

PEOPLE PLANET PLAY

Caesars Entertainment 2018-2019 CSR Summary Report

*Rainbow light shows at the Eiffel Tower at Paris Las Vegas
in celebration of WorldPride | Stonewall 50*

To view our full 2018-2019 CSR Report, please visit:
www.caesars.com/corporate/corporate-social-responsibility/CSR-reports



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.

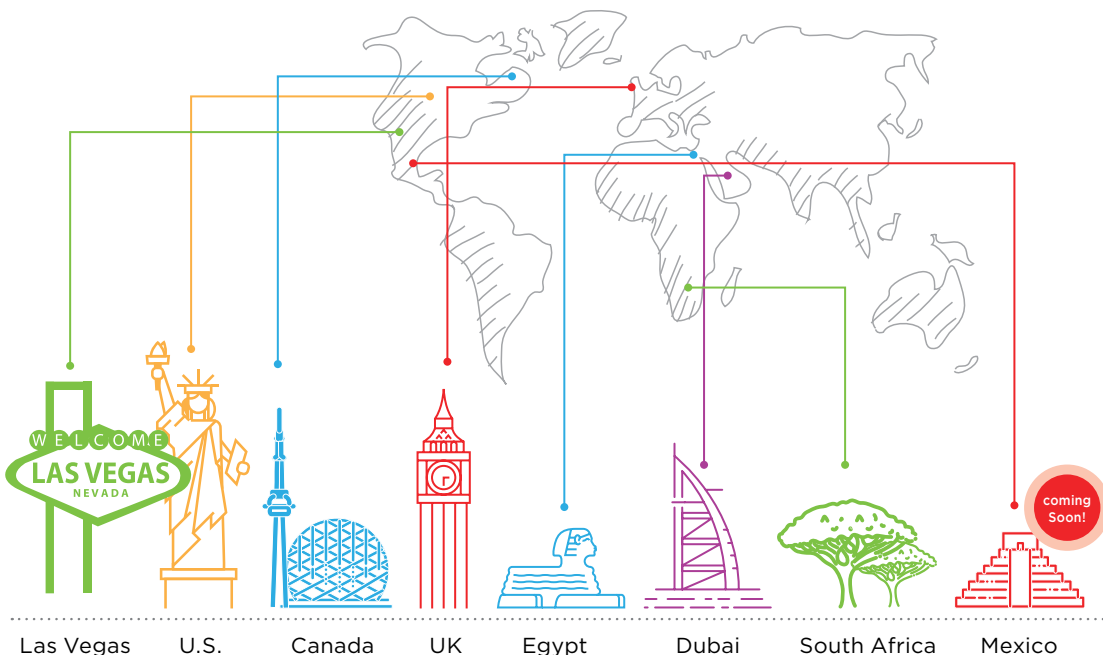
Our portfolio includes: Caesars®, Harrah's®, Horseshoe®, and the Caesars Entertainment UK family of casinos.

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:

The Empire in 2018



\$8.39B

(2018) total global net revenues



>55M

Caesars Rewards
loyalty program
members



>115M

guest visits per
year



>57M

square feet of air-
conditioned space
worldwide



>15,700

conventions and
meetings per year



>9,000

Live entertainment
shows per year



>40,100

hotel rooms and suites
worldwide



>3,300

table games worldwide



>50,900

slot machines worldwide



276

owned or managed
retail stores in
the U.S.



>486

owned or managed food
and beverage outlets,
bars and clubs in the U.S.



For more information, please visit www.caesars.com/corporate

Contents

3

Strong
Governance at
our Core

5

CSR
Highlights

8

Positively Inspiring
Experiences for
Guests

10

Diversity, Equity
and Inclusion in
Focus

14

Continued
Leadership in
Responsible Gaming

16

Always a Great
Place to Work

18

Protecting the
Planet in
a Host of Ways

20

Performance
Summary

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



Caesars' team members in discussion

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



Gwen Stefani performs "Just a Girl" in Las Vegas

Read the full Code of Commitment on our website: <https://www.caesars.com/corporate/corporate-social-responsibility/corporate-code-of-commitment>



CAESARS CODE
OF COMMITMENT

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:

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



CAESARS FORUM

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



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



Economic Equity Tour

to help improve equity in our communities in six cities in the U.S. in 2019



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



\$69 million

total community investment in 2018



Diversity, Equity and Inclusion

training in unconscious bias



68,000 hours

Responsible Gaming training in 2018



Japan

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



20%

reduction in lost-time injury rate - safety performance improvement in 2018



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

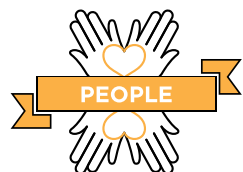
CSR HIGHLIGHTS

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.



- 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

* 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.

People Planet Play Targets

			Performance		
			2016	2017	2018
		Ethical Conduct	Guest perception that Caesars “does what’s right no matter what” (67% “strongly agree” scores by 2020)		
			50%	54%	56%
		Health & Wellness	85% employee wellness program participation by 2020		
			92%	92%	91%
		Employee Engagement	Employee Opinion Scores: outperform industry average		
			Achieved	Achieved	Achieved
		Science Based Targets	Reduce absolute Scope 1 and 2 emissions by 30% by 2025 and 95% by 2050 from a 2011 base-year*		
			17%	23%	24%
			Have 60% of suppliers by spend institute science based GHG reduction targets for their operations by 2023		
			N/A	N/A	30.2%*
		Diversity, Equity & Inclusion	Gender equity in leadership roles by 2025		
			New targets in 2018		44%
			Racial equity in manager roles by 2030		33%
		Responsible Gaming	100% of customer contact employees feel empowered to proactively report RG concerns at Caesars by 2020		
			New target in 2018		83%**

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

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

2019 TripAdvisor Hall of Fame Awards at 14 destinations

Perfect score of 100% for the 12th consecutive year in the Human Rights Campaign Corporate Equality Index

2019 TripAdvisor Certificate of Excellence Awards at a record 31 destinations

Achieved 4 keys (out of 5) in Green Key Meetings Certification for Las Vegas Resorts

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).



Positively Inspiring Experiences	Amazing New Destinations	Live Entertainment Leadership	Exciting New Spaces to Meet and Convene	Service with Passion
Key area of alignment with PEOPLE PLANET PLAY framework				
Aspiration	Create more destinations for inspiring hospitality experiences for all types of guests, including those who want to have fun without gaming.	The best in live entertainment from globally renowned artists to delight our guests.	Expansive, all-service, sustainably managed meeting and convention spaces for all types of gatherings.	World-class service for our guests, from our dedicated team members.
Main initiatives	<ul style="list-style-type: none"> ▪ New destination in Dubai ▪ Two new destinations in Indiana ▪ A fabulous development planned for Mexico ▪ Creation of Caesars Republic brand 	<ul style="list-style-type: none"> ▪ Gwen Stefani's new residency ▪ New Orleans Filmcore opens 	<ul style="list-style-type: none"> ▪ CAESARS FORUM breaks ground ▪ Expanded meeting space at additional venues ▪ Green Key Meetings certifications 	<ul style="list-style-type: none"> ▪ Record service scores – again – from our guests

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



“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

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.

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.

DEI Strategic Pillar	Workforce & Workplace	Supplier & Contracting Diversity	Community Reinvestment	Marketing, Branding & Sales	Policy Advocacy & Thought Leadership
Key area of alignment with PEOPLE PLANET PLAY framework					
Aspiration	Gender, racial and ethnic inclusion and equity in our workplaces around the world, supported by DEI policies and practices for recruitment, development and retention.	Driving diversity in procurement, engaging with and empowering diverse suppliers, designers and contractors, helping them gain entry and grow with our business.	A host of voluntary initiatives, partnerships and advocacy programs supporting diverse populations and addressing social inequalities.	Proactive outreach to diverse guests, convention organizers and leisure groups with tailored offerings and marketing with sensitivity to meet different needs.	Ongoing deep engagement to raise awareness, change perceptions and influence public policy.
Main initiatives	<ul style="list-style-type: none"> Gender and Racial Equity Unconscious bias training Business Impact Groups Hiring Veterans Action against trafficking 	<ul style="list-style-type: none"> Mentoring suppliers Arrive & Thrive at CAESARS FORUM 	<ul style="list-style-type: none"> National and Southern NV D&I partners Philanthropy & volunteerism Economic Equity Tour Shared Future Fund 	<ul style="list-style-type: none"> Collaborations with diverse organizations Inclusive guest experiences 	<ul style="list-style-type: none"> Human rights Immigration integration LGBTQ Advocacy Gender Equity policies & legislation Climate action

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.

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



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 is a signatory to the CEO Action for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion within the workplace

51%

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

43%

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

Perfect score

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

Awarded

Awarded the 2018 LGBTQ Business Equality Excellence by the Business Equality Network



DEI programs in 2018-2019



Caesars Entertainment EVP of Public Policy & Corporate Responsibility Jan Jones Blackhurst, presented a keynote address at the Woman Expo Tokyo 2019. Jan discussed Caesars' Gender Equity Initiative and joined a panel discussion on "harnessing the power of women to revitalize local economy."



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.

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.

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.

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.

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



Veterans, Military
Spouses and
allies



Generations
and allies



LGBTQ
and allies



Black African
diaspora and allies



Hawaiian, Asian
Pacific Islanders
and allies



Women
and allies



Hispanic/Latinos
and allies

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.



Caesars team members proactively reaching out to support veterans.



Continued Leadership in Responsible Gaming

More Investment in Responsible Gaming Practices

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:



Continued Leadership in Responsible Gaming	Skilled RG Team Members	Helping Shape Responsible Gaming	New cutting-edge gaming options	Responsible Racing and Caring for our Racers
Key area of alignment with PEOPLE PLANET PLAY framework				
Aspiration	A skilled team capable and empowered to recognize and assist to guests who may need it	Maintaining our 30-year leadership of Responsible Gaming programs	Expansion of RG Programs to new markets and new technologies	Acting responsibly in our racing programs
Main initiatives	<ul style="list-style-type: none"> RG structure RG training RG Ambassador Program 	<ul style="list-style-type: none"> Supporting developments in Japan Innovation with UNLV 	<ul style="list-style-type: none"> Re:Match – gaming innovation with technology Sports wagering Sports betting integrity 	<ul style="list-style-type: none"> New Empire Fund for retired racing horses

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!**

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.

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.

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.



Michelle Tribble, winner of Hell's Kitchen season 17 is Head Chef at Hell's Kitchen restaurant at Caesars Palace in Las Vegas.

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.

Great Place to Work	Engagement and Purpose	Training and Performance	Wellness for All	Becoming HEROs
Key area of alignment with PEOPLE PLANET PLAY framework				
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	<ul style="list-style-type: none"> Engagement surveys Root for Me recognition 	<ul style="list-style-type: none"> Training delivery 	<ul style="list-style-type: none"> Wellness Rewards Mental Health First Aid (UK) Wellbeing benefits 	<ul style="list-style-type: none"> Volunteering at all properties Cure for a Cause Community Involvement

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.

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.

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.

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.

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:

Protecting the Planet	Progress for Climate Change	Reducing and Recycling Waste	Sustainable Supply	Engaging our Team Members and Guests
Key area of alignment with PEOPLE PLANET PLAY framework		  	 	  
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	<ul style="list-style-type: none"> Science Based Targets Tesla EV supercharging station 	<ul style="list-style-type: none"> Minimizing food waste Routing furniture and other items for use in the community 	<ul style="list-style-type: none"> CDP supplier engagement leadership 	<ul style="list-style-type: none"> 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.

Caesars Science Based Targets initiative approved targets

30% by 2025

Caesars entertainment commits to reduce absolute Scope 1 and 2 emissions by 30% by 2025 and by 95% by 2050 from a 2011 base-year.

60% of suppliers

Caesars also commits to have 60% of suppliers by spend institute science based GHG reduction targets for their operations by 2023.

In 2018, our Scope 1 & 2 emissions reduced by **23.7%** versus 2011, bringing us to **79%** of our 2025 Science Based Target.

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.



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.



Our new Tesla EV Supercharging Station in Las Vegas - artist rendering

Performance Summary

Engagement in citizenship programs	2016	2017	2018	Notes
Employee participation in People Planet Play initiatives , responding positively to “I know my work makes a positive difference in the world.”		42%	42%	Revised measure in 2017
Guest citizenship scores in weekly guest survey showing awareness and engagement of guests in our People Planet Play initiatives	59%	54%	56%	U.S. only
Great place to work	2016	2017	2018	Notes
New hire rate	21%	22%	21%	U.S. data
Turnover rate	21%	20%	23%	
Employee training - million hours	1.41	1.71	1.62	U.S. only, methodology change in 2015
Average training hours per employee	26.68	29.65	25.13	
Injury rate per 100 employees	3.22	2.74	2.18	U.S. only
Injury severity rate per 100 employees	0.66	0.81	0.27	
Diversity and inclusion in our workforce	2016	2017	2018	Notes
Women in the organization	49%	50%	51%	
Women in leadership roles (executives and managers)	44%	42%	43%	
Women of color in the organization	33%	29%	29%	
Women of color in manager roles	18%	16%	17%	Global data from 2017, prior years U.S. only
Employees of color in the organization	60%	54%	53%	
Employees of color in manager roles	37%	32%	33%	
Human Rights Campaign Corporate Equality Index	100%	100%	100%	U.S. only
Community investment	2016	2017	2018	Notes
Total giving: (including Caesars Foundation, corporate, mandated and discretionary giving) (\$ million)	73.62	63.00	69.16	Global data. Mandated giving applies in U.S. only.
Volunteering in our communities - reported volunteered hours by employees and families	409,600	331,000	343,050	
Environment	2016	2017	2018	Notes
Energy: Absolute energy consumption in GWh	2,610	2,548	2,533	
Greenhouse gas emissions: Absolute Scope 1 and 2 GHG emissions in thousand metric tons CO2e	932	895	896	Global data from 2015, U.S. only prior to 2015. For details see GRI Content Index.
Water: Absolute water consumption in million gallons	3,828	3,821	3,803	
Waste diversion: Diversion of total waste from landfill - annual rate	42%	40%	49%	U.S. and Canada from 2015, U.S. only prior to 2015
Real estate: LEED certification for all newly built and expanded properties owned by Caesars.	Achieved	Achieved	Achieved	U.S. only
Green Key Certification: 100% certification for all properties globally	Achieved	Achieved	Achieved	Global (excl. South Africa)
Responsible Gaming	2016	2017	2018	Notes
Total employees trained in Responsible Gaming	49,617	52,518	59,679	Global
Total hours spent in Responsible Gaming training	64,735	71,336	68,830	