

IT'S NOT AN OPTION,
IT'S NOT A LEGAL OBLIGATION,
IT'S NOT A PRESS RELEASE,
IT IS A PASSION.
TO RESPECT OUR PLANET,
TO INSPIRE OUR GUESTS,
TO PROTECT OUR COMMUNITIES.

PUSHING BOUNDARIES, INVENTING NEW
PATHS, GOING ABOVE & BEYOND WHAT
OUR WORLD KNOWS.
WE ARE CHANGING THE GAME, NOW.

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ABOUT THIS REPORT

Melco International Development Limited ("Melco International" or the "Company", together with its subsidiaries collectively referred to as the "Group") is pleased to present our 2019 Environmental, Social, Governance ("ESG") Report (this "Report"). This Report provides an overview of the Group's performance against its sustainability goals set for all businesses listed under the Group.

This Report has been prepared in accordance with the disclosure requirements of the ESG Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules"). As such the principles¹ highlighted by the ESG Reporting Guide are closely followed. In addition, this Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option for this annual reporting cycle.

This Report primarily covers the corporate offices of the Group², our integrated resort arm, Melco Resorts & Entertainment Limited ("Melco Resorts"), with particular focus on all properties in Macau³ and Manila⁴, as well as our gaming facilities in Cyprus and Jumbo Kingdom.

The metrics shared in this Report reflect performance during the period from 1 January 2019 to 31 December 2019 with multi-year data provided for comparison purposes where relevant. Financial information, unless otherwise stated, is presented in Hong Kong dollars. Additional ESG performance⁵ information is provided in the [Melco Resorts & Entertainment Limited 2019 Sustainability Report](#) ("Melco Resorts Sustainability Report"). Any questions pertaining to this Report can be sent by email to info@melco-group.com.

(1) THESE INCLUDE THE PRINCIPLES FOR DEFINING THE REPORT CONTENT IN THAT DISCLOSURES ARE BASED ON MATERIALITY, QUANTITATIVE, BALANCED AND CONSISTENT WITH PREVIOUS DISCLOSURES.
(2) MELCO RESORTS ACQUIRED THE OKUSHIGA KOGEN RESORT HOTEL IN LATE NOVEMBER 2019; ANNUAL ENVIRONMENTAL DATA COULD NOT BE OBTAINED BEFORE THE RELEASE OF THIS REPORT AND IS NOT INCLUDED IN OUR REPORTING SCOPE.
(3) IN 2019, DATA ATTRIBUTABLE TO MELCO RESORTS' INTEGRATED RESORT, HOTEL AND CLUB OPERATIONS IN MACAU, INCLUDE CITY OF DREAMS, STUDIO CITY, ALTIRA MACAU AND MOCHA CLUBS.
(4) IN 2019, DATA ATTRIBUTABLE TO MELCO RESORTS' MANILA OPERATIONS INCLUDE THE INTEGRATED RESORT OF CITY OF DREAMS MANILA AND THE HYATT REGENCY HOTEL, OVER WHICH MELCO RESORTS GAINED OPERATIONAL CONTROL IN 2019.
(5) FOR COMPARISON PURPOSES, DATA FOR OUR BASE YEAR OF 2018 WERE NOT RE-CALCULATED, DESPITE THE ADDITION OF THE HYATT REGENCY HOTEL AND TWO CORPORATE OFFICES IN HONG KONG, TWO IN JAPAN AND ONE IN TAIWAN, AS THE CONTRIBUTION OF THESE ADDITIONAL PROPERTIES TO THE TOTAL ENVIRONMENTAL FOOTPRINT IS IMMATERIAL (<5% OF OUR 2018 BASELINE YEAR'S ENVIRONMENTAL FOOTPRINT).

2019 HIGHLIGHTS

Governance:

- ★ In 2019, the Group strengthened its commitment to ESG management by engaging stakeholders in a process to prioritise material topics based on their identified risks and opportunities
- ★ Six out of seven stakeholder groups surveyed in 2019 ranked our Ethics & Integrity as meeting or exceeding expectations
- ★ Our Chairman and CEO, Mr. Lawrence Ho, was shortlisted as Business Leader of the Year at the Ethical Corporation's Responsible Business Awards
- ★ Recognised in 2019 as the Socially Responsible Operator of the Year for our responsible gaming programmes at the 12th International Gaming Awards
- ★ Recognised for the Best Corporate Social Responsibility Contribution at the G2E Asia Awards

Environment:

- ★ All hotels in Macau have received the industry-renowned Green Key Award, meeting the highest environmental management standards set by the Foundation for Environmental Education for the hospitality sector
- ★ The Carbon Disclosure Project ("CDP") recognised us as one of Asia's leaders in corporate climate action and environmental stewardship with the "CDP 2019 Best First Time Performer" accolade in 2019
- ★ Awarded the Best Environmental Responsibility Asian Excellence Award
- ★ Achieved Macau Green Hotel Awards - Gold award for Morpheus and Silver awards for Countdown Hotel and NÜWA
- ★ Recognised for employee development and efforts to tackle climate change by the Sustainable Business Awards Philippines

Social:

- ★ We nurture our talent pool from within - 34% of our job openings were filled by our existing colleagues in 2019
- ★ We attained a record-breaking 107 stars in the 2020 Forbes Travel Guide and were honoured with ten Michelin stars from the Michelin Guide Hong Kong Macau 2020 for six signature restaurants
- ★ Named one of the 2019 Best Companies to Work for in Asia (Hospitality) by HR Asia
- ★ Received the 2019 Gold Award for Excellence in Global and Local HR Strategies from Human Resources Magazine
- ★ Achieved the 2019 Gold Award for Best Mass Recruitment from Human Resources Magazine
- ★ Awarded the Best Corporate Social Responsibility Contribution — 2019 G2E Asia Awards





OUR STRATEGY & IMPACT



ABOVE & BEYOND

OUR ESG/SUSTAINABILITY STRATEGY ABOVE & BEYOND SETS NEW STANDARDS FOR ACHIEVING POSITIVE FINANCIAL, SOCIAL AND ENVIRONMENTAL RESULTS. AMBITIOUS GOALS INCLUDE ELIMINATING THE IMPACT OF OUR RESORTS ON THE CLIMATE BY 2030 AND TAKING A LEAD ON CIRCULAR ECONOMY APPROACHES AND RESPONSIBLE GAMING. IT ALSO COMMITS US TO BE THE COMPANY PEOPLE CHOOSE TO WORK FOR, AND A LEADING CORPORATE CITIZEN IN THE COMMUNITY WITH A FOCUS ON RESPECTING AND PROMOTING LOCAL CULTURE.

OUR STRATEGY — ABOVE & BEYOND

At the heart of our Above & Beyond strategy is our commitment to inspire our guests to realise that a sustainable future is a better future. Our strategy is as holistic and comprehensive, as it is ambitious. Taking the lead to address our common global challenges creates opportunities for us to collaborate with all our stakeholders and create shared value. Building on the results of our recent research and stakeholder engagement, we updated our Strategic ESG/Sustainability Framework as presented below.

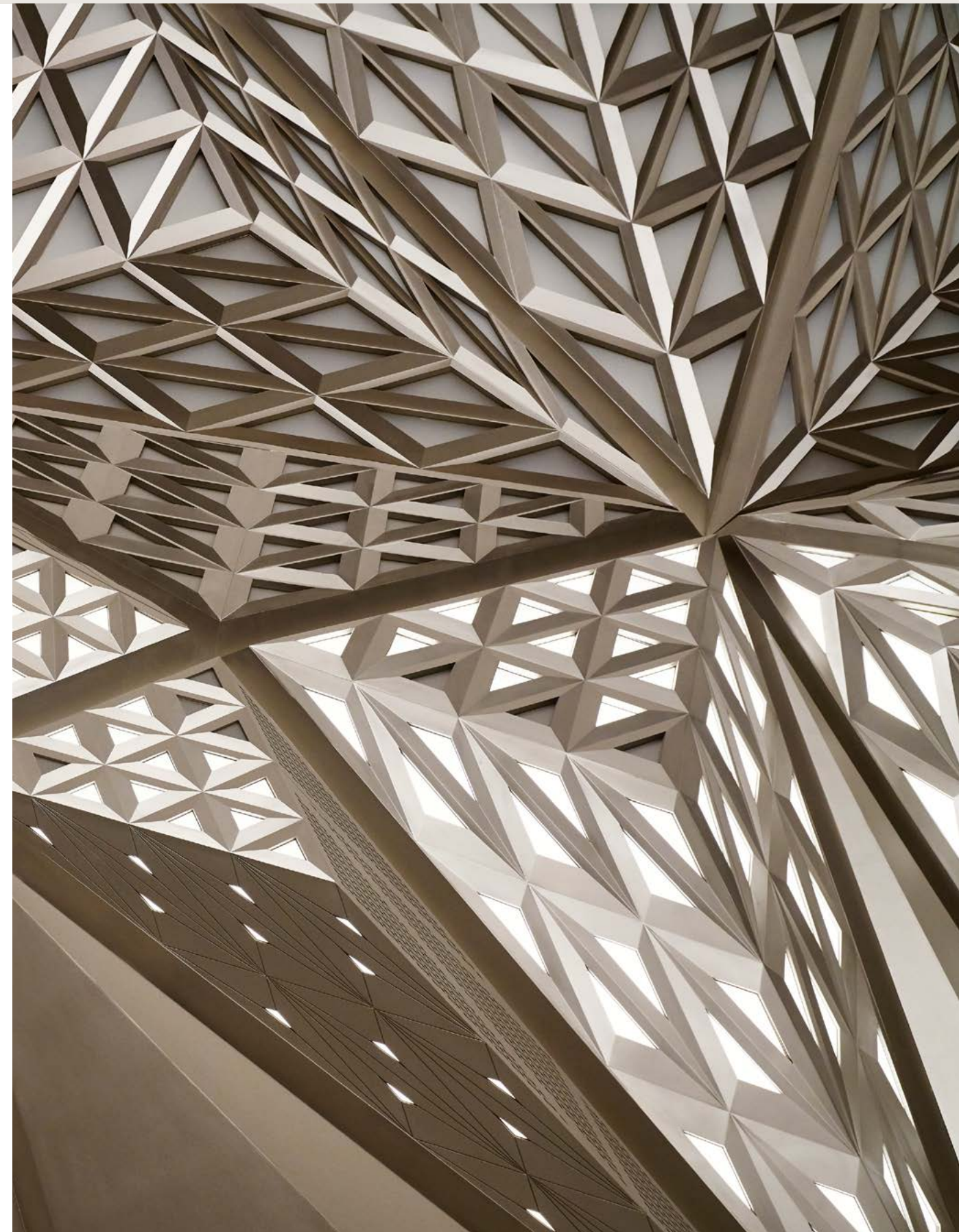


OUR VISION	TO CONTRIBUTE TO THE GROWTH AND FUTURE OF THE COMMUNITIES WE SERVE, INSPIRING HOPE AND HAPPINESS IN PEOPLE ALL OVER THE WORLD.						OUR STRATEGY	Above & Beyond, our 2030 group sustainability strategy, will accelerate the adoption of sustainability best practices across the business so that we set a benchmark beyond the boundaries of our industry.					
PRIORITY SUSTAINABILITY FOCUS AREAS	GOVERNANCE & ETHICS		RESPONSIBLE GAMING	ENVIRONMENT			PEOPLE			SOCIETY & COMMUNITY			
MATERIAL TOPICS & SCOPE	Our material topics inform and inspire our Above & Beyond strategy to address the major challenges that face our world. Every year we review our material topics by considering both our operating and sustainability context, the results of stakeholder engagement, as well as our strategic risks. We have identified and prioritized the following 14 material topics:												
INPUT (UPSTREAM)	SUSTAINABLE & ETHICAL SUPPLY CHAIN												
WITHIN OUR OPERATIONS	ETHICS & INTEGRITY	SUSTAINABLE ECONOMIC GROWTH	RESPONSIBLE GAMING	ENERGY & CLIMATE RESILIENCE	MATERIAL USE & WASTE	WATER & WASTEWATER MANAGEMENT	TALENT ATTRACTION & RETENTION	INCLUSION & DIVERSITY	SAFETY & HEALTH	COMMUNITY ENGAGEMENT & INVESTMENT	SMALL & MEDIUM-ENTERPRISES	CULTURE & HERITAGE	
	> CORPORATE AND SUSTAINABILITY GOVERNANCE > CODE OF CONDUCT OUTLINING EXPECTED BEHAVIOURS, PRACTICES & TRAINING (INCLUDES ANTI-CORRUPTION) > CYBERSECURITY, DATA SECURITY & CUSTOMER PRIVACY > REGULATORY COMPLIANCE > HUMAN TRAFFICKING & MODERN SLAVERY > RISK MANAGEMENT AND EMERGING ISSUES TRACKING	> INCREASING SHAREHOLDER VALUE WHILE MAXIMIZING OTHER STAKEHOLDER BENEFITS	> TECHNOLOGY & PROCESS > COMMUNITY ENGAGEMENT > COLLEAGUE EDUCATION > PARTNERSHIPS FOR PROGRESS	> SUSTAINABLE BUILDINGS > ENERGY EFFICIENCY > ENERGY CONSUMPTION – RENEWABLE & NON-RENEWABLE > GHG EMISSION REDUCTION > ECOLOGICAL IMPACTS & BIODIVERSITY > PARTNERSHIPS FOR PROGRESS	> SUSTAINABLE BUILDINGS > SUSTAINABLE SOURCING > MATERIAL USE EFFICIENCY > FOOD WASTE REDUCTION & RECOVERY > WASTE REDUCTION, RECYCLING AND PROPER TREATMENT/ DISPOSAL > CIRCULAR ECONOMY > ECOLOGICAL IMPACTS & BIODIVERSITY > PARTNERSHIPS FOR PROGRESS	> SUSTAINABLE BUILDINGS > WATER REDUCTION, RECYCLING & REUSE > WASTEWATER EFFLUENTS > WASTEWATER COMPLIANCE > ECOLOGICAL IMPACTS & BIODIVERSITY > PARTNERSHIPS FOR PROGRESS	> PRIDE IN ORGANISATION > LOCAL HIRING > COLLEAGUE TRAINING & CAREER DEVELOPMENT > WORK ENVIRONMENT > LABOUR PRACTICES > QUALITY OF LIFE > PARTNERSHIPS FOR PROGRESS	> INCLUSIVE & DIVERSE WORKFORCE & LEADERSHIP TEAM	> GUEST HEALTH & WELLBEING > COLLEAGUE HEALTH, SAFETY & WELLNESS > SECURITY > HEALTHY & SUSTAINABLE FOOD > DISASTER RESPONSE	> PHILANTHROPY & VOLUNTEERISM > PROGRAMMES IN MACAU, MANILA, JAPAN & CYPRUS > DISASTER RELIEF AID > PARTNERSHIPS FOR PROGRESS	> PARTNERSHIPS, PROGRAMMES & INVESTMENTS IN ECONOMIC PROSPERITY OF SMEs > PARTNERSHIPS FOR PROGRESS	> LOCAL CUSTOMS, ARTS, TRADITIONS, BUILDINGS, TOURISM PROMOTION > PARTNERSHIPS FOR PROGRESS	
OUTPUT (DOWNSTREAM)	GUEST EXPERIENCE												
2030 GOALS & COMMITMENTS	INSPIRING OUR GUESTS BY SHOWING THEM A SUSTAINABLE FUTURE IS A BETTER FUTURE		COMMITTED TO PROMOTING RESPONSIBLE GAMING AND AN ATTITUDE OF STAYING IN CONTROL	ACHIEVING CARBON NEUTRAL RESORTS	ACHIEVING ZERO WASTE ACROSS OUR RESORTS AND CONTRIBUTING TO CIRCULAR ECONOMY LEADERSHIP IN ASIA EXTENDING OUR POSITIVE IMPACT BY SOURCING SUSTAINABLE GOODS AND SERVICES	2030 GOALS UNDER DEVELOPMENT	BEING THE COMPANY PEOPLE CHOOSE TO WORK FOR AND STAY WITH		BEING BEST-IN-CLASS IN SAFETY FOR OUR GUESTS AND COLLEAGUES	BEING A LEADING CORPORATE CITIZEN IN THE COMMUNITY	BOLSTERING ECONOMIC PROSPERITY FOR SMEs	PRESERVING THE LEGACY, CELEBRATING LOCAL CULTURE AND CREATING THE FUTURE	
2019 KEY HIGHLIGHTS	STAKEHOLDER ENGAGEMENT ON OUR SUSTAINABILITY PERFORMANCE AND PRIORITIES		SOCIALLY RESPONSIBLE OPERATOR OF THE YEAR	CERTIFIED RENEWABLE ENERGY CREDITS PURCHASED FOR THE EQUIVALENT OF 100% OF OUR PURCHASED ELECTRICITY	ROADMAP FOR ZERO WASTE AND SUSTAINABLE SOURCING	BEST PRACTICES IMPLEMENTED FOR WATER EFFICIENCY, REUSE AND RECYCLING	BEST COMPANIES TO WORK FOR IN ASIA (HOSPITALITY 2019)		ALL MACAU AND HONG KONG PROPERTIES CERTIFIED TO ISO 45001	134,913 COLLEAGUE PARTICIPANTS, INCLUDING VOLUNTEERS, IN CSR ACTIVITIES SINCE 2007 AND HK\$133M+ DONATED IN 2019	SUBSTANTIAL SUPPORT OF AND PROCUREMENT FROM LOCAL, MICRO AND SME BUSINESSES	SUBSTANTIVE PROGRAMMES TO SUPPORT LOCAL CULTURE AND HERITAGE	

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

When identifying our stakeholder groups, we consider whether we have a relationship with them that could be characterised by one of the following attributes: dependency, responsibility, tension, influence or diverse perspectives. Our stakeholders are regularly engaged through a variety of channels such as Board meetings, internal senior management interviews, industry forums, surveys, workshops, training, conferences, volunteering programmes, social media and others.

To identify the ESG topics that are central to our business, in 2019, we conducted a five-step process as illustrated in the table below. Working with an external consultant, this process enabled us to understand how to enhance our reporting and performance as well as gain insights on what matters to our stakeholders.



STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

1

IDENTIFY ESG ISSUES

ESG ISSUES IDENTIFIED BASED ON:

- › Industry research
- › Peer benchmarking
- › Stakeholder engagement
- › Media coverage

2

ASSESS ESG ISSUES

STAKEHOLDER ASSESSMENT OF ESG ISSUES THROUGH A VARIETY OF CHANNELS:

- › Internal senior management interviews
- › Online survey to all stakeholder groups
- › Guest satisfaction surveys

3

PRIORITIZE ESG ISSUES AND CONFIRM MATERIAL TOPICS

Senior management workshop prioritized the ESG issues and confirmed the material topics based on:

- › Concerns expressed directly by stakeholders
- › What the Group deems as important to the business
- › The organisation’s influence on upstream entities, such as suppliers, or downstream entities, such as guests
- › Broader societal expectations

4

OUTCOMES

- › Refined a framework for materiality
- › ESG report content and structure
- › Improvements in communicating our strategic sustainability framework
- › Refinement of our stakeholder engagement process
- › ESG Issues, Value Chain Impacts and Risks & Opportunities framework
- › Further mapping and integration of sustainability development goals into the ESG/sustainability strategy

5

NEXT STEPS

- › Undertake a materiality assessment on a larger scale in 2020
- › Refine and evolve our stakeholder engagement framework to continuously capture evolving expectations and priorities
- › Further evaluate and rank risks and opportunities
- › Develop a shared value creation business model

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

In defining material topics, we reflected on which ESG/sustainability issues mattered most to stakeholders, how salient issues are to the Group’s economic, environmental and social impact and performance, as well as considering wider societal outcomes. The results of the review continue to inform the Group’s strategy and governance, and have been grouped as follows:

- FOUNDATIONAL ISSUES are fundamental to operating as a responsible business
- MAJOR ISSUES require us to go beyond expected practice to inspire change
- PRIORITY ISSUES are those where we have the opportunity to demonstrate leadership and differentiate

GOVERNANCE

RESPONSIBLE GAMING

PEOPLE

ENVIRONMENT

SOCIETY & COMMUNITY

PRIORITISED ESG/SUSTAINABILITY ISSUES: ASSESSMENT RESULTS



STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

While all of these issues are important to both our strategic planning and our day-to-day operations, the following 14 material topics provide overarching focus areas for our Above & Beyond strategy, as outlined in our Strategic ESG/Sustainability Framework.

OUR MATERIAL TOPICS

INPUT:

ETHICAL & SUSTAINABLE SUPPLY CHAIN, WHICH SUPPORTS ALL OUR OPERATIONS

- › ETHICS & INTEGRITY

› SUSTAINABLE ECONOMIC GROWTH

› RESPONSIBLE GAMING

› ENERGY & CLIMATE RESILIENCE

› MATERIAL USE & WASTE

› WATER & WASTEWATER MANAGEMENT

› TALENT ATTRACTION & RETENTION

› INCLUSION & DIVERSITY

› SAFETY & HEALTH

› COMMUNITY ENGAGEMENT & INVESTMENT

› SMALL- & MEDIUM-SIZED ENTERPRISES (SMEs)

› CULTURE & HERITAGE

OUTPUT:

GUEST EXPERIENCE, WHICH IS THE RESULT OF OUR BEST PRACTICES FOR ALL OUR MATERIAL TOPICS





GOVERNANCE & ETHICS



GOVERNANCE & ETHICS

WHEN IT COMES TO GOVERNANCE STANDARDS, WE CONTINUALLY GO ABOVE AND BEYOND THE REQUIREMENTS NECESSITATED BY BOTH COMMERCIAL PRACTICE AND REGULATORY REQUIREMENTS. OUR ESG ACHIEVEMENTS TO DATE ARE DUE TO OUR STRONG CULTURE OF ETHICS AND INTEGRITY, WHICH FORMS THE FOUNDATION OF OUR SOUND GOVERNANCE STRUCTURE.

ESG GOVERNANCE AND RISK MANAGEMENT

Our ESG governance is overseen by functional groups of personnel from all levels of the organisation. These groups consist of the Board of Directors, the Executive Committee, Audit Committee, Internal Audit, ESG Taskforce and ESG/Sustainability/CSR Committees of our subsidiaries.

Supervised by the Audit Committee and the Board, the risk management of the Group combines a top-down strategic view with a bottom-up operational process. Our ESG risk management and internal control policy (the “ESG Policy”) utilises an ESG Framework which provides direction to management personnel in applying a consistent risk management system to ensure that the Group’s ESG risk management and internal control systems are effective, that the Group remains compliant with regulatory requirements and that the Group operates on a sustainable basis by maintaining and enhancing our economic, environmental, social and community commitments in the long term. Please refer to our 2018 ESG Report for the detailed structure of the Group’s ESG Framework.

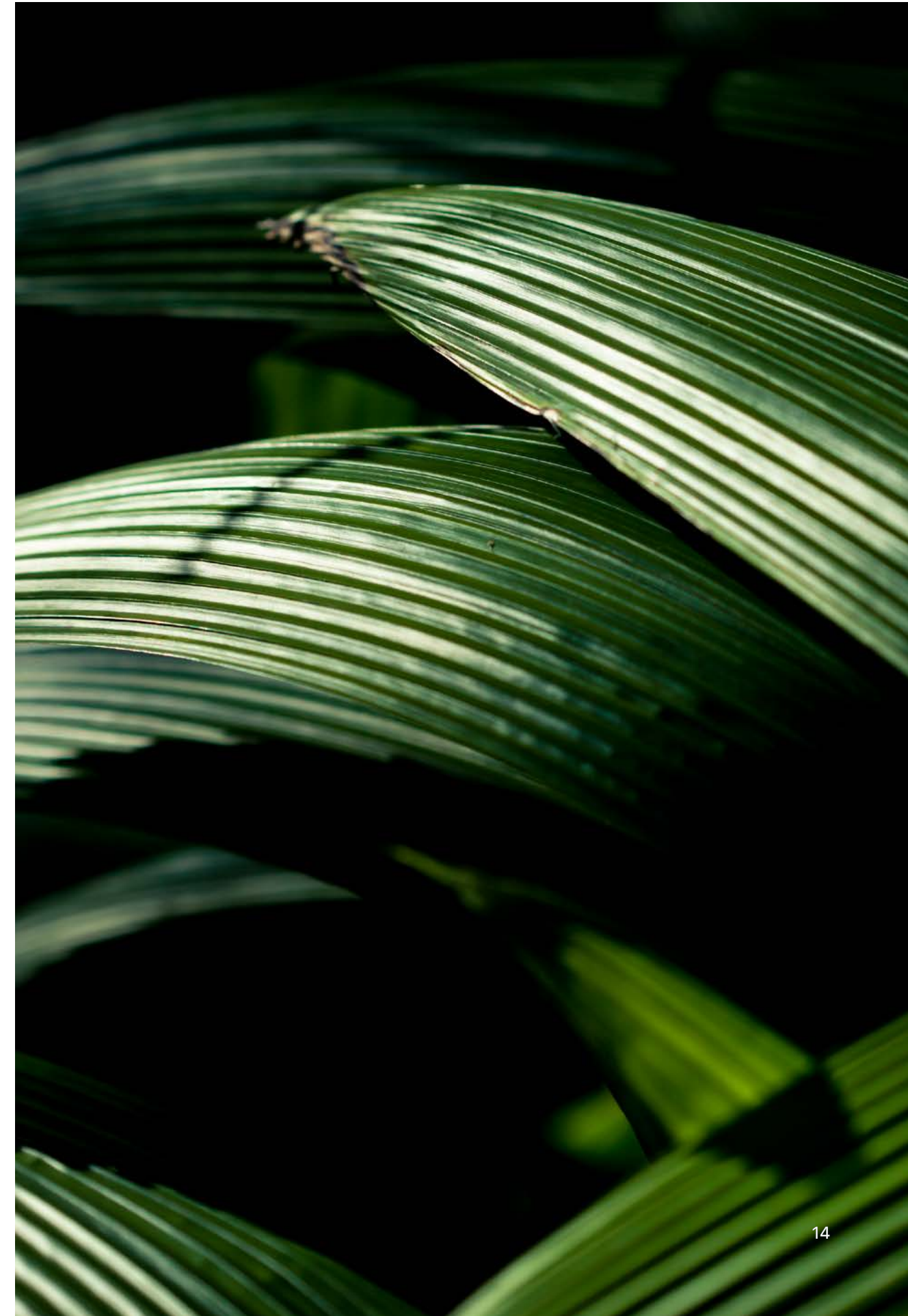
Each of our functional groups has clear responsibilities to ensure that potential risks are identified and assessed, and that measures and strategies are developed to manage or mitigate these risks. Functional groups are also tasked with ensuring that the Group’s progress and performance is transparently disclosed to key stakeholders. The following table outlines the key responsibilities of functional groups.

Functional Groups	KEY RESPONSIBILITIES
Board of Directors	<ul style="list-style-type: none"> > Oversees the Group’s ESG issues, management approach and strategy > Reviews and approves the ESG Policy and the ESG Framework on an ongoing basis > Ensures the appropriateness and effectiveness of the Group’s ESG risk management and internal control system
Executive Committee	<ul style="list-style-type: none"> > Oversees the Group’s ESG issues, management approach and strategy, the implementation of the ESG Policy and the ESG Framework
Audit Committee	<ul style="list-style-type: none"> > Considers major investigation findings on ESG risk management and internal control matters > Discusses ESG Framework with the ESG Taskforce and senior management to ensure the establishment and maintenance of an effective and appropriate ESG risk management and internal control system
ESG Taskforce	<ul style="list-style-type: none"> > Assists the Board and the Audit Committee in overseeing the ESG risk management and internal control system > Establishes regular communication channels with ESG/CSR committees of major subsidiaries to ensure they commit enough resources in carrying out ESG responsibilities at Group level > Reviews and/or approves the ESG risk assessment matrix as submitted by the ESG/Sustainability/CSR committees of major subsidiaries > Prepares annual ESG Report on the Group’s activities, including qualitative and quantitative performance
ESG/Sustainability/CSR Committees of Subsidiaries	<ul style="list-style-type: none"> > Develop ESG strategies, lead on reporting of ESG activities and assessment of ESG risk management and internal control systems > Support implementation of the Group’s ESG Framework and ESG Policy > Identify ESG risks associated with business activities within own business lines, and their impact and likelihood > Identify, manage and evaluate the effectiveness and appropriateness of controls that are in place to mitigate such ESG risks > Implement ESG risk mitigation plans to remedy ESG risks if the systems implemented are assessed to be ineffective or inappropriate > Report on ESG performance and initiatives to the Board of Directors and/or its designated sub-committees

ESG GOVERNANCE AND RISK MANAGEMENT

The Board makes it a priority to keep abreast of the latest developments and regulatory changes. All directors of the Company participate in continuous professional development to refresh their knowledge. In 2019, an external consultant provided training to our directors on the topic of “HKEX/SFC Regulatory Developments – A Practical Update”, which included a particular focus on ESG best practices and disclosure requirements. The ESG Taskforce established by the Board is responsible for reviewing ESG risk management along with internal control systems and reporting the results to the Executive Committee and the Audit Committee. The ESG Taskforce conducts an annual review of the appropriateness and effectiveness of the Group’s ESG risk management and internal control systems and in 2019, confirmed to the Board that the systems are effective.

The Board is ultimately responsible for the Group’s ESG policies, strategy and reporting and reviews progress made against the strategy and its goals with the assistance of its ESG Taskforce. The ESG Taskforce maintains regular communication channels with the ESG/ Sustainability/CSR committees of our major subsidiaries to ensure they commit enough resources in carrying out ESG responsibilities at the Group level. The Board annually evaluates the Group’s ESG reports, as well as the sustainability initiatives and achievements to identify opportunities for improvement and priorities for action. In 2019, review of the stakeholder engagement process and oversight of our climate resilience strategy were key priorities for the Board.

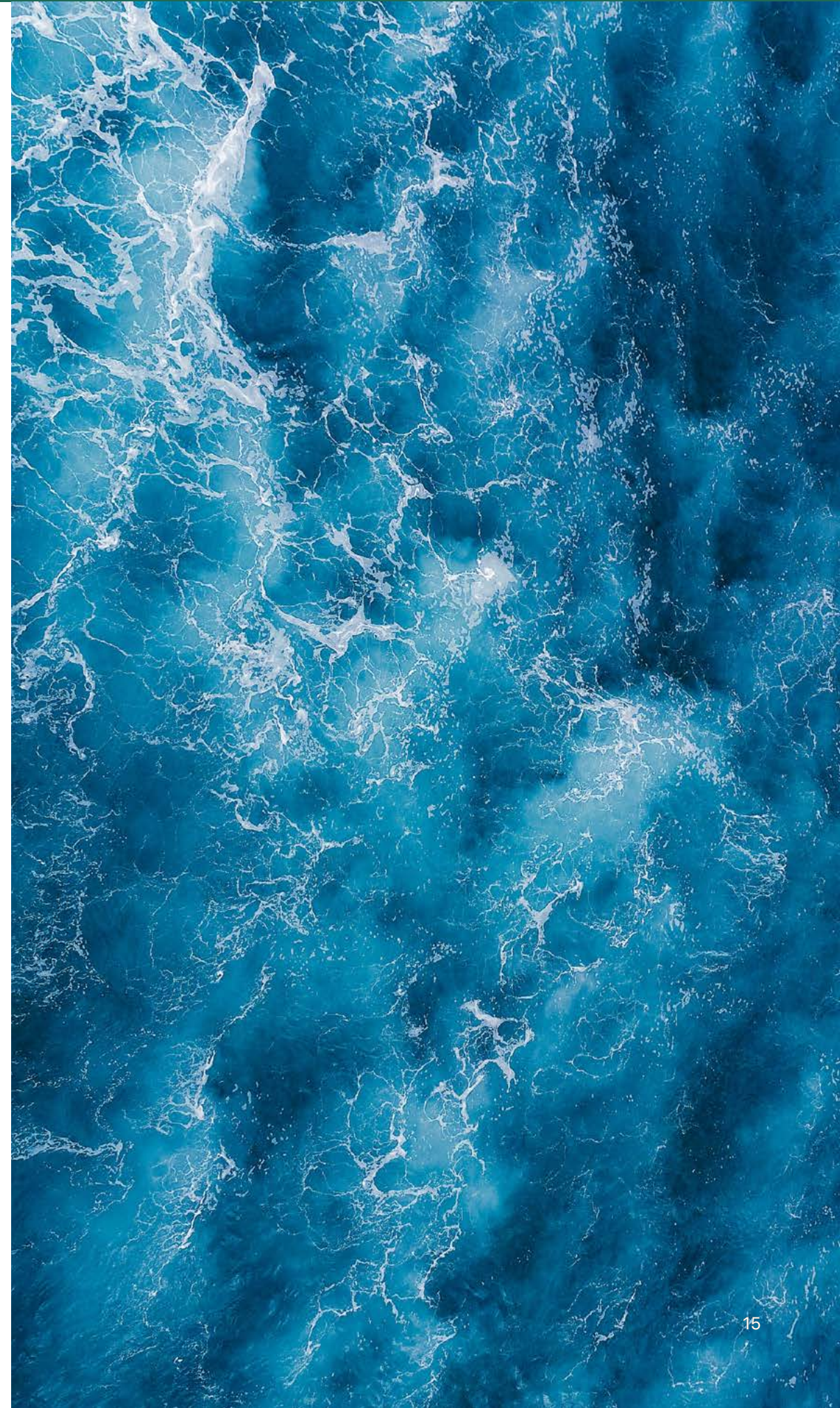


ETHICS

The Group is unwavering in its duty to operate transparently and consistently to the highest standards of ethical conduct. With a system of checks and balances at all levels of the organisation, our colleagues play a vital role in meeting our standards and complying with applicable regulatory requirements. In 2019, there were not any material incidents of corruption, anti-competitive behaviour or of anti-trust or monopolistic practices within the Group.

Our Code of Business Conduct and Ethics (the "Code") contains general guidelines on the behaviour we expect from all our colleagues, including directors and officers and from agents and subcontractors. At the Company level, we require all our directors, officers and employees to certify their acknowledgement of and compliance with the Code when they join the Company and each time a new version is published. Our Code includes, but is not limited to, the following aspects:

- ★ **Employment practices to maintain fair, inclusive and respectful workplaces**
- ★ **Policy against retaliation**
- ★ **Fair competition**
- ★ **Conflicts of interest**
- ★ **Anti-bribery and corruption**
- ★ **Restrictions on giving and receiving gifts and entertainment**
- ★ **Confidential and proprietary information**
- ★ **Anti-money laundering and terrorist financing**



ETHICS

Our subsidiaries also have their standalone codes of business conduct and ethics. Annual training on anti-bribery and anti-corruption is provided for management and colleagues in key business functions across the Group.

Certification & Anti-Corruption Training

To further strengthen our corporate culture, our Ethical Business Practices Programme (the “Programme”) outlines the requirements and guidelines for compliance with anti-corruption laws applicable to the jurisdictions where our gaming facilities operate.

We run three initiatives to help colleagues of our operating subsidiaries understand their responsibilities under their code of business conduct and ethics and as part of our Programme: (1) new hires must complete their corporate governance orientation and all other colleagues must undergo annual re-certification; (2) key personnel are required to confirm and acknowledge their understanding of the Programme and their reporting obligations; (3) management and colleagues employed in functions that carry a higher risk of potential bribery and corruption, such as procurement and contract approval, must undergo a refresher Do The Right Thing (“DTRT”) training.

Training Participants	NEW JOINERS TRAINING	ANNUAL REFRESHER TRAINING	OVERALL COMPLETION
<div>SENIOR MANAGEMENT</div>	No. of participants > 7 Completion % > 71.4%	No. of participants > 170 Completion % > 99.4%	98.3%
<div>MANAGERS AND OTHER COLLEAGUES</div>	No. of participants > 205 Completion % > 88.3%	No. of participants > 2,126 Completion % > 99.9%	98.9%

In 2019, a total of 2,508 colleagues were required to attend the DTRT training, of which 212 were new joiners and 2,296 were existing colleagues. As of 31 December 2019, the completion percentage for senior management (i.e. directors’ grade and above) was 98.3% and the completion percentage for managers and other colleagues was 98.9%.

Whistleblowing Mechanism

An email channel is provided in the Code for our colleagues to raise concerns about any potential violation of the Code or wrongdoing. The email will be directed automatically to the Group’s Audit Committee Chairman, the Group General Counsel and the Group Internal Audit Director concurrently. We do not permit retaliation of any kind against any employee who in good faith reports actual or suspected violations. Any colleague who knowingly provides false information may be subject to the usual disciplinary procedures.

Policies on complaint handling and whistleblowing are also in place at subsidiary levels. All Melco Resorts’ colleagues, customers, suppliers and other business partners can report potential allegations via the anonymous whistleblowing hotline managed by an external party, or through internal channels, such as supervisors, Ethical Business Liaison Officers, the Ethical Business Adviser, or any Human Resources team member. Ethical Business Liaison Officers are responsible for understanding local laws and answering staff enquiries on any potential issues of misconduct. They work together with the Ethical Business Adviser to monitor compliance, evaluate risk areas and implement preventive measures. The Ethical Business Adviser updates the Audit and Risk Committee of Melco Resorts on a quarterly basis.

Details of our whistleblowing channels are available on our intranet and posted within key employee areas of our offices.



ETHICS

Working with Suppliers & Partners

Our Code of Conduct for Suppliers (the “Supplier Code”) requires suppliers to meet all applicable legal requirements, and also our ethical, anti-corruption, data privacy and security, human and labour rights, health and safety and environmental standards. Our suppliers acknowledge acceptance of the Supplier Code and we provide training and regularly engage with our suppliers directly to assess performance. In 2020, we will share a detailed questionnaire with our suppliers as a first step towards reinforcing our requirements and expectations. This will deepen our focus on sustainable sourcing, the ethical treatment of animals and practices to prevent and eradicate all forms of human trafficking and forced and child labour in the supply chain.



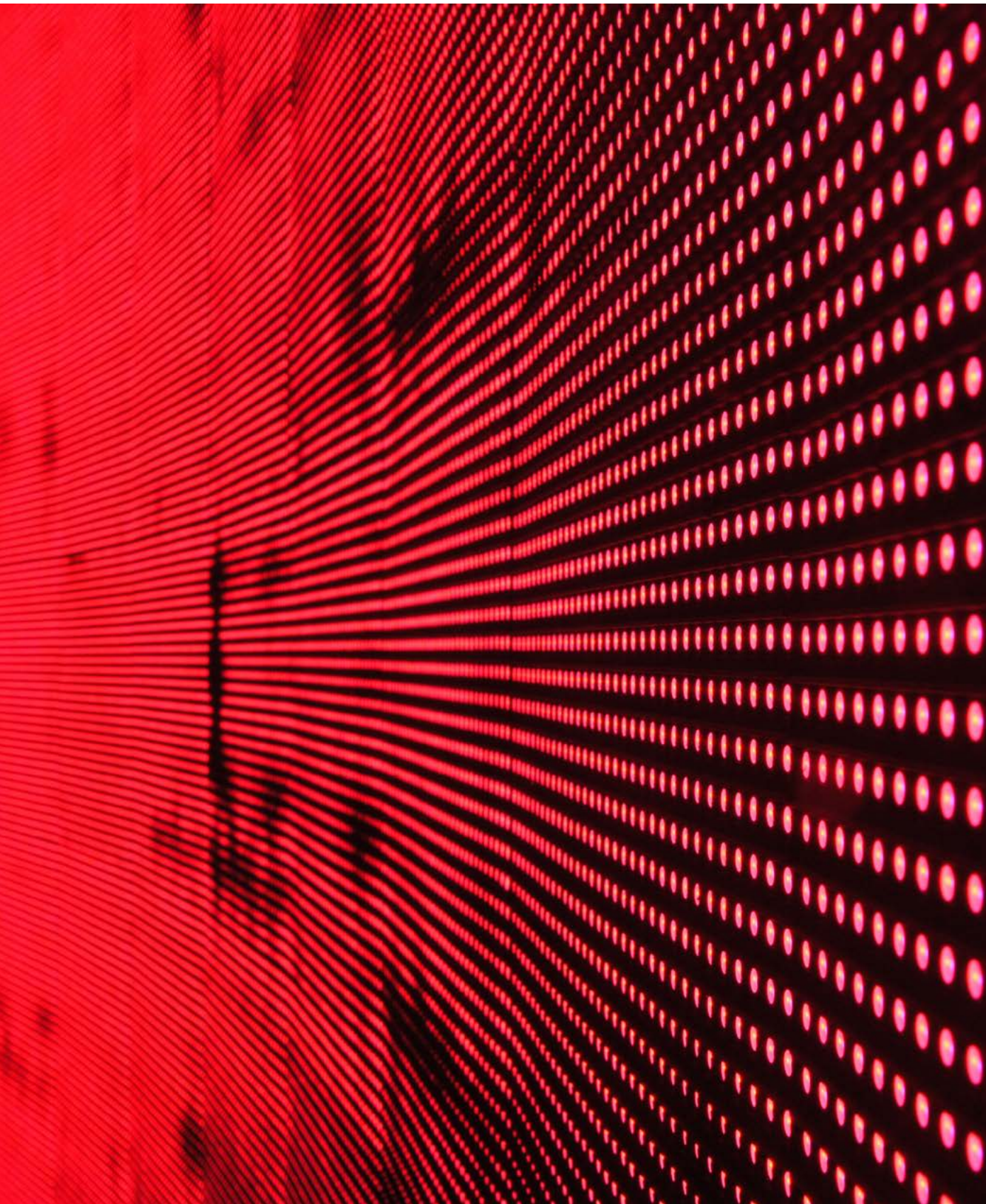
DATA PRIVACY & SECURITY

Our global Information Security Management System continues to be certified under the industry standard ISO 27001, with our Macau operations holding this certification since 2009. In 2019, the Group did not experience any significant data breaches or receive any substantiated complaints.

We meet or exceed the requirements of the data privacy regulations in the jurisdictions in which we operate, including Hong Kong’s Personal Data (Privacy) Ordinance, Macau’s Personal Data Protection Act, the Philippine’s Data Privacy Act and the EU’s General Data Protection Regulation.

Information security is part of our Code, our corporate governance policies and our training for all colleagues, at all levels of the Group. We regularly update employee guidelines on data protection in our respective regions and run awareness campaigns about phishing attacks. In 2019, we released further guidance on personal data retention through circulation of the corporate policy and guidelines on data privacy and document retention.

In our partner and supplier selection processes, cybersecurity requirements and ongoing testing are required. Vendors who fail to meet our high standards are notified and all IT providers must comply with the ISO 27001 standard. We also work with partners to share information on cybersecurity threats and hacker tactics.





RESPONSIBLE GAMING



THE GROUP'S PLEDGE TO ALWAYS BE AT THE FOREFRONT OF THE INDUSTRY'S GAMING EFFORTS COMES FROM THE VERY TOP. OUR RESPONSIBLE GAMING ("RG") STRATEGY AND ITS POLICIES ARE IMPLEMENTED GLOBALLY IN ALL JURISDICTIONS IN WHICH WE OPERATE, SUBJECT TO LOCAL REGULATIONS. THROUGH QUARTERLY MEETINGS, OUR RESPONSIBLE GAMING STEERING COMMITTEE PROVIDES STRATEGIC DIRECTION FOR ALL OUR RG INITIATIVES TO ENSURE THAT WE REMAIN COMMITTED TO PROMOTING RG AND AN ATTITUDE OF STAYING IN CONTROL.

The success of our global RG strategy depends upon a well-tested, three-pronged approach focused on technology and process, community engagement and colleague education.

TECHNOLOGY & PROCESS

COMMUNITY ENGAGEMENT

COLLEAGUE EDUCATION



TECHNOLOGY & PROCESS

We are the first operator in Asia to introduce facial recognition and have been evolving the technology and our systems ever since, solidifying our position as an industry leader in RG with our proprietary MelGuard technology, the world’s first “Biometric Intelligence System” for RG.



COMMUNITY ENGAGEMENT

We surpass regulatory requirements for operators to display RG information for our guests in our resorts, and we actively engage people in our communities on the subject through public service programming on television. In 2019, we conducted a series of lifestyle workshops for women incorporating an RG curriculum, and participated in RG public awareness events such as the Responsible Gaming Awareness Week in Cyprus, the 3rd Quiz for Knowledge Competition in Macau and the RG Poster Making Competition in Manila.



COLLEAGUE EDUCATION

More than 78,000 colleagues in Macau, Manila and Cyprus have participated in RG activities to date, and we boast over 425 RG ambassadors who are specially trained to detect and address unusual gambling behaviour with patrons. To date, 90,208 RG training seats worldwide have been filled by our colleagues. In 2019, we launched an e-learning version of our Advanced RG Training programme based upon the curriculum by the Gaming Inspection and Coordination Bureau and the University of Macau.





ENVIRONNEMENT

ENVIRONMENT

WE STRONGLY BELIEVE THAT A SUSTAINABLE FUTURE IS THE ONLY FUTURE. WE HAVE SET THE FOLLOWING AMBITIOUS ENVIRONMENTAL GOALS TO ACHIEVE BY 2030:

BUILDING AND OPERATING CARBON NEUTRAL RESORTS

ACHIEVING 20% IMPROVEMENT⁶ IN ENERGY PERFORMANCE FOR ALL NEW DEVELOPMENTS

ACHIEVING ZERO WASTE ACROSS OUR RESORTS AND CONTRIBUTING TO THE CIRCULAR ECONOMY IN ASIA

EXTENDING OUR POSITIVE IMPACT BY SOURCING SUSTAINABLE GOODS AND SERVICES

(6) COMPARED TO THE AMERICAN SOCIETY OF HEATING, REFRIGERATING AND AIR-CONDITIONING ENGINEERS (ASHRAE) BASELINE.

Since the launch of our ambitious Above & Beyond goals, we have undertaken a group-wide effort to review the environmental impact of our business and identify opportunities to continuously improve environmental performance across our operations.

Several amendments were made to the data previously disclosed in our 2018 ESG Report to enhance the rigor of our disclosure. The data that had been estimated for electricity, energy and water consumption were amended for some properties to reflect actual consumption based on purchase records and utility bills that were not available at the time of reporting. We also revised our methodology to quantify the environmental footprint of our tenants⁷ by transitioning from estimation based on floor area, to data collected through internal metering at our City of Dreams, Studio City and City of Dreams Manila resorts. Furthermore, our greenhouse gas (“GHG”) emission inventory was verified to the ISO 14064-1:2006 Greenhouse Gas Standard to ensure the accuracy of our disclosure. Conducting onsite waste audits across all our properties enabled us to gain better visibility into our waste streams and to quantify our waste footprint more accurately. Subsequently, the 2018 waste quantity generated by the Mocha Clubs was amended accordingly. Our intensity performance by floor area was also revised to align with the metric system and to incorporate some revisions to occupied floor areas.

Our strategy continues to evolve as we continuously engage our colleagues in support of our goals and seek constructive key partnerships. For each of our environmental focus areas, we aspire to be an industry leader and inspire others with measurable outcomes.



(7) THE ENVIRONMENTAL PERFORMANCE OF OUR TENANTS IS OUTSIDE OF OUR OPERATIONAL CONTROL AND RELATED DATA IS EXCLUDED FROM OUR GROUP-LEVEL PERFORMANCE DATA.

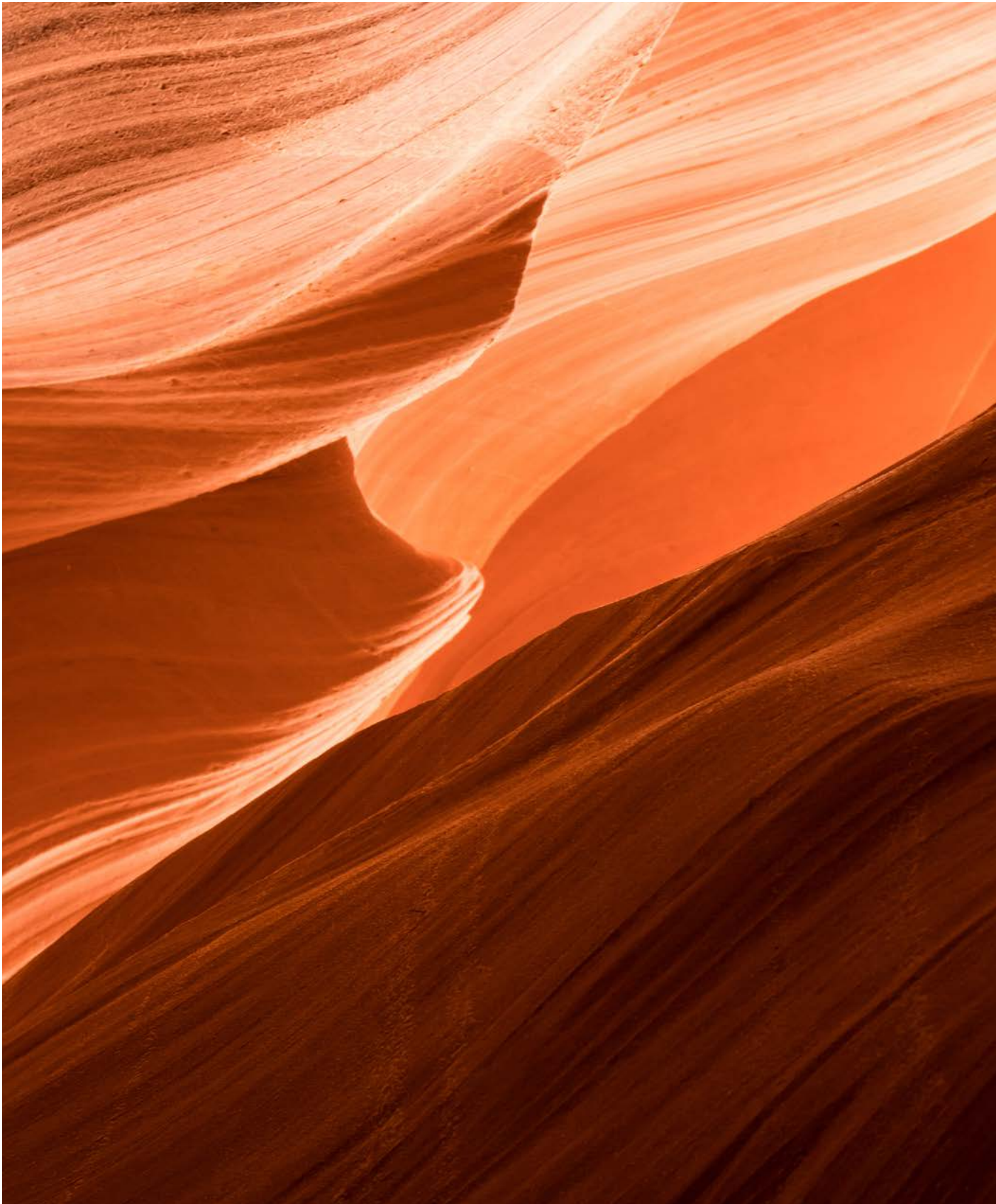
CARBON NEUTRAL RESORTS & CLIMATE RESILIENCE

Carbon Neutral Resorts

To radically decarbonize our systems and resorts to meet the ambitious target of becoming carbon neutral by 2030, we must relentlessly seek out the latest technologies, low-carbon materials and energy-efficiency measures to reduce our carbon footprint. These include:

1. Prioritizing investment in renewable energy by installing renewable energy systems onsite
2. Adopting efficiency measures to reduce overall energy consumption at all our resorts
3. Phasing in electric vehicles across resorts where the infrastructure exists, starting with shuttle buses, with a longer-term goal for all our vehicles to be fully powered by renewable energy where possible, and increasing the number of charging bays for electric vehicles for guests and colleagues to use across all resorts

4. Purchasing electricity from renewable sources in local markets through Energy Attribute Certificates (“EACs”) issued by the i-REC Standard, other renewable energy instruments or verified carbon credits, equivalent to the quantity of GHG emissions arising from electricity consumed by us



CARBON NEUTRAL RESORTS & CLIMATE RESILIENCE

Climate Resilience

At the heart of our bold commitment to operate carbon neutral resorts is our responsibility to do what we can to address our climate emergency. We are engaging with our suppliers to enhance the resilience of our supply chains, and ensuring all our properties are built to withstand climatic threats such as storms, flooding and sea level rise, as well as extreme temperature.

Sustainable Buildings

As a provider of sustainable and premium integrated resorts, part of our promise is to minimize our overall impact on the environment - including species and habitat biodiversity - both during and after construction. This means not only constructing buildings that last, but also ones that are smartly placed, responsibly integrated into local environments and designed for resource efficiency and climate resilience. As the majority of a building’s environmental impact is determined at the design stage, we mandate our architects, engineers, material suppliers and other partners to start right by adopting the highest environmental standards and options for materials, buildings and systems, and this is continued through to the construction and operational phases.

Reducing GHG Emissions

We are in the early stages of realising the benefits of the investments and actions we have taken and planned to move us towards meeting our 2030 target. Scope 1⁸ and Scope 2⁹ GHG emissions remained stable from 2018 to 2019 for the Group. While reductions in electricity consumption were achieved in 2019 and 93% of our total GHG emissions arise from purchased electricity consumption, Scope 1 emissions increased by 37% from 2018 to 2019 due from acquired vehicles and increased use of cooling systems. Overall the Group’s GHG intensity decreased by 2% from 2018 to 2019.

Three of our resorts in Macau and one in Manila account for over 95% of our Group’s total emissions in 2019. Across these operations, emissions decreased by 0.01% in absolute terms and by 2% in intensity terms, on a normalised basis based on the properties’ floor area.

TOTAL GROUP GHG EMISSIONS AND INTENSITIES 2016-2019^A

GHG emissions (in tCO ₂ e) ^B	2016	2017	2018	2019
Scope 1 emissions	15,661	17,309	21,605	30,203
Emissions from stationary fuel combustion	8,154	8,145	8,406	8,598
Emissions from mobile fuel combustion	5,602	5,853	9,201	12,880
Fugitive emissions from refrigerants	1,905	3,312	3,997.99	8,725
Biogenic emissions	342	379.76	188.04	331.97
Scope 2 emissions (location-based)	270,496	261,896	270,660	264,908
Scope 2 emissions (market-based)	270,496	261,896	2,499	2,369
Total Scope 1 and 2 emissions (market-based)	286,158	279,206	24,103	32,572
Total Scope 1 and 2 emissions (market-based) intensity by floor area (in tCO ₂ e / m ²)	0.21	0.20	0.02	0.02

(8) SCOPE 1 EMISSIONS INCLUDE STATIONARY FUEL COMBUSTION (LPG, NATURAL GAS, DIESEL, FUEL GEL, WOOD, CHARCOAL, KEROSENE AND CASSETTE GAS), MOBILE FUEL COMBUSTION (FROM DIESEL, PETROL AND OTHER FUELS CONSUMED FOR LIGHT AND HEAVY VEHICLES, BUSES AND OTHER FORMS OF TRANSPORT) AND FUGITIVE EMISSIONS (REFRIGERANTS).
(9) SCOPE 2 EMISSIONS ARISE INDIRECTLY FROM PURCHASED ELECTRICITY CONSUMPTION.

(A) EXPLANATIONS FOR RESTATEMENTS OF DATA ARE PROVIDED IN THE GRI CONTENT INDEX.
(B) METRIC TONNES OF CARBON DIOXIDE EQUIVALENT (tCO₂e).

CARBON NEUTRAL RESORTS & CLIMATE RESILIENCE

Energy-efficiency Measures

Our roadmap towards reducing our energy footprint across our operations is developed based on a thorough audit of energy consumption across our operations in 2018. Our efforts have been focused on engaging all our resorts to improve existing operational efficiencies through such measures as delamping, reviewing and adjusting ventilation flow rates, retrofitting or installing more efficient plant and equipment, replacing sensors in carparks and other changes such as fan coil unit and motor optimisations, among others. An estimated annualised savings of over 22,000 megawatt hours ("MWh") of electricity is attributable to energy-efficiency measures implemented across our properties.



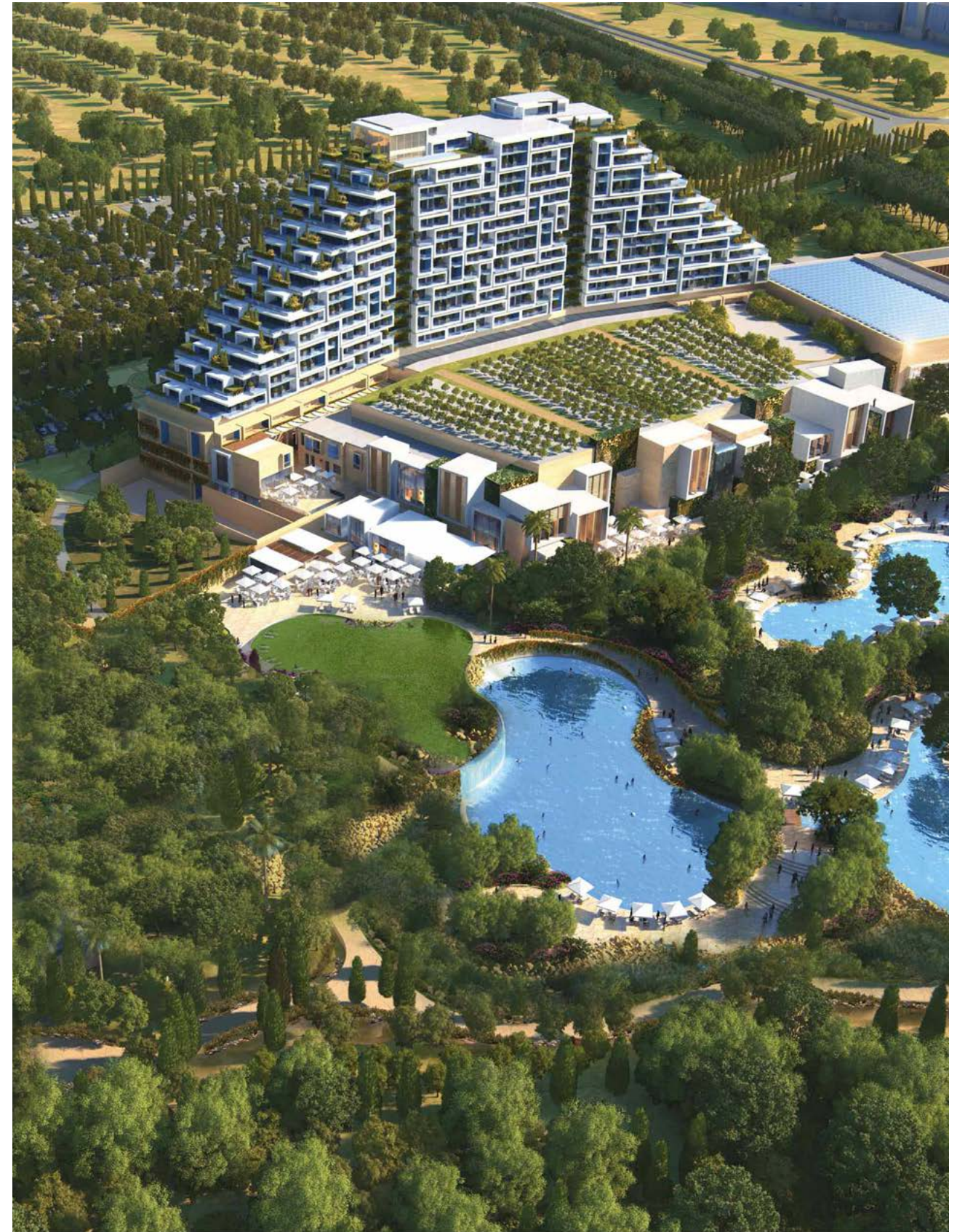
CARBON NEUTRAL RESORTS & CLIMATE RESILIENCE

Reducing Electricity Consumption

Electricity consumption for the Group decreased by 1.5% from 2018 to 2019 despite the addition of new sites in our energy inventory, including the first full year of Morpheus' operations in Macau. This is reflected in our electricity intensity decreasing by 3.7% over the same period. This reduction is driven by the implementation of energy-saving initiatives across our resorts in Macau and Manila, which altogether account for 98% of our total group-level electricity consumption.

TOTAL GROUP ENERGY CONSUMPTION AND INTENSITIES 2016-2019^A

Total energy consumption (in MWh)	2016	2017	2018	2019
Fuel consumption from non-renewable sources	63,104	64,045	81,827	101,090
Fuel consumption from renewable sources	-	-	-	-
Electricity consumption from non-renewable sources	426,440	412,746	426,777	416,856
Electricity consumption from renewable sources	-	-	-	-
Total energy consumption	489,544	476,791	508,604	517,946
Energy intensity (in MWh/m ²)	0.36	0.35	0.33	0.33



CARBON NEUTRAL RESORTS & CLIMATE RESILIENCE

Transitioning to Renewable Energy

Through accelerating the adoption of renewable energy at our properties, we strongly believe we will make a clean future possible. We are investing in the following initiatives to expedite our transition to renewable energy:

↳ LARGEST SOLAR ENERGY SYSTEM IN MACAU

In Macau, we are proud to have partnered with a local company, Man Io Energy, to implement the first, large-scale onsite solar PV project in 2019. With 18,000 PV panels covering 30,000 square metres of roof space at City of Dreams and Studio City, it is the largest solar array in Macau. At full capacity generating approximately 7.7 MWh, this project is expected to avoid more than 6,000 tonnes of CO₂, a year equivalent to the volume of GHG emissions avoided by getting 1,296 passenger cars off the road for a year¹⁰.

↳ OFFSITE RENEWABLE ENERGY SOURCES

While we expand our consumption of renewable energy from onsite sources, we have been investing in the generation of electricity from renewable sources since 2018 to offset part of our carbon footprint. For all the electricity that we consume from local grid systems for our operations in Macau, Manila, Hong Kong and Taiwan, we purchase an equivalent amount of EACs. These certificates guarantee that

an equivalent amount of electricity is generated by credible renewable energy generation projects in Mainland China and the Philippines. As a result, we are also contributing to the development of local renewable energy markets. In Japan, we match our electricity consumption from our operations with local renewable energy generated through a scheme called PowerPlus. We will also purchase EACs with Guarantees of Origin in Europe for our operations in Cyprus to cover 100% of these GHG emissions arising from purchased electricity.

↳ ZERO-EMISSION TRANSPORTATION

With 22 electric vehicles and 14 more on the way in 2020, we have the largest fleet of electric vehicles among our peers in Macau. In partnership with manufacturer Zhengzhou Yutong Bus Company, the electric buses operate as guest shuttles between our resorts, contributing to improvements in air quality and the health of our colleagues and local communities.

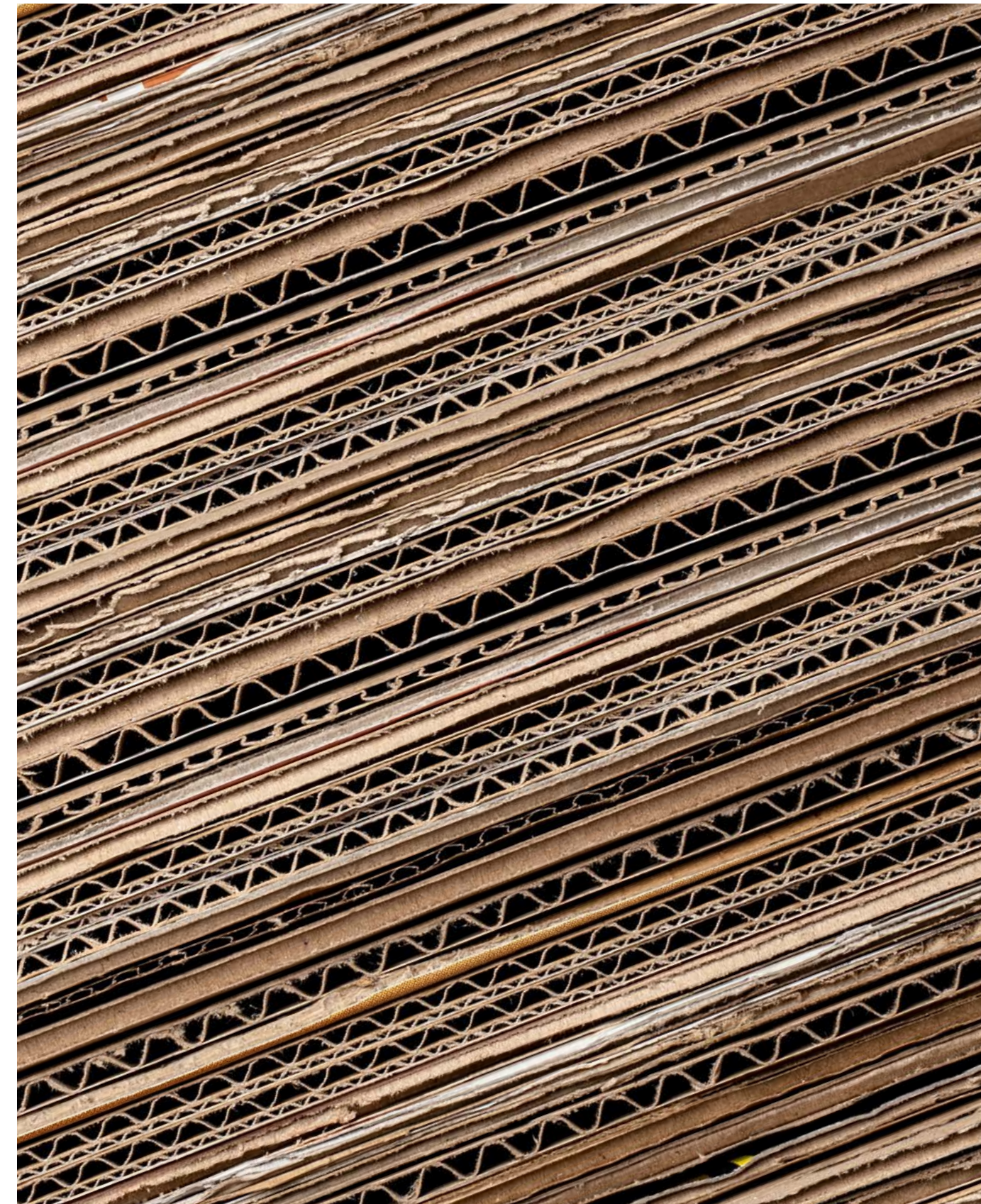
Throughout 2019, we have increased our zero-emission, electric bus fleet by 50% and we saw a 15% decrease in the use of diesel buses. Looking ahead, we are planning to continue expanding the size of our electric vehicle fleet in Macau and to explore the feasibility of transitioning to electric vehicles in Manila as well.



(10) COMPARATIVE METRIC DERIVED WITH THE UNITED STATES ENVIRONMENTAL PROTECTION AGENCY'S GREENHOUSE GAS EQUIVALENCIES CALCULATOR.

ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

The amount of waste produced at our properties is considerable and while we recognise that achieving zero waste resorts will be challenging for ourselves – we aim to be a leader in the circular economy. We are committing to the continual use of resources in a closed loop system to realise our zero waste goal by 2030. This includes not sending residual waste that cannot be repurposed to landfills or for incineration without energy recovery.



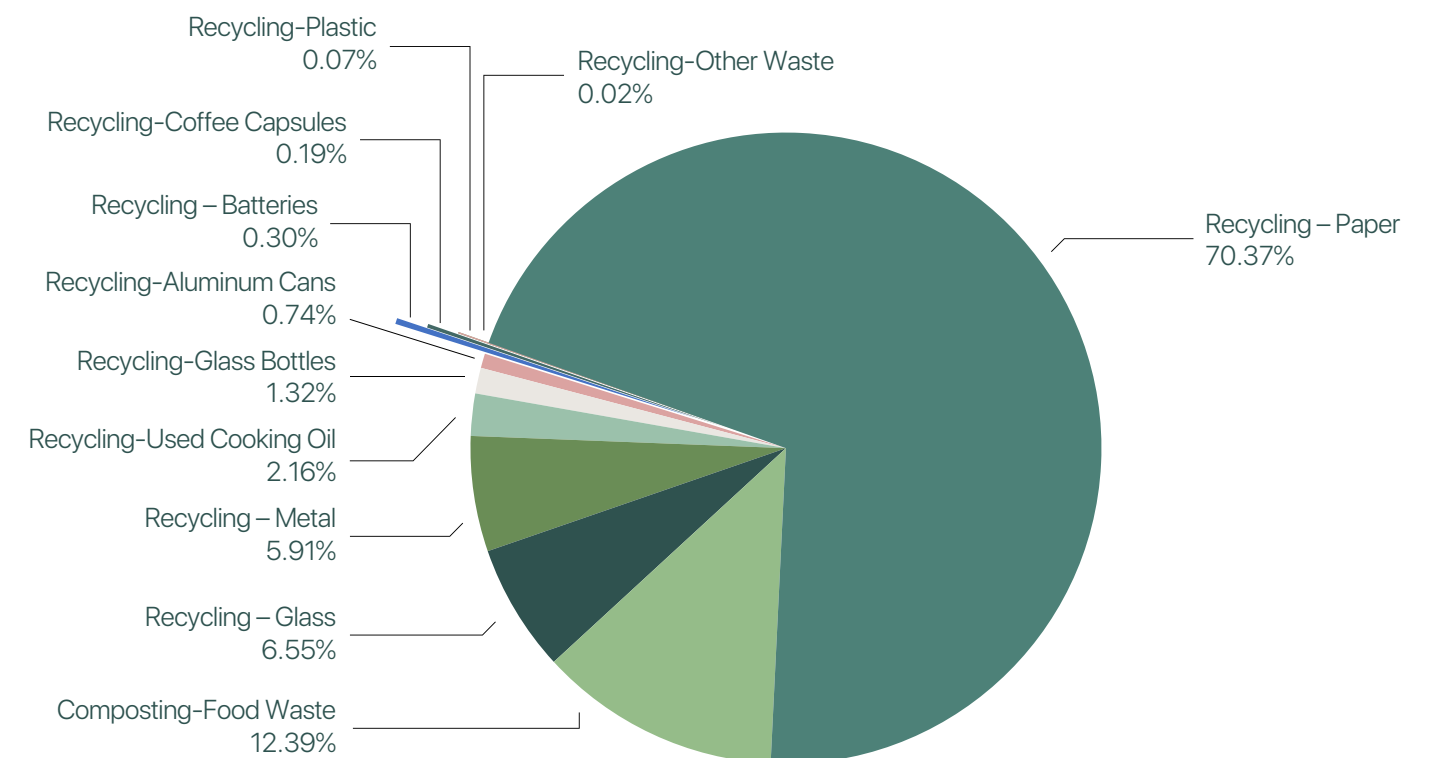
ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

Our Waste Footprint

2019 was focused on identifying waste generation opportunities and engaging our colleagues to achieve further reduction. We conducted comprehensive waste audits at our resorts in Macau and Manila. Each resort was then responsible for developing a Waste Reduction Action Plan to implement reduction and diversion opportunities, with actions focused on reducing food waste, amenity kit and small toiletry bottle wastage, plastic reduction, and promoting recycling, among others. Priorities for reduction and diversion were calculated alongside estimated financial savings before being operationalised. We then engaged our sustainability champions to inspire colleagues through training and campaigns to achieve further reduction.

While waste generated across the Group increased by 19%, this was primarily due to the expansion of our operations in Macau and Manila that account for 99% of our total waste stream. Promisingly, 712 tonnes of waste was diverted from disposal through recycling and composting, an increase of 10% over 2018.

TOTAL WASTE DIVERSION BY WASTE TYPE 2019



WASTE GENERATION BY DISPOSAL TYPE 2016-2019^A

Waste generation by disposal method (in metric tonnes)	2016	2017	2018	2019
Composting	29	32	71	88
Incineration	13,316	12,999	12,862	15,415
Landfill	2,687	2,659	2,102	2,267
Recycling	627	555	576	624
Total waste generated	16,659	16,245	15,612	18,395
Waste generation intensity (in metric tonnes/m ²)	0.01	0.01	0.01	0.01

TOTAL DIVERTED WASTE 2016-2019

Year	Group diverted waste (in metric tonnes)
2016	656
2017	587
2018	647
2019	713
% change, 2018 to 2019	10%

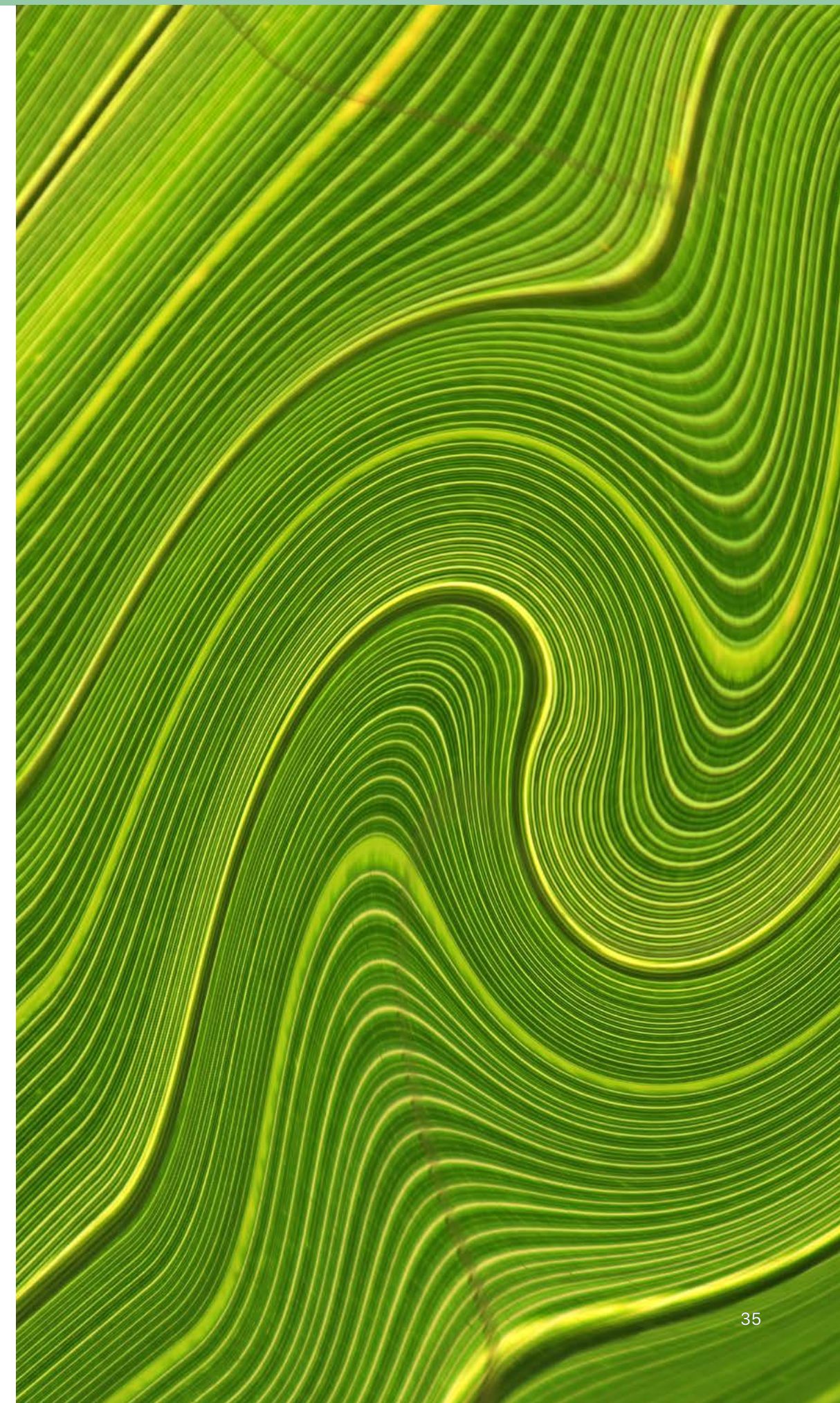
(A) EXPLANATIONS FOR RESTATEMENTS OF DATA ARE PROVIDED IN THE GRI CONTENT INDEX.

ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

Towards a Reduced Plastic Economy

We are the first hospitality and integrated resort operator, globally, to sign up to the New Plastics Economy Global Commitment. In developing roadmaps across our global operations to address the use of single-use plastic ("SUP"), we stand in support of the Ellen MacArthur Foundation and the UN Environment Programme's call for more businesses to commit to eliminating problematic packaging.

Being a signatory, we are committed to removing SUP bottles in all colleague and guest areas in our resorts and developing a roadmap to address packaging. Removing 100% of SUP bottles provided in all colleague areas at our resorts was successfully achieved in 2019, saving approximately 244,000 bottles per year, equivalent to 3.5 tonnes of PET plastic. We have also made progress in having suppliers adopt more reusable packaging. From 2018 to 2019, a 16% total reduction in SUP has been recorded.



ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

Reducing Food Waste

With more than 115 restaurants, cafés and bars across our resorts, we are focused on reducing food waste, while inspiring others to up their game. From the waste audits we conducted, food waste contributes to approximately half of the total waste we generate at each resort. To reduce food waste at source, in 2019, we explored opportunities for leaner food production and improved demand forecasting in our production and commissary kitchens. Looking forward to 2020, we will trial Winnow AI technology to tackle food waste and operate more sustainable kitchens. Being the most advanced food waste measurement technology on the market, this initiative will allow us to maximise operational efficiency and data accuracy, with the ability to reduce food waste by up to 50% by value.

Composting also plays a big part in our food waste reduction strategy. In 2019, food waste composted increased by 24% over the previous year. In Macau alone, we composted a total of 52 tonnes in 2019. In Manila, with our existing rooftop vermicomposter and new composting plant installed in October 2019, we produced 36 tonnes of compost in 2019.

In 2019, we installed a dewatering waste pulper system at the City of Dreams employee dining area, leading to a reduction of food waste by 15%. In Manila, we commissioned a decomposer to turn food waste into organic by-products that are reused as organic fertilisers in our onsite plant nursery, gardens and within other landscaping features, diminishing the need for chemical fertilisers.



ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

Reusing & Recycling

Whatever waste we fall short of eliminating or reducing, we strive to reuse and recycle to close the loop and move towards a circular economy. The types of waste that are currently being recycled in our properties include coffee capsules, paper, aluminum cans, glass bottles, batteries, metal and used cooking oil. We will continue to work closely with local waste and recycling contractors to look for opportunities to recycle materials that are currently not readily recycled in local markets.



ZERO WASTE RESORTS & CIRCULAR ECONOMY LEADERSHIP IN ASIA

Water Use & Reuse

Water is a precious resource that we are committed to using responsibly. We conserve water in the first place and reuse water in our resorts' water cycle wherever we can. The following are some key initiatives we have in place to conserve water:

- ↳ All resorts have automatic sensors on all faucets and water-saving toilets and showers in hotel guest rooms
- ↳ All resorts include a rainwater recovery system for onsite irrigation
- ↳ Extensive planting minimises water loss through wind evaporation from pools and river features
- ↳ Recycling greywater from guest room sinks, showers and baths for use as flushing water reduces freshwater consumption by more than 50% at Altira Macau
- ↳ A sophisticated filtration system for The House of Dancing Water show at City of Dreams reuses pool water indefinitely
- ↳ At City of Dreams Mediterranean, a high-tech 'harvesting system' will be installed to collect greywater to be treated and re-purposed for use in toilets and gardens
- ↳ At Studio City Phase 2, a leak detection system enables us to prevent water wastage
- ↳ Training our colleagues to be vigilant in their water usage during their work

In 2019, the overall consumption of water across the Group increased by 6% over 2018. This was partly due to higher climatic temperatures resulting in an increased demand for cooling. While our floor area increased in 2019 over 2018 resulting from the first full-year operation of Morpheus and opening of new facilities, water intensity increased by only 2%.

TOTAL WATER CONSUMPTION BY SOURCE AND INTENSITY 2016-2019^A

Water consumption by water source (in m³)	2016	2017	2018	2019
Municipal water	3,237,705	3,129,066	3,301,118	3,480,473
Recycled water	50,718	50,718	50,718	50,718
Total water consumption	3,288,423	3,179,784	3,351,836	3,531,191
Water intensity by floor area (in cubic metres/m²)	2.41	2.32	2.17	2.24

(A) EXPLANATIONS FOR RESTATEMENTS OF DATA ARE PROVIDED IN THE GRI CONTENT INDEX.

SUSTAINABLE SOURCING

We are fully aware of our power to extend our sustainability commitments into our supply chain as our operations source sizeable quantities of products and a wide array of services. With responsible supplier engagement, we further create positive impact through rigorous procurement processes.

Integral to our approach is establishing a diverse network through long-term engagement with our suppliers, which enables us to respond promptly and effectively to disruptions in the supply chain that may arise, ranging from disease outbreaks to extreme weather events.

Sustainable sourcing also translates to investing in local suppliers and local economies. This is well demonstrated by our impact in Macau where 80% of our resorts’ procurement in 2019 was with local businesses or distributors, of which 33% involved local, micro and small enterprises in 2019. In Manila, 90% of our procurement supports local businesses. In 2019, we invited our resort suppliers to a series of Procurement Sustainability & Green Initiatives workshops, raising their awareness of sustainable sourcing.

Our goal is to proactively continue to source procurement choices with sustainability attributes. We currently have sustainable sourcing guidelines for three key product categories. In 2019, we provided training to our local supply chain and operational teams to raise awareness on the sustainability risks associated with these products and build capacity to use sustainable alternatives. Our progress on these three product categories is highlighted below.

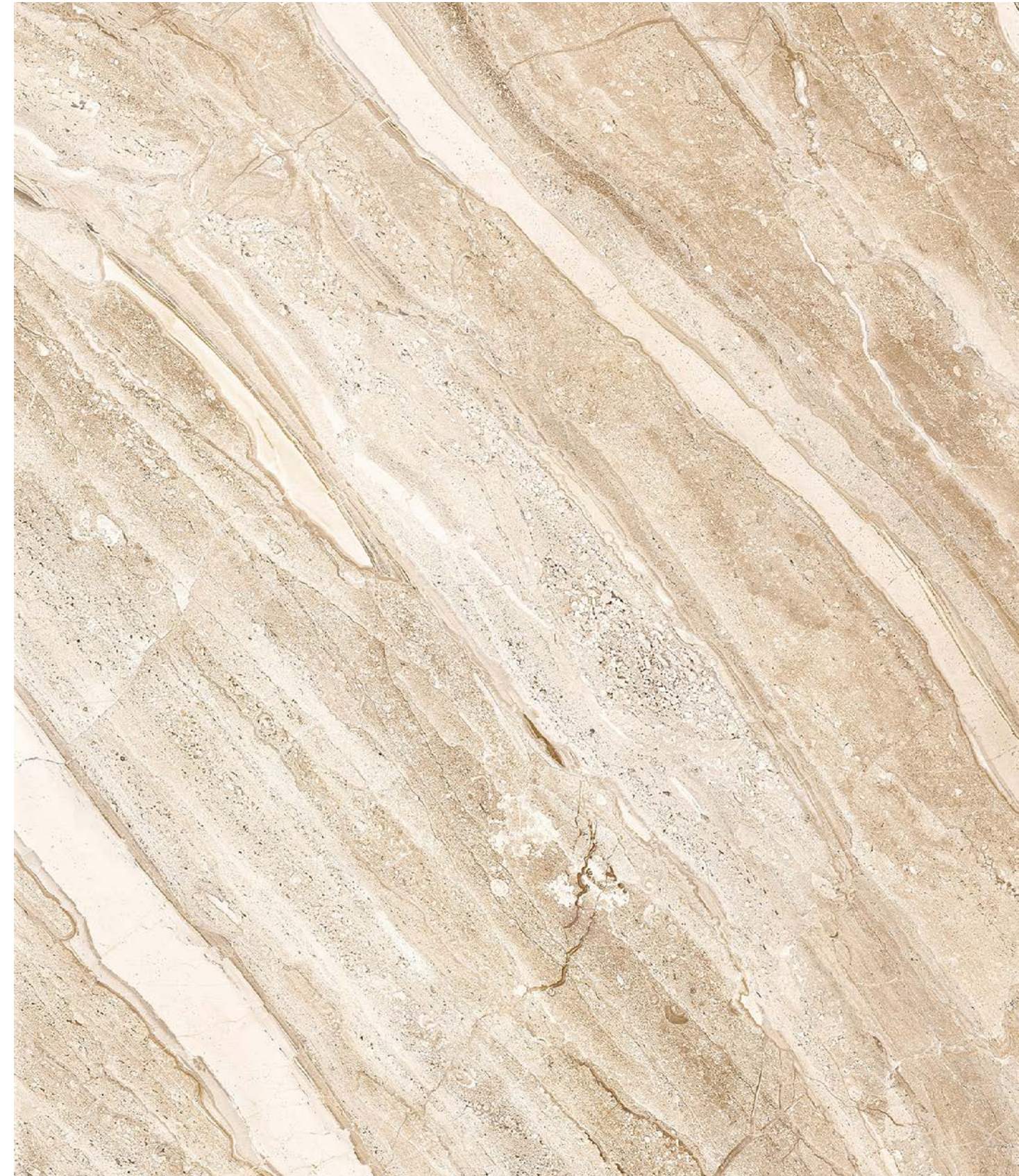


SUSTAINABLE SOURCING

Cotton

We are an industry leader in supporting the sourcing of sustainable cotton through the Better Cotton Initiative ("BCI"). In 2019, Melco Resorts became the first company in the hospitality sector globally to become a BCI member. As part of our sustainable sourcing guidelines, we also procure OEKO-TEX® certified cotton products in our hotels, ensuring our linens and towels are completely free from harmful chemicals and safe for human use.

Our goal is for 100% of our bed linens and 50% of our bath linens to be sourced from OEKO-TEX® certified suppliers and as Better Cotton by 2030. We have already made substantive progress towards our goal and we are also working towards extending our action to other textiles and garments, including employee uniforms and guest slippers.



SUSTAINABLE SOURCING

Chemicals

In 2018, we established a product sustainability rating methodology (green, amber or red rating depending on sustainability attributes) for all our cleaning products and detergents purchased across our integrated resorts. This rating clearly communicates our preference for internationally-recognised, high-quality products from reputable third-party eco-labels such as Green Key and Green Seal, while complying with all local regulations on safety and sanitation. Under this rating methodology, our supply chain teams in Macau and Manila made steady progress. In 2019, all our hotels in Macau received Green Key awards, demonstrating our commitment to minimising our environmental footprint and to sourcing more sustainable chemical products.

Looking ahead, we are planning to identify additional opportunities to transition from amber products to green products at our resorts, by collaborating closely with our strategic chemical suppliers. We will also expand the scope of our programme to chemical products purchased by contractors on our behalf.



SUSTAINABLE SOURCING

Seafood

Our efforts towards sustainably sourcing seafood at our resorts in 2019 were devoted to conducting a comprehensive assessment to understand the risks associated with the seafood that we purchased in 2018.

Our sustainable sourcing guidelines outline our preference for Marine Stewardship Council ("MSC"), Aquaculture Stewardship Council or Best Aquaculture Practices certified seafood. In 2019, respectively 10% and 15% of our seafood spend at our Manila and Macau resorts was certified to one of these eco-labels. We have identified a plan to move towards increasing this to a further 20% to 40% of our spend in Macau and Manila, respectively, based on sources available in those markets. As we increase our sourcing of seafood that is certified to credible eco-labels, we are engaging our suppliers to integrate chain-of-custody requirements into the procurement process and along the supply chain. We provided MSC chain-of-custody training to our supply chain and restaurant colleagues and 20 supplier representatives in early 2019 to support our efforts.

We also took the step to remove shark fin completely from all menus of our self-operated restaurants and provided training to our F&B colleagues to ensure they offer alternatives to our guests. Going forward, we aim to confirm our baseline and targets for sustainable seafood by 2020, following the implementation of a new procurement system for better tracking and measurement across all our resorts.





PEOPLE

OUR PEOPLE ARE THE KEY DRIVERS OF OUR SUCCESS. OUR PEOPLE STRATEGY ENSURES THAT WE DELIVER AN ENRICHING EXPERIENCE FOR OUR COLLEAGUES, WHO IN TURN DELIVER A MEMORABLE EXPERIENCE FOR OUR GUESTS. WE ARE COMMITTED TO:

BEING THE COMPANY PEOPLE CHOOSE TO WORK FOR AND STAY WITH

BEING BEST-IN-CLASS IN SAFETY FOR GUESTS AND COLLEAGUES



PEOPLE

PEOPLE

Competitive compensation packages are provided to our colleagues based on their performance and competencies. All colleagues undergo annual appraisals and are rewarded appropriately according to their contributions to the Group’s development.

Globally we employ 23,261 colleagues. A breakdown of our workforce by gender, employment type, age and geographic region is included in the table below.

OUR WORKFORCE BY GENDER AND GEOGRAPHIC LOCATION

All Employees

Total Employees

2019	23,261
------	--------

Employees by Country (geographic location) and Gender

2019							
Corporate and Centralised Services (Including HK, Macau & Japan)		Macau Properties (Including COD, SC, Altira and Mocha)		Manila Property		Cyprus Property	
858		15,570		5,868		965	
4%		67%		25%		4%	
Female	Male	Female	Male	Female	Male	Female	Male
364	494	7,684	7,886	2,706	3,162	393	572
42%	58%	49%	51%	46%	54%	41%	59%

2019	Female	Male
Management	39%	61%
Non Management	49%	51%

2019	<30 yrs old	30-50 yrs old	>50 yrs old
Management	2%	81%	17%
Non Management	29%	57%	14%

(A) FIGURES REFLECT PERMANENT EMPLOYEES. WE DO NOT HAVE TEMPORARY EMPLOYEES.
(B) PART-TIME EMPLOYEES REPRESENT LESS THAN 1% OF THE TOTAL WORKFORCE.
(C) GLOBALLY WE HAVE AROUND 5,300 NON-EMPLOYEE WORKERS TO AUGMENT FUNCTIONS INCLUDING CONSTRUCTION, HOTEL, F&B, IT, SECURITY AND ADMINISTRATIVE FUNCTIONS.

PEOPLE

Senior Management Representation from Local Communities

		2019
Local	Hong Kong	66%
	Macau	73%
	Manila	44%
	Cyprus	40%
	Subtotal	66%
Non-Local	Hong Kong	34%
	Macau	27%
	Manila	56%
	Cyprus	60%
	Subtotal	34%

New Employee Hires and Turnover

New Hires in 2019

2019	By Gender		By Age			By Location			
	Female	Male	Under 30 years of age	Between the ages of 30 and 50	Over 50 years of age	Hong Kong	Macau	Manila	Other locations
Number	1,889	1,830	1,996	1,576	147	94	2,425	963	237
Rate	17.1%	15.2%	31.5%	11.7%	4.5%	23.8%	15.2%	16.4%	29.9%

Employee Turnover in 2019

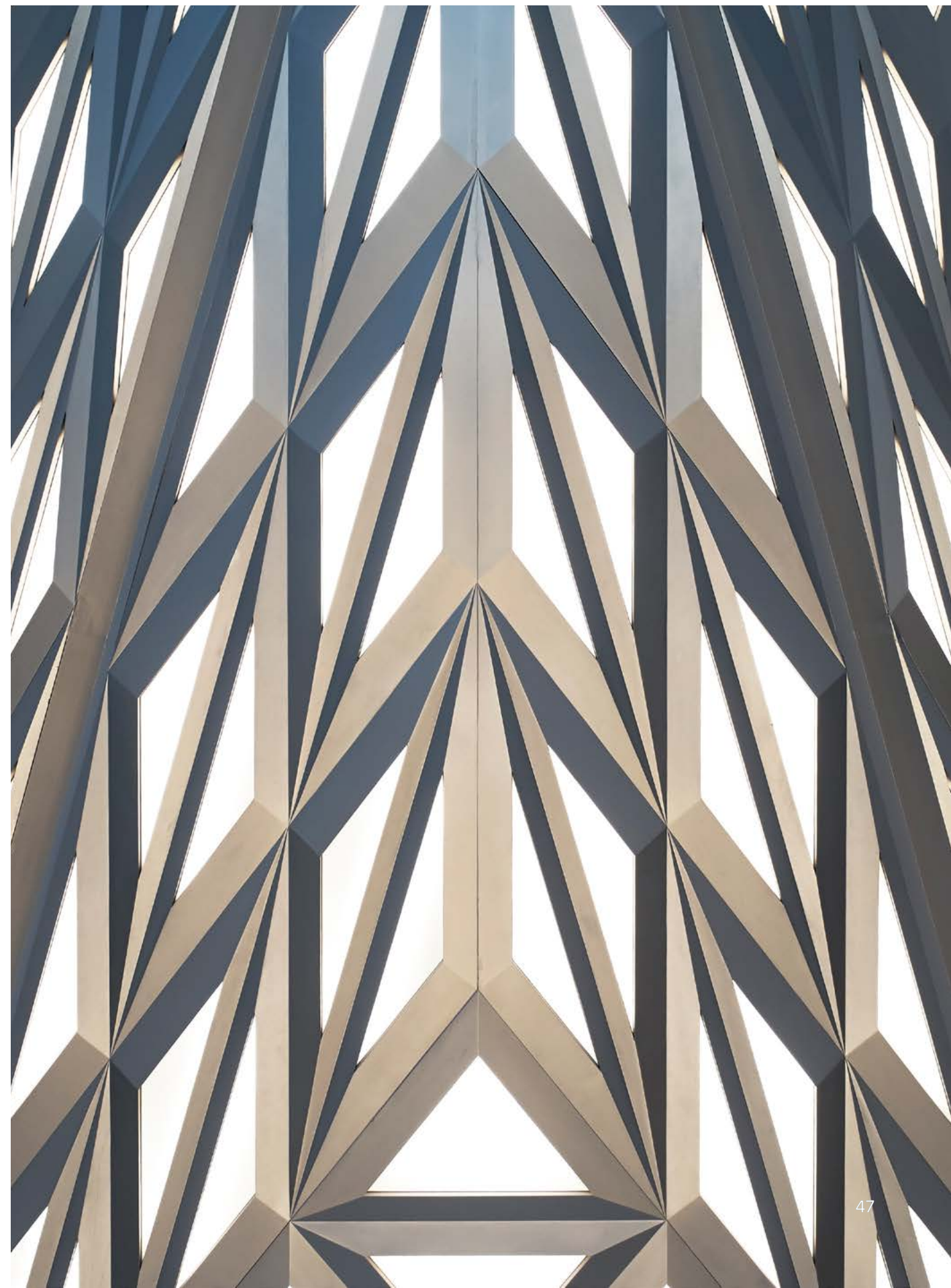
At the end of 2019, the employee turnover rate of the Group was 12.6%. Details on turnover by gender, age and region are below.

2019	By Gender		By Age			By Location			
	Female	Male	Under 30 years of age	Between the ages of 30 and 50	Over 50 years of age	Hong Kong	Macau	Manila	Other locations
Number	1,358	1,550	1,262	1,423	223	88	1,951	725	144
Rate	12.3%	12.9%	19.9%	10.6%	6.9%	22.3%	12.2%	12.4%	18.2%

(A) SENIOR MANAGEMENT DEFINED AS VICE PRESIDENTS AND ABOVE.
 (B) OUR USAGE OF "LOCAL" IS IN ACCORDANCE WITH LOCAL GOVERNMENT DEFINITIONS.
 (C) SIGNIFICANT LOCATIONS REPRESENT WHERE WE HAVE INTEGRATED RESORT OPERATIONS AND LOCAL, CORPORATE HEADQUARTERS.

OUR APPROACH: CELEBRATING PURPOSE & PROGRESS

Our colleagues drive our business and sustainability goals and help us create memorable guest experiences in our resorts each and every day. We want our people to look forward to coming to work every day, and this is reflected in our policies, programmes and key partnerships that are designed to attract, engage and retain high-performing colleagues. Our people strategy is monitored for performance and progress on a regular basis, and by the Board on a quarterly basis.



WORKFORCE INCLUSION & DIVERSITY — AN EQUAL OPPORTUNITY EMPLOYER

Our people come from all parts of the world and all walks of life. Ensuring that our workplace is respectful and bias-free is essential for our success. We do not tolerate any form of discrimination or harassment based on age, race, religion, gender identity, sexual orientation, disability, parental/marital status or other non-meritocratic factors. We are an equal opportunity employer. Over the years, we have focused our efforts on increasing gender equality at all levels and are proud of the gender diversity of our Boards and among our senior executives. Across the Group, women comprise around 38% of senior leadership and around 40% of our general management team.



CULTURE OF EXCELLENCE — SYSTEMS ALIGNED TO PREMIUM BRAND STANDARDS

Our highly structured training system and its related programmes are established to empower our colleagues in developing their careers, while enabling them to deliver on our genuine, memorable and first-class service standards. We provide a mandatory orientation that introduces our core values, vital technical skills training and a “My first 90 Days” integration programme that promotes knowledge sharing.

We also provide customised consumer brand and service training, Melco core service standards training and Forbes standards training that raise our colleagues’ awareness of the work that goes behind the premium service we offer. Details on the percentage of colleagues trained and average training hours provided can be found in the table below.

Average Training Hours Per Employee by Category and Gender

2019		
	Female	Male
Management	24.43	24.54
Non-Management	27.31	24.10



CAREER DEVELOPMENT OPPORTUNITIES — WHOLE PERSON DEVELOPMENT

As part of our commitment to recruiting, training and developing people, we have adopted an innovative approach called Whole Person Development. This approach breaks the boundaries of traditional training styles, and highlights experiences that promote well-rounded professional and personal growth so we succeed together.

Some components of Whole Person Development include:

- ↪ INTERNAL CAREER OPPORTUNITIES where priority for hiring is given to internal candidates. This has led to the promotion or transfer of 27,800 colleagues since our business was launched. In 2019, 34% of vacancies at the Group level were filled by internal employees
- ↪ FOUNDATION ACCELERATION PROGRAMME which offers cross-functional placements or specific assignments that provide colleagues with exposure beyond their speciality



Internal Career Opportunities application stations in our Property Heart-of-House

- ↪ THE LEARNING ACADEMY the first in-house academy in Macau, which provides a wide variety of courses that relate to personal development. Since its inception in 2009, 5,845 courses have been offered across our operations in Macau and Hong Kong and more than 639,600 seats have been filled by our colleagues

Diversity of Governance Bodies and Employees

Governance Bodies

2019	30-50 yrs old	>50 yrs old
Boards	37%	63%
Corporate Executive Committee	39%	61%

2019	Female	Male
Boards	24%	76%
Corporate Executive Committee	28%	72%

All Employees

Female	Male
11,147	12,114
48%	52%

WORK ENVIRONMENT — WHERE PEOPLE FEEL VALUED, CARED FOR & RECOGNISED

We believe that a policy of two-way communication is the most direct way of caring for our people and improving our service quality. Receiving and responding to open feedback from colleagues is accomplished through various programmes. To date, 64 management colleagues have taken part in the programme participating in seven “In Your Shoes” sessions, where they spent time understanding the perspectives of front-line colleagues across our properties in Macau.

When colleagues face extraordinary situations, such as medical issues or natural disasters, we do not hesitate to mobilise donation drives to help alleviate their challenges. Our assistance extends to personal development, to ensure colleagues can meet their full potential. We not only provide Hope Scholarships for those facing challenges that prevent them from achieving academic qualifications; we also provide various scholarships to all colleagues and their families to encourage the concept of lifelong learning.

Care for our colleagues is evident in the design of our “Heart-of-House” facility which provides premium amenities for colleagues including dining rooms with an extensive selection of

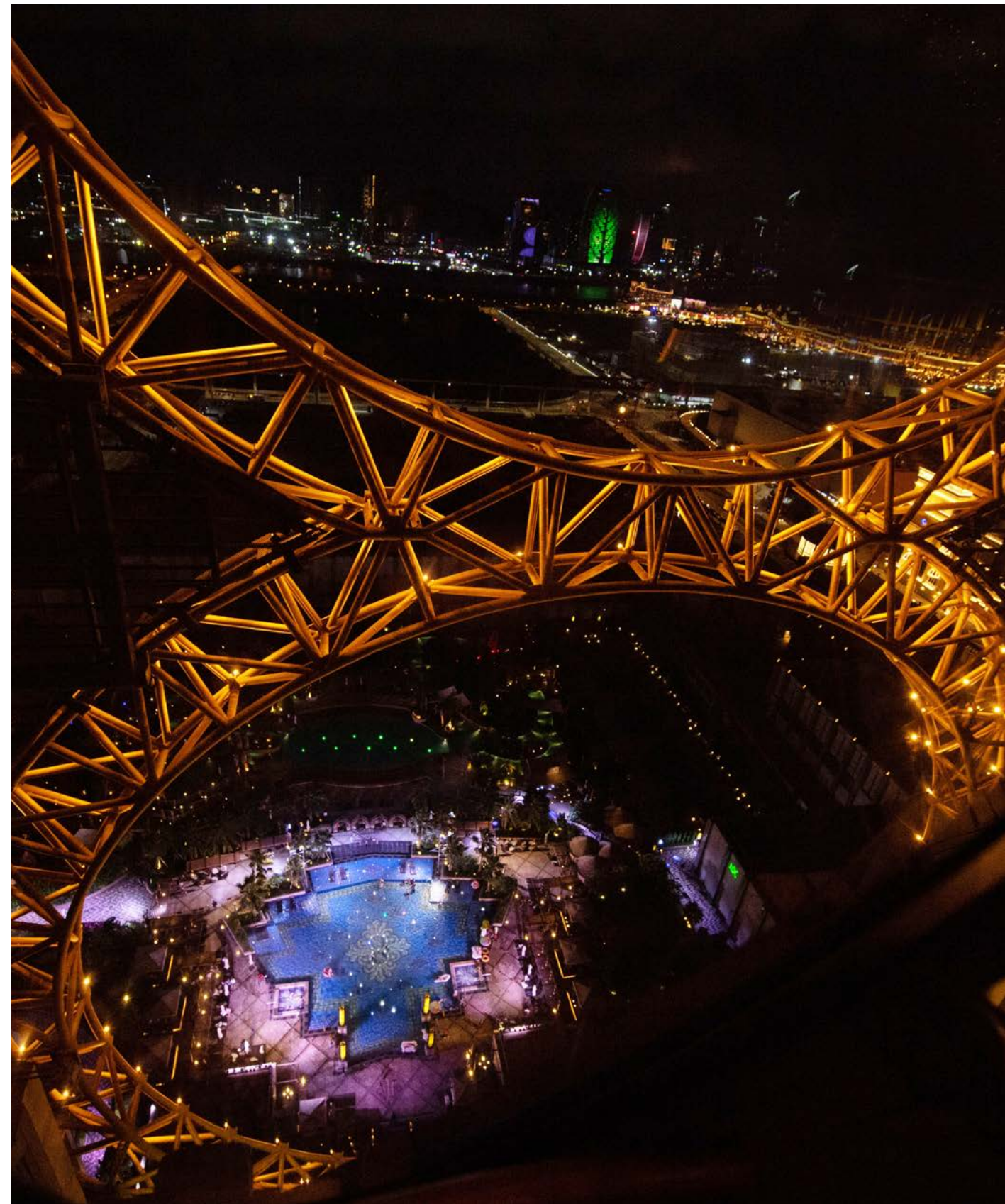
cuisine and healthy options, the Learning Academy training centre, relaxation rooms, break areas with refreshments and a dedicated concierge desk. Colleagues are encouraged to adopt a healthy work-life balance through initiatives such as the “FlexCompress” scheme that allows colleagues to work a compressed week to enjoy more days off, the “Strawberry Life” scheme that allows them to remain eligible for full-time benefits on a pro-rated basis and “Lifestyle Programmes” which are workshops on personal development and lifestyle provided by the Melco Learning Academy.

We are the first and only operator in Macau with plans to establish an in-house nursery for the children of our colleagues. We were also the first gaming operator in Macau to provide fully-equipped lactation rooms across our global operations for nursing mothers at work.



QUALITY OF LIFE — WORK, FAMILY & PERSONAL WELLBEING

Being the best place to work means facilitating our colleagues to strike a balance between work, family and personal wellbeing. We go to lengths to organise a range of activities to engage colleagues' families and to make them feel included. Since 2009, we have hosted more than 1,500 activities for colleagues and their families, which have included events like Summer Fun Nights, Family Days and "Heart-of-House" tours.



SAFETY & HEALTH — KEEPING OUR COLLEAGUES & GUESTS SAFE

The safety of our colleagues, guests and contractors is of paramount importance. We work in concert with the government and local authorities, and also invest in people and technology to address safety and health matters.

Occupational Safety & Health

Our Occupational Safety and Health (“OSH”) Policy evidences our pledge to comply with legal requirements, to prevent injuries and illnesses, and to continually improve OSH performance. Maintaining our safety and health standards is achieved through strict compliance to the requirements of our OSH management systems with our operations in Macau and Hong Kong also being certified to the ISO 45001 standard. OSH Committees at each of our operating properties meet monthly and are responsible for:

- ↳ Reviewing OSH performance trends and following up on any incidents to ensure effective root-cause investigations and preventive actions are implemented
- ↳ Ensuring OSH education and training programmes are reflective of performance trends
- ↳ Updating management on OSH issues and concerns raised by colleagues and contractors and recommended measures to improve OSH performance



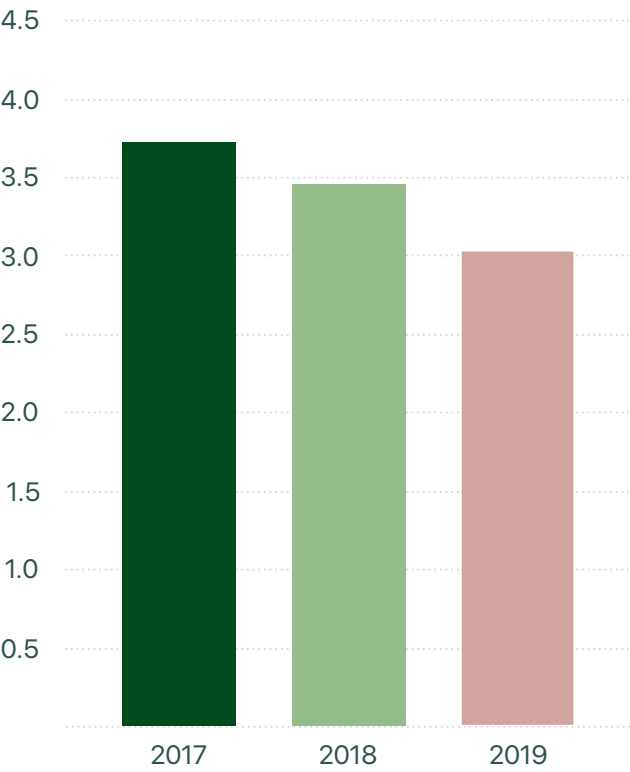
SAFETY & HEALTH — KEEPING OUR COLLEAGUES & GUESTS SAFE

We engage our colleagues and contractors in mandatory OSH orientation training and continuously monitor onsite practices to ensure the adoption of best practices. All training covers applicable topics in accordance with ISO 45001 requirements. Any significant near miss or actual incident is reviewed by the Chief Risk Officer and, depending on severity, relevant Business Unit heads to identify and implement corrective and preventive actions.

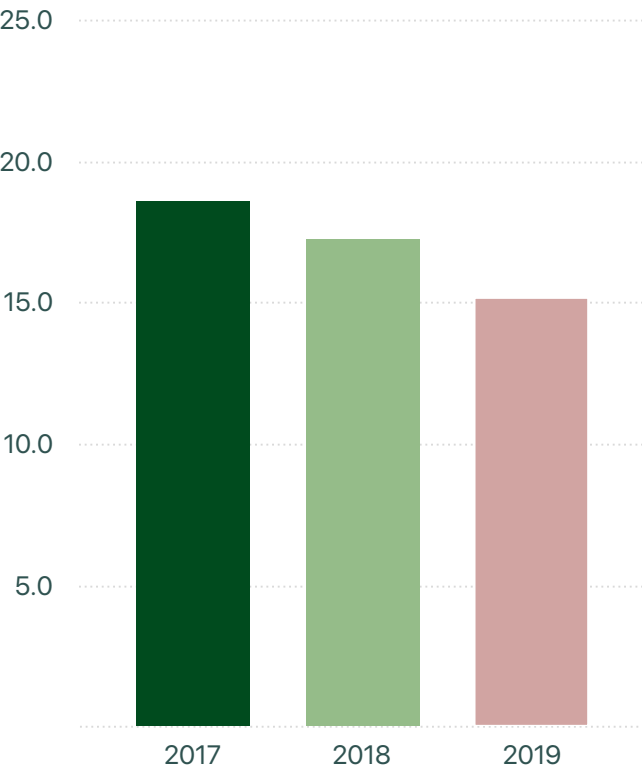
We focus on prevention and strive for continuous improvement on all safety and health indicators as measured by standard industry metrics and established goals. As a result of our holistic and diligent approach over the years, we saw a 12.2% reduction in both our recordable work injury rate¹¹ and lost-time injury frequency rate (“LTIFR”) across all our resorts and offices over 2018. Details can be found in the tables below. We did not have any work-related fatalities in 2019.

Total Group-wide Recordable Injury and LTIFR 2017-2019¹²

TOTAL RECORDABLE INJURY
RATE AVERAGES



LOST-TIME INJURY FREQUENCY
RATE AVERAGES



(11) IN 2018, WE REPORTED AN OSHA LOST-TIME INJURY RATE OF 3.2, DOWN FROM 3.7 IN 2017 AND 4.0 IN 2016. IN 2019, WE REPORT WORK-RELATED INJURIES AND RECORDABLE WORK-RELATED INJURIES ACCORDING TO GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018 (A. I AND II).

(12) DATA FOR 2018 HAS BEEN RESTATED TO CORRECT PREVIOUS CALCULATIONS.

SAFETY & HEALTH — KEEPING OUR COLLEAGUES & GUESTS SAFE

Food Safety

Excellence in the F&B experience at our resorts is founded upon our impeccable food safety standards. Food quality and hygiene at all food outlets, for guests and our colleagues, are regularly assessed and audited by our F&B teams and external advisors, including the Food Safety Centre of the Macao SAR. In 2019, we proudly achieved the Hazard Analysis Critical Control Point ("HACCP") certification for food safety at Altira and City of Dreams with Studio City expected to be HACCP-certified by the end of 2020. Across all our properties, assessments for safety are regularly conducted and in 2019 we did not have any incidences of non-compliance resulting in a fine, penalty or warning.





SOCIETY & COMMUNITY



SOCIETY & COMMUNITY

WE FOCUS ON THE NEEDS OF THE COMMUNITIES WHERE WE OPERATE AND OUR CORE PRINCIPLE OF COLLABORATION AND PARTNERSHIP WITH GOVERNMENTS AND LOCAL ORGANISATIONS. TO THIS END, WE HAVE SET OUR SOCIETY & COMMUNITY COMMITMENTS TO:

BE A LEADING CORPORATE CITIZEN IN THE COMMUNITY

BOLSTER ECONOMIC PROSPERITY FOR SMES

DEVELOP UNIQUE AND DIFFERENTIATED PROGRAMMES IN COLLABORATION WITH OUR LOCAL PARTNERS TO ADDRESS SPECIFIC LOCAL ISSUES AND NEEDS OF THAT SOCIETY

OUR APPROACH: FOCUSED ON OUR COMMUNITIES

The great importance we have placed on community investment is evidenced by the active participation in driving our community programmes from our Chairman and CEO. Melco Resorts' CSR Steering Committee meets every month to review the proposed initiatives and to provide oversight of the CSR programmes. To ensure our community initiatives are aligned to both our business strategy and local priorities in the markets where we operate, we focus on key strategic CSR pillars, philanthropic endeavours and volunteer initiatives.



Over 2,000 volunteers and their families joined the Walk for a Million 2019 charity event. Our team uniforms are designed and produced by local Macau fashion brand and SME.

OUR STRATEGIC CSR PILLARS

Economic Prosperity for Local SMEs

We support local suppliers, particularly SMEs by hosting various regular events educating them on our procurement standards. Our SME Academy was established to provide local SMEs with additional technical knowledge. We are also focused on supporting the long-term sustainable success of local SMEs and providing platforms for them to thrive.



OUR STRATEGIC CSR PILLARS

Culture & Heritage

Conservation of heritage, whether in the form of tangible buildings or intangible customs and traditions, is instrumental to fostering a sense of pride and identity for local communities, and the thread of continuity it provides in a fast-changing world has immense significance for our future generations.

We invest in heritage projects in many areas where we operate and encourage our colleagues to participate in cultural programmes. “The Splendors of China” programme, which was an important initiative through which our Macau colleagues learned about China’s cultural heritage, economic policies, social systems and values. In Japan, we promoted heritage by sponsoring a group of promising young leaders from Macau to join an international cultural preservation programme at Himeji Castle and supporting a traditional Japanese “Hyoen” performance. In Cyprus, our support of the “Heritage Signs” project will actively promote the authenticity of the island’s most significant heritage sites by sponsoring heritage enhancements and sharing information that will significantly improve the tourist experience.



OUR STRATEGIC CSR PILLARS

Youth Development

While preserving legacies is vitally important, so is creating opportunities for our youth and colleagues to contribute to their future. Our signature youth development programme “Dare to Dream”, is a key focus of our community engagement efforts. Since 2012, this innovative programme connects local youth with world-class artists such as international piano maestro, Yundi Li, producer and creative director of the award-winning “The House of Dancing Water”, Franco Dragone, and late Dame Zaha Hadid, the legendary architect known as the “Queen of the Curve”, among others.

Our partnership with local educational institutions made it possible for internships and scholarships to be offered to talented winning students in this programme. In Japan, the “Dare to Dream” programme hosts a football camp for 50 primary school football enthusiasts with the chance to train with the esteemed professional club and guest coach Yuji Nakazawa, former Marinos player and captain of the Japan National Football team. Other youth development programmes we support include the “Melco Star Macao” Youth Talent Competition which promotes Chinese cultural performances.



OUR STRATEGIC CSR PILLARS

Education

We are also honored and privileged to be in a unique position to empower people through education. Our Whole Person Development programme described in the People section of this Report, extends to developing local talent as a key path to uplifting local communities. We recognise that we can only sustain our continued success in an inclusive, growing economy that has an adequately skilled populace and educated labour force. As a result, our initiatives such as the “Back to School” programme, which provides an in-house high school diploma curriculum for our colleagues who left formal education prematurely and “Melco You-niversity”, which enables local colleagues to achieve a university degree while in our employment, have been running for several years. These programmes have led to managers in Macau from the local community increasing from 38% in 2008 to 80% today.



OUR STRATEGIC CSR PILLARS

Environmental Conservation

Another strategic focus of our community initiatives is environmental conservation. One key project we have been supporting is “Soap for Hope”. City of Dreams Manila is the first integrated resort to participate in the “Soap for Hope” programme in the Philippines. This award-winning global programme cooperates with hotels to eliminate soap waste by hygienically reprocessing used soap into new soap bars and donating them to various charitable institutions. In 2019, our colleagues helped reprocessed used soap bars into 4,239 new bars.



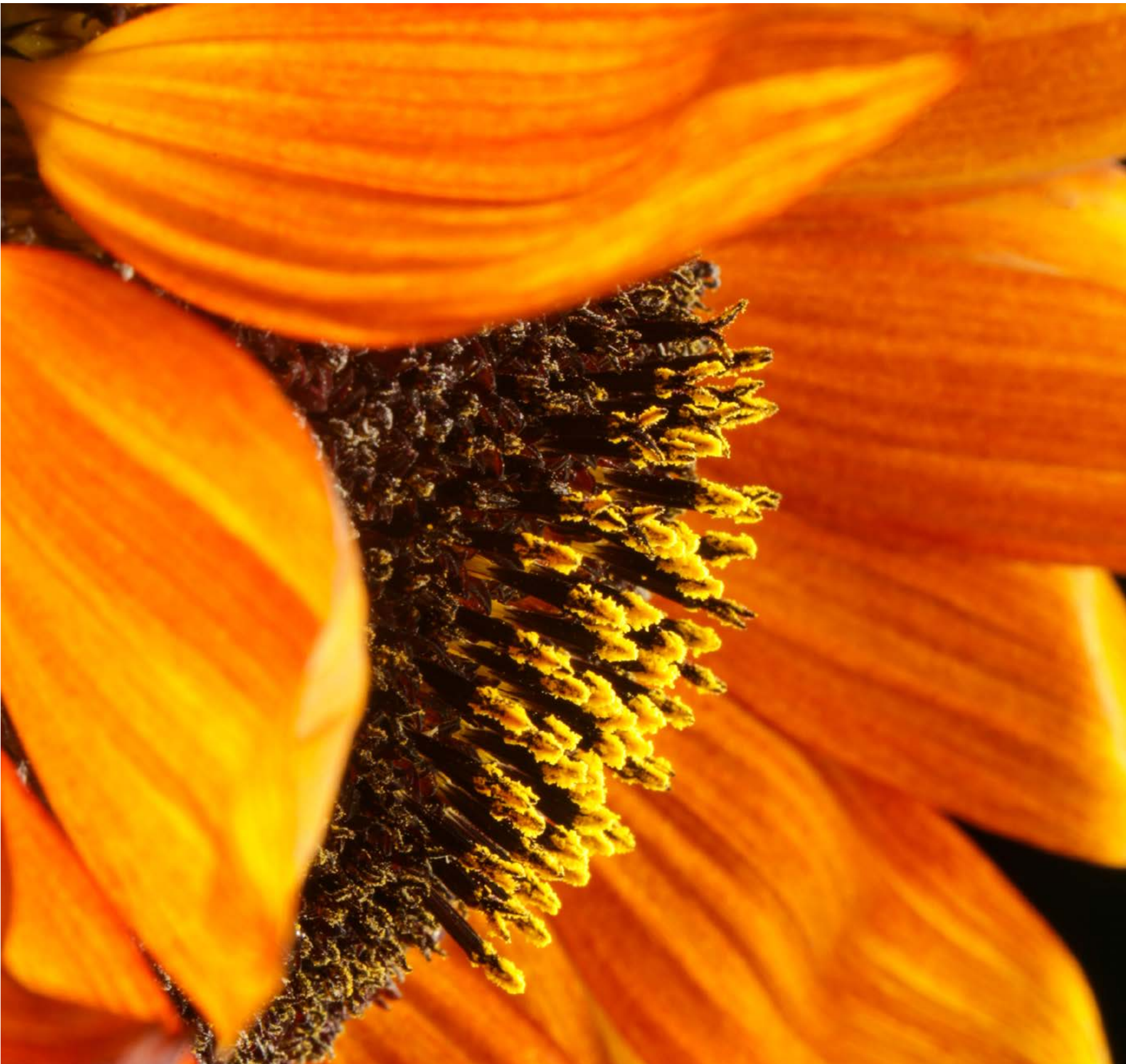
PHILANTHROPY

We run a host of programmes to help build the capacity of the organisations and institutions such as charities, government, educational institutes or other community organisations. We support local communities by investing in their wellbeing. Our contributions are outlined below:

CHARITABLE CONTRIBUTIONS (HKD)^A

2008-2019 (cumulative)	HKD 489.8 MILLION
2019	HKD 133.4 MILLION

One of our active philanthropic programmes is the Congjiang Teacher Award Programme - as supported by the Liaison Office of the Central People’s Government of the Macao SAR and the Macao Government — through which we have the opportunity to contribute to targeted poverty alleviation in Congjiang County, China. As part of this initiative, 25 teachers from 19 villages will receive recognition for their outstanding contributions — each benefiting from a cash subsidy in addition to a three-day, expenses-paid trip to Macau. We are honored to sponsor the programme for two consecutive years through a donation of over RMB 500,000 and play a part in broadening the horizons of teachers, contributing to their professional development, and inspiring the students whom they teach.



(A) COMPRISED OF CASH CONTRIBUTIONS IN-KIND DONATIONS AND DONATIONS FROM OUR PHILIPPINES FOUNDATION

VOLUNTEERISM

Apart from direct financial support, we are also proud of our efforts in mobilising volunteerism and instilling a culture of care in our colleagues. Inspired by our colleagues’ passion to serve, we express our gratitude to our volunteers through various programmes, including Volunteer Recognition Events. 134,913 colleague participants have participated in our global community engagement activities since 2007.

City of Dreams Manila is particularly active in the volunteer space. CSR events are typically held seven to eight times a month and colleagues of all levels and departments rally to support the less fortunate and conserve the environment. In 2019, 3,662 City of Dreams Manila volunteers contributed their time to programmes. These initiatives included volunteering to perform repair work at an elementary school through the “Headful of Dreams” programme, caring for orphans and street children through the “Spoonful of Dreams” project, hospital visits to the sick and building and refurbishing of classrooms and hospitals for those in need through the “Hopeful of Dreams” and “Building Dreams” programmes.

Another key volunteer initiative is the “Teaching Children Values” initiative in Macau which is focused on passing on important values to the next generation. Through family volunteering activities and fun educational workshops, the programme aims to impart values including respect for the environment.



HKEX ESG REPORTING GUIDE INDEX

SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
A. Environment				
Aspect A1 : Emissions				
General Disclosure		Full	<u>Environment</u> <u>Carbon Neutral Resorts & Climate Resilience</u> <u>Zero Waste Resorts & Circular Economy Leadership in Asia</u>	The Group's approach to environmental management is outlined in its ESG Report and the Group's environmental policies are also part of its ISO management systems for environmental management (14001:2015), facilities management (ISO 41001:2018) and effective energy management systems (ISO 50001:2018). In 2019, the Group was in compliance with all applicable environmental laws and regulations.
Information on: Policies and Compliance relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.				
KPI A1.1:	The types of emissions and respective emissions data.	Full	<u>Carbon Neutral Resorts & Climate Resilience/Reducing Greenhouse Gas (GHG) Emissions</u>	
KPI A1.2:	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Full	<u>Carbon Neutral Resorts & Climate Resilience/Reducing Greenhouse Gas (GHG) Emissions</u>	
KPI A1.3:	Total hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Full		Due to nature of the Group's business, minimal quantities of hazardous waste are generated. In 2019, batteries and used light fittings, lamps and electronic equipment were collected by licensed contractors for proper recycling or disposal in local markets. The Group is in the process of establishing data collection procedures for enhanced disclosure.
KPI A1.4:	Total non-hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Full	<u>Zero Waste Resorts & Circular Economy Leadership in Asia/Our Waste Footprint</u>	
KPI A.1.5:	Description emission target(s) set and steps taken to achieve them.	Full	<u>Carbon Neutral Resorts & Climate Resilience</u>	

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
KPI A1.6:	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Full	Zero Waste Resorts & Circular Economy Leadership in Asia	The Group has set the goal of zero waste by 2030 and is in the process of developing temporal targets towards its goal.
Aspect A2: Use of Resources				
General Disclosure		Full	Environment Carbon Neutral Resorts & Climate Resilience Zero Waste Resorts & Circular Economy Leadership in Asia	The Group's approach to environmental management is outlined in its ESG Report and the Group's environmental policies are also part of its ISO management systems for environmental management (14001:2015), facilities management (ISO 41001:2018) and effective energy management systems (ISO 50001:2018).
Information on: Policies on the efficient use of resources, including energy, water and other raw materials.				
KPI A2.1:	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (Mwh) and intensity (e.g. per unit of production volume, per facility).	Full	Carbon Neutral Resorts & Climate Resilience/Reducing Electricity Consumption	
KPI A2.2:	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Full	Carbon Neutral Resorts & Climate Resilience/Water Use & Reuse	
KPI A2.3:	Description of energy use efficiency target(s) set and steps taken to achieve them.	Full	Environment Carbon Neutral Resorts & Climate Resilience/Energy Efficiency Measures	
KPI A2.4:	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Full	Zero Waste Resorts & Circular Economy Leadership in Asia/Water Use & Reuse	The Group is in the process of developing temporal targets for water efficiency.
KPI A2.5:	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced.	Not material	Plastic and Packaging reduction efforts mentioned in: Zero Waste Resorts & Circular Economy Leadership in Asia/Towards a Reduced Plastic Economy	While the Group does not produce products, refer to the ESG Report for detail on initiatives to reduce packaging.

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
Aspect A3: Environment and Natural Resources				
General Disclosure		Full	Environment Sustainable Sourcing	The Group's approach to minimizing its environmental impact is outlined in its ESG Report and the Group environmental policies are also part of its ISO management systems for environmental management (14001:2015), facilities management (ISO 41001:2018) and effective energy management systems (ISO 50001:2018).
Information on: Policies on minimizing the issuer’s significant impact on the environment and natural resources.				
KPI A3.1:	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Full	Carbon Neutral Resorts & Climate Resilience Zero Waste Resorts & Circular Economy Leadership in Asia Sustainable Sourcing	
Aspect A4: Climate Change				
General Disclosure		Full	Environment Carbon Neutral Resorts & Climate Resilience	The Group's approach to identifying and mitigating climate-related issues is outlined in its ESG Report and integrated into the Group's ISO management systems for environmental management (14001:2015), facilities management (ISO 41001:2018) and effective energy management systems (ISO 50001:2018).
Information on: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.				
KPI A4.1:	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Full	Stakeholder Engagement and Materiality Assessment Carbon Neutral Resorts & Climate Resilience Sustainable Sourcing	

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
B. Social				
Aspect B1: Employment				
General Disclosure		Full	<u>People</u>	
Information on: Policies and Compliance relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.				
KPI B1.1:	Total workforce by gender, employment type, age group and geographical region.	Full	<u>People</u>	
KPI B1.2:	Employee turnover rate by gender, age group and geographical region.	Full	<u>People</u>	
Aspect B2: Health and Safety				
General Disclosure		Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe</u>	
Information on: Policies and Compliance relating to providing a safe working environment and protecting employees from occupational hazards.				
KPI B2.1:	Number and rate of work-related facilities.	Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe/Occupational Safety & Health</u>	
KPI B2.2:	Lost days due to work injury.	Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe/Occupational Safety & Health</u>	
KPI B2.3:	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe</u>	

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
Aspect B3: Development and Training				
General Disclosure		Full	<u>Culture of Excellence — Systems Aligned to Premium Brand Standards</u>	
Information on: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.				
KPI B3.1:	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Full	<u>Culture of Excellence — Systems Aligned to Premium Brand Standards</u>	
KPI B3.2:	The average training hours completed per employee by gender and employee category.	Full	<u>Culture of Excellence — Systems Aligned to Premium Brand Standards</u>	
Aspect B4: Labour Standards				
General Disclosure		Full	<u>Ethics/Working with Suppliers & Partners</u>	Outlined in the Supplier Code of Conduct
Information on: Policies and Compliance relating to preventing child and forced labour.				
KPI B4.1:	Description of measures to review employment practices to avoid child and forced labour.	Full	<u>Ethics/Working with Suppliers & Partners</u>	The Group reviews its recruitment and workplace operations, and engagements with its suppliers, to monitor compliance with the Code as well as the Supplier Code of Conduct.
KPI B4.2:	Description of steps taken to eliminate such practices when discovered.	Full	<u>Ethics/Working with Suppliers & Partners</u>	The Group did not identify any cases of child or forced labour in 2019.

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
Aspect B5: Supply Chain Management				
General Disclosure		Full	<u>Ethics/Working with Suppliers & Partners</u>	
Information on: Policies on managing environmental and social risks of the supply chain.				
KPI B5.1:	Number of suppliers by geographical region.	Full		The Group procures goods and services from over 2,400 of vendors in the Philippines (39%), Macau (23%), Cyprus (10%), Hong Kong (12%), Japan (6%), Singapore (2%), the United States (1%), Australia (1%), the United Kingdom (1%) and other locations (6%).
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.	Full	<u>Ethics/Working with Suppliers & Partners</u> <u>Sustainable Sourcing</u>	The Group engages with all of its suppliers in local markets to monitor compliance with its Supplier Code of Conduct and to build capacity for meeting its sustainable sourcing goals.
KPI B5.3:	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Full	<u>Melco Resorts Sustainability Report: Risks & Opportunities/Sustainability Issues, Value Chain Impacts and Risks & Opportunities</u> <u>Ethics/Working with Suppliers & Partners</u> <u>Sustainable Sourcing</u>	The Group identifies environmental and social risks along the supply chain and engages with all of its suppliers in local markets to monitor compliance with its Supplier Code of Conduct and to build capacity for meeting its sustainable sourcing goals.
KPI B5.4:	Description of practices used to promote environmentally-preferable products and services when selecting suppliers, and how they are implemented and monitored.	Full	<u>Sustainable Sourcing</u>	

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
Aspect B6: Product Responsibility				
General Disclosure		Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe</u> <u>Ethics</u>	The Group does not produce products. Suppliers of branded merchandise produced for the Group must adhere to product responsibility requirements in the Supplier Code of Conduct.
Information on: Policies and Compliance relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.				
KPI B6.1:	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Full		No recalls related to branded merchandise produced for the Group occurred in 2019.
KPI B6.2:	Number of products and service related complaints received and how they are dealt with.	Full		No complaints related to branded merchandise produced for the Group, or substantiated complaints related to services provided, occurred in 2019.
KPI B6.3:	Description of practices relating to observing and protecting intellectual property rights.	Full	<u>Ethics</u> <u>Data Privacy & Security</u>	
KPI B6.4:	Description of quality assurance process and recall procedures.	Full	<u>Safety & Health — Keeping our Colleagues & Guests Safe/Food Safety</u>	
KPI B6.5:	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Full	<u>Data Privacy & Security</u>	
Aspect B7: Anti-corruption				
General Disclosure		Full	<u>Ethics</u>	
Information on: Policies and Compliance relating to bribery, extortion, fraud and money laundering.				

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SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS	STATUS OF COMPLIANCE	LOCATION	REMARKS / EXPLANATION
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.	Full	Ethics	The Group did not have any legal cases related to corrupt practices during the reporting period.
KPI B7.2: Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Full	Ethics	
KPI B7.3: Description of anti-corruption training provided to directors and staff.	Full	Ethics — Certification & Anti-Corruption Training	The Directors of the Company participated in training on ESG best practices and the HKEX's disclosure requirements, including the topic of anti-corruption.
Aspect B8: Community Investment			
General Disclosure	Full	Society & Community	
Information on: 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.			
KPI B8.1: Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Full	Community Engagement Society & Community	
KPI B8.2: Resources contributed (e.g. money or time) to the focus area.	Full	Philanthropy Volunteerism Society & Community	

GRI CONTENT INDEX

ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 102:	GENERAL DISCLOSURES 2016			
1	ORGANISATIONAL PROFILE			
102-1	Name of the organisation	Full	About this Report	Melco International Development Limited
102-2	Activities, brands, products, and services	Full	Website: Business Overview	
102-3	Location of headquarters	Full		38th Floor, The Centrium, 60 Wyndham Street, Central, Hong Kong
102-4	Location of operations	Full	About this Report	
102-5	Ownership and legal form	Full	Melco International Annual Report 2019 - Corporate Profile, P.16	
102-6	Markets served	Full	About this Report	Melco International's subsidiary, Melco Resorts & Entertainment Limited, is a global, premium-focused integrated resort operator primarily targeting the Asian premium mass as well as the mass gaming segments, by leveraging its differentiated, award-winning non-gaming entertainment attractions.
102-7	Scale of the organisation	Full	About this Report People Melco International Annual Report 2019 - Corporate Structure, P.17	
102-8	Information on employees and other workers	Full	People	

GRI CONTENT INDEX

ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-9	Supply chain	Full	Sustainable Sourcing	<p>Operating within global gaming and hospitality industries, the Group’s supply chain is unsurprisingly vast; embracing over 2,400 of vendors who support the delivery of services and products necessary to deliver a premium guest experience within our resorts. Our goods and services are too numerous to list but include fresh food and beverages, furniture and in-room technology systems, responsible gaming and security systems, furniture, fixtures and equipment, communications, gaming, sport and spa equipment, as well as operational, logistics and professional services, to name but a few. We continuously endeavour to engage and support our local supply base; collaborating to find new ways to differentiate in our guest experience and in turn create inclusive business opportunities.</p> <p>The Group procures goods and services from suppliers in the Philippines (39%), Macau (23%), Cyprus (10%), Hong Kong (12%), Japan (6%), Singapore (2%), the United States (1%), Australia (1%), the United Kingdom (1%) and other locations (6%).</p>
102-10	Significant changes to the organisation and its supply chain	Full	About this Report Ethics/Working with Suppliers & Partners	
102-11	Precautionary Principle or approach	Full	ESG Governance and Risk Management Environment Melco Resorts Sustainability Report: Risks & Opportunities/Sustainability Issues, Value Chain Impacts and Risks & Opportunities	The precautionary principle informs the Group's risk assessment, property design, construction, operations and planning processes.
102-12	External initiatives	Full	Melco Resorts Sustainability Report: Sustainability Leadership Full report's 'Key Partners & Collaborators' sections	

GRI CONTENT INDEX

ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
2	STRATEGY			
102-14	Statement from senior decision-maker of the organisation	Full	Melco Resorts Sustainability Report: Message from our CEO	
102-15	Key impacts, risks, and opportunities	Full	ESG Governance and Risk Management Melco Resorts Sustainability Report: Melco's Above & Beyond Strategic Sustainability Framework Risks & Opportunities/Sustainability Issues, Value Chain Impacts and Risks & Opportunities	
3	ETHICS & INTEGRITY			
102-16	Values, principles, standards, and norms of behaviour	Full	Governance & Ethics Melco Resorts Sustainability Report: Sustainability Governance	
102-17	Mechanisms for advice and concerns about ethics	Full	Governance & Ethics Melco Resorts Sustainability Report: Sustainability Governance	
4	GOVERNANCE			
102-18	Governance structure	Full	ESG Governance and Risk Management	
102-19	Delegating authority	Full	ESG Governance and Risk Management	

GRI CONTENT INDEX

ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-20	Executive-level responsibility for economic, environmental, and social topics	Full	ESG Governance and Risk Management	
102-21	Consulting stakeholders on economic, environmental, and social topics	Full	Stakeholder Engagement and Materiality Assessment	
102-22	Composition of the highest governance body and its committees	Partial	ESG Governance and Risk Management Melco International Annual Report 2019 – Corporate Governance Report, P.41-56	
102-23	Chair of the highest governance body	Full	Melco International Annual Report 2019 – Management Profile, P.36-40	In view of the current composition of the Board, the in-depth knowledge of Mr. Lawrence Ho of the operations of the Group and of the gaming and entertainment sector, his extensive business network and connections in that sector, and the scope of operations of the Group, the Company believes it is in its best interests for Mr. Lawrence Ho to assume the roles of Chairman and Chief Executive Officer until such time as the Company considers that such roles should be assumed by different persons.
102-24	Nominating and selecting the highest governance body	Partial	Melco International Annual Report 2019 – Corporate Governance Report, P.41-56	
102-25	Conflicts of interest	Full	Melco International Annual Report 2019 – Report of the Directors, P.57-92	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-26	Role of highest governance body in setting purpose, values, strategy and goals in relation to EES topics	Full	ESG Governance and Risk Management	
102-27	Collective knowledge of highest governance body	Full	Melco International Annual Report 2019 – Management Profile, P.36-40	
102-28	Evaluating the highest governance body's performance	Full	Melco International Annual Report 2019 – Corporate Governance Report, P.41-56	
102-29	Identifying and managing economic, environmental, and social impacts	Full	Stakeholder Engagement and Materiality Assessment ESG Governance and Risk Management Melco International Annual Report 2019 – Report of the Directors P. 57-92 Melco Resorts Sustainability Report: Melco's Above & Beyond Strategic Sustainability Framework Risks & Opportunities/Sustainability Issues, Value Chain Impacts and Risks & Opportunities	
102-30	Effectiveness of risk management processes	Full	ESG Governance and Risk Management Melco Resorts Sustainability Report: Sustainability Governance/Sustainability Governance Structure/Risk Management	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-31	Review of economic, environmental, and social topics	Full	ESG Governance and Risk Management Melco Resorts Sustainability Report: Sustainability Governance/Sustainability Governance Structure/Risk Management	
102-32	Highest governance body's role in sustainability reporting	Full	ESG Governance and Risk Management	The Board of the Company approved its 2019 ESG Report.
102-33	Communicating critical concerns	Full	Ethics	
102-34	Nature and total number of critical concerns	Full		The Group did not have any critical concerns raised in 2019.
102-35	Remuneration policies	Full	Melco International Annual Report 2019 - Corporate Governance Report, P.41-56	
102-36	Process for determining remuneration		Melco International Annual Report 2019 - Corporate Governance Report, P.41-56	
5	STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Full	Stakeholder Engagement and Materiality Assessment Melco Resorts Sustainability Report: Stakeholder Engagement	As part of identifying its stakeholders, the Group applied the GRI Reporting Principle of stakeholder inclusiveness.
102-41	Collective bargaining agreements	Full		Other than the rank-and-file employees of the table games division of City of Dreams Manila, representing almost 10% of the Group's workforce, none of our employees are members of any labour union and we are not party to any collective bargaining or similar agreement with our employees.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-42	Identifying and selecting stakeholders	Full	Stakeholder Engagement and Materiality Assessment Melco Resorts Sustainability Report: Stakeholder Engagement	
102-43	Approach to stakeholder engagement	Full	Stakeholder Engagement and Materiality Assessment Melco Resorts Sustainability Report: Stakeholder Engagement	
102-44	Key topics and concerns raised	Full	Stakeholder Engagement and Materiality Assessment Melco Resorts Sustainability Report: Stakeholder Engagement	In the stakeholder engagement process for preparing the 2019 ESG Report, the following stakeholder groups identified the issues below as the most important ESG topics requiring active management or engagement by the Group: Board members - ethics and integrity, responsible gaming, sustainable economic growth Customers/guests - ethics and integrity, health and safety, sustainable economic growth Employees - ethics and integrity, health and safety, sustainable economic growth Government representative - ethics and integrity, health and safety, responsible gaming Investors - ethics and integrity, responsible gaming, sustainable economic growth NGOs - ethics and integrity, sustainable economic growth, health and safety Suppliers - ethics and integrity, sustainable economic growth, responsible gaming.
6	REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Full	About this Report	
102-46	Defining report content and topic Boundaries	Full	About this Report	As part of defining its report content, the Group applied the GRI Reporting Principles of stakeholder inclusiveness, sustainability context and materiality, and completeness, accuracy, balance, clarity, comparability, reliability and timelines to enhance report quality.
102-47	List of material topics	Full	Our Strategy — Above & Beyond Stakeholder Engagement and Materiality Assessment	
102-48	Restatements of information	Full	About this Report Our Strategy — Above & Beyond Stakeholder Engagement and Materiality Assessment Environment	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
102-49	Changes in reporting	Full	About this Report Environment	
102-50	Reporting period	Full	About this Report	
102-51	Date of most recent report	Full	In Content Index	31 March 2020
102-52	Reporting cycle	Full	About this Report	
102-53	Contact point for questions regarding the report	Full	About this Report	
102-54	Claims of reporting in accordance with the GRI Standards	Full	About this Report	
102-55	GRI content index	Full	HKEX ESG Reporting Guide Index & GRI Content Index	
102-56	External assurance	Full	ISO14064-1:2006 GHG Verification Statement	The Group engaged a third-party assurance provider to verify its 2019 GHG emission inventory against the ISO 14064-1:2006 Greenhouse Gas Standard.
GRI 200:	ECONOMIC			
GRI 103:	MANAGEMENT APPROACH 2016			
103-1	Explanation of the material topic and its Boundary	Full	Our Strategy & Impact Melco Resorts Sustainability Report: Risks & Opportunities/Sustainability Issues, Value Chain Impacts and Risks & Opportunities	<p>The Group's management approach is outlined in its 2019 ESG Report. The GRI disclosure items addressed for the following material topics are listed below.</p> <p>Sustainable Economic Growth:</p> <p>201-1 and 201-2 from GRI 201: Economic Performance 2016</p> <p>202-2 from GRI: Market Presence 2016</p> <p>204-1 from GRI: Procurement Practices 2016</p> <p>Ethics & Integrity:</p> <p>205-1, 205-2 and 205-3 from GRI: Anti-Corruption 2016</p> <p>206-1 from GRI: Anti-Competitive Behaviour 2016</p>

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
103-2	The management approach and its components	Full	Our Strategy — Above & Beyond Ethics Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities	
103-3	Evaluation of the management approach	Full	ESG Governance and Risk Management Melco Resorts Sustainability Report: Sustainability Governance Structure	
GRI 201:	ECONOMIC PERFORMANCE 2016			
201-1	Direct economic value generated and distributed (EVG&D)	Full	Melco Resorts Sustainability Report: Economic & Social Impact	
201-2	Financial implications due to climate change	Partial	Stakeholder Engagement and Materiality Assessment Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities Carbon Neutral Resorts/Climate Resilience Sustainable Sourcing	
GRI 202:	MARKET PRESENCE 2016			
202-2	Proportion of senior management hired from the local community	Full	People	
GRI 204:	PROCUREMENT PRACTICES 2016			
204-1	Proportion of spending on local suppliers	Partial	Sustainable Sourcing Our Strategic CSR Pillars: Economic Prosperity for Local SMEs	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 205: ANTI CORRUPTION 2016				
205-1	Operations assessed for risks related to corruption	Full	ESG Governance and Risk Management Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities Ethics	All of the Group's operations are regularly assessed for corruption risk.
205-2	Communication and training about anti-corruption policies and procedures	Full	Ethics	All members of the Group's governing bodies, including the Board, its committees and the Executive Committee as well as property-level Boards and their committees and Executive Committees have received training on the Group's anti-corruption policies. All colleagues receive training on the Group's anti-corruption policies and procedures. The Group's requirements for suppliers and business partners are acknowledged through acceptable of the Group's Code of Conduct for Suppliers and related training is provided.
205-3	Confirmed incidents of corruption and actions taken	Full	Ethics	No confirmed incidents of corruption in the reporting year.
GRI 206: ANTI-COMPETITIVE BEHAVIOUR 2016				
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Full		No legal actions for anti-competitive behaviour, anti-trust and monopoly practices were identified in the reporting year.
RESPONSIBLE GAMING				
GRI 103: Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	Full	Our Strategy & Impact Responsible Gaming Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities	The Group's management approach for its material topic of Responsible Gaming is outlined in its 2019 ESG Report.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
103-2	The management approach and its components	Full	Our Strategy — Above & Beyond Ethics Responsible Gaming Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities	
103-3	Evaluation of the management approach	Full	ESG Governance and Risk Management Responsible Gaming	
GRI 300:	ENVIRONMENT			
GRI 103:	MANAGEMENT APPROACH 2016			
103-1	Explanation of the material topic and its Boundary	Full	About this Report Our Strategy & Impact Environment Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities	<p>The Group's management approach is outlined in its 2019 ESG Report. The GRI disclosure items addressed for the following material topics are listed below.</p> <p>Energy & Climate Resilience: 302-1, 302-3 and 302-4 from GRI 302: Energy 2016 304-1-4 from GRI 304: Biodiversity 2016 305-1, 2, 4 and 5 from GRI 305: Emissions 2016</p> <p>Material Use & Waste: 301-2 from GRI 301: Materials 2016</p> <p>Water & Wastewater Management: 303-1-5 from GRI 303: Water 2018 306-1 and 2 from 306: Effluents and Waste 2016 307-1 from GRI 307: Environmental Compliance 2016</p> <p>Ethical & Sustainable Supply Chain: 308-1 from Supplier Environmental Assessment: 2016</p>
103-2	The management approach and its components	Full	Our Strategy & Impact Ethics Environment Melco Resorts Sustainability Report: Sustainability Issues, Value Chain Impacts and Risks & Opportunities	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
103-3	Evaluation of the management approach	Full	ESG Governance and Risk Management Environment	
GRI 301:	MATERIALS 2016			
301-2	Recycled input materials used	Partial	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Zero Waste Resorts & Circular Economy Leadership in Asia	
GRI 302:	ENERGY 2016			
302-1	Energy consumption within the organisation	Full	Carbon Neutral Resorts & Climate Resilience/Reducing Greenhouse Gas (GHG) Emissions/Reducing Electricity Consumption/Transitioning to Renewable Energy	
302-3	Energy intensity	Full	Carbon Neutral Resorts & Climate Resilience/Reducing Greenhouse Gas (GHG) Emissions/Reducing Electricity Consumption	
302-4	Reduction of energy consumption	Full	Carbon Neutral Resorts & Climate Resilience/Energy Efficiency Measures	
GRI 303:	WATER 2018			
303-1	Water withdrawal by source	Full	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Zero Waste Resorts & Circular Economy Leadership in Asia/Water Use & Reuse	Water conservation, protection of scarce water resources and the minimization of impacts on watersheds is integrated into the design, construction and operation of all our resort properties and across our operations. We are in the process of setting goals and targets for water conservation and management.
303-2	Management of water discharge-related impacts	Full	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Zero Waste Resorts & Circular Economy Leadership in Asia/Water Use & Reuse	All wastewater discharges to municipal treatment systems are in compliance with applicable legal requirements.
303-3	Water withdrawal	Full	Zero Waste Resorts & Circular Economy Leadership in Asia/Water Use & Reuse	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
303-5	Water consumption	Full	Zero Waste Resorts & Circular Economy Leadership in Asia/Water Use & Reuse	
GRI 304:	BIODIVERSITY 2016			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Partial	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Melco Resorts Sustainability Report: Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings	
304-2	Significant impacts of activities, products, and services on biodiversity	Partial	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Melco Resorts Sustainability Report: Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings	
304-3	Habitats protected or restored	Partial	Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Melco Resorts Sustainability Report: Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Partial	Sustainable Sourcing/Seafood	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 305:	EMISSIONS 2016			
305-1	Direct (Scope 1) GHG emissions	Full	Carbon Neutral Resorts & Climate Resilience/Reducing our GHG Emissions	The Group's GHG inventory is calculated using an operating control approach. The inventory aligns with the Greenhouse Gas Protocol Corporate Accounting Standard ("GHG Protocol") published by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI), and refers to the Global Warming Potentials (GPPs) of the Fifth Assessment Report (5AR) of the Intergovernmental Panel On Climate Change (IPCC).
305-2	Energy indirect (Scope 2) GHG emissions	Full	Carbon Neutral Resorts & Climate Resilience/Reducing our GHG Emissions	Scope 2 emissions arise indirectly from purchased electricity consumption. Scope 2 emissions are reported with both the location-based and market-based methods, in alignment with reporting requirements from the GRI Standards and the GHG Protocol. Our Scope 2 market-based emissions are neutral since 2018 from the purchase for Energy Attributes Certificates for 100% of our global electricity consumption. The Group's GHG inventory is calculated using an operating control approach. The inventory aligns with the Greenhouse Gas Protocol Corporate Accounting Standard ("GHG Protocol") published by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI), and refers to the Global Warming Potentials (GPPs) of the Fifth Assessment Report (5AR) of the Intergovernmental Panel On Climate Change (IPCC).
305-4	GHG emissions intensity	Full	Carbon Neutral Resorts & Climate Resilience/Reducing our GHG Emissions	
305-5	Reduction of GHG emissions	Full	Carbon Neutral Resorts & Climate Resilience/Reducing our GHG Emissions	
GRI 306:	EFFLUENTS & WASTE 2016			
306-1	Water discharge by quality and destination	Partial		All wastewater discharges to municipal treatment systems are in compliance with applicable legal requirements. Data are not available on quantities discharged.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
306-2	Waste by type and disposal method	Partial	Zero Waste Resorts & Circular Economy Leadership in Asia/Our Waste Footprint	Due to nature of the Group's business, minimal quantities of hazardous waste are generated. In 2019, batteries and used light fittings, lamps and electronic equipment were collected by licensed contractors for proper recycling or disposal in local markets. The Group is in the process of establishing data collection procedures for enhanced disclosure.
GRI 307:	ENVIRONMENTAL COMPLIANCE 2016			
307-1	Non-compliance with environmental laws and regulations	Full		In 2019, the Group was in compliance with all applicable environmental laws and regulations.
GRI 308:	SUPPLIER ENVIRONMENTAL ASSESSMENT 2016			
308-1	New suppliers that were screened using environmental criteria	Partial	Stakeholder Engagement and Materiality Assessment ESG Governance and Risk Management Ethics Ethics/Working with Suppliers & Partners Sustainable Sourcing	Suppliers' environmental performance is assessed and compliance with the Supplier Code of Conduct required; the Group is in the process of expanding its assessment and engagement of suppliers.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 400:	SOCIAL			
GRI 103:	MANAGEMENT APPROACH 2016			
103-1	Explanation of the material topic and its Boundary	Full	About this Report Our Strategy & Impact People Our Approach: Celebrating Purpose & Progress Society & Community Our Approach: Focused on our Communities	<p>The Group's management approach is outlined in its 2019 ESG Report. The GRI disclosure items addressed for the following material topics are listed below.</p> <p>Talent Attraction & Retention</p> <p>401-1 from GRI : Employment 2016</p> <p>404-1-3 from Training & Education 2016</p> <p>Inclusion & Diversity</p> <p>405-1 from GRI: Diversity & Equal Opportunity 2016</p> <p>406-1 from GRI: Non-discrimination 2016</p> <p>412-2 Human Rights Assessment 2016</p> <p>Safety & Health</p> <p>403-1-9 from GRI: Occupational Health & Safety 2018</p> <p>410-1 from GRI: Security Practices 2016</p> <p>416-2 Customer Health & Safety 2016</p> <p>Community Engagement & Investment, Small- & Medium-sized Enterprises (SMEs) and Culture & Heritage</p> <p>413-1 from Local Communities 2016</p> <p>Ethics & Integrity</p> <p>417-1 and 417-3 from GRI: Marketing & Labeling 2016</p> <p>418-1 from GRI: Customer Privacy 2016</p> <p>419-1 from GRI: Socioeconomic Compliance 2016</p> <p>Ethical & Sustainable Supply Chain and Small- & Medium-sized Enterprises (SMEs):</p> <p>408-1 from GRI: Child Labour 2016</p> <p>409-1 from GRI: Forced or Compulsory Labour 2016</p> <p>414-1 from GRI: Supplier Social Assessment 2016</p>
103-2	The management approach and its components	Full	Our Strategy & Impact Ethics People Our Approach: Celebrating Purpose & Progress Society & Community Our Approach: Focused on our Communities	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
103-3	Evaluation of the management approach	Full	Sustainability Governance People Our Approach: Celebrating Purpose & Progress Society & Community Our Approach: Focused on our Communities	
GRI 401:	EMPLOYMENT 2016			
401-1	New employee hires and employee turnover	Full	People	
GRI 403:	OCCUPATIONAL HEALTH & SAFETY 2018			
403-1	Occupational health and safety management system	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	The Group's safety and health management system covers all of the Group's operations. In addition, the Group's operations in Macau and Hong Kong are certified to the ISO 45001 management system standard for occupational health and safety.
403-2	Hazard identification, risk assessment, and incident investigation	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	As part of implementing the Group's OSH management system, identified hazards and assessed risks are mitigated and managed, the competency of colleagues and workers responsible for related work scopes is assured and overall implementation is monitored and reviewed to identify areas for improvement. Colleagues and workers are trained to remove themselves from potentially hazardous situations without reprisal and thorough incident investigations are undertaken to identify hazards and assess risks with the implementation of any necessary corrective action, changes to the hierarchy of controls or other improvements to its management system.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
403-3	Occupational health services	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	As part of implementing the Group's OSH management system, hazards and risks are identified with procedures, training and monitoring in place to minimize impacts to colleagues and workers.
403-4	Worker participation, consultation, and communication on occupational health and safety	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	Colleagues and contractors participate in regular OSH briefings and training, including being provided with opportunities to evaluate and continuously improve our OSH system and processes. Communication occurs through various platforms, including but not limited to, induction and refresher courses, monthly meetings of our OSH Committees, team talks, internal communication on our e-Learning platform, surveys, feedback forms, and audits.
403-5	Worker training on occupational health and safety	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	
403-6	Promotion of worker health	Partial	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	As part of implementing its OSH system, the Group provides information and conducts training with colleagues and onsite workers to promote health and wellbeing. Onsite clinics also provide occupational health services to support employees.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	
403-8	Workers covered by an occupational health and safety management system	Full	Safety & Health — Keeping our Colleagues & Guests Safe Melco Resorts Sustainability Report: Keeping Our Colleagues & Guests Safe	The Group's operations across Macau and Hong Kong are certified to the ISO 45001 management system standard for occupational health and safety. OSH systems are implemented across the Group to comply with all relevant legal requirements, and cover the workplaces of all colleagues and onsite workers.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
403-9	Work-related injuries	Partial	Safety & Health — Keeping our Colleagues & Guests Safe/Occupational Safety & Health	403-9 (a [ii], b [ii-v] - detailed information on workers outside the organisation is not collected). There we no cases of high-consequence work-related injuries or of colleague or worker fatalities on the Group's properties in 2019. The main types of injuries included slips, trips and falls, minor wounds and/or muscle strain from hitting objects or manual handling. 403-9 (c and d - partial - the Group's OSH system identifies work-related hazards that pose a risk of high-consequence injury and implements controls to mitigate risk.)
GRI 404: TRAINING & EDUCATION 2016				
404-1	Average hours of training per year per employee	Full	Culture of Excellence — System Aligned to Premium Brand Standards	
404-2	Programmes for upgrading employee skills and transition assistance programmes	Partial	Culture of Excellence — System Aligned to Premium Brand Standards Career Development Opportunities - Whole Person Development	The Group discloses the type and scope of programmes provided to help employees upgrade their skills. Programmes to facilitate continued employability of employees who leave the company, either through retirement or termination, are not currently provided.
404-3	Percentage of employees receiving regular performance and career development reviews	Full		All permanent employees, excluding newly-hired employees that did not complete their probationary period, received annual performance reviews.
GRI 405: DIVERSITY & EQUAL OPPORTUNITY 2016				
405-1	Diversity of governance bodies and employees	Full	Workforce Inclusion & Diversity — An Equal Opportunity Employer People Melco Resorts Sustainability Report: Corporate Governance Structure Workforce Diversity & Inclusion/ Employment Equity	
GRI 406: NON-DISCRIMINATION 2016				
406-1	Incidents of discrimination and corrective actions taken	Full		Zero allegations of discrimination on grounds of race, color, sex, religion, political opinion, national extraction, or social origin have been submitted to the government or to Human Resources.

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 408:	CHILD LABOUR 2016			
408-1	Operations and suppliers at significant risk for incidents of child labour	Partial	Stakeholder Engagement and Materiality Assessment Ethics Ethics/Working with Suppliers & Partners	
GRI 409:	FORCED OR COMPULSORY LABOUR 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Partial	Ethics Ethics/Working with Suppliers & Partners	
GRI 410:	SECURITY PRACTICES 2016			
410-1	Security personnel trained in human rights policies or procedures	Full	Safety & Health — Keeping our Colleagues & Guests Safe	As part of the intensive training provided to all security teams, approaches to enforcing procedures that respect human rights are followed. 100% of security personnel receive this training, which is provided by the Group, local authorities and third-party security experts.
GRI 412:	HUMAN RIGHTS ASSESSMENT 2016			
412-2	Employee training on human rights policies or procedures	Full	Ethics Culture of Excellence - Systems Aligned to Premium Brand Standards Career Development Opportunities - Whole Person Development	All employees receive and go through Orientation training on the Company's Code of Business Conduct and Ethics (the "Code"). Employees must annually re-acknowledge their understanding and adherence to the Code.
GRI 413:	LOCAL COMMUNITIES 2016			
413-1	Operations with local community engagement, impact assessments, and development programmes	Partial	Stakeholder Engagement and Materiality Assessment Carbon Neutral Resorts & Climate Resilience/Sustainable Buildings Our Approach: Focused on our Communities	

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ITEM #	DISCLOSURE	STATUS OF CONFORMANCE	REPORT LOCATION	EXPLANATION/ REASON FOR OMISSION
GRI 414:	SUPPLIER SOCIAL ASSESSMENT 2016			
414-1	New suppliers that were screened using social criteria	Partial	Ethics Ethics/Working with Suppliers & Partners Sustainable Sourcing	
GRI 416:	CUSTOMER HEALTH & SAFETY 2016			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Full	Safety & Health — Keeping our Colleagues & Guests Safe	No significant incidents of non-compliance with regulations concerning health and safety impacts occurred during the reporting period.
GRI 417:	MARKETING & LABELING 2016			
417-1	Requirements for product and service information and labelling	Full	Responsible Gaming Community Engagement Safety & Health — Keeping our Colleagues & Guests Safe	The Group has not had any material incidents of non-compliance with its procedures related to responsible gaming and health and safety communication materials.
417-3	Incidents of non-compliance concerning marketing communications	Full	Responsible Gaming	The Group has not any incidents of non-compliance with requirements or codes concerning marketing communications.
GRI 418:	CUSTOMER PRIVACY 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Full	Data Privacy & Security	The Group has not had any substantiated complaints concerning breaches of customer privacy and losses of customer data during the reporting period.
GRI 419:	SOCIECONOMIC COMPLIANCE 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	Full		The Group was in compliance with all applicable social and economic related laws and regulations during the reporting period.

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MELCO INTERNATIONAL DEVELOPMENT LIMITED

INCORPORATED IN HONG KONG WITH LIMITED LIABILITY.
A HONG KONG LISTED COMPANY (STOCK CODE : 200)