

As guests are planning their next visit to one of Caesars Entertainment's properties in North America, we anticipate that they may have questions about the company's efforts to manage Coronavirus (COVID-19). Every day, we closely monitor and analyze developments and statements from local, national and international health agencies, and we are taking actions to comply with their directives which are based on facts and medical science.

There is no issue more important to us than making sure we manage this situation as effectively as possible, so guests continue to feel confident visiting us. We have appointed a senior management team who meet daily to make decisions on how we can further improve our programs and actions to help protect guests and employees. The health authorities tell us that, to prevent the spread of Coronavirus, we must: wash hands frequently, heighten cleaning practices, avoid contact with sick people, stay away from work when ill and not travel to areas with high infection rates. All our actions are focused in these areas.

Here's where we are at this time:

- We are reminding employees through multiple channels about washing hands often. We are talking to them about it, posting signage in key employee areas, and providing additional hand sanitizer dispensers as well.
- For guests, we are posting hand-washing signage in public areas (e.g., bathrooms) and providing more hand sanitizer dispensers across our properties in high visibility and high traffic areas. We are also increasing our reserves of hand sanitizers for use by our guests and employees over an extended period.
- We are buying even more cleaning and disinfectant supplies. We are increasing the frequency of cleaning high-touch surfaces in public areas in our casinos/resorts, including restaurants, bars, spas, fitness centers, public restrooms, hotel rooms, elevators, as well as frequently touched areas on the casino floor.
- We are reinforcing training procedures to ensure cleaning processes are implemented properly by our employees.
- We have suspended international business travel to areas with higher infection rates. And, if any of our employees travel to those areas for personal reasons, they will be required to stay home for three weeks upon their return.
- If an employee appears to be suffering from flu-like symptoms, they will be asked to promptly seek medical attention and to remain at home until they are free of symptoms.
- We are encouraging guests who are ill to seek medical attention and to avoid public exposure as much as possible. We have also established protocols to help guests get the medical attention they may need. We are using sanitizing procedures in hotel rooms where guests who become ill are staying.

We appreciate your business and loyalty to Caesars. We are committed to implementing recommendations from the health authorities to give you peace of mind as you visit our properties now and in the future. The health and safety of our guests and employees will always be our most important consideration, especially in these challenging circumstances.