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UNITED WE STAND
HARMONY WE BRING

美高梅 MGM 2020

融
和

團結融和

UNITED WE STAND HARMONY WE BRING

P.4 主席寄語 CHAIRMEN'S MESSAGE

P.8 豐碩的一年 A FRUITFUL YEAR

P.9 勇奪29項人力資源大獎
SCORED 29 HR AWARDS

P.10 美獅美高梅再獲中國綠色建築
最高級別認證
MGM COTAI EARNED ANOTHER CHINA
GREEN BUILDING TOP CERTIFICATION LABEL

P.12 榮獲ISO 50001認證及
「澳門環保酒店獎」金獎
ATTAINED ISO 50001 CERTIFICATION AND
GOLD IN MACAO GREEN HOTEL AWARD

P.13 獲頒「澳門會展嘉許獎2020」之
「創意盛事獎」
RECOGNIZED AT THE MACAO CONVENTION AND
EXHIBITION COMMENDATION AWARDS 2020

P.14 再獲《福布斯旅遊指南》三項五星評級
ATTAINED TRIPLE FIVE STARS FROM
FORBES TRAVEL GUIDE

P.15 榮獲三項橄欖中國餐廳大獎
ARCHIEVED THREE ACCOLADES AT THE
BEST RESTAURANT AWARDS BY GANLAN
HUABAO

P.15 美獅美高梅亮相
「奇妙酒店：大堂之外的生活」
MGM COTAI FEATURED IN AMAZING
HOTELS: LIFE BEYOND THE LOBBY

P.16 團結一致 STANDING IN SOLIDARITY

P.17 心繫祖國
IN UNITY WITH OUR NATION

P.20 支援社區
UNWAVERING SUPPORT TO THE
COMMUNITY

P.24 助中小企紓困
HELP SME TACKLE CHALLENGES

P.26 為團隊成員加油打氣
CHEER FOR OUR TEAM MEMBERS

P.28 公私社攜手共建美好澳門 PUBLIC-PRIVATE-COMMUNITY PARTNERSHIP FOR A BETTER MACAU

P.29 為社區提供創新服務
INNOVATIVE SERVICE OFFERINGS FOR
THE COMMUNITY

P.34 實踐長期服務承諾
FULFILLING LONG-TERM SERVICE
COMMITMENT

P.40 推動澳門旅遊業發展
PROMOTING THE DEVELOPMENT OF
MACAU TOURISM

P.45 與中小企共謀成功
THRIVING WITH LOCAL SMES

P.50 傳承嶺南文化
PASSING ON LINGNAN HERITAGE

P.54 構建世界一流的酒店團隊
BUILDING A WORLD-CLASS
HOSPITALITY TEAM

P.62 以「原創+創新」延伸 「旅遊+」概念 EXTENDING TOURISM+ CONCEPT WITH ORIGINALITY AND INNOVATION

P.63 文化旅遊領航者
LEADERSHIP IN CULTURAL TOURISM

P.68 大力支持體育盛事
UNDIVIDED SUPPORT FOR SPORTS EVENTS

P.70 突破娛樂界限
BREAKING ENTERTAINMENT FRONTIERS

P.72 與內地夥伴協同合作 SYNERGISTIC COLLABORATIONS WITH OUR MAINLAND COUNTERPARTS

P.73 珠海貝芙
ZHUHAI BRIEF

P.74 釣魚臺美高梅酒店集團
DIAOYUTAI MGM HOSPITALITY

主席寄語

CHAIRMEN'S MESSAGE



2020年為全球帶來考驗。在這段不平凡的日子裡，澳門人向全世界展現了堅毅不屈、團結互助的精神。作為澳門的一分子，美高梅承擔公民責任，堅定守護社區，齊心協力保護團隊成員和其家人，我們在此衷心感謝每位以專業精神緊守崗位的團隊成員。

在澳門政府果斷務實的領導下，各界本著團結一致、守望相助的精神共同應對挑戰，讓澳門得以戰勝疫情。美高梅一直與社區保持緊密聯繫，為不同社群提供適切的物資和行動支援，手牽手共度時艱，亦推出多項援助措施，助中小企紓緩經濟壓力。我們同時以慈心善舉關懷內地，在疫情嚴峻之初捐款支持湖北抗疫，及後並舉辦「藝挺武漢」活動，連結社會各界的力量，用藝術向當地前線醫護人員的無私奉獻致以謝意。



與此同時，美高梅積極促進澳門旅遊業復甦步伐，透過政府、私人企業和社區的通力合作，與政府攜手推動連串振興旅遊業之活動，包括推出旅遊產品支持「澳門心出發Macao Ready Go!」，以及到北京參加「北京澳門周」大型路展，吸引內地旅客訪澳。我們如雄獅般無畏無懼、勇往直前，衝破一個又一個的障礙，對澳門的未來充滿信心，且定必全力支持經濟復甦，共同迎來光明前景。

內地是澳門發展的基石，大灣區城市擁有同根同源的文化底蘊，美高梅非常珍視身處大灣區所迎來的機遇。我們將善用這個優勢，繼續以「敢為人先」、「大膽創新」、「積極前行」的精神，帶來更多美高梅品牌式的旅遊體驗產品，推動橫跨地域的「旅遊+」概念。美高梅會秉持獨有的「金獅精神」，融合各類文化瑰寶與創意，撰寫嶺南文化新編章，協同鞏固美高梅作為文化旅遊領航者之地位。





2020 was a year of challenges to all, and yet Macau people held firm together and showed resilience and unity to the world. As a member of the community and a responsible corporate citizen, MGM demonstrated our endurance and great determination to protect. We safeguarded our team members and their families, and we expressed our heartfelt gratitude to them for setting an extraordinary example of commitment and professionalism.

Under the decisive and pragmatic leadership of the Macau government, our concerted effort as a community in containing the pandemic paid off and the city has successfully overcome adversity. In the spirit of solidarity and cooperation, we always stay close and stand strong with the community and provide the necessary supplies and support to different sectors, helping each other to ride out the storm. We also introduced relief measures to ease the financial strain experienced by local SMEs. Our compassion and benevolence keep growing, and we are always connected to the Mainland. Last year, we promptly supported Hubei with donations to aid them at the very beginning of the pandemic. We also organized “MGM Art and Solidarity in Action for Wuhan, Hubei”, where we brought together community members to send our sincere appreciation to the tireless and selfless frontline medical professionals in Wuhan with art.



MGM also takes a proactive role in the revival journey of Macau’s tourism industry through Public-Private-Community Partnership (PPCP). With our brave and courageous lion heart, we joined hands with the Macau government in city-wide tourism revival initiatives “Macau Ready Go” and mega roadshow “Beijing Macao Week” to welcome mainland tourists to Macau. Our lion’s faith in Macau’s future will help us conquer the present obstacles and catalyze a positive economic outlook in Macau.

The Mainland is the anchor of Macau’s future development. Being part of the Greater Bay Area and sharing a cultural linkage with the neighboring cities, MGM will cherish the opportunities brought by the GBA. Leveraging our originality and innovation, we will bring forth more MGM-branded experience and tourism products to promote cross-border integration of Tourism+. Capitalizing the “Lion Spirit” as the soul of MGM, we will enliven Lingnan culture with an infusion of cultural gems and creativity, all of which will add synergy to our leadership in cultural tourism.

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William J. Hornbuckle

董事長及執行董事
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豐碩的一年

A FRUITFUL YEAR



在這滿途挑戰的一年，美高梅在建立卓越團隊，以及為賓客與社區成就璀璨時刻的付出，更加顯然而見。這一切的努力，讓公司在人力資源、可持續發展、創新及酒店服務多方面贏得了廣泛讚譽。

In such arduous year of 2020, MGM's efforts in pushing frontiers in building a team of excellence as well as making great moments for our guests and our community have become more apparent, which has led to an impressive array of accolades and recognitions on Human Resources, Sustainability, Innovation and Hospitality.



勇奪29項人力資源大獎

SCORED 29 HR AWARDS

美高梅在2020年獲頒29項國際及亞太區人力資源大獎，當中於「2020亞太旅遊協會金獎」勇奪「人力資源發展大獎」，以表彰其「綻放璀璨」計劃在人才培訓方面的貢獻。此項殊榮讓美高梅成為澳門首家綜合度假酒店榮獲亞太旅遊協會大獎，是繼2018年獲得「企業社會責任」金獎後另一傑出成就。

其他獎項包括美國人才發展協會頒發之最高榮譽「最佳卓越學習組織獎 (BEST Award)」，亞太知名人力資源科技機構aTalent頒發「2020年度亞太地區數字化學習最佳實踐獎」等。公司年內多項抗疫計劃亦獲大中華地區著名招聘及人力服務平臺最佳東方頒發「旅遊服務業最佳僱主」以及「抗疫貢獻傑出企業」獎項。

In 2020, MGM harvested a total of 29 HR accolades from international and regional renowned institutions. In the PATA Gold Awards 2020, MGM has scored the Grand Award in the Human Capital Development Category in recognition of its "Unleashing Greatness" project, making it the first integrated resort and hotel operator in Macau to receive the Grand Award. The new accolade represented the Company's another remarkable achievement after it earned the Gold Award in Corporate Social Responsibility in 2018.

Other awards included the global BEST Award from the Association of Talent Development and "2020 APAC Digital Learning Program Best Practice Award" by Asia's leading HR technology institution aTalent. MGM's series of anti-epidemic efforts also received recognitions of "Outstanding Enterprise in Fighting the COVID 19 in 2020" and "Best Employer of Year 2020" from VeryEast, a leading HR service platform in the Greater China Region.

美獅美高梅再獲中國綠色建築最高級別認證
MGM COTAI EARNED ANOTHER CHINA GREEN
BUILDING TOP CERTIFICATION LABEL



美獅美高梅在營運上全力配合國家的綠色建築政策，2020年榮獲中國綠色建築與節能（澳門）協會頒發最高級別認證——三星級綠色建築運行標識。這是美獅美高梅繼2018成為澳門首座取得三星級綠色建築設計標識的巨型綜合建築後，再獲中國綠色建築最高級別的認證。美獅美高梅是澳門唯一囊括三星級綠色建築設計標識和運行標識的巨型綜合建築及酒店，更是大灣區首家及大中華區第二家取得該認證的酒店。為滿足綠色建築的要求，酒店實施非傳統水源的循環再用，達到12%的再利用量，能源強度在對比澳門其他同類型酒店減少24%，是大灣區酒店綠色發展的典範。



MGM COTAI has been operating in tune with China's policies on green buildings and is honored to receive a Three-star Green Building Operation Label, the highest rating under the "China Green Building Label" certification scheme, from the China Green Building and Energy Saving (Macau) Association in 2020. The acclaim is a proud addition to its attainment of a Three-star Green Building Design Label in 2018, which made it the first mega complex in Macau to receive the highest rating in design category. With double honors in its tally, MGM COTAI has become the only mega complex and hotel in Macau to gain three-star certification in both Green Building Design and Operation Label. The achievements have also brought MGM COTAI the glory of being the first hotel in the Greater Bay Area (GBA) and second in Greater China to receive the certifications. To fulfill the standard of green building, MGM COTAI notably uses unconventional water resources in a practical way, which results in a utilization ratio of up to 12%. Its energy use intensity is even 24% lower than hotels with similar scale in Macau. With all these outstanding performances, its position as an epitome of green hotel in the GBA is underpinned.





澳門環保酒店獎
Prémio Hotel Verde Macau
Macao Green Hotel Award

榮獲ISO 50001認證及「澳門環保酒店獎」金獎 ATTAINED ISO 50001 CERTIFICATION AND GOLD IN MACAO GREEN HOTEL AWARD

美獅美高梅2020年榮獲ISO 50001:2018能源管理系統(EnMS)認證,繼澳門美高梅於2016年成為本澳首家綜合度假酒店取得ISO 50001認證,美高梅旗下全部酒店均已獲取該認證。美獅美高梅在營運上以中國二氧化碳排放力爭於2030年前達到峰值及2060年前實現碳中和為藍本,每年進行碳審計並制定相應目標。2020年,澳門美高梅及美獅美高梅的能源強度(Energy Use Intensity)在對比康奈爾酒店可持續發展基準指數(Cornell Hotel Sustainability Benchmarking Index)分別減少31%及37%,更預料節能降耗每年可達2%。

澳門美高梅亦在2020年環境保護局主辦、旅遊局協辦的「2019年澳門環保酒店獎」中榮獲金獎,與在2018年奪金的美獅美高梅並駕齊驅,充分展現出美高梅積極與各界攜手實現「今天開創明天」可持續發展信念的決心。

MGM COTAI attained the ISO 50001:2018 certification for effective energy management systems (EnMS) in 2020, making all of the Company's properties ISO 50001 certified after MGM MACAU became the first integrated resort hotel to receive ISO 50001 certification in 2016. MGM COTAI has always been operating in line with the Country's goal of reaching peak emission by 2030 and carbon neutrality by 2060, and every year the property conducts carbon audit and set itself ambitious targets against the goal. In 2020, MGM MACAU and MGM COTAI achieved 31% and 37% reduction respectively in energy use intensity in comparison to Cornell Hotel Sustainability Benchmarking Index and is working towards a target of achieving normalized energy saving of 2% per year.

MGM MACAU also won Gold Award in the "2019 Macao Green Hotel Award", organized by the Environmental Protection Bureau (DSPA) in collaboration with the Macao Government Tourism Office (MGTO) in 2020. This accolade not only puts the property on a par with MGM COTAI which achieved gold in 2018, but also mirrors MGM's devotion to work with different communities under its ethos of "Create a Better Tomorrow Today."

獲頒「澳門會展嘉許獎2020」之「創意盛事獎」 RECOGNIZED AT THE MACAO CONVENTION AND EXHIBITION COMMENDATION AWARDS 2020

由美高梅與歌手謝霆鋒創立的「鋒味」合辦的「美獅搖滾美食節」,獲頒「澳門會展嘉許獎2020」之「創意盛事獎」,表揚這個音樂美食創意交流平台,助力澳門創立文化旅遊品牌。「美獅搖滾美食節」共吸引超過6,000人次參加,並在多個社交平台上獲逾61萬關注度。

"MGM Chef Nic Gastronomusic Fest" - the groundbreaking event co-created by MGM and singer Nicholas Tse with his Chef Nic Team, has won the Creative Event Award by the Macao Convention and Exhibition Commendation Awards 2020. The event was being recognized for creating a new type of entertainment experience encompassing music and gastronomy which has helped to build upon Macau's brand as a cultural tourism destination. It has recorded over 6,000 visitors, with over 610,000 engagements on various social media channels.



再獲《福布斯旅遊指南》三項五星評級 ATTAINED TRIPLE FIVE STARS FROM FORBES TRAVEL GUIDE

2020年《福布斯旅遊指南》的星級名單中，澳門美高梅連續五年獲五星評級，而澳門美高梅及美獅美高梅的兩間禪濕水療亦雙雙奪得五星殊榮。在第十三屆TTG中國旅遊大獎上，美獅美高梅亦榮膺「最佳會議接待酒店——澳門」，彰顯美高梅籌辦會議及接待商務客戶的水平深受業界認同。

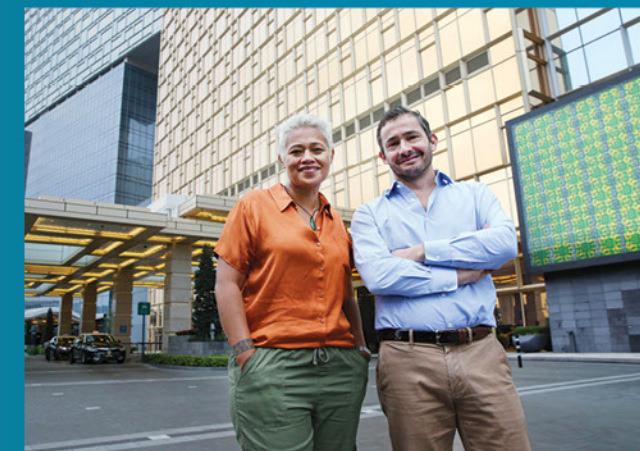
In the Forbes Travel Guide 2020 Star Rating list, fifth-time winner MGM MACAU joined both Tria spas at MGM MACAU and MGM COTAI to shine on the Five-Star rating. MGM COTAI has also won the “Best Meeting & Conventions Hotel in Macau” award at the 13th TTG China Travel Awards, signifying that MGM’s performance in organizing conferences and receiving corporate guests is highly esteemed by industry peers.



榮獲三項橄欖中國餐廳大獎 ARCHIEVED THREE ACCOLADES AT THE BEST RESTAURANT AWARDS BY GANLAN HUABAO

美高梅榮獲三項2020年度橄欖中國餐廳大獎，由楊登全總廚主理的美獅美高梅蜀道，獲得年度川菜餐廳美譽，而楊總廚更登上年度實力名廚獎寶座。另一方面，由徐偉豪總廚主理的澳門美高梅金殿堂，則勇奪年度粵菜餐廳殊榮。

MGM brought home three accolades at the “2020 Best Restaurant Awards by Ganlan Huabao”. Headed by Chef de Cuisine Homan Tsui, Imperial Court was awarded with Best Restaurant – Cantonese Cuisine while Five Foot Road, helmed by Chef de Cuisine Yang Dengquan, won Best Restaurant – Sichuan Cuisine. Chef Yang also received the highest honor of Best Chef of the Year!



美獅美高梅亮相 「奇妙酒店：大堂之外的生活」 MGM COTAI FEATURED IN AMAZING HOTELS: LIFE BEYOND THE LOBBY

美獅美高梅於英國廣播公司BBC的「奇妙酒店：大堂之外的生活」第三季首集亮相，成為大中華地區首家獲該節目介紹的酒店，向全世界展示澳門作為世界旅遊休閒中心的獨特體驗。兩位節目主持——資深專欄作家Giles Coren和星級大廚Monica Galetti，除了以賓客身份享受酒店內的奢華服務和設施外，亦擔任不同的工作崗位，親身體驗金獅團隊如何為賓客與社區成就璀璨時刻。

MGM COTAI was featured in the first episode of BBC Two's television series, *Amazing Hotels: Life Beyond the Lobby* series 3, showcasing Macau's unique position as World Center of Tourism and Leisure through BBC's storytelling lens. Being the very first hotel in the Greater China Region to be featured in this renowned documentary series, the two presenters, columnist Giles Coren and chef Monica Galetti thoroughly experienced the luxurious services and offerings of MGM COTAI, then immersed themselves into working life in the hotel to discover what MGM takes to Making Great Moments for guests and the community.

團結一致

STANDING IN SOLIDARITY



面對疫情來襲，溫情卻從未缺席。紮根澳門的美高梅，不忘初心，年內推出多項支援措施和紓困計劃，向社會及各界伸出援手，共同攜手走過這段艱難的日子。

Compassion became more evident amid the pandemic. With deep roots in Macau, MGM has introduced a variety of supporting initiatives and relief programs for the community, in hope of walking through this storm together in solidarity.

心繫祖國

IN UNITY WITH OUR NATION

捐出2,000萬元支持湖北抗疫
MOP 20 million Donation to Hubei

疫情爆發後，2月初美高梅迅速透過中央人民政府駐澳門特別行政區聯絡辦公室，向湖北省捐出澳門幣2,000萬元，用作採購醫療、防護及緊急物資和器材，全力支持國家的抗疫防控工作。中央人民政府駐澳門特別行政區聯絡辦公室讚揚美高梅在新冠肺炎疫情期間對國家和特區政府所作出的貢獻，向美高梅致送捐贈證書，寄語美高梅繼續上下一心，在防疫抗疫工作上積極配合澳門特區和社會各界，培養團隊成員的愛國情懷，增強對祖國的歸屬感。

Soon after the start of the outbreak in early February, MGM has demonstrated devoting support for national pandemic relief and prevention by donating MOP 20 million to Hubei province, made in coordination with the Liaison Office of the Central People's Government in Macau. The donation was dedicated to purchasing preventive and medical supplies, as well as urgent-needed materials and equipment. In recognition for MGM's anti-pandemic efforts to support the nation and the SAR government, the Liaison Office of the Central People's Government in the Macao SAR presented the Company with a certificate of appreciation and encouraged MGM to continue working in unity and cooperating with the SAR government and different sectors to combat the pandemic as well as cultivating team members' passion and sense of belonging to the nation.





感謝你，白衣天使！
Thank You, Heroes in White!

經過連月來的抗疫工作，全靠全國的醫護人員勇敢無私的奉獻，大家亦踏上復甦之路。為了向每一位抗疫英雄送上最真摯的感謝，美高梅於四月初舉辦「藝挺武漢」活動，齊集本地各界人士，以及金獅團隊成員與其家人，創作逾2,000幅窩心畫作，向身在武漢抗疫最前線的醫護人員表達心意。

After months of pandemic woes, both our nation and Macau are finally taking return to normality. To express our profound gratitude for the selfless and courageous devotions of frontline medical staffs across the country, MGM organized the "MGM Art and Solidarity in Action for Wuhan, Hubei" in April. The Company gathered local community members, artists, Golden Lion team members and their families to create over 2,000 pieces of heartwarming artwork to appreciate the medical staffs in Wuhan.



除了感謝武漢的醫護人員，美高梅於國際護士節當日與澳門婦女聯合總會、澳門護士學會和共建好家園協會聯合舉辦「白衣天使守護愛·甜點心思表敬意」活動，向本澳護士送出3,000份由美高梅精心準備的蛋糕作為心意禮物。

Aside from the appreciation to the medical staff in Hubei, MGM also co-organized the "Sweet Indulgence in Appreciation to the Angels in White" campaign on this year's International Nurses Day with the Women's General Association of Macau, the Nurses Association of Macau and the Association of Building a Good Home Together. The campaign aimed to show some extra appreciation to local nurses by distributing 3,000 sets of MGM specially-crafted pastries.



支援社區
UNWAVERING SUPPORT TO THE COMMUNITY

● 捐贈防疫物資予政府及15家機構
Anti-Pandemic Supplies to the Government
and 15 Organizations

美高梅向特區政府捐贈50萬個口罩，以支持政府的口罩供應計劃。此外，美高梅向澳門婦女聯合總會捐贈10萬個兒童口罩及健康檢測機器人；雙方更合作推出「守護愛」關懷兒童系列計劃，向合資格學童派發兒童口罩及協助檢測兒童的健康。

MGM donated 500,000 face masks to the MSAR government to support the government's mask distribution scheme. The Company also donated 100,000 children-sized masks and health checking robots to the Women's General Association of Macau. Both parties collaborated to launch the "Guardian of Love" program to distribute masks to eligible children and help monitor their health.



美高梅亦與多個社會服務合作夥伴攜手支援有需要的人士，包括為澳門工會聯合總會、澳門街坊會聯合總會及澳門明愛轄下機構的前線工作人員，提供口罩和頭套等個人防護用品，亦先後供應防疫物資予同善堂、仁慈堂、澳門工會聯合總會、澳門扶康會、澳門街坊會聯合總會、澳門明愛及澳門弱智人士服務協會，以支援本地社區服務及弱勢家庭。

MGM also partnered with various community partners to deliver support for those in need. MGM supplied frontline staff with masks, disposable caps and other necessary items, in partnership with Macau Federation of Trade Unions of Macau (FAOM), General Union of Neighborhood Associations of Macau (UGAMM) and Caritas Macau. The Company also donated anti-pandemic supplies to community organizations, including Tung Sin Tong, Holy House of Mercy, FAOM, UGAMM, Fuhong Society of Macau, Caritas Macau and The Macau Association For The Mentally Handicapped, which benefitted local community services and underprivileged families.



5,200 愛心禮物贈予不同社群
5,200 Care Gifts to Different Communities



除了供應防疫物資以外，美高梅亦向不同團體送贈共5,200份愛心禮物。當中包括1,000份應急物品包，內含酒精搓手液、麵食、燕麥片、卷紙等日常用品，透過工聯、街總及明愛，轉贈予社區中獨居、行動不便及其他有需要的長者，減少他們因出門而產生的風險。此外，美高梅更與聖公會澳門社會服務處合作，向800個有需要的家庭捐贈一系列訓練兒童自理和學習能力的物品，既能鼓勵兒童在「疫」境中停課不停學，亦能紓緩家長的壓力。

Besides anti-pandemic supplies, MGM also gave out a total of 5,200 care gifts to various associations, including 1,000 supply kits for solitary and vulnerable elderly in need to reduce their risk of infection due to going out. Each supply kit included hand sanitizer, toilet paper, noodles, oatmeal and other daily necessities, and were distributed via FAOM, UGAMM and Caritas Macau. In collaboration with Sheng Kung Hui Macau Social Services Coordination Office (SKH), MGM also distributed 800 sets of learning kits to families with special needs, to help children enhance their self-care and learning abilities despite class suspension during the pandemic and also reduce parental stress.

與愛「童」行 發放正能量
Passing on Love to Children with Special Education Needs

美高梅義工隊到訪協同特殊教育學校，透過互動遊戲與60多位學生分享正確洗手方法，以及保持健康衛生的防疫資訊，傳遞愛心和正能量。

MGM Volunteer Team visited Concordia School for Special Education to pass on love and positive vibes to more than 60 students. Through interactive and interesting games, the students got to learn how to wash hands correctly and gained knowledge on health and hygiene.



為中小企及社區夥伴提供清潔服務
Cleaning Service for SMEs and Community Partners

疫情引起公眾關注公共場所的衛生，美高梅推出「美高梅中小企抗疫支援計劃」，在雙贏基礎下，與本地中小企清潔公司合作，為150家中小企進行清潔和消毒工作，從而帶來潔淨的環境，有助業務重回正軌。美高梅亦為澳門婦女聯合總會、澳門扶康會、澳門弱智人士家長協進會、澳門特殊奧運會、澳門明愛轄下的托兒所、社企、庇護工場、職訓中心、治療及教育中心進行清潔及消毒服務，為各界締造一個衛生安全的環境。

As the pandemic has also raised concern over the hygiene of public areas, MGM launched the "MGM SME Anti-Epidemic Support" program, a win-win initiative engaging a local cleaning SME to carry out cleaning and sterilizing work for 150 SMEs to create a clean environment for a fresh start. The Company also provided cleaning services to daycare centers, social enterprises, sheltered workshops, vocational training centers, treatment and educational centers of Women's General Association of Macau, Fuhong Society of Macau, Association of Parents of the People with Intellectual Disabilities of Macau, Macau Special Olympics and Macau Caritas, to ensure a hygienic environment for different communities.



助中小企紓困 HELP SME TACKLE CHALLENGES

推出免租措施

Rent-Free Period for Tenants

疫情使全球企業陷於考驗，中小企更是首當其衝。為了支援本地中小企，美高梅為旗下澳門美高梅與美獅美高梅的零售租戶，免去15天基本租金，成為首家響應政府相關呼籲的綜合度假酒店企業。

The pandemic has posed difficult times to businesses across the globe, especially to the small and medium enterprises (SMEs). Determined to support local SMEs, MGM became the first integrated resort to answer the government's call to waive 15 days of basic rent, for all MGM MACAU and MGM COTAI retail tenants.



增加中小企現金流

Facilitating SME's Cash Flow

為助中小企增加現金流，推出「美高梅中小企抗疫支援計劃」包括「中小企預付貨款計劃」及「14天特快付款」兩項措施，是本澳首家推出相關支援方案的綜合度假酒店企業。「中小企預付貨款計劃」旨在幫助因市況淡靜而面對財務壓力的特選中小企；「14天特快付款」則適用於美高梅所有本地供應商，美高梅承諾在供應商交付貨品或提供服務後，於14天內向他們付款。

To increase the SMEs' cash flow, "MGM SME Anti-Epidemic Support Program" was launched with measures including "Down Payment for Future Business" and "14-day Fast-track Payment", the first-of-its-kind assistance offered by an integrated resort in Macau. The former targeted to help selected local SME vendors which are facing financial stress amid the economic slowdown, and the latter was to pay all MGM's local SME vendors within 14 days upon delivery or service completion.



員工抗疫購物優惠計劃扶助中小企

Team Members Exclusive Shopping Programs to Help SMEs

美高梅先後推出共三輪的「員工抗疫購物好Jetso」以及「美高梅·攜手撐起文創」員工購物優惠計劃，合共邀請逾60間本地零售、餐飲、文創、科技用品等不同類型商戶參與，當中絕大部分為中小企。計劃不單讓團隊成員以優惠價購物，為中小企提供展銷平台，更重要是鼓勵他們多加支持本地品牌及中小型零售商。

MGM partnered with over 60 local SMEs to launch three rounds of employee exclusive shopping programs, namely the "Cheer Up Macau Shopping Programs" and the "MGM Jetso Program for Creative SME". Comprised of enterprises of different categories, such as retails, dining, creative crafts and technologies, these shopping programs aimed to support local brands and SMEs through exclusive discount to team members and provided a sales platform for SMEs.



為團隊成員加油打氣
CHEER FOR OUR TEAM MEMBERS



持續學習
Learning Never Stops!



為讓團隊成員在疫情期間仍然能夠繼續學習，公司引入由本地青創企業約克郡線上學院打造的虛擬教室，除美高梅網上學院6,500個網上課程外，虛擬教室將傳統教室的課程轉化為遙距課程，並額外提供一系列全新的課程系列，超過4,000位團隊成員於此平台登記參與培訓。

Learning never stops at MGM. In times of pandemic, MGM introduced virtual classroom developed by a local young entrepreneur, Yorkshire Online Academy. On top of the existing 6,500 eLearning courses at MGM eAcademy, the virtual classroom transformed traditional classroom courses to distance learning mode and offered a series of new practical courses, which had attracted the registration of over 4,000 team members on this platform.



保持緊密連繫
Stay Connected

全城抗疫，美高梅除了為成員及其家人提供24小時支援熱線服務，亦與他們保持緊密溝通。透過員工專用手機應用程式、樂善好獅Facebook專頁、電郵及短訊等渠道，為留在家中的團隊成員提供防疫訊息及工作安排，亦製作25段不同主題的僱員通訊影片，向團隊成員送上佳節問候，提醒他們注意衛生及健康。公司更組織了在家的義工隊成員，透過視像通話向澳門扶康會朗程軒的學員送上關懷及分享抗疫資訊。

While everyone stayed home during the critical times, besides the provision of 24-Hour Employee Assistance Hotline to support its team members and family, MGM stayed in touch with team members via communication App, MGMSHare Facebook, email and SMS to disseminate anti-pandemic information and message to them. A total of 25 videos of different topics have been produced, sending greetings to team members and reminded them to pay attention to hygiene and health. The Company also organized volunteer team members who stayed at home to chat with the members of Long Cheng Center of the Fuhong Society of Macau online, sending them care and sharing tips of pandemic prevention.



公私營攜手共建美好澳門

PUBLIC-PRIVATE-COMMUNITY PARTNERSHIP FOR A BETTER MACAU



一直以來，美高梅與社會及政府緊密合作，投入資源以創建一個全面跨界別及領域的生生不息、自我推動的社會循環系統。這個公私社合營模式仍然會是公司實現持續發展的核心，以達成各方共同得益，與澳門一同成就璀璨的目標。

All along the way, MGM has been working closely together with the community and the government to invest in the creation of a holistic fully integrated cross-disciplinary and cross-sectorial social cycle that is perpetual and self-driven. This Public-Private-Community Partnership (PPCP) approach will remain at the very core of the realization of the Company's sustainable development model with the goal of mutual benefits to all parties and achieve greatness together with Macau.

為社區提供創新服務 INNOVATIVE SERVICE OFFERINGS FOR THE COMMUNITY



與聖公會攜手引入學童語言發展流動服務車 Introduces First Mobile Speech Therapy Vehicle with SKH

美高梅與聖公會澳門社會服務處攜手，引入大灣區首架推廣學童語言發展的「U-CARE共享巴士社區流動服務車」。流動服務車定時走訪社區，為有需要兒童和家庭提供語言發展諮詢及語言訓練等多元化服務。

MGM partners with Sheng Kung Hui Macau Social Services Coordination Office (SKH) to introduce the first community-wide speech therapy service vehicle in the Greater Bay Area (GBA), the "U-CARE Moving Care and Service Shuttle". The vehicle tours around local community to provide consultation and training on language development for children and families in need.



為扶康會提供專業餐飲職訓
F&B Vocational Trainings for
Fuhong

美高梅為扶康會實翠中心屬下之全新餐飲職訓項目——「葡角餐廳」提供專業餐飲培訓，派出廚師和餐飲服務相關的團隊成員，向餐廳的精神康復者學員教授職業技能，裝備受訓學員融入社會。培訓涵蓋核心服務流程、服務禮節和廚藝知識等，讓學員以更專業的標準營運餐廳。

MGM joined hands with Fuhong Society of Macau to provide a series of food and beverage related vocational trainings to the mental health rehabilitants of Fuhong, who are working at the restaurant Portuguese Corner, the latest vocational training project at its Po Choi Center. With the aim of pushing the operations towards a more professional standard, MGM sent its chefs and service team to conduct a series of trainings, including core-service procedures, service manners and culinary trainings.



與婦聯合辦親子T恤設計比賽
Parent-child T-shirt Design Contest to
Strengthen Family Bonding

為進一步推動和諧社區和家庭，同時讓兒童展現創意，美高梅與澳門婦女聯合總會合辦「『獅』展開懷家滿愛——MGM Leo T恤親子設計比賽」，讓本澳兒童和家長合力為美高梅社會服務大使善獅Leo設計參與社區活動時穿著的T恤。一眾得獎者更在活動頒獎禮上穿上印製了自己設計的T恤，在台上走秀表演。

With the aim of fostering parent-child relationship, MGM collaborated with The Women's General Association of Macau to launch the "MGM Leo's T-shirt Design Contest" – an activity for local children to unleash their creativity while making a joint effort with parents to design t-shirts for MGM Ambassador Leo Sincere. The winners modeled their own designs at a catwalk show during the award presentation ceremony to embrace family togetherness.



美高梅X澳門輔具資源中心參觀日
MGM X Macau Assistive Technology
Resources Center Experience Day

美高梅2019年資助街總開辦本澳首間輔具資源中心，配合政府「原居安老」的政策理念，以及「康復服務十年規劃」中關於支持殘疾人士購置輔具的計劃。美高梅亦與輔具資源中心開展了一系列的輔具實務操作培訓計劃，義工隊成員學習了各種輔具的正確使用技巧及輪椅清洗消毒，以便將來在不同類型的義工活動上能為服務對象提供更貼心的服務。年內並舉辦了後續的「美高梅X澳門輔具資源中心參觀日」，邀請團隊成員及其家人，以及社區合作夥伴參觀中心，瞭解服務和輔具的資訊，助特殊群體改善生活。



Since 2019, MGM sponsored Macau Assistive Technology Resources Center run by UGAMM. Following the sponsorship, MGM has teamed up with the Center to launch a series of volunteer training on practical usage of different auxiliary tools and wheelchair cleaning in order to provide more professional services in the future. In 2020, the Company also organized an experience day for team members, their families, and its community partners to further promote social inclusion.



「輔」出關懷·「獅」展愛心
Spreading Festivity and Care with Assistive Technology

國慶及中秋節前夕，美高梅金獅義工隊聯同澳門輔具資源中心，向青洲社屋青頤長者綜合服務中心的80位長者介紹各種行動輔具的正確使用方法，義工亦帶領長者參與伸展運動，以及送上健康食品、低糖月餅及燈籠，與長者共慶佳節。

MGM Volunteer Team joined hands with Macau Assistive Technology Resources Center to visit 80 senior citizens from Cheng I Elderly Center and celebrated National Day and Mid-Autumn Festival with them. Volunteers introduced and demonstrated the correct ways of using various assistive devices, then offered them a body stretching session. They also gave the senior citizens festive gift bags, which included low-sugar mooncakes, lanterns and healthy food.



實踐長期服務承諾
FULFILLING LONG-TERM SERVICE
COMMITMENT

「獅展愛心大行動」
MGM Community Care Campaign

美高梅連續第九年舉辦「獅展愛心大行動」。2020年活動以青年和兒童為重心，金獅義工隊獻出接近1000個義務工作小時，與20個本地社團合作，為超過300名青年和兒童提供不同活動讓他們善用餘暇，拉近他們與家人和社區的距離。

Held for the 9th consecutive year to spread warmth and care to the community, this year the “MGM Community Care Campaign” collaborated with 20 community associations and has benefitted over 300 youth and children. MGM team members spent a total of almost 1000 volunteering hours to encourage the younger generation to give back to society and develop a closer relationship with their family and the community.



今年的一系列活動包括讓本地中學生走進大型綜合度假酒店，體驗幕前幕後工作和社區義工活動的「美高梅學習體驗」；讓聖公會澳門社會服務處的女青年學習花藝和盆景設計的「『花』盡心思獻關懷」；為關注兒童健康而設的「美高梅兒童健康日」，邀請工聯轄下的工人醫療所醫護人員免費為200名兒童作身體檢查；義工隊成員帶同子女與特奧會學員一起參加的「美高梅親子共融曲奇工作坊」；收集團隊成員舊物轉贈救世軍及澳門扶康會喜悅市場的「衣物及玩具回收計劃」；以及極富意義的「捐血活動」。

The Campaign featured an array of heartwarming activities, including “The MGM Experience”, which gave teenagers hands-on work experience at an integrated resort and volunteering in the community; the “MGM Floral Design Workshop”, which offered teenage girls from Sheng Kung Hui Macau Social Services Coordination Office an opportunity to learn floral arrangement; the “MGM Children’s Health Day”, where professionals from Worker’s Medical Clinic of Macau Federation of Trade Unions (FAOM) were invited to provide free body check-ups for 200 children; the “Inclusion Baking Workshop” where volunteers created a great bond with their children and Macau Special Olympics members; the “Clothing and Toys Donation” that transferred collected items from MGM team members to Macau Salvation Army and Happy Market of Fuhong Society of Macau; and the “Blood Donation”.



延續愛心傳統

Continuing the Philanthropic Traditions

美高梅第九度舉行「清潔長者屋」活動，由200名團隊成員為筷子基社屋之澳門明愛滙暉長者中心220戶長者家居進行大掃除，更逐一贈送由逾400名團隊成員親手編織的愛心頸巾。義工隊在新春前夕亦舉辦了數個「金獅義剪」活動，讓長者們精神奕奕迎接新一年。

MGM organized the 9th “Spring Clean for Love” at the Centro de Dia Brilho da Vida of Caritas Macau, where a group of 200 MGM Volunteers helped clean 220 households of senior citizens at the Fai Chi Kei housing unit and gifted them scarfs hand-knitted by over 400 team members. MGM’s another CNY tradition – “Haircut for Love” program also took place several times to give fresh makeover for the seniors.



助社區抵禦颱風威脅

Helping the Community to Ward Off Typhoons

自颱風「天鴿」2017年襲澳以來，美高梅每年都在颱風季節前夕，為社區做好準備。2020年在澳門街坊會聯合總會（街總）石排灣家庭及社區綜合服務中心的協助下，舉行了「防疫防風齊關懷」活動，超過60位金獅義工隊成員，透過探訪一次過為50位獨居長者提供生活所需，包括清潔家居、理髮及檢查門窗，並送上糧油食品、防疫用品和颱風應急包，以實際行動傳遞關懷。

Since Typhoon Hato's attack in 2017, every year MGM would get the community prepared before the typhoon season. In 2020, the “Together, We Fight the Pandemic and Storms” activity was held with the support of the Family and Integrated Community Service Center of Seac Pai Van of the General Union of Neighborhood Associations of Macau (UGAMM). With the aim of equipping the elderly for the typhoon season and the pandemic, over 60 MGM volunteers conducted home cleaning, distributed daily necessities, and provided house safety inspections and haircuts for 50 single elderly households.





「帶津培訓」計劃 DSAL Skills Upgrading and Employment Training Program

美高梅在疫情期間持續為本地人提升就業機會，積極參與特區政府開展的一系列「技能提升及就業培訓計劃」，為四個餐飲課程提供教學和實地工作體驗。透過參與此培訓，美高梅善用自身資源協助120名受疫情影響的本地居民掌握新的職業技能，增加日後成功獲聘的機會，為本澳經濟重新起飛作好準備。

The Macau SAR government commenced the “DSAL Skills Upgrading and Employment Training Program” series to help locals to acquire new skills that can facilitate job hunting. MGM lent its full support to the Program, offering mentorship and experiential learning at actual workplace to participants of four culinary courses. The Company committed its resources for 120 locals to acquire extra occupational skills, so that they are prepared for opportunities that may arise when the economy rebounds.



為青年提供各式實習機會 Internship Programs for Local Youth



美高梅十多年來持續與特區政府和本地不同機構合作，為本澳青年提供各式實習機會。2020年，除了支援36位大學生於美高梅各個部門完成六個月的實習計劃外，更特別支持勞工事務局的「疫境自強·職出前程」職場體驗計劃，助22名應屆大學畢業生在「疫」境中提升個人競爭力；美高梅亦是唯一大型綜合度假酒店連續六年參與教育暨青年局舉辦的「青年善用餘暇計劃」，多年來共培育逾60名大學生；並連續八年舉辦「美高梅中學生實習計劃」鼓勵中學生提早規劃事業路，得到中葡職業技術學校及澳門生產力暨科技轉移中心全力支持，至今逾80名中學生曾參與該計劃。

For over a decade, MGM joined forces with government departments and local institutions to introduce internship programs for local youth. In 2020, apart from supporting 36 university students to complete their 6-month internship program in different departments at MGM, the Company especially supported the “Fresh Graduate Internship Program”, an initiative of the Labour Affairs Bureau (DSAL), to provide internship programs for 22 fresh university graduates. MGM is also the only large-scale integrated resort operator to support “Summer Internship Program” launched by Education and Youth Affairs Bureau for six consecutive years, and to date, over 60 university students have joined this program. In addition, for eight consecutive years, the Company has held “MGM High School Internship Program” supported by Escola Luso-Chinesa Técnico-Profissional and Macau Productivity and Technology Transfer Center to advocate early career planning which attracted a total of over 80 participants.



推動澳門旅遊業發展 PROMOTING THE DEVELOPMENT OF MACAU TOURISM



「心出發·遊澳門」 Macau Ready Go!

為推動澳門旅遊業的復甦，美高梅於六月至九月期間參加由澳門旅遊局統籌的「心出發·遊澳門」本地遊計劃，為居民提供經濟實惠探索澳門的方案。美高梅的「美獅美高梅精點遊」特意開放美高梅劇院後台區域，讓居民一探亞洲首個動感劇院背後的先進科技，並置身其中欣賞The Experience表演。「精點遊」並安排參觀美獅美高梅，及後以一頓美饌劃上完美句號。

To revive local tourism, MGM joined the "Macau Ready Go! Local Tours" launched by the Macao Government Tourism Office between June and September to give residents economical options to explore the city. MGM has specially curated the MGM COTAI Spectacular Tour, taking the participants to tour the backstage area of MGM Theater, where they explored the behind-the-scenes of this state-of-the-art, Asia's first dynamic theater, and enjoyed The Experience Show. The tour also included an introduction of MGM COTAI, followed by a dining experience at its restaurant.



「北京澳門周」大型路展 "Beijing Macao Week" Mega Roadshow

澳門特區政府於九月底在北京王府井大街舉辦「北京澳門周」大型路展，向北京居民推廣赴澳旅遊。作為領航澳門文化旅遊的休閒企業，美高梅設置獨立展位，介紹旗下兩家綜合度假酒店的五星級服務及設施、藝術收藏、多元餐飲，以及多項澳門前所未有的藝文盛事等。期間，美高梅並特邀內地網絡紅人到場互動和進行現場直播，又於網上電商平台飛豬推出特惠套票，全方位擴大宣傳力度和影響力。

As Macau's leading enterprise in cultural tourism, MGM participated in the "Beijing Macao Week" Mega Roadshow hosted by the Macau SAR Government at Beijing's Wangfujing Street during the end of September, with the aim to attract Beijing citizens to visit Macau. MGM showcased the five-star facilities and service of its two integrated resort hotels as well as its art collection, diversified dining options and never-seen-before entertainment offerings. MGM also invited KOL from the Mainland to interact on-site and conducted livestreaming, as well as launching special promotional packages on e-commerce platform Fliggy to maximize the exposure and impact of the event.



世界旅遊經濟論壇
Global Tourism Economy Forum



作為國際旅遊城市、世界旅遊休閒中心，以及粵港澳大灣區核心城市之一，澳門堅持舉辦一年一度的「世界旅遊經濟論壇」。「論壇」一如既往由美高梅全力支持，今年更在澳門美高梅構建首個通過線上線下結合的跨界平台，匯聚全球逾50萬名旅遊業及相關業界的政、商、學領袖和業者，共同全面探討旅遊創新與應對世界新趨勢的方案。

As an international tourism city, a World Centre of Leisure and Tourism, as well as a core city of the Greater Bay Area, Macao kept its promise in holding the Global Tourism Economy Forum (GTEF) this year. With MGM's undivided support, GTEF 2020 was held at MGM MACAU successfully in a hybrid online and offline format, a brand new way to breakthrough geographical and time zone barriers which allowed attendees from all corners of the world to attend the Forum and join hands to explore innovative solutions and address the 'New Normal' of the tourism economy.



文化旅遊網上學習課程
Community Outreach Tourism eLearning Series

美高梅繼2019年與旅遊局及澳門聾人協會合作首次推出手語公益網上學習課程之後，2020年再接再厲，與旅遊局以及澳門口述歷史協會合作推出「文化旅遊網上學習課程——澳門歷史與文化簡介」，透過網上學習形式提升居民和旅遊從業員的本地歷史知識，課程至今錄得超過4,000人報名。主辦方同時舉辦「美高梅家國情懷系列——遇見我城：世界的遺產，澳門的故事」專題講座，請來網上課程主講導師兼澳門理工學院人文及社會科學高等學校校長林發欽，與逾200名旅遊從業員、美高梅團隊成員及高等院校師生等分享澳門世遺故事。

Having partnered with Macao Government Tourism Office (MGTO) and Macau Deaf Association to jointly launch the sign language eLearning program to the public in 2019, MGM once again joined hands with (MGTO) and Oral History Association of Macao on the launch of "Community Outreach eLearning Program - Introductory Series of Macao History & Culture", which aims to enhance the local historic and cultural knowledge for residents and tourism industry practitioners. The program has recorded over 4,000 registrations so far. MGM also hosted the "MGM National Education Series Seminar of Stories of Macao World Heritage Tourism", where Prof. Lam Fat lam, Director of School of Humanities and Social Sciences of Macao Polytechnic Institute, also the trainer of the eLearning program, was invited to share insights of the history and world heritage of Macau to over 200 participants from MGM and industry.



● 為澳科大學生舉辦「廚藝示範工作坊」
Nurturing Culinary Talents with MUST

美高梅銳意為澳門這個「創意城市美食之都」培育餐飲業人才，自2018年起連續三年為本地高校舉辦星級名廚工作坊，讓廚藝學生實地向業內頂尖廚師學習交流。為慶祝澳門科技大學成立20周年，美高梅早前與澳科大合辦「美高梅名廚Ugo Rinaldo廚藝示範工作坊」，邀請美獅美高梅行政副總廚Ugo Rinaldo為其酒店與旅遊管理學院餐飲管理及廚藝學學生示範廚藝技巧並分享心得，讓學生進一步拓寬視野，增進餐飲管理的實戰知識。

Dedicated to nurture culinary talent for Macau, a UNESCO's Creative City of Gastronomy, since 2018 MGM has been hosting culinary demonstration workshop for culinary students of local post-secondary schools for three consecutive years. As part of Macau University of Science and Technology's (MUST) 20th Anniversary celebration, MGM and MUST co-organized a Culinary Demonstration Workshop for students of the School's Faculty of Tourism and Hospitality Management. Ugo Rinaldo, Executive Sous Chef of MGM COTAI was invited to demonstrate some culinary techniques and share insights of the industry, which benefited the student's professional growth in the field.



● 與澳門城市大學攜手開展青年培育計劃
Jointly launched "Youth Education Series" with City University of Macau



澳門城市大學國際旅遊與管理學院與美高梅建立合作夥伴關係，落實開展「美高梅——澳城大青年培育計劃」系列教育項目，旨在提升學生的酒店行業知識及拓展視野，為業界培養更多優秀專業人才。

啟動項目於美獅美高梅舉行，美高梅團隊先後向超過250名到訪師生講解酒店發展歷程，並率領學生實地考察酒店設施。

The Faculty of International Tourism and Management of City University of Macau has established partnership with MGM and jointly launched the "MGM x City U Youth Education Series", which aims at expanding the horizons in the field of hospitality and strengthening hotel knowledge for the students as a way to nurture future industry talent.

The series kicked off with four property visits, where over 250 representatives from the school participated. The team has shared with the group knowledge of MGM brand and hotel operations, as well as arranging visits to the various hotel facilities.

與中小企共謀成功
THRIVING WITH
LOCAL SMES



● 美高梅創孵育成計劃
MYEIC x MGM Young Entrepreneur Nurturing Program

為協助青創找出正確策略與市場接軌，加速創業育成，美高梅與澳中致遠投資發展有限公司、澳門青年創業孵化中心合辦「美高梅創孵育成計劃」。計劃為期兩年共八期，首階段四期已於2020年順利完成，由美高梅派出高級管理人員分別在品牌及市場推廣、資訊科技、人力資源、業務營運、供應鏈服務等領域，為創孵中心會員提供針對性的專業指導，提升其營商技能及專業知識，助他們拓展業務，並安排參加者實地參觀美高梅旗下酒店，了解大型企業的日常營運。

To help young entrepreneurs to search for the right strategies to connect with the market, MGM joined hands with Parafuturo de Macau (PFM Macau) and Macao Young Entrepreneur Incubation Center (MYEIC) to launch the "MYEIC x MGM Young Entrepreneur Nurturing Program". Four sessions completed in 2020 covered the sharing and tailored professional guidance from MGM management representatives on branding and marketing, information technology, human resources, hotel operations and purchasing, which all together would eventually help expanding their businesses. The Program is also enriched with on-site inspections of MGM properties, so as to get the young entrepreneurs acquainted with the operations of a large enterprise.





與澳工商聯助中小企打入大灣區 Bringing Local SMEs to the GBA Market with ICAMO

美高梅與澳門工商聯會連續第二年合辦「攜手灣區共發展」系列活動，為了向大灣區推廣澳門本地品牌，9月雙方在美獅美高梅舉辦了灣區專場講解會、澳門本地品牌展覽和內地平台直播，向內地消費群宣傳本地品牌產品。11月更一連四日在珠海舉行「品」澳廊富華里展銷會，首次將本土特色會展文化及品牌商品向珠海和鄰近地區市民展銷。美高梅安排了珠澳嘉賓及中小企參展商參觀其設於國內的共享服務中心——珠海貝芙，並由專人分享相關法制、稅制及採購等知識，協助本地中小企瞭解如何拓展大灣區市場。

Marking the second year of co-organizing the “Work Hand-in-Hand to Explore Greater Bay Area Opportunities” event series, MGM and The Industry and Commerce Association of Macau (ICAMO), hosted a series of activities, including a seminar, a local product fair, and a livestreaming in September. Both parties took an extra mile to organize a trade show at Fuhuali, Zhuhai in November. Showcasing local brands, creative products and local designs of Macau, this first-of-its-kind trade show aimed to introduce local SMEs to the GBA market. At the same occasion, the guests and exhibitors were invited to visit Zhuhai Brief, MGM’s shared service center, where they got to learn about taxation system, laws and procurement procedures in the GBA.



助葡語系國家商品打開本澳市場 Bringing-forth Products from Portuguese-speaking Countries to Macau Market

澳門咖啡品牌新力軍、本地中小企查理斯通咖啡有限公司與美高梅達成合作，令美高梅成為首家大型企業在旗下餐廳及客房引入澳門原創咖啡品牌Café Diliy東帝汶有機精品咖啡，亦是澳門作為中葡平台推動兩地經貿合作的又一成功例子。

MGM and Charlestrong Café Companhia Limitada signed a co-operation agreement, which made MGM the first large enterprise to purchase organic East Timor specialty coffee from Macau's original brand Café Diliy. This cooperation exemplified how Macau utilizes its position of Commercial and Trade Co-operation Service Platform between China and Portuguese-speaking Countries.





採購本地生產口罩 Purchase of Locally Produced Face Masks

為扶助本地中小企，加大力度支持「澳門品牌」和「澳門製造」，在澳門貿易投資促進局的引介下，美高梅與本澳口罩生產商濠概醫療用品有限公司簽署合作備忘錄，向該公司採購30萬個本地生產的「853」品牌醫用口罩，成為首家與該本地品牌合作的大型企業，推動澳門產業發展多元化。

MGM signed a memorandum of understanding with Macau enterprise Macaufacture Medical Supplies Limited (MMSL) on its purchase of 300,000 locally produced "853 brand" surgical face masks, a demonstration of MGM's pledge to support local SMEs and emerging industries as well as giving credence to Macau brands and "Made in Macau" products. As the city's first large enterprise to collaborate with MMSL, MGM once again offers practical support to local brands as part of its effort to promote Macau's economic diversification.



推廣「M嘜」澳門工業轉型升級 Promotes M-Mark to Stimulate Macau Industrial Transformation

推廣澳門產品認證是特區政府的一個施政重點，美高梅邀請廠商會與澳門生產力暨科技轉移中心三方一起，到美高梅的中小企供應商，逐戶進行深層拜訪，向他們詳細介紹澳門產品優質認證計劃「M嘜」。首階段拜訪了五家甚具潛力的中小企，參觀他們的生產線，瞭解他們的實際情況後提出分析和建議，鼓勵參與計劃，從而提升他們的競爭力。

One of the highlights of the Government's policy address is to promote quality accreditation for Macau products. With the aim of promoting Macau Product Quality Certification (M-Mark) Scheme to SMEs, MGM partnered with Industrial Association of Macau and Macau Productivity and Technology Transfer Center (CPTTM) to visit the Company's SME vendors. The first phase covered five high potential SMEs to learn more about their individual business situation, then provided them with pragmatic analysis and suggestions and encourage them to participate in the scheme in order to enhance their competitiveness.





傳承嶺南文化

PASSING ON LINGNAN HERITAGE

向員工及社區灌輸工匠精神

Instilling Craftsmanship into Team Members and Community

美高梅聯同廣東省總工會及澳門工會聯合總會合辦「粵港澳大灣區工匠精神傳承與培育計劃(澳門)」啟動儀式暨「南粵工匠專場文化講座」，向團隊成員和本澳社區宣揚國家所倡導推動的工匠精神。三方在會上簽署合作備忘錄，透過培育計劃，將工匠精神納入美高梅的職業培訓項目，亦為前線員工舉行「工匠精神培訓課程」，由廣東省總工會安排專業導師主講。這兩項活動惠及近300名美高梅前線員工，以及來自各個相關機構的成員。另一方面，美高梅亦與工會和學校合作，將培育計劃延伸至學校，向接近300師生主講「小匠人傳統工藝美術學習班」，為澳門未來建立具有實力和工匠素養的人才儲備奠定堅實基礎。

MGM collaborated with Guangdong Federation of Trade Unions and Macau Federation of Trade Unions to kick off the “Fostering & Nurturing Great Craftsmanship in Greater Bay Area (Macau)” initiative and held the “Sharing Session on Nanyue Craftsmanship”. The three parties signed a memorandum of understanding, making craftsmanship part of MGM’s talent development programs and organized the “Craftsmanship Training Course” for frontline staff, where they learned from professional speakers arranged by Guangdong Federation of Trade Unions. The two events benefitted 300 MGM frontline team members and individuals from different organizations. At the community level, MGM joined forces with trade unions and schools to impart the spirit of craftsmanship to the younger generation, which drew a total of nearly 300 teachers and students. The efforts helped Macau nurture a pool of talents with craftsmanship traits, which would eventually enrich the quality of culture in the Greater Bay Area.



聯同澳門舞蹈家協會培育本地舞蹈人才

Cultivating Dancing Talents with Macau Dance Association

美高梅聯同澳門舞蹈家協會邀請到廣州市舞蹈家協會主席、國慶文藝晚會大型民族舞劇《醒·獅》總編導史前進來澳，向本地舞蹈和藝文界人士分享其創作歷程。為了培育本地舞蹈人才，向大眾普及舞蹈藝術和嶺南文化，史前進並向與會者介紹舞蹈同文創結合之契機，以及藝術作品的市場推廣等。

MGM and Macau Dance Association invited Shi Qianjin, President of Guangzhou Dancers Association, who is also the director of the National Day Celebration’s official ethnic dance drama “Awakening Lion”, to host a sharing session to local dance enthusiasts. Aiming at nurturing local artists, while at the same time promoting the art of dancing and Lingnan culture to the general public, Shi shared the creativity behind the masterpiece as well as an analysis on current art marketing trends.



第六屆幼獅訓練計劃 The 6th MGM Junior Lion Dance Training Program



美高梅年度暑期活動「幼獅訓練計劃」今年舉辦至第六屆，特於九月為今屆的40位完成訓練的學員舉行畢業典禮，以表揚他們過去七個星期的努力。計劃讓小朋友了解舞獅運動和嶺南文化，並透過具趣味性的訓練培養紀律和團體合作精神，同時強健體魄。計劃至今經已培育了380名幼獅新力軍，當中更有近80位精英繼續深造，參與「幼獅持續訓練計劃」。

MGM's signature summer program for children, "Junior Lion Dance Training Program", came to its sixth edition this year. A graduation ceremony took place in September for the 40 new graduates, celebrating their completion of the intensive seven-week training. An ideal occasion for young children to learn about lion dance, a significant part of Lingnan culture, the Program trains the children to be good team players with self-discipline and get physically fit through a series of fun-packed activities. To date, MGM has trained nearly 380 future lion dance masters, and 80 of them even joined the "Junior Lion Dance Continuous Training Program" to continue their journey.



與特奧會合辦「同心抗疫獅子日」 Promotes Social Inclusion Through Lion Dance School Performance

美高梅與澳門特殊奧運會合辦「同心抗疫獅子日」系列活動，與本澳多間教育和社會單位合作，派出由雙方攜手成立的「智美醒獅隊」於各校和其他公眾活動上進行舞獅表演。活動旨在為智障復康人士提供展示才能的機會，發揮所長，身體力行向社會不同階層宣揚智健共融精神，同時讓新一代認識傳統舞獅運動，推動嶺南文化的傳承。

MGM partnered with Macau Special Olympics (MSO) to organize a series of school performances for the MSO Lion Dance Team. Invited to perform at various local schools and social welfare organizations, these opportunities enabled the Team to showcase their talent and promote social inclusion with their exhilarating lion dance performance. It at the same time served the purpose of introducing lion dance and the inheritance of Lingnan culture to the younger generation.



構建世界一流的酒店團隊
BUILDING A WORLD-CLASS
HOSPITALITY TEAM



與勞工事務局合辦專業人才培訓系列課程
Professional Workforce Development Series with DSAL

美高梅與澳門特別行政區政府勞工事務局合作推出專業人才培訓系列課程，為預計逾5,000名團隊成員提供培訓。系列課程分為「職業素養培訓」、「專業證書課程」以及「事業發展計劃」三個領域的培訓計劃。計劃更率先引入嶄新的「餐飲業職業素養培訓」，令美高梅成為本澳首間與勞工局及澳門工會聯合總會合辦該課程的綜合旅遊休閒企業。

MGM collaborated with the Macau Labour Affairs Bureau (DSAL) to launch the “Professional Workforce Development Series” for an estimated 5,000-plus team members. The series offered professional trainings in three major areas, namely “Occupational Quality Training”, “Professional Certification” and “Career Development Program”. It also featured the brand new “Food and Beverage Occupational Quality Training”, making MGM the first integrated resort hotel to organize training in this respect with DSAL and Macao Federation of Trade Unions (FAOM).



「健康職場生活話你知」推廣職安健
“Healthy Workplace Happy Life”
to Promote Occupational Safety

為提高團隊成員的職業安全健康意識，在澳門特別行政區政府勞工事務局、工聯和婦聯的支持下，美高梅舉辦「健康職場生活話你知」推廣活動，透過一系列講座、設計比賽、健身班和路演等富趣味性的形式，提醒團隊成員在工作中注意身體狀況和安全，以宣揚「工作零意外，齊齊撐起來」的宗旨。

MGM organized the “Healthy Workplace Happy Life” activity with the support of Labour Affairs Bureau (DSAL), Macao Federation of Trade Unions (FAOM) and Women’s General Association of Macau. Comprised of a series of fun happenings, including seminars, design competitions, fitness classes and roadshows, the activity aims to remind team members of work safety and personal wellness, with the theme of “Zero Work Injury, We All Have Responsibility.”



25位團隊成員從美高梅中學回歸課程畢業
25 Team Members Graduated from
MGM High School Diploma Program



美高梅的「中學回歸教育課程」今屆迎來25位畢業生，為高美士中葡中學與本澳綜合度假酒店企業合辦該課程以來最多畢業生的一屆。畢業生當中更有五位獲本澳和內地大學取錄，修讀學士學位課程，實踐自我增值。

A total of 25 team members graduated from MGM High School Diploma Program, making it the largest group of graduates ever since Escola Secundária Luso-Chinesa de Luís Gonzaga Gomes started collaborating with integrated resorts operators. Five of them will proceed to post-secondary education at universities in Macau and Mainland China to pursue their bachelor's degrees.



全面推行負責任博彩
Holistic Approach to Responsible Gaming

2020年度負責任博彩推廣系列的活動主題為「一『瘋』家『輸』」，強調了負責任博彩與家庭幸福的重要連繫。透過舉辦一系列的負責任博彩推廣活動及培訓，美高梅確保團隊成員具備足夠知識應對生活及工作中的不同狀況。推廣活動涵蓋不同形式及題材，包括路演、培訓課程、專題研討、親子活動等，提升團隊成員對負責任博彩的認知及對賭博失調的防治意識。除了誠邀聖公會導師主講的「健康家庭·理財有道」工作坊以外，亦推出新的培訓課程「Let's Roll RG」，以互動方式讓團隊成員加深了解成癮行為模式。

The theme of 2020 Responsible Gaming (RG) promotion is "Lost Control, Lose Family", which emphasizes that RG can make an impact on family well-being. Covering a spectrum of topics, our RG promotions ranged from roadshows, training programs, workshops & seminars, prized quizzes to family outings. Besides the "Healthy Family Starts with Financial Stability Workshop" conducted by a Sheng Kung Hui speaker, the Company also launched new training program "Let's Roll RG", which is an interactive course for team members to learn more about the causes of addiction, RG conducts and financial planning.



舉辦國情教育講座啟發
團隊成員
National Education Series
Seminars to Inspire Team
Members

2020年，美高梅團隊成員舉辦了多個講座，邀請到社會不同界別的知名人士，分享從國家政策、澳門抗疫經驗、以至澳門旅遊及經濟發展等不同主題，為過千名團隊成員帶來新的見解和啟發。

In 2020, MGM hosted a series of seminars with renowned speakers from different sectors of the community to share topics from national policies, Macau's anti-pandemic experience to the tourism and economic development of the city, aiming to bring new insights and inspirations to over 1,000 team members.



「全國兩會精神分享」講座——邀請出席兩會的澳區全國人大代表兼澳門工會聯合總會會長何雪卿，以及全國政協港澳台僑委員會副主任、全國婦聯常務委員兼澳門婦女聯合總會會長賀定一，為逾200名本地成員分享本屆兩會的重點及傳達兩會精神，讓成員更深入了解和融入國家發展大局。

Spirit of Two Sessions: Ho Sut Heng, member of NPC and President of Macau Federation of Trade Unions, and Ho Teng lat, Deputy Director of the Committee for Liaison with Hong Kong, Macao, Taiwan and Overseas Chinese under CPPCC, Member of the Standing Committee of the All-China Women's Federation and President of The Women's General Association of Macau were invited as guest speakers, where 200 MGM local team members were able to learn about as well as integrating themselves into the latest trend of national development.



「澳門酒店及旅遊業人才發展策略」專題講座——時任澳門特別行政區政府人才發展委員會秘書長兼高等教育局局長蘇朝暉為130名團隊成員和高等院校代表等，闡述澳門酒店及旅遊業的人才發展現況及相關發展趨勢。

Macau Hospitality & Tourism Talent Development Strategy: Sou Chio Fai, the then Secretary General of the Talent Development Committee and Director of Higher Education Bureau introduced a vision of the current talent development trends within the hospitality and tourism industry to over 130 MGM management team members, representatives from government departments and higher education institutions.



「澳門歷史城區的形和發展」專題講座——澳門理工學院人文及社會科學高等學校林發欽校長擔任主講嘉賓，分享澳門的歷史和文化，包括歷史城區背後鮮為人知的故事，更夥拍文化局舉辦世遺導賞團，以及推出內容豐富的網上課程，吸引近300名團隊成員參加，講好澳門故事。

The Formation and Development of the Historic Center of Macau: Professor Lam Fat lam, Director of School of Humanities and Social Sciences of Macao Polytechnic Institute expounded on Macau's history and culture, including some lesser-known stories of the Historic Center. The activity also featured guided tours of the Historic Center supported by Cultural Affairs Bureau as well as a practical e-learning course. A total of nearly 300 team members took part in the activity to experience and learn about the stories of Macau

「齊心抗疫，貢獻青年力量」分享會——與澳門青年聯合會合辦，由第十三屆全國青聯副主席、時任仁伯爵綜合醫院醫務主任羅奕龍，以及第十三屆全國青聯委員、衛生局高級技術員柯量擔任主講嘉賓，向近200名團隊成員分享澳門抗疫成功的經驗，並藉此鼓勵青年人在逆境之中自強不息。

Together We Fight the Epidemic — Contributing the Power of the Youth: In collaboration with Macao Youth Federation, Lo Iek Long, Vice President of the 13th Committee of All-China Youth Federation and the then Clinical Director of Conde S. Januário Hospital, and O Leong, Member of the 13th Committee of the All-China Youth Federation and Senior Technician of Health Bureau, shared Macau's success in combating the pandemic and empowerment to local youth under critical situation with nearly 200 team members.



「澳門疫後經濟復甦及發展」專題講座——與澳門發展策略研究中心合辦，邀請到該中心副理事長、澳門特區政府經濟發展委員會委員呂開顏，為超過200名團隊成員分享疫情為全球和本澳經濟帶來的影響，以及澳門旅遊業的機遇，從而讓團隊成員能助力行業經濟復甦。

Post-COVID-19 Economic Recovery and Development in Macau: Co-organized with Macau Development Strategy Research Centre, Loi Hoi Ngan, Vice President of Macau Development Strategy Research Centre, was invited to give an insight of how the pandemic affects local and global economies for over 200 team members. He also shared his views on the potential opportunities for local tourism industry and how MGM team members can contribute to tourism industry recovery.

以「原創+創新」 延伸「旅遊+」概念

EXTENDING TOURISM+ CONCEPT WITH ORIGINALITY AND INNOVATION



原創與創意是推動美高梅不斷創新原動力，公司結合最新科技，不斷締造前所未有的體驗。未來，美高梅將延伸以「旅遊+」為本的概念，覆蓋文化藝術、會展、體育、美食、節慶和電子商務等不同領域，助力澳門經濟適度多元發展。

Originality and creativity are the key driving forces propelling MGM's continuous innovations. It is MGM's motto to constantly creating new experiences, harnessing the latest innovation and technology available. Moving forward, with its passion in extending the Tourism+ concept, the Company will persist in driving the economic diversification of Macau with Arts and Culture, MICE, Sports, Gastronomy, Festive, e-Commerce, and many more.

文化旅遊領航者 LEADERSHIP IN CULTURAL TOURISM

空中海洋秀
Sea Odyssey

美高梅以原創理念和嶄新科技打造了《空中海洋秀》表演，將海底奇觀搬到陸上，召喚海豚、海馬等趣緻的海洋生物由大海「游」到美獅美高梅視博廣場和澳門美高梅天幕廣場的空中。配合視博廣場內25個巨型LED顯示屏中的海洋主題動畫，頓時化身成奇幻海底世界，更成為城中的大熱打卡點。

With originality and state-of-the-art technology, MGM presented Sea Odyssey, a brand-new innovative entertainment allowing audience to submerge in the underwater wonderland. Flying dolphins, sea horse and other sea creatures swim in the air at the Spectacle of MGM COTAI and Grande Praça of MGM MACAU. With animation of the mysterious ocean shown on the 25 LED screens of the Spectacle, the vibrant space turned into a deep-sea adventure as well as the hotspot in town.



與澳門樂團攜手打造破格音樂體驗
Unprecedented Music Journeys
with Macao Orchestra



美高梅與文化局轄下的澳門樂團攜手舉行「世界地球日五十周年呈獻——地球之日」音樂會，讓觀眾首次在創造世界紀錄的美獅美高梅視博廣場，透過欣賞古典旋律感受純淨的自然氣息。樂團破格在視博廣場演奏貝多芬的F大調第六交響曲《田園》，慶祝著名作曲家貝多芬誕辰250周年和世界地球日50周年。聖誕前夕，雙方再度合作呈獻「樂頌聖誕音樂會」，備受喜愛的「空中海洋秀」海豚亦參與其中，以聖誕主題裝扮「暢泳」空中，與澳門樂團共同譜出聖桑《動物狂歡節》的《水族館》樂章，帶來耳目一新的交響樂視聽感官享受。

As the year 2020 saw the 250th anniversary of music maestro Ludwig van Beethoven's birth and the 50th Anniversary of Earth Day, MGM partnered with Macao Orchestra to take classical music out of the solemn concert halls – together they presented the “Celebrating the 50th Anniversary of Earth Day: A Tribute to Nature” at MGM COTAI, with the Orchestra performing Beethoven's Symphony No. 6 in F major, Op. 68 “Pastoral” under the world record roof of the Spectacle. Right before Christmas, both parties joined hands once again for a live festive symphony concert in which the crowd's favorite “Sea Odyssey” also took part with a festive makeover, where the beloved flying dolphins were gliding in the air with the reverberating rhythm of Saint-Saens' “Aquarium” from “Carnival of Animals” to kick-start this unique concert experience.



《八面靈龍》載譽而歸
Homecoming of Valkyrie Octopus

2015年，著名葡萄牙藝術家瓊安娜·瓦思康絲勒 (Joana Vasconcelos) 特別為澳門美高梅打造其藝術生涯中最大型的藝術裝置《八面靈龍》(Valkyrie Octopus)。美高梅與瓊安娜·瓦思康絲勒攜手，將這件藝術裝置先後帶到「一帶一路」沿綫國家巡迴展覽，突顯澳門作為中西文化交流的重要橋樑。2020年，《八面靈龍》載譽而歸回到澳門美高梅，並分別從不同地方包括意大利、西班牙和葡萄牙等搜來了幸運元素，化身成充滿各國祝福的藝術吉祥物，色彩斑斕的外觀亦令其成為澳門大受歡迎的打卡景點。

The art installation *Valkyrie Octopus* was created by renowned Portuguese artist Joana Vasconcelos commissioned especially for MGM MACAU in 2015, which is her largest piece of artwork to date. MGM and Joana Vasconcelos joined hands to take *Valkyrie Octopus* on touring exhibitions in the Belt and Road countries for the sake of exemplifying Macau as an important bridge for cultural exchanges between China and the West. In 2020, *Valkyrie Octopus* celebrated its homecoming to MGM MACAU as it explored auspicious essences from all over the world and brought back multiple best wishes from different cultures. With such vivid presence, it has also become one of the crowd's favorite photo spots in Macau.



為慶祝這件藝術傑作回歸並適逢澳門成為世界文化遺產歷史城區十五週年，澳門美高梅推出「葡在天幕，活現美學」文化旅遊體驗，以多角度探索藝術、建築、音樂、美食和手工藝等多種中葡美學。

Celebrating the return of the gigantic art piece and the 15th anniversary of the inscription of “The Historic Center of Macau”, MGM MACAU launched the “Sino-Portuguese Cultural Tour” leading guests into a journey of Sino-Portuguese aesthetics filled with art, architecture, music, gastronomy and craft.

美獅空間 'M ART

位於美獅美高梅的「美獅空間」是全新推出的美學創意空間，以推動美學及創意為核心，為藝術家以及不同背景及年齡之生活文化愛好者創造交流平台，促進藝文對話。「美獅空間」匯聚不同藝術範疇，由培養藝術導賞員到提供平台予其施展才能，均以推動本地文創發展及培養本地藝術家為目標。2020年與多位本地藝術家合作，如卓曉冰，藍煥琪等助力其藝術發展，並與任施思及陳家欣攜手印製美獅記憶卡，讓到訪美高梅的每位客人盡展內心創意。



The new 'M Art at MGM COTAI is a conceptual creative space which endeavors to promote aesthetical beauty and creativity. It creates a perfect exchange platform for artists and cultural lovers of different background and age to spark art and cultural conversations. 'M Art brings in different categories of art with the aim to promote the development of local creative industries and nurture local artists, from the training of art guides and provide them opportunities to shine their artistic talent. In 2020, the space had collaborated with many local artists such as Skic Cheok and Winky Lam, as well as introduced the "MGM Memory Card" with YCC and Vanda Chan to unleash the creativity and imagination of every visitor of MGM.



人人都是藝術家 Everybody Can be an Artist

在美高梅，人人都是藝術家。「童遊未來」體驗系列活動旨在讓小朋友在家長陪伴下，透過大小合宜及寓教於樂的親子活動，探索藝術的無限可能！「嫩畫廿四包剪掙」對象以五歲或以上的小朋友及家長為主，以咖啡渣研磨成顏料，透過包剪掙遊戲及中國傳統二十四節氣元素創作山水畫，傳承博大精深的中華文化。「變變變西遊記」對象為三歲或以上的小朋友及家長，結合故事分享、集體遊戲、角色扮演及即興創作，以輕鬆有趣的形式從當代藝術家洪易作品《廣西遊記》出發，認識西遊記人物風格和故事角色，了解中國文學經典。

Everybody can be an artist at MGM. The "Kids Imagination" activity series invited children to team up with their parents in a wonderful array of eye-opening experiences. The "1,2,3 Rock Paper Scissors" engaged little minds aged 5 or above to unleash their imagination on the creation of a Chinese ink painting with their parents, using coffee ground as pigments in the eponymous game and color it up with the elements of the 24 traditional Chinese solar terms. Children aged 3 or above had fun with their parents in "You Are Monkey King" workshop, where *Journey To The Great West* by contemporary artist Hung Yi and the literary saga behind the artwork were reinterpreted in an exhilarating way.



大力支持體育盛事
UNDIVIDED SUPPORT FOR SPORTS EVENTS

連續12年贊助車隊參戰大賽車
12 Consecutive Years of Sponsorship on Grand Prix Racing Teams

為助力澳門旅遊業的多元發展，美高梅矢志支持澳門最大型的年度體育盛事，自2008年起每年贊助參戰澳門格蘭披治大賽車的星級車隊。第67屆賽事亦不例外——美高梅首次涉足GT賽事，支援Phantom Pro Racing魅影賽車的謝安和王浩首次出征澳門，亦帶來一系列大賽車主題活動，分別於旗下兩間酒店內展示車隊的AMG GT3及GT4跑車，並將整條東望洋賽道「搬」到美獅美高梅視博廣場。謝安奪得澳門GT杯GT4組冠軍，Phantom Pro Racing魅影賽車在澳門再次上演了首秀新賽事即奪冠的賽場佳話，實現王者凱旋！

To contribute to the diversification of Macau's tourism development, MGM lends its full support to the Macau Grand Prix, the largest annual sport event in town by sponsoring world-renowned teams to race in Macau since 2008. At the 67th edition of the event, MGM ventured into GT and sponsored Phantom Pro Racing with racers Chris Chia and Hao Wang to make their debut at the Guia Circuit. At the same time, a captivating lineup of Grand Prix themed happenings took place at MGM MACAU and MGM COTAI where Phantom Pro Racing's AMG GT3 and GT4 racing cars were displayed and the Spectacle of MGM COTAI, which had turned into a miniature Guia Circuit. Chris Chia scored the championship at the MACAU GT Cup GT4 of Macau Grand Prix, where Phantom Pro Racing burst with pride to take victory on its first appearance in Macau.



美高梅龍舟隊再創佳績
New Heights for the MGM Dragon Boat Team

美高梅連續12年組隊出戰「澳門國際龍舟賽」，2020年美高梅龍舟隊派出59位成員，分別挑戰四項男女子標準龍及小龍賽事。最後，美高梅女子龍舟隊在「澳門龍舟賽標準龍—女子組—500米」賽事中勇奪亞軍，體現金獅團隊的非凡實力和拼勁。

MGM's Dragon Boat Team participated in Macao International Dragon Boat Races for 12 consecutive years. In 2020, a total of 59 MGM team members formed the Dragon Boat Team and split up into two sub-teams to compete across 4 categories. The women's team delivered impressive performance and won the first runner-up in the Macao Standard Dragon Boat Race — Women Category (500m). The accomplishment demonstrated once again the exceptional capability and perseverance of the Golden Lion Team.



突破娛樂界限
BREAKING ENTERTAINMENT FRONTIER!

「帶貨女王」澳門直播首秀
Macau Debut Show of
“Queen of Livestream Sales”

為提振澳門的旅遊及經濟復甦，世界500強企業格力電器董事長董明珠走進澳門，特別選擇了糅合最頂尖科技與工程技術的美高梅劇院，作為其本澳首個大型直播活動「中國風、濠江情、美好生活、小嬌『澳』」的星級場地。該活動由澳門經濟財政司、澳門經濟局、澳門旅遊局、澳門貿促局及各業界精英合辦，攜手將劇院舞台化身成不同風格的智能家居生活場景，令該次直播錄得超過九億人民幣銷售額的佳績，刷新澳門直播銷售額紀錄。



To boost Macau's tourism industry and aid economic recovery, Dong Mingzhu, Chairman of Gree Electric which is one of the world's top 500 public companies, organized her first-ever grand livestream show in Macau. Empowered by the latest in technology and engineering, MGM Theater was especially selected as the event venue. Co-organized with the Secretary of Economy and Finance of Macao Special Administrative Region, Macau Economic Bureau, Macau Government Tourism Office, Macau Trade and Investment Promotion Institute and various industry contributors, the show turned the stage of MGM Theater into different styles of smart home scenes, boosting a record-breaking sales result of over RMB 900 million, the new height of livestream sales in Macau.



星光熠熠頒獎禮
Star-studded Award Ceremonies

備受中國影視界推崇的華鼎獎，分別於2020年10月和12月特別選址美高梅劇院隆重舉行第27屆華鼎獎暨中國電影滿意度調查發佈盛典，及第29屆華鼎獎中國百強電視劇滿意度調查頒獎盛典。兩晚頒獎禮星光熠熠，群星雲集在劇院等待全球最大永久室內LED屏幕揭曉獲獎名單。



The highly regarded awards of Chinese film and television — the Huading Awards, especially took place at the MGM Theater in 2020 with the “27th Huading Awards — China's Top 100 Film Satisfaction Survey Release Ceremony” in October and the “29th Huading Awards — China's Top 100 TV Series Satisfaction Survey Release Ceremony” in December. The two star-studded award evenings saw a dazzling constellation of top favorite actors and directors, all gathered at the MGM Theater to wait for the world's largest permanent indoor LED screen to unveil the list of winners.



與內地夥伴協同合作

SYNERGISTIC COLLABORATIONS WITH OUR MAINLAND COUNTERPARTS



美高梅紮根澳門，以澳門為家，並充分利用自身擁有內地強大網絡的優勢，協同合作融入國家發展大局。通過珠海貝芙及釣魚臺美高梅酒店集團，公司為團隊成員及社會不同社群，提供難能可貴的交流學習機會，加強人才儲備壯大實力，迎接新一輪高質量發展。

With deep roots in Macau, MGM utilizes the strength of its comprehensive network in Mainland China for synergistic collaborations, in order to integrate itself into the national development. Through Zhuhai Brief and Diaoyutai MGM Hospitality, the Company is able to provide precious learning and exchange opportunities to its team members and the community, which helps to enhance the local talent pool for the upcoming round of high-quality development.

珠海貝芙 ZHUHAI BRIEF

中小企參觀珠海貝芙 SME Visit to Zhuhai Brief

美高梅早於2014年於珠海富華里設立中國內地首個共享服務中心——珠海貝芙。為幫助本澳中小企融入灣區發展，美高梅安排他們參觀珠海貝芙，並由專人講解澳門企業如何進駐珠海，並分享相關法制、稅制及採購等知識，讓本地中小企瞭解如何開拓大灣區市場。

MGM established Zhuhai Brief, its first shared service center in Mainland China at Fuhuali, Zhuhai in 2014. To help Macau SMEs to integrate into the GBA, MGM arranged them to visit Zhuhai Brief where they got to learn about taxation system, laws and procurement procedures in the GBA through experts' sharing.

提供大灣區實習機會 Internship Opportunities at GBA



為支持由澳門高等教育局主辦、澳門中華總商會青年委員會及澳門中華青年工商聯會承辦的「你想前途2020澳門大專學生實習計劃」，美高梅特地安排兩名入選計劃的大學生，在珠海貝芙實習四星期，從而擴闊視野，有助日後抓緊大灣區的發展機遇。

MGM supported “A Bright Future — 2020 Internship Program for Macao Higher Education Students” — an initiative hosted by Higher Education Bureau and co-organized by Associação de Jovens Empresários Chineses de Macau and Comissão de Juventude de Associação Comercial de Macau. MGM arranged two of the participating students to learn at its Zhuhai Brief Shared Services Center for a four-week internship. It was believed that the experience would broaden their horizons and enable them to grasp GBA opportunities.



釣魚臺美高梅酒店集團 DIAOYUTAI MGM HOSPITALITY



賞味·星廚 Star Chefs Discovery Journey

為推廣中華飲食文化，美高梅與釣魚臺美高梅酒店集團攜旗下四家酒店：上海蘇寧寶麗嘉酒店、杭州泛海釣魚臺酒店、成都釣魚臺精品酒店和三亞美高梅度假酒店，聯手於上述四家酒店舉辦首屆「賞味·星廚」美食活動。五位星級廚師共同創造出十道特色「星廚菜單」，澳門美高梅金殿堂總廚徐偉豪師傅獻上象徵澳門中西文化交融的菜式：松露蟹肉焗蟹蓋，將「澳門·創意城市美食之都」獨有的美味帶給內地饕客。

MGM joined hands with Diaoyutai MGM Hospitality's four hotel properties: Bellagio Shanghai, Diaoyutai Hotel Hangzhou, Chengdu Diaoyutai Boutique Hotel and MGM Grand Sanya, to launch the "Star Chefs Discovery Journey" gastronomic events for the promotion of Chinese food culture. Five top chefs flaunted culinary artistry to create an epic 10-course dinner, where MGM MACAU's Chef de Cuisine of Imperial Court Homan Tsui presented signature dish Golden Crab Shell Stuffed with Crab Meat and Cream Sauce, symbolizing the East-meets-West characteristics of cultures found in Macau. It is also to share and embrace the unique flavors of Macau as a Creative City of Gastronomy to the Mainland.



澳門深度交流之旅 In-depth Exchange Trip in Macau

釣魚臺美高梅酒店集團與三亞美高梅度假酒店一行七位管理層，分別在集團高級市場營銷總監陳宏偉及三亞美高梅度假酒店總經理鄭軍帶領下，蒞臨澳門在澳門美高梅及美獅美高梅展開了四天三夜的深度學習交流。他們參觀了兩家酒店的各項客房、餐飲、會展及娛樂設施，並與美高梅的品牌策劃部、中國事務營運及拓展部、業務銷售部，以及客戶關係拓展部會面，互相交流及探討如何加強合作。

Led by Maggie Chen, Corporate Senior Director of Sales and Marketing of Diaoyutai MGM Hospitality (DMH) and Joe Zheng, General Manager of MGM Grand Sanya, seven management team members from DMH and MGM Grand Sanya came to Macau for a four-day-three-night trip with the purpose of in-depth learning and exchange. They had site inspection on the guest room, food & beverage, convention & exhibition as well as entertainment facilities of both MGM MACAU and MGM COTAI. The delegation also had fruitful discussions with MGM's departments including Brand Marketing, China Operations & Development, Resort Sales, Hotel Operations and Customer Relationship Marketing for the sake of strengthening cooperation between the parties.



互動直播課程促進交流學習 Livestream Learning Sessions

美高梅運用最新的直播技術，為逾1,400名釣魚臺美高梅酒店集團團隊成員籌備兩課遙距互動直播課程，以加深他們對美高梅中國和澳門的了解，促進雙方的交流及聯繫。課程內容包括介紹美高梅中國及旗下物業概況，並由美高梅餐飲團隊分享為客人成就璀璨時刻的心得，以及展示澳門飲食文化。

Utilizing the latest livestreaming technology, MGM hosted two livestream learning sessions for over 1,400 team members of Diaoyutai MGM Hospitality (DMH), to enable DMH teams to better understand MGM China and Macau, and to strengthen the connections between the two companies. The sessions included an overview of MGM China and its properties, and MGM's F&B team introduced how they make great moments for guests as well as the gastronomy culture in Macau.



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