM, a 32% retention
  rate since opening.

支持環保
ENVIRONMENT
- Reduced energy consumption by 17%,
  water by 18% and waste by 20% at
  MGM MACAU since our 2013 baseline.
- Increase of recycling levels by over
  700% at MGM MACAU.
- MGM CCTA became the 1st private
  sector organisation to receive the China
  (Macau Green Building Label)

扶助中小企
SMEs
- 1st SME Advisory Committee to be
  established in Macau within the industry.
- Held five SME business matching
  events, with 630 SMEs standing.
- Continuous growth in partnerships, with
  19% of current spend with Local SMEs.
十年美事 延續美獅精神

CELEBRATING
TEN YEARS OF
GREAT MOMENTS

#美高梅十周年
#MGM10
04  主席寄語  
Chairmen's Message

08  2017 工作重點  
2017 Highlights

10  讓員工盡展所長  
Unleashing Employee Greatness

12  重視培訓 投資員工未來  
Investing in Training and Advancement

16  提升身心健康  
Promoting Health and Wellbeing

20  多元與共融  
Diversity and Inclusion

24  支援社區  
Supporting the Community

26  關愛社群  
Community Engagement

34  貢獻社區  
Community Contributions

38  負責任博彩  
Responsible Gaming

42  扶持本地中小企  
Developing Local SMEs

44  扶持本地中小企  
Developing Local SMEs

45  美高梅中小企培育計劃  
MGM's SME Engagement Program

48  推動經濟多元化  
Diversifying the Economy

50  促進藝術發展  
Dedication to the Arts

54  多元化娛樂體驗  
Diversified Entertainment

58  多元餐饗  
Creative Gastronomy

60  保護環境  
Protecting the Environment

62  保護環境  
Protecting the Environment

63  減少耗用資源  
Reducing Resource Consumption

65  表現數據  
Performance Data

68  與持份者並肩尋求解決方案  
Engaging our Stakeholders

70  2017年獲頒獎項與嘉許  
Awards and Recognition in 2017
可持續發展一直是我們業務的基石，我們對團隊成員、本地社區， 以至整個地球均負負著這一承諾，推動我們精益求精，為公司業務的長遠發展與成功奠是基礎。我們坐言起行，以五大範疇為核心，包括：讓員工盡展所長、支援社區、扶持本地中小企、支持澳門建設成為世界旅遊休閒中心，以及保護環境。

2017年，公司穩健增長，並在團隊成員的努力下為澳門帶來閃耀奪目的美獅美高梅作準備。我們承諾為持份者成就璀璨時刻之同時，亦積極為團隊成員提供理想的工作環境，讓他們盡展所長，綻放璀璨。

我們在12月歡慶澳門美高梅的十周年誌慶，同時表揚了1,900位由開幕至今的十年間一直盡忠職守的團隊成員。此外，我們亦為300位修讀公司核心人才培育計劃的成員舉行畢業典禮，課程包括：「美高梅管理專才發展計劃」、「美高梅領導培育計劃」及持續教育課程。我們深信學員日後能成為優秀領袖貢獻澳門，因此將一如以往，大力投放資源培育人才。

我們亦積極關懷本地社群，矢志構建更美好的澳門。8月23日，颱風「天鴿」吹襲本澳，不但令交通癱瘓、水電供應暫停，更奪去10條寶貴性命；我們隨即聯合捐出了澳門幣3,000萬元扶助團隊成員、本地社區及中小企。過去一年，金獅義工隊共參與了95項不同活動，破紀錄完成超過9,000小時的社區服務，重點協助本地青少年、長者及傷健人士；所捐贈的現金和物資總值超過澳門幣1,800萬元，實踐我們回饋社會的承諾。

中小企及創業對經濟增長、創新、製造就業機會與社區多元化都舉足輕重的地位。2015至2017年期間，我們透過「美高梅中小企培育計劃」成功與更多本地中小企建立合作關係，採購金額更達至雙倍，互惠雙贏。2017年，我們亦組織了4個不同活動，讓本地青年企業家能向其他企業或創業家學習成功之道。

要為澳門打造一個可持續發展的未來，經濟活動需要多元化。我們致力將一系列獨一無二的非博彩及娛樂體驗帶到澳門，積極推動澳門建設成為世界旅遊休閒中心。2017年，我們在美高梅展
CHAIRMEN’S MESSAGE

Sustainability remains an important foundation of our business. Our work is driven by a deep commitment to our people, community and planet – all of which are vital to long-term business success. Our activities focus on five main areas: unleashing employee greatness, supporting the community, developing local small and medium-sized enterprises (SMEs), supporting Macau’s objective of being a global tourism destination and protecting the environment.

Last year, our Company experienced solid growth and together we prepared to bring Macau the architecturally stunning MGM COTAI. We would not have been able to do this without the dedication of our employees, who truly are the cornerstone of our business. Our brand promise is to make great moments happen for all our stakeholders. With respect to our employees, we honor this promise through providing a great place to work, develop and reach one’s full potential.

We celebrated 10 years of operations in Macau in December, and we thanked the 1,900 employees who have been with us since the beginning, for a decade of commitment and loyalty. We also held a ceremony to celebrate the 300 employees that have graduated from our core learning and development programs.
including PRIDE, MAP and Continuing Education. We invest heavily in these programs knowing that they will contribute to making the Macau leaders of tomorrow.

We are equally dedicated to supporting our community. On August 23, Macau was brought to a standstill by the deadly Typhoon Hato, which claimed 10 lives and left much of the city devastated. Immediately we set up a disaster relief pledge fund of MOP30 million, which was focused on supporting our employees, the community and SMEs. With the aim to better the lives of local youth, senior citizens and persons with disabilities, our Volunteer Team has committed over 9,000 hours of community work through 95 different activities – a new record for the Company. We further supplemented these community programs through cash and in-kind donations of over MOP18 million.

We understand that SMEs and entrepreneurship are crucial to ensuring economic growth, innovation, job creation and social integration. With our dedicated SME engagement program, we have doubled procurement spend with SMEs between 2015 and 2017. We have also arranged four events for young Macau entrepreneurs in 2017 to learn from the road to success of other companies and entrepreneurs who have excelled in their fields.

Building a sustainable future for Macau also requires a strong focus on economic diversification. We are dedicated to help strengthen Macau’s position as the world tourism and leisure center through a wide spectrum of unique non-gaming entertainment. In 2017, we brought two major exhibitions to MGM Art Space: “Trés’Ors – A Golden Way of Life” and “Learn and Play! teamLab Future Park,” while investing in new retail and restaurants. Going forward, we are excited to be bringing Asia’s
first dynamic theater to Macau at MGM Cotai, including best-in-class technology to support a vast range of entertainment including resident shows.

The long-term future of our business, as well as Macau, is also linked to the health of our environment and we remain committed to protecting the earth’s natural resources. Through our initiatives we have been able to reduce our energy consumption by 17%, our water consumption by 9% and our waste generation by 30% since 2013, our baseline year. MGM Cotai has also been certified by the China (Macau) Green Building Label, the only private sector organization in Macau to hold this label.

We were delighted to have won a number of awards in 2017 listed at the back of this report, with highlights including being chosen to feature on the Hang Seng Sustainability Index and our HR team being recognized for their approaches winning three awards at the prestigious HR Innovation Awards in Hong Kong.

Finally, we would like to thank our team for their work in enabling us to achieve this sustainability performance. It is proof that the talent and drive for excellence we have fuels everything we do. With the opening of MGM Cotai, we look forward to an exciting year ahead and making more great moments for all.
### 2017 Highlights

<table>
<thead>
<tr>
<th>為員工提供了</th>
<th>平均每位員工接受</th>
<th>共有</th>
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</thead>
<tbody>
<tr>
<td>569,000+ 小時的培訓</td>
<td>60+ 小時培訓</td>
<td>50 位本地實習生</td>
</tr>
<tr>
<td>training hours provided to employees</td>
<td>training hours per employee on average</td>
<td>local interns took part in our internship program</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>共有</th>
<th>舉辦了</th>
<th>個社區活動</th>
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<tr>
<td>26 位本地員工參與了「美高梅管理專才發展計劃」及「美高梅領導培育計劃」 local employees took part in our PRIDE and MAP programs</td>
<td></td>
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<tr>
<td>Organized</td>
<td>community events,</td>
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<table>
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<tr>
<th>員工共獻出</th>
<th>惠及</th>
<th>位老者</th>
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</thead>
<tbody>
<tr>
<td>9,000+ 小時的社會義工服務時間</td>
<td>1,600+</td>
<td>95 senior citizens</td>
</tr>
<tr>
<td>hours dedicated to employee volunteering</td>
<td>youth</td>
<td></td>
</tr>
</tbody>
</table>

| 位年青人 |
| persons with disabilities |

| 個低收入及單親家庭 |
| low income and single-parent families |
30,000,000
支持颱風「天鴿」災後重建 in relief pledged for Typhoon Hato recovery

18,000,000+
善款及物資予本地慈善團體 in charitable contributions donated to local organizations

家澳門中小企 成為供應商 new Macau SME supplier relationships

97
較2013基準年減少能源消耗 Reduced energy consumption vs. our 2013 baseline by 17%

6.7 million MOP spent with local SMEs
較2013基準年減少耗水量 Reduced water consumption vs. our 2013 baseline by 9%

670
超過 50%
較2016年增加 an increase of

新開發
Developed

超過670

100,000+
人次參觀 visits

110
次導賞團 guided tours

「古『金』中外 - 黃金藝術珍品展」及「teamLab未來遊樂園」共吸引了 Hosted the exhibition “A Golden Way of Life - Très'Ors” and “Learn & Play! teamLab Future Park”, with

並舉行了 and

為澳門引入首個互動數碼藝術項目 - Launched Macau's first co-creative digital exhibition

「teamLab未來遊樂園」 “Learn & Play! teamLab Future Park”

巴塞爾藝術展香港展會 Art Basel Hong Kong

攜手合辦伍詠勁創作的《二十五分鐘後》電車藝術項目 to deliver Kingsley Ng’s “Twenty-Five Minutes Older”

亞洲首間動感大劇院 Announced the opening of Asia’s first dynamic theater at MGM COTAI

坐落於美獅美高梅
讓員工盡展所長
UNLEASHING EMPLOYEE GREATNESS
Our team of over 9,300 employees is the cornerstone of our business. We provide our team members with the tools and experiences to reach their full potential, including high quality career experiences, learning and development opportunities, and industry and community activities to showcase their professionalism. In 2017, we provided our team with more than 569,000 training hours, with an average of more than 60 hours per employee. On March 29, MGM organized a milestone event to celebrate the success of 300 graduates from MGM’s core learning and development programs: the Management Associate Program, the PRIDE Career Development Program, and the Continuing Education Program.

To encourage our staff to become specialists in their fields of work, we sponsor and facilitate opportunities for skills development to help pave the way for future career advancement, such as through our Back to School Program, which provides support and on-site tuition for those seeking to achieve their high school diploma.

Developing local capability and leadership is a core company priority. Approximately 75% of our staff members and over 80% of our management team are Macau locals.
The PRIDE Program focuses on identifying high-performing local team members of various levels to partake in an intensive 9-15 month program, depending on the development tracks they are in. During the PRIDE Program each participant receives a minimum of two days development training per month, including classroom training on supervisory or leadership development, cross-departmental exposure, project work, visits to other industries and study trips overseas. Throughout the PRIDE Program, thoughtful guidance is provided by their direct manager and assigned mentor. In 2017, 23 local team members took part in this program, with over 160 graduates since 2014.
讓員工盡展所長
提升身心健康
PROMOTING HEALTH AND WELLBEING

我們極為關注員工的健康和安全，因此一直為全體員工提供有關培訓。

提升身心健康，由工作環境做起。我們為員工提供更多健康食物選擇，並邀請專家主持健
康專題講座，同時營造舒適的工作環境及設立休息空間讓員工片刻放鬆。此外，我們更
組成金獅體育隊，鼓勵員工多做運動。

我們透過僱員支援計劃提供24小時專業輔導服務，協助有需要的員工及其家人解決
生活壓力或家庭問題。

此外，為支持及協助產後重返工作崗位的女同事能盡快適應及過渡，美高梅特別增設「媽
媽專區」，為哺乳媽媽提供舒適的私隱空間。

The health and safety of our employees is of the utmost priority, and employees receive
health and safety training.

We invest in creating a workplace where wellbeing is promoted by offering healthy
food options, holding specialist-run health talks, providing comfortable work spaces
and relaxing places to take breaks, and organizing active teamwork through our Golden
Lion Sports Teams.

Through our Employee Assistance Program, professional counseling services are
made available 24 hours a day to help our employees and their families to resolve issues
such as life stress or family matters.

To help ease the transition and support our working moms, MGM has created a special
lactation area called the Mother’s Zone, to reduce the barriers to breastfeeding at
work and provide a comfortable and relaxing environment.
We organize a series of roadshows to promote our Employee Assistance Program (EAP) and raise awareness of physical and mental health.

Various roadshows held in 2017 included:

- An employee roadshow focused on overcoming negative emotions to lead happier, more fulfilled lives. MGM also invited Yinkui Hospital to introduce different ways that Chinese acupressure massage and food therapy can help to deal with daily life stress and boost immunity.

- An employee safety awareness-raising fair centered on the importance of workplace safety practices. On the same day, MGM signed the "Occupational Safety and Health Charter", an industry-wide commitment to workplace safety initiated and witnessed by the Labour Affairs Bureau.

Through our Employee Assistance Program (EAP), we run a series of employee roadshows to bring attention to our EAP facilities and to the importance of physical and mental health.
• An employee fair promoting the importance of family time and connecting with loved ones. During this fair, we also premiered a special short film created in-house and starring our own team members and their children called “Home is where the Love is”.

讓員工盡展所長
We support equal opportunities and diversity in our workforce, knowing that a diverse team is a stronger team. Currently we have employees of more than 30 different nationalities representing our team, with a gender ratio of 52% male and 48% female.

To raise awareness of the importance of diversity and inclusion, MGM annually sponsors the “Conference on Intellectually Disabled People in Asia” organized by the Charity Association of Macau Business Readers, and supported by Special Olympics.
職場共融
INCLUSION IN THE WORKPLACE

美高梅跟特殊奧運會的信念一致，就是「一同訓練和玩樂是建立友誼、互相了解的捷徑。」這份信念推動我們積極聘用傷健員工，並給予他們平等的工作機會，無分彼此，締造互相了解及欣賞的文化。除此以外，我們亦有安排團隊成員參與培訓（例如手語訓練），以加強員工之間的溝通，締造共融的工作環境。

除了在不同部門創造全職就業機會外，我們亦有提供實習機會予協同特殊教育學校，幫助年輕的傷健人士為將來就業做好準備。

At MGM, we share the Special Olympics Unified Sports’ philosophy that “training together and playing together is a quick path to friendship and understanding”. This is a belief that permeates our hiring policy of actively seeking to hire persons with disabilities as equal team members, working side-by-side with others, and in doing so creating a better culture of understanding and appreciation. We also arrange training for other team members on how to better communicate and create an inclusive work environment, such as Sign Language training.

In addition to creating full-time employment opportunities across our departments, we also offer internship placements for students from the Concordia School for Special Education to help young people with disabilities prepare for their future careers.
十年美事延續金獅傳奇
TEN BEAUTIFUL YEARS OF THE LION

On December 18, MGM turned 10 years old. We are incredibly proud to say that nearly one-third of the original team that helped us to open MGM MACAU (1,900 team members) have been with us since opening.

Meanwhile, the senior management team distributed anniversary certificates and limited edition silver coins featuring a unique MGM 10th anniversary design to team members reaching 10 years of service.

Mr. Grant Bowie, Chief Executive Officer and Executive Director of MGM China Holdings Limited, expressed his gratitude to the staff of MGM, saying that he looks forward to working with everyone and seeing them develop as we continue to Make Great Moments for all.

In honor of this important milestone, we held a gala celebration on December 5, including a live performance from our Entertainment team, to say thank you for a decade of hard work and commitment.
「十年前，我是來協助澳門美高梅的開業。由於這裏的人及團隊實在很好，所以我決定留在澳門。」

“I came to Macau 10 years ago to help open MGM MACAU and found the people so lovely and the team so great that I decided to stay.”

「我剛進來時正是準備澳門美高梅開業的時候。今天很高興能見到當年合作過的同事。」

“When I started, we were preparing for the opening of MGM MACAU. Today I am so happy to see so many faces that I have known for 10 years.”
支援社區
SUPPORTING THE COMMUNITY
美高梅秉持「構建更美好澳門」的信念，以支持及投資社會發展為我們的業務基石。能夠為有需要的人士，付出時間、能力、技術和資源，締造美好的社會出一分力，讓我們引以為傲。

2017年，我們一共舉辦了95個不同的社區活動，破紀錄完成超過9,000小時的社區服務。美高梅金獅義工隊在過去一年組織了連串活動，特別關懷本澳長者、青少年及傷健人士。美高梅的管理層成員亦積極參與義工活動，當中包括我們的首席執行官，大家群策群力，共襄善舉。

Creating a better Macau is an ethos that we live and work by, and supporting and investing in its development is a cornerstone of our business. By donating our time, talent, skills and resources to those in need, we are proud to contribute to making Macau a better place.

In 2017, we held 95 different community activities, donating over 9,000 hours to bettering our community, our highest amount ever. Through our Golden Lion Volunteer Team, we organized a range of events throughout the year focusing on our core categories of caring for senior citizens, the youth and persons with disabilities in Macau. Volunteering is led from the top, with senior management, including our CEO, being active participants in our initiatives.
CARING FOR MACAU’S SENIOR CITIZENS

We aim to not only provide support, but also bring friendship, companionship and attention to those who need it most. Some of the activities in 2017 include:

- A senior citizens health day delivered by 20 professional doctors from the Chinese Medicine Association to provide complimentary health consultations to over 200 senior citizens.

- In the spirit of the Chinese tradition to spring clean the home before Chinese New Year (CNY) as a symbol of good luck and fortune, 160 MGM Volunteer Team members teamed up with Centro de Dia “Brilho da Vida” to roll up their sleeves to help 220 households at the Fai Chi Kei housing unit for senior citizens to get their homes ready for CNY.

- MGM’s 30 Volunteer Hairdresser Team members provided complimentary haircuts to 145 senior citizens at Asilo de Santa Maria and Centro de Dia “Brilho da Vida” to have them at their best for the coming of a new year, another CNY tradition.

- A visit was paid to 30 senior citizens by our MGM Volunteer Team and led by MGM Property Operations’ technicians, to repair appliances and fix household plugs.
COMMUNITY PARTICIPATION

MGM Macau Eco Trailhike: 2017 marks the first year MGM became the official title sponsor of the Macau Eco TrailHiker, Macau's most popular group hiking event. It serves to bring the community together, foster teamwork and comradery, promote active living, and were importantly remind us of the natural beauty Macau has to offer. Proceeds of the event were donated to the Good Shepherd Sisters and the Macau Rotary Club.

Walk for a Million: MGM has supported Walk for a Million, the annual fundraising event organized by the Macao Daily News Readers' Foundation, since 2007. Led by the senior management team, close to 1,000 Golden Lion Team members participated in the community charity walk on December 10.
承傳舞獅百年傳統
PRESERVING THE AGE-OLD TRADITION OF LION DANCE

2017年，我們連續第三年與澳門鴻威文娛體育會合辦幼獅訓練計劃，共有75位年齡介乎5至10歲的小朋友參與。訓練為期7星期，目的在於培養澳門青少年對中國傳統舞獅運動及文化的興趣。此外，美高梅在8月舉行了一次佛山考察之旅，讓24位幼獅畢業學員能夠在舞獅的發源地深造技巧。2015年至今，美高梅幼獅訓練計劃已培育了近200位本地舞獅新力軍。

In 2017, we partnered with Hong Wai Sports and Recreations Association of Macau to hold the Junior Lion Dance Training Program for 75 young children between 5-10 years old for the third year running. This unique 7-week training program aims to cultivate interest in Chinese traditional dance and culture amongst the youth in Macau. To continue to develop the knowledge and skills of our program graduates, MGM also organized an educational trip in August to Foshan, the birthplace of lion dance, for 24 past graduates to further develop and continue their interest in this age-old tradition. Through the program, we have successfully trained close to 200 local youth since 2015.
Supporting the Community
7月22日，美高梅邀请来自英国的顶尖足球会—利物浦足球会，为64位年龄介乎6至14岁的本地足球爱好者举办难能可贵的足球训练。两位传奇球星科拿及希比亞，向一眾學員分享其成功故事及足球技巧，借此啟發及鼓勵年輕一代對自身喜愛運動的追求。

On July 22, MGM welcomed Liverpool Football Club (LFC), the Premier League football club from the U.K., to hold a unique soccer clinic for 64 young local soccer enthusiasts, aged between 6-14 years. Two well-known LFC legends, Mr. Robbie Fowler and Mr. Sami Hyypia, ended the training session by sharing their inspirational stories and tips for success with the young soccer players.
7月4日，美高梅與旅遊學院合辦了一個名廚大師技藝展示工作坊，由享譽國際、於美獅美高梅濤岸餐廳擔任主廚顧問的Graham Elliot主講。當日有超過30位本地飲食專家及來自旅遊學院廚藝管理學士學位課程的學生出席，名廚Elliot除了示範烹調技巧，更分享了烹飪的哲學和寶貴經驗。

On July 4, MGM co-organized with the Institute for Tourism Studies (IFT) a unique culinary workshop featuring internationally renowned Chef Graham Elliot, consulting chef to Coast at MGM COTAI. Over 30 participants, including local food and beverage professionals and IFT’s Culinary Arts Management Bachelor Degree Programme students, attended this workshop in which Chef Elliot performed a cooking demonstration and shared his experience and philosophy on cooking with the group.
We supplement our community programs through cash and in-kind donations. In 2017, MGM contributed over MOP18 million to the community in addition to our MOP30 million Typhoon Hato Disaster Relief Fund. Some of the key contributions in 2017 included:

- MOP600,000 donated to Macao Daily News Readers’ Foundation as part of the Walk for a Million Campaign
- MOP300,000 donated to the Welfare Shop of Macau Holy House of Mercy
- MOP500,000 donated to Tung Sin Tong’s charitable fundraising activity
SUPPORTING THE COMMUNITY
8月23日，颱風「天鴿」吹襲澳門，導致10人死亡，並且令大部分地區斷絕水電供應，商業活動及交通全面癱瘓。

美高梅中國控股有限公司、美高梅國際酒店集團及何超瓊女士見災情嚴重，立即共同捐出澳門幣3,000萬元支持災後重建工作，同時迅速支援受災情影響的員工。

美高梅明白部分本地中小企亦受到颱風肆虐而損失慘重，因此推出特別的中小企援助計劃，希望藉此扶助受災的中小企回復正常運作。為了完善計劃的架構，美高梅專誠向其220家受颱風影響最嚴重的中小企供應商進行問卷調查，同時透過中小企委員會委員的建議，務求找出成效最大的支援方案。最後得出全面的方案，例如加快付款程序及預繳貨款以紓緩流動資金壓力、物流支援，以及從輕微損失以至嚴重受災的補助等。

為協助各本地社會團體盡快恢復正常服務，美高梅分別為澳門明愛購買復康巴士和樓梯機、為澳門扶康會購買復康巴士及捐款予九澳聖若瑟學校作內部和外部修葺，同時贊助了澳門明愛本地員工前往尼泊爾參加災後管理培訓，為日後可能出現的災難作好準備。

美高梅金獅義工隊與澳門街坊會聯合總會和澳門工會聯合總會通力合作，上樓向長者免費派發飯盒和水，更自發清理路環倒塌樹木，為恢復澳門的自然美景出力。

On August 23, Typhoon Hato struck Macau, claiming 10 lives and leaving much of the city without power and water, bringing business and transport to a standstill.

In the immediate aftermath, MGM China, MGM Resorts and Ms. Pansy Ho immediately teamed up to contribute MOP30 million to rebuild the Macau community, with our team members’ needs also being prioritized.
To assist local small and medium-sized businesses (SMEs) affected by the typhoon with getting back on track and operating as normal once again, MGM also developed a targeted SME Relief Program. To best structure the program, MGM conducted a survey of 220 of its SME vendors considered most vulnerable to the effects of the typhoon. MGM also convened its SME Committee to advise on ways to deliver the most effective impact. The resulting program consisted of comprehensive measures such as expedited payment processing and up-front payment to alleviate cash flow needs, provide logistics support and assure assistance with minor to major damages.

Vast efforts were made toward the speedy recovery of local community groups, including the purchase of rehab buses for Caritas de Macau and Fuhong Society of Macau, stair aids for Caritas de Macau, and donations to repair damage to the exterior and interior of Sao Jose Ka Ho School. MGM also sponsored local staff of Caritas de Macau to participate in disaster management training in Nepal for future emergencies.

The Golden Lion Volunteer Team also joined forces with União Geral das Associações dos Moradores de Macau and Macau Federation of Trade Unions to distribute meal boxes and water to senior citizens in the affected areas, as well as clear debris in Coloane to restore the natural beauty of Macau.
Responsible gaming is a topic which employees from every department must learn on the first day of their job and are reminded of regularly through classroom instruction or internal communications. Trained staff and representatives are on duty 24/7 who can offer assistance to players regarding problem gambling issues. Responsible gaming is promoted to our guests through information kiosks and other communications throughout the casino. The first line of contact in handling a responsible gaming case onsite is the Responsible Gaming Operations Team, who are specifically trained to identify issues, file self-exclusion forms and liaise with counseling agencies. In line with Macau legislation, we also have a Responsible Gaming Committee, comprised of senior management.

Under the Employee Assistance Program, the HR department works closely with the Responsible Gaming Committee to hold annual events and activities to promote responsible gaming practices to our employees.
This year the annual Responsible Gambling Campaign began with a Responsible Gaming video competition held among the six integrated resort operators. MGM is proud to have been awarded the champion award for best film produced. The film was created in-house and starred our own employees.
At MGM, we recognize that forced labor and human trafficking is a crime of global proportions. In 2017, the ILO estimated that 40.3 million people are in living in modern slavery, reporting that it is something that touches every sector and country, either directly or indirectly, through supply chains.

MGM was the first operator in Macau to develop an Anti-Human Trafficking Policy which states the company’s support for the elimination of forced labor and human trafficking and its destructive effect upon humanity and our communities across the globe. MGM addresses risks associated with human trafficking through three key areas, including recruitment, supply chain and community outreach and partnerships, with the following key activities in 2017:

- Training provided to all employees in new hire orientation as well as our Security department.
- Providing detailed training to senior management from the Mekong Club, an NGO dedicated to combating modern slavery.
- Participated in forums and speaker panels including at the Anti-Slavery Summit in Hong Kong and at the International Tourism Partnership / Mekong Club Hospitality Roundtable on Modern Slavery; also sponsored the global human rights forum, the Trust Conference.
- Became signatory to the Business Pledge Against Modern Slavery initiated by the Mekong Club.
- Set standards and expectations for suppliers through our Vendor Code of Conduct.

正視人口販賣
BRINGING HUMAN TRAFFICKING TO THE FOREFRONT

美高梅意識到強迫勞動及人口販賣罪行現正影響全球。2017年，國際勞工組織估計有4,030萬人口過著現代奴隸的生活，並且直接或間接地在各國及各行業的連鎖生產線上工作。

美高梅是本地首家訂定人權及防止人口販賣政策的營運商，致力打擊強迫勞動和人口販賣活動，消除其對人類及全球各地社群的破壞性影響。美高梅針對三大存在人口販賣風險的範疇，即招聘及聘用、供應鏈、社區外展及合作夥伴，而作出下列打擊措施：

- 為所有新入職僱員及保安員工提供培訓。
- 邀請打擊人口販賣的非牟利機構湄公河俱樂部為高級管理層成員提供深入培訓。
- 參與不同論壇和講座，包括在香港舉行的「防止人口販賣峰會」、國際旅遊合作夥伴／湄公河俱樂部「酒店行業防止人口販賣研討會」，以及贊助全球人權論壇Trust Conference。
- 簽署湄公河俱樂部發起的打擊現代奴隸制企業承諾。
- 制定《供應商操守準則》，並要求承包商、供應商及商業夥伴遵守相關政策。
MGM has held many forums over the years to raise awareness of the topic of modern slavery, however the question is often asked – “what can we do as individuals?”

To help answer that question, MGM hosted and sponsored a student competition on December 2, asking participants to propose innovative and creative ideas to address modern slavery in our day-to-day lives and create feasible action plans for their implementation.

Each student group presented to a judging panel including representatives from the Mekong Club, the Legal Affairs Bureau and MGM.
扶持本地中小企
DEVELOPING LOCAL SMEs
Since 2007, we have worked consistently with local businesses to build long-term partnerships while providing support and advice where needed to help smaller businesses thrive and grow. Testament to our approach, over 90% of our procurement is with local Macau businesses.
美高梅中小企培育計劃

MGM’S SME ENGAGEMENT PROGRAM

In an effort to formalize and expand our commitments to the Macau SME community, we have rolled out a dedicated SME Engagement Program focusing specifically on the following local SME categories: Micro SMEs, Made in Macau and Young Entrepreneurs. MGM’s approach is guided by its MGM SME Advisory Committee, comprising key decision makers and prominent local business representatives from across the business, non-profit and academic worlds. In 2017, MGM created 97 new SME partnerships, spending over MOP 670 million with SMEs, an increase of 50% in total spend over last year.
On June 30, MGM and MYEA joined together again to co-organize the “Young Entrepreneur Forum 2017” welcoming over 200 participants, including local young entrepreneurs and SMEs, government officials, and procurement executives from MGM MACAU as well as its parent company, MGM Resorts International. The forum aimed to offer local young entrepreneurs business insights through the inspiring road-to-success stories of three entrepreneurs: Mr. Zhu Heng, Co-Founder of Feelingtouch Inc. from Hangzhou; Mr. Eric Yeung, Executive Director of Skyzer VC Group from Hong Kong; and Mr. Roy Long, President of Royalex Group from Macau.

On April 12, together with the Macau Youth Entrepreneur Association (MYEA), MGM co-organized the “Young Entrepreneur Seminar” held onsite at MGM MACAU. The Seminar welcomed over 150 participants, and provided essential information to entrepreneurs about setting up a Macau business, with key information on areas such as regulations and subsidies relating to small and medium-sized companies.
自從與美高梅展開合作後，我們的生意額提升了。藉著他們的推薦，我們不但成功成為美高梅國際酒店集團的供應商，更為我們日後衝出澳門、發展海外市場建立穩健基礎。

“Our business volume has increased after working with MGM. Through their recommendations, we have successfully become a vendor of MGM Resorts International, expanding beyond Macau while laying a solid foundation to develop further in overseas markets.”

盈佳獎盃紀念品公司李建峰先生
Lono Lee, Smart Trophy & Souvenir

美高梅是第一家跟我們合作的大型企業，作為青年企業家，我們十分感謝美高梅對我們的信任和支持。自我們開始合作夥伴關係後，我們公司便不斷擴充，由原本的4名員工增加至現時15名。

“MGM is the first large enterprise that we have worked with and we have always appreciated the guidance and support that MGM has provided to young entrepreneurs. Since beginning our partnership, our company has continued to expand and grow from four to 15 employees.”

驁映娛樂製作余宗軒先生
Hin U, Pride Entertainment Productions

美高梅的本地採購理念，從中小企搜羅『澳門製造』的產品，這對於刺激本地經濟及對澳門的多元特色作出了極大貢獻。

“MGM’s local sourcing philosophy for Made-in-Macau products from SMEs certainly helps to stimulate the local economy and further contributes to the diversification aims of Macau.”

嘉明洋行有限公司鄧君明先生
Jose Tang, Agencia Comercial Carmen Ldav
推動經濟多元化
DIVERSIFYING THE ECONOMY
Art and entertainment are at the heart of our business. With the continuous addition of non-gaming elements to both MGM MACAU and MGM COTAI, we are committed to supporting the Macao SAR’s vision to become the “World Center of Tourism and Leisure”.

Over the last decade, MGM MACAU has hosted 23 world-class international and local exhibitions and welcomed more than 280,000 visitors to foster and encourage art and its appreciation.

Driven by our aim to make art accessible to all, in 2017 we organized over 110 complimentary guided community art tours to share key information and answer questions about our exhibitions. An important part of this program is the training program we have created to hone the skills of our art guides. To date, over 450 local students have been trained as art docents at MGM MACAU to further share our appreciation of art through the training of local individuals, as well as through the knowledge they share with visitors to our property.
On December 1, MGM launched “Learn & Play! teamLab Future Park” at MGM Art Space. The teamLab Future Park project explores the theme of co-creative learning through digital technology and brought five inspiring digital installations: Graffiti Nature - Mountains and Valleys, Sketch Town, Sketch Town Papercraft, Light Ball Orchestra, and A Table where Little People Live.
MGM partnered with Art Basel Hong Kong in March to deliver Kingsley Ng’s Twenty-Five Minutes Older, thanks to the sponsorship of our parent company MGM Resorts International. Hong Kong artist Kingsley Ng, who is renowned for conceptual and community-engaging artwork, transformed two of the city’s iconic trams to create an altered reality allowing tram passengers to experience Hong Kong in a new and eye-opening way.

MGM also organized three special tours for 45 local art enthusiasts including the Cultural Industries Fund and the Committee of Cultural Industries from Macau, as well as a group of students and professors from the Visual Arts and Design bachelor’s degree programs of the Macao Polytechnic Institute for this unique experience. The groups also had the chance to meet Kingsley Ng in person, as well as take a tour of the wider Art Basel experience.
MGM is dedicated to bringing varied and exciting entertainment to engage across ages and cultures. Our entertainment offerings are unique and diversified, marrying traditions and culture with best-in-class technology and innovation.
From October 12-23, for the ninth year running, MGM held its annual Oktoberfest, bringing to Macau a jam-packed entertainment event that allows locals and tourists alike to immerse themselves in Bavarian traditions at MGM MACAU through traditional décor, Löwenbräu beer, authentic delicacies, and live music by Munich’s Högl Fun Band. The Oktoberfest Macau at MGM has become a staple annual event of the city over the years, with much anticipation from locals and patrons every year. The Beerfest has welcomed over 127,000 patrons over the years.
亞洲首個動感劇院

ASIA'S FIRST DYNAMIC THEATER

美高梅隆重呈獻亞洲首個動感劇院－美高梅劇院，引領亞洲進入嶄新的娛樂時代。

美高梅劇院座落於美獅美高梅，由譽滿全球的表演藝術及娛樂設計公司Scéno Plus精心打造。劇院內配備一個900平方米的特大4K（或超高清）LED顯示屏，面積相當於3個網球場，讓美高梅劇院成為全球首個可為觀眾提供2,800萬像素觀賞體驗的劇院。

此外，美高梅劇院糅合最頂尖的科技與工程技術，以迎合各種活動的不同需要，包括各類演唱會、時裝表演和電影首映禮，甚至轉換成360度的場地配置，以舉辦脫口秀、產品發佈會及國際知名DJ音樂會等。

MGM is proud to introduce a first-of-its-kind entertainment experience through the MGM Theater at Cotai, Asia’s first dynamic theater.

Designed by Scéno Plus, a world-leading performance arts and entertainment design firm, the Theater is the world's
first theater to offer 28 million pixels of viewing pleasure to its audience by utilizing a giant 900-square-metre 4K (ultra HD) LED screen, the size of three tennis courts combined. Powered by the latest in technology and engineering, the Theater team can create custom arrangements for special events, from a traditional concert, fashion show or movie premiere layout to a 360-degree configuration for talk shows, product launches and international DJs.

The Theater will be home to resident shows, including Destiny, an action-packed, immersive theatrical production inspired by the concept of TV game shows and adventure video games. Through the Theater’s various configuration capabilities, guests can experience multiple types of entertainment events at the same location.
2017年，澳門獲聯合國教科文組織評為「創意城市美食之都」，對城中烹飪傳統和美食作出肯定。美高梅予以全力支持，旗下兩家綜合度假酒店呈獻極致的美饌佳餚，並邀請享譽全球的星級名廚為饕客打造嶄新的餐飲概念。

This year Macau became a UNESCO Creative City of Gastronomy, a testament to the city’s culinary traditions and breakthroughs. MGM is proud to support these aims through high-class offerings at both properties, as well as featuring celebrity consulting chefs to introduce their innovative menus.
World-class dining at MGM Cotai

MGM Cotai aims to create memorable dining experiences and establish itself as Macau's most innovative culinary destination. In May 2017, MGM announced an impressive line-up of celebrated chefs at MGM Cotai, including Mauro Colagreco, Mitsuharu Tsumura, Graham Elliot and Janice Wong, who introduce varied cuisines that include a steakhouse of premium meats and superb wine collection at Grill 58, a Japanese-Peruvian experience at Aji, a California-inspired offering at Coast, and an imaginative dessert wonderland at Janice Wong MGM.

MGM Cotai is also home to five new dining concepts covering a wide range of regional Chinese cuisines: Chún, serving exquisite and creative Cantonese cuisine; Five Foot Road, a Chengdu-Sichuan restaurant and heaven for spice lovers; Hao Guo, offering superb seafood hotpot and regional Chinese cuisine under one roof; Miàn Duì Miàn, a Chinese restaurant serving handmade noodles and dumplings 24 hours a day, and Bar Patuá, a classic yet contemporary bar that serves crafted cocktails using uniquely oriental ingredients such as Chinese tea and herbs.

From the novel dining concepts specially designed by celebrity chefs, to casual dining options for guests around the clock, MGM Cotai takes everyone on a gastronomic journey by bringing in the culinary experts and talent from near and far.
保護環境
PROTECTING THE ENVIRONMENT
As a developer, owner and operator of premier integrated resorts, we are aware of our impacts on the environment through our consumption of natural resources and generation of emissions and waste. We believe an environmentally responsible business is a better business; our dedication integrates environmental considerations into all operational practices, from our supply chain, to our facilities management and guest rooms.
We have worked hard to reduce our consumption of natural resources and generation of waste and have made significant performance improvements over the years, as indicated in our performance data on page 65. Alongside our efforts to retrofit our property to be as sustainable as possible, our people lie at the heart of these performance improvements, working within their departments to drive these changes.
In our Facilities Management Operations and Engineering Departments we take our responsibility to energy and water reduction very seriously. Despite a warming climate and growing business we are proud to continue to make reductions in our consumption. High impact projects include the installation of our heat pump, optimization of our chiller plant, LED lamp replacement, and installation of low flow fixtures and fittings. We are also now recycling water from our cooling tower for flushing in our toilets.

Irene Limbert & Adam Vong – Property Operations

This year we worked hard to recycle more products through a wide scale recycling initiative. We have increased our recycling rate by over 700% through recycling a range of products including plastic, paper, metals, glass, cooking oil, soap, batteries and electronics.

Gabriel Leung – Stewarding
保護環境

表現數據

PERFORMANCE DATA

- 1% reduction in greenhouse gas emissions since 2016, and a 16% reduction in emissions since 2013.
- 1% increase in water consumption since 2016, however a 9% decrease in consumption since 2013.
- 1% reduction in energy consumption since 2016, and a 17% reduction in energy consumption since 2013.
- 15% reduction in waste generation since 2016, and a 30% reduction since 2013.

PROTECTING THE ENVIRONMENT
美高梅十分榮幸獲頒中國綠色建築（澳門）設計標識證書，表揚公司一直致力鑽研物業的可持續發展性的努力。重點項目包括：

MGM is proud to have received the Macau Green Building Label in design for our efforts to design a property with a core focus on sustainability. Highlights include:

**環境可持續發展是美獅美高梅的核心價值**
**ENVIRONMENTAL SUSTAINABILITY AT THE HEART OF MGM COTAI**

- 園林綠化
  **GREEN LANDSCAPING**
  - 我們在視博廣場種植了逾100,000棵及共2,000種植物，大多數由本地溫室工人細心培育
  - 您可以在視博廣場欣賞多種主要來自中國的稀有植物。當中數十種瀕危植物更是我們從香港及歐洲的種子庫取得，藉以延續其生命
  - 利用廚餘堆肥，以含有豐富礦物質的土壤進行園林綠化
  - The Spectacle includes over 100,000 plants and 2,000 plant species, the majority of which were carefully grown at our local greenhouse nursery
  - The Spectacle develops an appreciation for unique plants, many native to China, and brings a dozen rare or extinct species back to life with the help of seed banks in Hong Kong and Europe
  - Food waste composting creates valuable mineral-rich soil for landscaping

- 環保服務
  **GREEN GUEST OPTIONS**
  - 所有酒店貴賓可以選擇無須替換毛巾和床單
  - 提供健康、有機和環保的餐飲體驗
  - 提供有機水療護理，讓您以愛護環境的方式紓緩身心
  - All hotel guests can opt-in to our towel and linen reuse program
  - Healthy, organic, and eco-friendly options are available at our dining outlets
  - Organic spa options provide a low-impact way to feel pampered
回收計劃
RECYCLING PROGRAM

• 推出食用油、塑膠、紙張、卡紙、玻璃、金屬及電子用品的大型回收計劃

• 非政府組織「潔世」透過改善衛生習慣拯救生命。我們與潔世合作，把酒店剩餘的肥皂進行回收和去污，捐贈有需要人士

• Our extensive recycling program includes cooking oil, plastics, paper, cardboard, glass, metals, and electronics

• Leftover soap is recycled, sanitized, and donated to those in need through MGM’s partnership with Clean the World, an NGO dedicated to saving lives around the world by improving hygiene practices

環保設施
GREEN FACILITIES

• 美獅美高梅的環境可持續發展工作首屈一指，為此榮獲中國綠色建築（澳門）設計標識證書

• 100%採用具能源效率的LED照明設施

• 所有水龍頭、淋浴頭及馬桶均運用低流量技術，將用水效率提升至最高

• 酒店房間採用不對地球或您的健康造成損害的設備

• 於停車場設有充電站，推廣較環保的電動車輛

• MGM COTAI received the China (Macau) Green Building Label, certifying it a leading property in environmentally sustainable design

• 100% of our lighting is energy-efficient LED

• All faucets, showerheads, and toilets maximize water efficiency by using low flow technology

• Environmentally-friendly room amenities are healthy for both guests and for the planet

• Electric charging stations in our car park promote green transport
We know we can go further and faster if we do it together. We aim to inspire our employees, guests, community and suppliers to be part of our solutions.
2017年的「美高梅綠色生活大行動」已於3月20日至4月3日舉行，以支持民政總署的澳門綠化週，以及每年一度的澳門國際環保合作發展論壇及展覽。我們舉辦了連串活動，提升團隊成員對環保議題的關注，活動包括：

- **Ocean conservation**: A presentation was given by MGM’s onsite team of aquarists on the issues related to water pollution and the need to protect our marine environment. This was then followed by a beach cleaning activity later that week.

- **Biodiversity maintenance**: Under the guidance of IACM, MGM participated in a tree maintenance program organized at Hác-Sá Reservoir Country Park to help preserve Macau’s green spaces under the guidance of IACM’s tree specialists. MGM’s Volunteer Team also participated in IACM’s mangrove planting program and awareness raising exercise to mark the importance of Macau’s mangroves which are vital to Macau’s ecosystem biodiversity and coastal protection.

- **Launch of Green Monday**: To support low carbon living and raise awareness that our day-to-day actions can have an impact on the environment and contribute to climate change, MGM MACAU officially launched Green Monday in the employee dining room.
Selected by the Hang Seng Indexes Company to be featured on the Hang Seng Corporate Sustainability Benchmark Index, which identifies the top sustainability leaders in Hong Kong and Mainland China that are listed on the Hong Kong Stock Exchange. This is the second year MGM has been selected.

Awarded with the Outstanding Corporate Social Responsibility Award at the 6th Cross-Strait-Four-Region Outstanding Corporate Social Responsibility Award Ceremony organized by The Mirror Post Hong Kong.

Recognized by the Hiring Disabled Staff Recognition Scheme, an award scheme organized biennially by the Labour Affairs Bureau and the Social Welfare Bureau.

Awarded with a gold award in Excellence in Retention Strategy, as well as two bronze awards in Excellence in Employee Development and Leadership Development at the HR Innovation Awards.

Received the Asia Responsible Entrepreneurship Award from Enterprise Asia for the “Investment in People” category.
2017年獲頒獎項與嘉許

AWARDS AND RECOGNITION IN 2017

澳門美高梅獲評選為《福布斯旅遊指南》五星級酒店，表彰其高質素的服務、設施及多元體驗。

MGM MACAU named as a Forbes Travel Guide Five-Star Hotel, recognizing the resort’s high standard of service, amenities and diversified offerings.

澳門美高梅於「第十屆 TTG 中國旅遊大獎」中獲評選為「澳門最佳商務酒店」。


於勞工事務局舉辦的「第二屆飲食業職安健獎勵計劃」中勇奪15個獎項。

Received 15 awards at the second F&B Occupational Safety and Health Award Program organized by the Labour Affairs Bureau.

於勞工事務局舉辦的「第二屆飲食業職安健獎勵計劃」中獲《機構投資者》的「2017亞洲區公司管理團隊評選」中獲「最受尊崇企業」，共囊括六項嘉許，彰顯公司對投資者關係的支持和承諾。

Recognized by the leading financial publication, Institutional Investor, as Most Honored Company in the 2017 All-Asia Executive Team survey. MGM swept up a total of six awards demonstrating the Company’s ongoing commitment to, and support of, its Investor Relations.

獲「亞洲博彩大獎」嘉許為企業社會責任領域貢獻非凡的公司。

Awarded for Outstanding Contribution in the Field of CSR at the Asia Gaming Awards Ceremony.

於中國社會企業研究所舉辦的「第五屆社會關愛企業計劃」中獲「社會關愛企業卓越獎」。

Recognized with the Outstanding Social Caring Organization Award at the 5th Social Caring Pledge Scheme organized by Social Enterprise Research Institute (SERI) of Hong Kong.

澳門美高梅於「第十屆 TTG 中國旅遊大獎」中獲評選為「澳門最佳商務酒店」。


美獅美高梅分別於《廣州日報》及《新旅行》高端酒店評選中榮膺「粵商之選值得期待酒店」及「年度精選值得期待酒店」。

MGM COTAI awarded as the Most Anticipated Hotel by the Guangzhou Daily and again by the Voyage Best Hotels Awards.
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