Caesars Entertainment: Pleased to Meet You!

We are: one of the world’s most diversified casino-entertainment providers and the most geographically diverse U.S. casino-entertainment company, headquartered in Las Vegas, operating with 54 exciting destinations, welcoming more than 115 million visits each year by valued, diverse guests from all over the world.

Our portfolio includes: Caesars®, Harrah’s®, Horseshoe®, and the Caesars Entertainment UK family of casinos.

Where we started: A bingo parlor opened by William Harrah in Reno, Nevada, more than 80 years ago.

How we have grown: Through the development of new resorts, expansions and acquisitions, founded on our passion for service and investment in building sustainable value for our guests, team members, communities and the environment.

Our destinations:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Las Vegas</td>
<td>276 owned or managed retail stores in the U.S.</td>
</tr>
<tr>
<td>U.S.</td>
<td>&gt;55M Caesars Rewards loyalty program members</td>
</tr>
<tr>
<td>Canada</td>
<td>&gt;115M guest visits per year</td>
</tr>
<tr>
<td>UK</td>
<td>&gt;57M square feet of air-conditioned space worldwide</td>
</tr>
<tr>
<td>Egypt</td>
<td>&gt;15,700 conventions and meetings per year</td>
</tr>
<tr>
<td>Dubai</td>
<td>&gt;40,100 hotel rooms and suites worldwide</td>
</tr>
<tr>
<td>South Africa</td>
<td>&gt;9,000 Live entertainment shows per year</td>
</tr>
<tr>
<td>Mexico</td>
<td>&gt;486 owned or managed food and beverage outlets, bars and clubs in the U.S.</td>
</tr>
<tr>
<td>Coming Soon!</td>
<td></td>
</tr>
</tbody>
</table>

For more information, please visit www.caesars.com/corporate
Strong Governance at our Core
Continued Focus on Governance, Compliance and Anti-Corruption

As an entity that conducts business in the highly regulated gaming industry, Caesars and our licensed affiliates and subsidiary entities are committed to upholding the laws, regulations, policies and procedures of our regulatory agencies. With an ongoing focus on compliance, anti-corruption, anti-bribery and anti-money laundering, we aim to be a responsible provider of gaming and hospitality for all those we serve. Additionally, we invest in technology across all aspects of our business to support innovation, compliance and data security and privacy. As part of our overall approach to Environmental, Social and Governance (ESG) matters, strong governance is the foundation of everything we do in our PEOPLE PLANET PLAY framework.

Our Board of Directors and CSR

Our Board consists of eleven Directors, with James Hunt, as an independent, non-executive Chairman. Two Directors are women (18%), representing significant progress versus prior years where women had no representation on our Board, a testament to our commitment to achieve 50% representation of women in leadership levels by 2025. The Board of Directors maintains a number of Board Committees, detailed in our Annual Proxy Statement, including the Governance & Corporate Responsibility Committee, which oversees the Caesars corporate social responsibility initiatives, evaluates emergent environmental, social and governance risks and planned CSR goals, policies and programs.

Aligning on Anti-Money Laundering

Compliance with the letter and spirit of the Bank Secrecy Act (BSA) and Anti-Money Laundering (AML) regulation are key focus areas of our programs. In 2018, our progress included:

- **Technology**: Building on an investment of almost $7 million in enhancing our BSA/AML and OFAC technology, we completed implementation of customer due diligence and watchlist screening modules of our selected technology platform. Overall, we now have robust case management capabilities and information sharing across our corporate and casino compliance teams. Our technology now enables improved customer risk identification by automating the initial risk assessment of every customer within our network using our defined criteria.

- **Risk Assessment**: Enhancing our BSA/AML risk assessment methodology to further embed our risk-based approach in the operation. All of Caesars’ brick-and-mortar and online casinos underwent the revised risk assessment process with the support and involvement of 170 company leaders.

- **Training and Education**: We invested close to 3,000 hours in 2018 in BSA/AML classroom training, online education and conferences for our compliance professionals

Robust Compliance

We take all appropriate steps to prevent, mitigate and correct compliance breaches if they occur and always work in a spirit of cooperation and collaboration with regulatory authorities in all the jurisdictions where we conduct business. Caesars is required to have a Compliance Committee under the gaming laws of various jurisdictions. Our Compliance Committee is currently made up of non-employee outside independent members. The Compliance Committee meets on no less than a quarterly basis and, often meets more regularly, such as on a monthly basis. The Chief Regulatory and Compliance Officer reports to the Compliance Committee on matters falling within the scope of the Caesars Entertainment Corporation Ethics & Compliance Program. The Compliance Committee, in turn, reports its findings and decisions directly to the Caesars Entertainment Corporation Board of Directors. We continually review and update our various compliance policies, subject to the required regulatory approvals, for consistency and to maintain the most up-to-date requirements across the Company.
Our Mission
We inspire grown-ups to play

Our Vision
Create memorable experiences, personalize rewards and delight every guest, every team member, every time

Our Values
Integrity
Service with passion
Celebrating success
Diversity & Inclusion
Caring culture
Ownership

OUR CODE OF COMMITMENT

The Code of Commitment is our public pledge to our guests, team members, communities, business partners and all those we reach through our business. We were the first company in our industry to make such a pledge in 2000. We believe in being transparent about what we stand for, both to guide our team members in their roles, and also to help people know what to expect when they interact with Caesars Entertainment. PEOPLE PLANET PLAY is the framework underpinning our Corporate Social Responsibility strategy and our support for the United Nations Sustainable Development Goals. It rests on our robust platform of corporate governance, ethical conduct and integrity. We updated our Code of Commitment in 2019 to align with our PEOPLE PLANET PLAY framework.

PEOPLE We commit to supporting the wellbeing of all our team members, guests and local communities.

PLANET We commit to taking care of the world we all call home.

PLAY We commit to creating memorable experiences for our guests and leading the industry in Responsible Gaming.

The UN Sustainable Development Goals (SDGs)

Caesars supports the UN Sustainable Development Agenda that aims to deliver global prosperity by 2030. Although our global activities help advance most of the seventeen SDGs, we assess that our most significant impacts are in three areas, underpinning Goals 3, 8 and 11.

What we are doing:
We advance good health among our team members through our significant investment in our Wellness Rewards Program with high team member participation and proven results. Also, we provide healthy lifestyle options for our guests at our hospitality, dining and conventions offerings. We support healthy communities through our investments in social causes that include a range of healthcare and wellbeing contributions.

What we are doing:
We advance good health among our team members through our significant investment in our Wellness Rewards Program with high team member participation and proven results. Also, we provide healthy lifestyle options for our guests at our hospitality, dining and conventions offerings. We support healthy communities through our investments in social causes that include a range of healthcare and wellbeing contributions.

What we are doing:
As a large employer of more than 66,000 team members, we hold a responsibility to deliver a workplace that is empowering, inclusive and ethical, protecting human rights and upholding labor rights. We drive diversity, equity and inclusion in our workforce, communities and supply base. We make a strong economic contribution to the cities in which we operate through our business operations and corporate giving.

What we are doing:
As a major operator of hotels and resorts, we are present in many cities across 6 countries. Wherever we are, we connect to help strengthen the fabric of society and build sustainable communities. Our efforts to improve our environmental impacts, in the U.S. and internationally, including our continued investment in electric vehicle charging stations in the U.S., continue to make a positive contribution.

$7.85 billion economic wealth distributed to our stakeholders, helping improve lives in our communities.

**Economic Equity Tour** to help improve equity in our communities in six cities in the U.S. in 2019.

**CAESARS FORUM** broke ground - our new 550,000 sq.ft. LEED Silver meetings and conventions center in Las Vegas.

**Shared Future Fund** created to address pressing social issues with ImpactNV in Nevada.

**Arrive and Thrive** New diversity and inclusion program in our construction supply chain.

**Indiana** two new exciting destinations: Harrah’s Hoosier Park Racing and Casino and Indiana Grand Racing and Casino.

2.5% Increase in guest service scores - a new record - appreciation for our passion for service.

**Caesars Palace and Resort in Dubai** amazing new destinations offering more memorable experiences for our guests.

**68,000 hours** Responsible Gaming training in 2018.

**Japan** investment, research and collaboration to help develop Responsible Gaming best practice.


**A List** CDP Supply Chain Engagement Leadership in 2019.

**Innovation** Partnership with the University of Nevada, Las Vegas to advance gaming and hospitality innovation.

**343,000 hours** reported volunteering by our team members in our communities in 2018.

**1.6 million hours** training for our team members in 2018.

91% participation in our Wellness Rewards program in the U.S.

**49%** total waste diverted from landfill - a new record in 2018.

**24%** Reduction in absolute Scope 1 & 2 emissions versus 2011, bringing us to 79% achievement against 2025 Science Based Target.
Our CSR Priorities

Our most important business impacts affecting people, communities, society and the environment were established in 2013 after extensive discussion and engagement with multiple employees, guests, suppliers, community representatives, investors and CSR experts. In 2015, we consulted with our senior executives and Caesars’ Corporate Social Responsibility External Advisory Board and updated our list of priorities accordingly. In 2018/2019, we again consulted with the External Advisory Board and key senior leaders and conducted research into current and emerging trends. As a result, we confirm our priority topics to include eleven focus areas.

Our CSR Priorities

- Health and wellness
- Great place to work
- Positive economic contribution
- Supporting local communities
- Science Based Goals
- Reducing energy consumption
- Reduce and recycle waste
- Responsible business
- Diversity, equity and inclusion
- Creating memorable guest experiences
- Responsible Gaming

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People Planet Play Targets

<table>
<thead>
<tr>
<th>People Planet Play Targets</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
</tr>
<tr>
<td><strong>Ethical Conduct</strong></td>
<td></td>
</tr>
<tr>
<td>Guest perception that Caesars “does what’s right no matter what” (67% “strongly agree” scores by 2020)</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Health &amp; Wellness</strong></td>
<td></td>
</tr>
<tr>
<td>85% employee wellness program participation by 2020</td>
<td>92%</td>
</tr>
<tr>
<td><strong>Employee Engagement</strong></td>
<td></td>
</tr>
<tr>
<td>Employee Opinion Scores: outperform industry average</td>
<td>Achieved</td>
</tr>
<tr>
<td><strong>Science Based Targets</strong></td>
<td></td>
</tr>
<tr>
<td>Reduce absolute Scope 1 and 2 emissions by 30% by 2025 and 95% by 2050 from a 2011 base-year*</td>
<td>17%</td>
</tr>
<tr>
<td>Have 60% of suppliers by spend institute science based GHG reduction targets for their operations by 2023</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Diversity, Equity &amp; Inclusion</strong></td>
<td></td>
</tr>
<tr>
<td>Gender equity in leadership roles by 2025</td>
<td>New targets in 2018</td>
</tr>
<tr>
<td>Racial equity in manager roles by 2030</td>
<td></td>
</tr>
<tr>
<td><strong>Responsible Gaming</strong></td>
<td></td>
</tr>
<tr>
<td>100% of customer contact employees feel empowered to proactively report RG concerns at Caesars by 2020</td>
<td>New target in 2018</td>
</tr>
</tbody>
</table>

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* Represents number of suppliers by spend that have been asked officially to report to CDP, an interim measure on the way to these suppliers establishing science-based targets

** Interim measure represents percentage of all employees who agree or strongly agree that they feel empowered to report a customer comment related to RG that concerns them.
Generating economic value

The economic value we create as an organization each year translates into tangible social value. The distribution of the wealth we generate sustains thousands of team members, suppliers and their employees, and helps governments and municipalities enrich the quality of life in the cities and countries in which we operate.

In 2018, we shared $7.85 billion of economic wealth with our team members, suppliers, financiers, governments and municipalities, amounting to 90% of our net revenues for that year. The major portion of this was for our team members - 31%.

- **31%** Payments to employees in wages and benefits
- **28%** Payments to vendors for goods and services
- **16%** Payments to governments in international, local, state, and federal taxes
- **14%** Interest payments, net of interest capitalized
- **1%** Investments in our communities through Caesars Foundation, corporate, mandated and discretionary giving

**Economic value distributed to our stakeholders**
(proportion of net revenues, 2018)

**Awards and recognitions**

- Named to 100 Best Corporate Citizens 2019 by CR Magazine
- LGBTQ Business Equality Excellence Award from Business Equality Network (BEQ)
- Named to America's Most Just Companies in 2019 by JUST Capital and JUST Capital Foundation, Inc.
- Bronze Awards for Employee Engagement, Program Partnership and 360-Degree award by Loyalty 360 Magazine
- Recognized for the fifth consecutive year as one of the “Most Community-Minded Companies” by Civic 50, a Points of Light initiative
- Best Customer Service Award in the 2019 Freddie Awards for our Caesars Rewards loyalty program
- Named among the Top 100 Best Places to Work in IT by IDG’s Computerworld
- Perfect score of 100% for the 12th consecutive year in the Human Rights Campaign Corporate Equality Index
- Achieved 4 keys (out of 5) in Green Key Meetings Certification for Las Vegas Resorts
- 2019 TripAdvisor Hall of Fame Awards at 14 destinations
- 2019 TripAdvisor Certificate of Excellence Awards at a record 31 destinations
- Named to CDP Supplier Engagement Leader Board for Climate Action
Positively Inspiring Experiences for Guests

More Places to Play, Meet, Be Entertained and Have Fun

At Caesars, we deliver value for our guests by creating memorable experiences that stay with them for a lifetime. Leisure, fun, relaxation and indulgence – we all deserve a little respite from the stresses and pressures of our daily routines or a way to celebrate special milestones in our lives. At Caesars, we believe this is an essential part of living. Providing destinations for people to simply have fun and enjoy life, with family, friends or work colleagues makes people happier, more productive and more positive. Corporate social responsibility is not only about helping people exist; it’s about helping them thrive and flourish.

More of Everything for Everyone at Caesars

How we help people play includes continuously expanding our Empire, so that even more people can enjoy their leisure time or come together at meetings and conventions, and continuing to enhance our legendary live entertainment, all delivered with first-class service and attention to the needs of our guests. Read more about PLAY in this section (but if you are thinking about PLAY in the context of gaming, then see our dedicated chapter later in this report: Continued Leadership in Responsible Gaming).

<table>
<thead>
<tr>
<th>Positively Inspiring Experiences</th>
<th>Amazing New Destinations</th>
<th>Live Entertainment Leadership</th>
<th>Exciting New Spaces to Meet and Convene</th>
<th>Service with Passion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key area of alignment with PEOPLE PLANET PLAY framework</td>
<td>Create more destinations for inspiring hospitality experiences for all types of guests, including those who want to have fun without gaming.</td>
<td>The best in live entertainment from globally renowned artists to delight our guests.</td>
<td>Expansive, all-service, sustainably managed meeting and convention spaces for all types of gatherings.</td>
<td>World-class service for our guests, from our dedicated team members.</td>
</tr>
<tr>
<td>Aspiration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main initiatives</td>
<td>New destination in Dubai</td>
<td>Gwen Stefani’s new residency</td>
<td>CAESARS FORUM breaks ground</td>
<td>Record service scores – again-from our guests</td>
</tr>
<tr>
<td></td>
<td>Two new destinations in Indiana</td>
<td>New Orleans Filmore opens</td>
<td>Expanded meeting space at additional venues</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A fabulous development planned for Mexico</td>
<td></td>
<td>Green Key Meetings certifications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Creation of Caesars Republic brand</td>
<td></td>
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</tr>
</tbody>
</table>
Captivating New Destinations

**Dubai**

Partnering with Meraas Holdings LLC, creator of the man-made Bluewaters Island, we selected this unforgettable location for the first non-gaming destination of our Caesars’ brand, building on our decades of leadership in the hospitality, entertainment and culinary spaces.

**Indiana**

In 2018, we completed the acquisition of Centaur Holdings, LLC with an investment of $1.7 billion, bringing two stunning destinations, Harrah’s Hoosier Park Racing and Casino and Indiana Grand Racing and Casino to our line-up of destinations that offer our guests new opportunities to have fun and enjoy new experiences. Through 2018 and 2019, we are investing more than $50 million to make improvements to both properties that will enhance the guest experience for an expected 6.5 million visitors each year.

Maintaining our Leadership in Live Entertainment

Live entertainment is a core component of inspiring people to play

At Caesars, we have an incredible record of delivering the best in live entertainment, in the hottest venues, with the most inspiring artists. Our approach has been to add value in many ways through entertainment – it’s not just about the show. For example, we were the first to bring headliner residencies to Las Vegas, making world-famous artists accessible to a wide range of fans in a way never achieved before, as well as bringing innovative shows such as Criss Angel MINDFREAK® at Planet Hollywood with state-of-the-art technology and never-before-seen illusions.

Multi-platinum recording artist, three-time GRAMMY® Award winner and global icon, Gwen Stefani became a Caesars headliner with her new residency of 46 scheduled live shows in 2018 and 2019. “Gwen Stefani – Just A Girl” at Planet Hollywood Resort & Casino will draw a total of more than 200,000 guests. Gwen also meets guests after every performance through our Meet & Greet opportunity.

As part of the residency, $1 of every ticket purchased is donated to Cure 4 the Kids Foundation, a Las Vegas nonprofit that helps children who are facing life-threatening diseases. In 2018 alone, more than $55,000 was donated to the foundation.

“\[To be able to do a show in Vegas is such an incredible honor. Growing up in Anaheim, California, I could never have imagined one day having my own Vegas residency.\]”

Gwen Stefani
Diversity, Equity and Inclusion in Focus

More Action on Gender, Trafficking, Social Empowerment and Supplier Opportunity

Over the years, we have realized that Diversity, Equity and Inclusion (DEI) is not just about doing what’s right for our team members and society in general, it’s also a genuine driver of positive business. Our approach has always been to embrace diversity, and since the development of a deliberately more holistic strategy in 2017, we are taking proactive and innovative action to embed DEI policies, practices and goals into our daily work across all areas of our operations. This includes setting high standards and targets for the diversity of our own workforce, embracing diversity in our supply chain and communities, and actively supporting public policy designed to improve lives for people from a diverse array of backgrounds.

DEI as a Driver of Positive Business

Our DEI Strategy has five pillars with defined actions and goals, each headed by an executive sponsor. We approach DEI holistically, touching every part of our business and connections, internally and externally.

<table>
<thead>
<tr>
<th>DEI Strategic Pillar</th>
<th>Workforce &amp; Workplace</th>
<th>Supplier &amp; Contracting Diversity</th>
<th>Community Reinvestment</th>
<th>Marketing, Branding &amp; Sales</th>
<th>Policy Advocacy &amp; Thought Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aspiration</strong></td>
<td>Gender, racial and ethnic inclusion and equity in our workplaces around the world, supported by DEI policies and practices for recruitment, development and retention.</td>
<td>Driving diversity in procurement, engaging with and empowering diverse suppliers, designers and contractors, helping them gain entry and grow with our business.</td>
<td>A host of voluntary initiatives, partnerships and advocacy programs supporting diverse populations and addressing social inequalities.</td>
<td>Proactive outreach to diverse guests, convention organizers and leisure groups with tailored offerings and marketing with sensitivity to meet different needs.</td>
<td>Ongoing deep engagement to raise awareness, change perceptions and influence public policy.</td>
</tr>
<tr>
<td><strong>Main initiatives</strong></td>
<td>• Gender and Racial Equity Unconscious bias training • Business Impact Groups • Hiring Veterans • Action against trafficking</td>
<td>• Mentoring suppliers • Arrive &amp; Thrive at CAESARS FORUM</td>
<td>• National and Southern NV D&amp;I partners • Philanthropy &amp; volunteerism • Economic Equity Tour • Shared Future Fund</td>
<td>• Collaborations with diverse organizations • Inclusive guest experiences</td>
<td>• Human rights • Immigration integration • LGBTQ Advocacy • Gender Equity policies &amp; legislation • Climate action</td>
</tr>
</tbody>
</table>
DEI in Our Workplace

Diversity, equity and inclusion is a prominent feature of our workplace, and we consistently encourage and celebrate our team members for who they are and the unique value they bring to our organization. While we have diverse representation of women and people of color in our workforce at all levels, we aim for increased representation in manager roles and executive leadership and have publicly committed to achieving this in coming years.

Eliminating unconscious bias

To support our goals, we have developed a focused training program, “From Unconscious Bias to Conscious Inclusion,” for all leaders at our U.S. properties. Training commenced in early 2019 and will continue to be offered to additional team members. We are also moving forward with several activities to help keep DEI a part of our ongoing conversation and culture. For example, efforts include testing a new approach to support diverse team members by assigning senior sponsors, revising job descriptions to better reflect the skills and aptitudes we seek by using inclusive language and publishing open positions in the company internally so that our team members from different backgrounds feel encouraged to apply. As we expand our business to new destinations, we ensure the same focus on diversity, equity and inclusion is maintained – in Dubai, for example, we employ team members from 65 countries around the world!

Action

Caesars has publicly committed to gender and racial balance in our workforce:

- **50%** of leadership roles held by women by 2025 in U.S.
- **50%** of manager roles and above held by team members of color by 2030

51% of our workforce globally, including 44% of leadership roles in U.S. owned and operated properties

Women comprise 51% of our workforce, including 44% of leadership roles in U.S. owned and operated properties

Team members of color comprise 43% of our workforce, including 33% of manager roles

Achieved perfect score on the Human Rights Campaign Corporate Equality Index for the 12th consecutive year

Awarded

- Caesars is a signatory to the CEO Action for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion within the workplace
- Achieved perfect score on the Human Rights Campaign Corporate Equality Index for the 12th consecutive year
- Awarded the 2018 LGBTQ Business Equality Excellence by the Business Equality Network
The Economic Equity Tour

Planned in 2018, our first Economic Equity Tour will take place in 2019 in six cities across the U.S. where we’ll host in-person educational workshops and expert-led webinars. At each tour stop, we will provide guidance and resources in the areas of financial empowerment, workforce development, non-profit organization development, entrepreneurship and potential business opportunities with Caesars. The idea behind the tour is to provide a stepping-stone for diverse members of our communities, including our team members, potential workforce, potential suppliers and members of the local communities in which we operate. Further, the meetings will bring together diverse groups of people who can benefit through networking, sharing of ideas and potential collaboration. Created to incorporate the principles underpinning our PEOPLE PLANET PLAY framework, the Economic Equity Tour is an investment in our shared future.

Suppliers Arrive and Thrive

With our major construction project in Las Vegas, CAESARS FORUM, breaking ground in 2018, we saw a perfect opportunity to transform the landscape for contractors and service providers in the construction industry. Through our selected General Contractor, Penta Building Group, and with the support of SUMNU/MYS Project Management, our objective is to make a meaningful impact on the contracting community by focusing on inclusion and growth of diverse businesses that might not normally be able to work on a project of this size. To do this, the general contractor not only engaged diverse businesses and tradesmen but actively mentors and supports them in taking on the challenging demands of a large construction project. The contractor assists in meeting quality, safety, training, sustainability, equity and other objectives to qualify to work on the FORUM and other projects. With total dedication to this mission, our project partners collaborated to deliver this transformational target. We think this is a new blueprint for driving diversity in contracting and construction projects and we couldn’t be prouder of how all involved moved forward to help our local small businesses Arrive and Thrive, to help our community do so as well.

In 2019, we took our ongoing partnership with ImpactNV, a nonprofit in Southern Nevada dedicated to addressing pressing social needs and building a better community, to a new level. This took form with the creation of the Shared Future Fund, an innovative investment model to change the game in a positive way for adult and child victims of human trafficking. ImpactNV will manage the Fund, which will be initially accelerated by financial and in-kind support from Caesars Entertainment and its affiliates and the Caesars Foundation. The Fund will work toward a self-sustaining model through catalyzing other resource channels such as via grants, loans and investments. The initial emphasis of the fund will be to provide support for women and children affected by trauma associated with human trafficking, an issue that intersects heavily with other negative outcomes of social inequity including homelessness and immigration challenges.

DEI programs in 2018-2019

More than 28% of the total pool of diverse businesses invited to participate in Arrive and Thrive are currently engaged in the program. Of those engaged, 29% have been qualified as eligible to begin work immediately or within a short qualifying period as contractors on the CAESARS FORUM project. However, Arrive and Thrive program has qualified and supported 48% of the program’s businesses which can be engaged on other local projects.

Since 2011, our spend with certified diverse vendors has grown from 5.8% of addressable spend* to 13.3% in 2018.

* Not included in addressable spend are taxes, utilities, and some highly regulated gaming trade sectors defined as addressable.
Going BIG for diverse causes

In 2018, our Employee Resource Groups, BIGs, got bigger. BIG stands for Business Impact Group, and they are groups that bring self-identifying, like-minded team members together to support each other and our communities through dimensions of diversity. Established and gaining momentum in our Las Vegas home base, the BIGs are now expanding through the Empire with 20 new groups launched in 2018, promoting a culture of engagement, business innovation and continuous improvement. Members of each BIG benefit from professional development and leadership exposure. They also engage in our communities to support causes related to their BIG mission. Our BIG goals address inclusive marketing, recruitment, professional development, supplier engagement and community service.

Honored to hire veterans

Our initiative Enlisting Heroes is one of the most popular causes we stand for among our team members at Caesars – every one of us is passionate about providing our veteran communities with assistance in integrating back into civilian life, and opportunities to use their skills in meaningful work. Our SALUTE Business Impact Group is active year-round in supporting veterans in different ways. In 2018, for example, SALUTE partnered with our Human Resources and business teams in dozens of events. A small selection of these are:

- Launched a mentorship program for our veteran team members to help translate their unique skills into a career within the hospitality industry
- Supported veterans at several events, including a new SALUTE chapter that provided meals for veterans at the Northwest Louisiana Veterans Home
- Partnered with U.S. Vets organization in a shoe drive, receiving 500 pairs of shoes, the biggest donation they have ever received
- Brought the 10th Annual U.S. Vets Benefit Dinner to the Rio All-Suites Hotel and Casino, the first time ever it has been held at a Caesars Entertainment property. The event surpassed its fundraising goal with $125,000 raised.
- Engaged our senior leaders to tour Fort Irwin, the Army National Training Center, in a Blackhawk helicopter, to get to know the Center leadership. We donated hospitality and entertainment benefits to army trainees and their families.

Overall, more than 1,500 team members engaged with the BIG of their choice in 2018.

Caesars team members proactively reaching out to support veterans.
Our leadership in Responsible Gaming (RG) started 30 years ago when we established the industry’s first RG program. We have invested heavily in innovative technology, awareness, training, development of standards and protocols, independent, academic research and collaboration across a wide range of networks and partners to deliver practical tools and resources. Our RG goals are clear and unequivocal: Caesars wants everyone who gambles at its casinos to be there for the right reason—to simply have fun. Caesars does not want people who cannot gamble responsibly to play at our casinos, racinos, OTBs (Off Track Betting facilities) or online gambling projects or, for that matter, at any gambling establishment or online. The programs, initiatives, and systems we have developed over the past three decades are all in service of these goals.

### Maintaining our Legacy

We continue to invest in RG at our own gambling locations and online offerings while continuing to support the responsible development of new markets as they enter the world of gaming, so that gaming can always be fun. At the same time, we seek to make our offerings even more exciting for our guests through innovative gaming options. In 2018, with the addition of our new properties in Indiana, we have expanded to the Off Track Betting facilities with a responsible approach to horseracing. Four key pillars of activity supporting RG are as follows:

<table>
<thead>
<tr>
<th>Continued Leadership in Responsible Gaming</th>
<th>Skilled RG Team Members</th>
<th>Helping Shape Responsible Gaming</th>
<th>New cutting-edge gaming options</th>
<th>Responsible Racing and Caring for our Racers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key area of alignment with PEOPLE PLANET PLAY framework</td>
<td>A skilled team capable and empowered to recognize and assist to guests who may need it</td>
<td>Maintaining our 30-year leadership of Responsible Gaming programs</td>
<td>Expansion of RG Programs to new markets and new technologies</td>
<td>Acting responsibly in our racing programs</td>
</tr>
<tr>
<td>Aspiration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main initiatives</td>
<td>RG structure</td>
<td>Supporting developments in Japan</td>
<td>Re:Match – gaming innovation with technology</td>
<td>New Empire Fund for retired racing horses</td>
</tr>
<tr>
<td></td>
<td>RG training</td>
<td>Innovation with UNLV</td>
<td>Sports wagering</td>
<td></td>
</tr>
<tr>
<td></td>
<td>RG Ambassador Program</td>
<td>Sports betting integrity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In 2018, a total of 59,679 team members were trained in Responsible Gaming in the U.S. with a total of 68,830 invested hours. In the past five years alone, our U.S. teams have spent more than 270,000 hours training in Responsible Gaming – that’s the equivalent of 27 full-time employees every year – just in training!

Globally, Caesars takes a leadership role with Responsible Gaming programs, investing over $1 million since January 2018 with the National Center for Responsible Gaming and other third party institutions in the U.S., Japan and elsewhere.

Establishing RG in Japan
In Japan, where the government is preparing to award rights to develop large-scale integrated resorts with casinos for the first time, we are taking a proactive and collaborative role in helping shape best Responsible Gaming practices. In 2018, we pledged a total of 50 million yen (almost $500,000) towards Responsible Gaming Initiatives in Japan. Specifically, this pledge represents Caesars’ long-term commitment to:

- Work with Japanese researchers to adapt responsible gaming programs in a way that best fits Japan and offer this program to all interested parties in Japan.
- Collaborate with Japanese experts and researchers to create messaging that promotes problem gambling prevention strategies and educates on how to identify potential problems.
- Bring together international experts and Japanese stakeholders to share experiences and expertise to design strong, responsible gaming initiatives.
- Provide support to educate and inform local communities about Responsible Gaming.
- Conduct research and consultation with different problem gambling organizations in Japan and hold focus groups.

In 2018, Caesars’ Responsible Gaming Ambassador Program celebrated 15 years of supporting guests and promoting RG. In the U.S alone, more than 1,100 Responsible Gaming Ambassadors are engaged in seeking to assist guests at all our properties.
Always a Great Place to Work
More Engagement, Development, Wellness, Health and Safety

Just as our mission is about inspiring grown-ups to play, our workplace inspires team members to make that possible. Our workplace is one where all individuals can realize themselves and contribute at their best. We provide meaningful work, training and development, an industry-leading wellness program underpinned by robust health and safety practices, opportunities to volunteer for causes close to our hearts, and, most importantly, a culture that is rooted in our passion for service.

Creating a Workplace We Are Proud Of
As our workforce continues to grow, we follow four key pillars of activity that help create a great place to work.

<table>
<thead>
<tr>
<th>Great Place to Work</th>
<th>Engagement and Purpose</th>
<th>Training and Performance</th>
<th>Wellness for All</th>
<th>Becoming HEROs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key area of alignment with PEOPLE PLANET PLAY framework</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Aspiration**
We aspire to engage our team members in advancing our mission and delivering memorable experiences for guests.

We provide our team members with knowledge and skills to perform effectively and achieve personal development.

We want to encourage and help our team members care for their health and improve their health profiles.

We support our team members volunteering for causes they care about in our community volunteering program, HEROs.

**Main initiatives**
- Engagement surveys
- Root for Me recognition
- Training delivery
- Wellness Rewards
- Mental Health First Aid (UK)
- Wellbeing benefits
- Volunteering at all properties
- Cure for a Cause
- Community Involvement

Michelle Tribble, winner of Hell’s Kitchen season 17 is Head Chef at Hell’s Kitchen restaurant at Caesars Palace in Las Vegas.
Rooting for our team members

Our team members are single-minded about service, dedicated to delighting our guests with unbeatable service. This is evident in the rewards they earn through our Total Return program for their customer service achievements.

In 2018, Caesars’ team members earned more than $8 million in Total Return Credits that they can redeem for merchandise, travel, entertainment, event tickets, and digital media.

Additionally, we recognize internal service and positive actions relating to guest service, upholding our values and superior teamwork through our Root for Me e-cards, electronic recognition notes sent by managers and team members to teams and colleagues.

Caesars team members recognized each other with an amazing 1.86 million electronic recognitions in 2018. That’s equivalent to a team member sending a Root for Me e-card every 17 seconds throughout the entire year.

Wellness outcomes in 2018 versus 2017

- **Weight Loss**: 10,611 participants lost a total of 81,760 pounds.
- **Reducing blood pressure – Systolic BP**: 9,916 participants reduced their systolic blood pressure with an average reduction of 10.6 mm Hg.
- **Lowering body fat**: 8,407 participants reduced their percent of body fat with average of 3% per participant.
- **Reducing blood pressure – Diastolic BP**: 10,012 participants reduced their blood pressure with an average reduction of 7.8 mm Hg.
- **Lowering glucose**: 5,094 participants lowered their glucose level with an average reduction of 11.9 mg/dl per participant.
- **Lowering cholesterol**: 10,121 participants lowered their cholesterol with an average reduction of 23.5 mg/dl per participant.
- **Reducing body fat**: 8,407 participants reduced their percent of body fat with average of 3% per participant.

Advancing mental health initiatives in the UK

In our UK business, we have been focusing on mental health as a core strategy to support the wellbeing of our team members. In 2018, we engaged an occupational health advisor for the first time, which resulted in a plan to address mental health, something that is gaining rapid momentum as an important responsibility of employers. Through our engagement with the social enterprise Mental Health First Aid (MHFA) England, we introduced our Mental Health First Aid Program at all nine of our UK properties. To date, we have trained 24 employees in the program and appointed and trained 36 team members to act as Mental Health First Aid Champions. Our plan for 2019 is to deliver training to at least 80 more managers and team members.

In 2018, Caesars HEROs volunteered 343,050 hours in community service – the equivalent of 171 full-time jobs for the entire year, bringing our total to more than 1.5 million hours’ volunteering in the past five years.
Protecting the Planet in a Host of Ways
More Progress on Climate Change and Sustainable Supply

Almost everything we do has an impact on the planet. Whether it’s constructing exciting new destinations for our guests, managing our fuel and electricity consumption across our entire operations, preparing new menus in our hundreds of food and beverage outlets, organizing big meetings and conventions – our activities use resources and generate emissions and waste. Our commitment as responsible stewards of the environment is to minimize these impacts, keeping our footprint as small as possible. We take a precautionary approach, assessing and mitigating environmental risk and reducing the burden we place on planetary limits through our activities and those of our team members, guests and suppliers.

Environmental Responsibility
Our responsible approach to protecting the planet includes four key pillars of activity:

<table>
<thead>
<tr>
<th>Protecting the Planet</th>
<th>Progress for Climate Change</th>
<th>Reducing and Recycling Waste</th>
<th>Sustainable Supply</th>
<th>Engaging our Team Members and Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key area of alignment with PEOPLE PLANET PLAY framework</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Aspiration
- Joining the global effort to mitigate climate change
- Aspiring to minimize waste and maximize waste diversion from landfill
- Driving sustainable practice through our entire supply chain
- Engaging collaboratively to support sustainable practice.

Main initiatives
- Science Based Targets
- Tesla EV supercharging station
- Minimizing food waste
- Routing furniture and other items for use in the community
- CDP supplier engagement leadership
- CodeGreen Challenge
- Earth Month events
Progress for Climate Change

We demonstrate our commitment to mitigating the effects of climate change in several ways, including:

1. Reducing energy consumption through upgrades of installations, retro-commissioning at our properties, LED lighting replacement and ongoing efficiency measures;
2. Environmentally responsible construction and application of U.S. Green Building Council LEED standards, and eco-certification of our properties through Green Key;
3. Using cleaner forms of energy, including renewable energy and
4. Providing facilities for our guests to charge electric vehicles at our numerous charging stations in Nevada.

Since 2007, we have made significant progress against targets to reduce our energy consumption and greenhouse gas emissions (GHG), and we are currently dedicated to meeting our approved science-based targets established in 2017.

Getting more renewable

In early 2019, we were delighted to inaugurate a new solar project at Harrah’s Cherokee Valley River Casino and Hotel. Construction on the project began in the summer of 2018 of this new 700-kilowatt solar energy system. The power produced from the solar array will offset a portion of the energy demand from the casino, hotel and two administration buildings at the property. With more than 2,000 solar panels installed at the project, this installation will reduce our GHG emissions, enabling guests at this property to enjoy green power and contributing to achieving our long-term Science Based climate change targets.

Tesla Superchargers on The Strip

In 2018, Caesars decided to host Nevada’s largest electric vehicle super-charging station and energy center, supplied by Tesla. The site, completed in mid-2019, hosts 39 charging stations, including 16 of Tesla’s newest and most advanced superchargers, and incorporates both solar canopies and battery storage. Working with Tesla’s technology to bring advanced supercharging to the Las Vegas Strip promotes low-carbon transportation and aligns with Caesars’ long-standing commitment to protecting our planet. The new Tesla station brings the overall number of charging locations across 18 Caesars destinations in the U.S. to 110, providing an increasingly important amenity for guests with electric vehicles.

Maintaining a sustainable supply chain

We engage with suppliers, vendors and contractors that support our values and are committed to acting responsibly. We aim to ensure that PEOPLE PLANET PLAY reaches every corner of our supply chain.

See our Responsible Supplier Statement that outlines our expectations of our suppliers.

A key area of engagement with our suppliers is in the area of mitigating climate change, and we were pleased to have been recognized for our global leadership in carbon and climate change across our supply chain by CDP (formerly the Carbon Disclosure Project). CDP named Caesars to the Supplier Engagement Leader board, published in 2019, among the top 3% of companies out of the 5,000 and more that were assessed by CDP on their supply chain engagement strategies.
## Performance Summary

### Engagement in citizenship programs

<table>
<thead>
<tr>
<th>Employee participation in People Planet Play initiatives, responding positively to “I know my work makes a positive difference in the world.”</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>42%</td>
<td>42%</td>
<td>Revised measure in 2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guest citizenship scores in weekly guest survey showing awareness and engagement of guests in our People Planet Play initiatives</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>59%</td>
<td>54%</td>
<td>56%</td>
</tr>
</tbody>
</table>

### Great place to work

<table>
<thead>
<tr>
<th>Great place to work</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>New hire rate</td>
<td>21%</td>
<td>22%</td>
<td>21%</td>
<td>U.S. data</td>
</tr>
<tr>
<td>Turnover rate</td>
<td>21%</td>
<td>20%</td>
<td>23%</td>
<td>U.S. only, methodology change in 2015</td>
</tr>
<tr>
<td>Employee training - million hours</td>
<td>1.41</td>
<td>1.71</td>
<td>1.62</td>
<td></td>
</tr>
<tr>
<td>Average training hours per employee</td>
<td>26.68</td>
<td>29.65</td>
<td>25.13</td>
<td></td>
</tr>
<tr>
<td>Injury rate per 100 employees</td>
<td>3.22</td>
<td>2.74</td>
<td>2.18</td>
<td>U.S. only</td>
</tr>
<tr>
<td>Injury severity rate per 100 employees</td>
<td>0.66</td>
<td>0.81</td>
<td>0.27</td>
<td></td>
</tr>
</tbody>
</table>

### Diversity and inclusion in our workforce

<table>
<thead>
<tr>
<th>Diversity and inclusion in our workforce</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women in the organization</td>
<td>49%</td>
<td>50%</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>Women in leadership roles (executives and managers)</td>
<td>44%</td>
<td>42%</td>
<td>43%</td>
<td>Global data from 2017, prior years U.S. only</td>
</tr>
<tr>
<td>Women of color in the organization</td>
<td>33%</td>
<td>29%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Women of color in manager roles</td>
<td>18%</td>
<td>16%</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>Employees of color in the organization</td>
<td>60%</td>
<td>54%</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Employees of color in manager roles</td>
<td>37%</td>
<td>32%</td>
<td>33%</td>
<td></td>
</tr>
<tr>
<td>Human Rights Campaign Corporate Equality Index</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>U.S. only</td>
</tr>
</tbody>
</table>

### Community investment

<table>
<thead>
<tr>
<th>Community investment</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total giving: (including Caesars Foundation, corporate, mandated and discretionary giving) ($ million)</td>
<td>73.62</td>
<td>63.00</td>
<td>69.16</td>
<td>Global data. Mandated giving applies in U.S. only</td>
</tr>
<tr>
<td>Volunteering in our communities – reported volunteered hours by employees and families</td>
<td>409,600</td>
<td>331,000</td>
<td>343,050</td>
<td></td>
</tr>
</tbody>
</table>

### Environment

<table>
<thead>
<tr>
<th>Environment</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy: Absolute energy consumption in GWh</td>
<td>2,610</td>
<td>2,548</td>
<td>2,533</td>
<td>Global data from 2015, U.S. only prior to 2015. For details see GRI Content Index.</td>
</tr>
<tr>
<td>Greenhouse gas emissions: Absolute Scope 1 and 2 GHG emissions in thousand metric tons CO2e</td>
<td>932</td>
<td>895</td>
<td>896</td>
<td></td>
</tr>
<tr>
<td>Water: Absolute water consumption in million gallons</td>
<td>3,828</td>
<td>3,821</td>
<td>3,803</td>
<td>U.S. and Canada from 2015, U.S. only prior to 2015 to 2015</td>
</tr>
<tr>
<td>Waste diversion: Diversion of total waste from landfill - annual rate</td>
<td>42%</td>
<td>40%</td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Real estate: LEED certification for all newly built and expanded properties owned by Caesars.</td>
<td>Achieved</td>
<td>Achieved</td>
<td>Achieved</td>
<td>U.S. only</td>
</tr>
<tr>
<td>Green Key Certification: 100% certification for all properties globally</td>
<td>Achieved</td>
<td>Achieved</td>
<td>Achieved</td>
<td>Global (excl. South Africa)</td>
</tr>
</tbody>
</table>

### Responsible Gaming

<table>
<thead>
<tr>
<th>Responsible Gaming</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total employees trained in Responsible Gaming</td>
<td>49,617</td>
<td>52,518</td>
<td>59,679</td>
<td></td>
</tr>
<tr>
<td>Total hours spent in Responsible Gaming training</td>
<td>64,735</td>
<td>71,336</td>
<td>68,830</td>
<td>Global</td>
</tr>
</tbody>
</table>