



PEOPLE PLANET PLAY

CAESARS ENTERTAINMENT
2019-2020 CSR REPORT

GRI CONTENT INDEX



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GRI CONTENT INDEX STANDARD: GRI 102: GENERAL DISCLOSURES 2016

Disclosure	Description	Page reference or response
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102-45	Entities included	This report includes entities of Caesars Entertainment Corporation as listed in our Annual Report for 2019.
102-46	Report content and topic Boundaries	No change.
102-47	List of material topics	8
102-48	Restatements of information	Some safety data has been restated. See GRI 403.
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102-56	External assurance	2

Caesars is a service industry and our supply chain is comprised primarily of tens of thousands of suppliers of products and services required to serve our guests in our diverse entertainment properties. We maintain a complex inflow of diverse goods and services ranging from furniture, fixtures and equipment, food and beverages, transportation and IT, communications and other technology support systems. Our supply base is almost entirely local to the country of operation and in many cases, local to a specific state within the U.S. for U.S. properties.

In 2020, Caesars Entertainment merged with Eldorado Resorts, Inc. and during 2019/2010 the company made some property divestments. Data in this report refers to Caesars legacy properties through 2019, but the broader narrative includes updates from 2020, some including Eldorado legacy operations. These are noted where relevant.

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.

Material priority	GRI Standard	Management Approach page	Topic-specific GRI Disclosures	Page	Omissions
A commitment to responsible conduct	205: Anti-Corruption	101: 1-3: 29	205-2: Communication and training about anti-corruption policies and procedures	30	Detailed training statistics not available.
Creating memorable experiences for our guests	419: Socioeconomic Compliance	101: 1-3: 30	419-1: Non-compliance with laws and regulations in the social and economic area	None	
	418: Customer Privacy	101: 1-3: 30	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	None	
Responsible Gaming	417: Marketing Labeling	101: 1-3: 21	417-3: Incidents of non-compliance concerning marketing communications	None	
Positive economic contribution	201: Economic performance	101: 1-3: 19	201-1: Direct economic value generated and distributed	GRI Content Index page 6	
	203: Indirect economic impacts	101: 1-3: 19-20	203-2: Significant indirect economic impacts	19-20	
Supporting local communities	413: Local Communities	101: 1-3: 19	413-1: Operations with local community engagement	100%	
Health and wellness	403: Occupational Health and Safety	101: 1-3: 25	403-2: Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and fatalities	GRI Content Index page 9	Omissions noted in GRI 403-2 response.
Diversity and inclusion	405: Diversity and Equal Opportunity	101: 1-3: 10	405-1: Diversity of governance bodies and employees	GRI Content Index page 10	
Great place to work	401: Employment	101: 1-3: 24	401-1: New employee hires and turnover	GRI Content Index page 9	
	404: Training and Education	101: 1-3: 24	404-1: Average hours of training	24	
			404-2: Programs for upgrading employee skills	24	
Reducing energy consumption	302: Energy	101: 1-3: 26	302-1: Energy use	GRI Content Index page 6	
			302-3: Energy intensity	GRI Content Index page 6	
Science-based carbon goal reduction	305: Emissions	101: 1-3: 26	305-1: Direct (Scope 1) GHG emissions	GRI Content Index page 7	
			305-2: Energy indirect (Scope 2) GHG emissions	GRI Content Index page 7	
			305-4: GHG emissions intensity	GRI Content Index page 7	
Reduce and recycle waste	306: Effluents and Waste	101: 1-3: 26	306-2: Waste by type and disposal	GRI Content Index page 8	
Additional	303: Water	101: 1-3: 26	303-1: Water withdrawal by source	GRI Content Index page 8	

GRI 102-8 INFORMATION ON EMPLOYEES

GRI 102-8: Employees by region and gender

	2017			2018			2019		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
U.S.	30,305	29,865	60,170	31,160	30,288	61,448	32,040	31,471	63,511
Canada	1,628	1,267	2,895	1,553	1,208	2,761	1,493	1,216	2,709
UK	665	829	1,494	683	850	1,533	696	846	1,542
Rest of world	390	717	1,107	407	709	1,116	598	1,341	1,939
Total	32,988	32,678	65,666	33,803	33,055	66,858	34,827	34,874	69,701

Note: Data includes Caesars Entertainment and all affiliated companies as of year-end at all global destinations.

GRI 102-8: Employees by Contract

	2017			2018			2019		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Full time	21,654	21,571	43,225	21,505	21,355	42,860	20,901	21,261	42,162
Part time	2,801	1,915	4,716	2,693	1,778	4,471	2,982	2,017	4,999
On call	4,193	4,547	8,740	4,395	4,467	8,862	5,131	4,980	10,111
Permanent	24,455	23,486	47,941	24,198	23,133	47,331	23,883	23,278	47,161
Temporary	4,193	4,547	8,740	4,395	4,467	8,862	5,131	4,980	10,111

Note: Data refers to U.S. based employees at domestic owned and operated properties at Caesars for full year 2019. To be clear, this excludes employees at Eldorado legacy properties.

GRI 102-13 MEMBERSHIPS

- Diversity Best Practices (Member)
- Clean the World (Board)
- Sustainable Hospitality Alliance (Corporate Member/Board)
- Disability:IN (Member, Inclusion Works)
- International Center for Responsible Gaming (Member/Board)
- National Park Trust (Advisory Board)
- Second Wind Dreams (Board)
- Sustainable Brands (Corporate Member/Board Steering Committee)
- Sustainable Purchasing Leadership Council (Corporate Member)
- National Minority Supplier Development Council (Member)
- Women's Business Enterprise Council (Member)

GRI 102-40, 102-42, 102-43, 102-44 **STAKEHOLDERS**

We consult and interact with stakeholder groups extensively, focusing on those who are engaged on a daily basis with our business, as well as those who influence our operations through regulation. In addition, our External Advisory Board provides an expert external perspective and guidance throughout the year.

Stakeholder group	Engagement	Expectations
CSR External Advisory Board	Meetings 3-4 times per year plus informal interactions.	Responsible growth Climate change Waste management
Guests	Daily interactions and formal feedback through surveys.	Great service and value Sustainable practices in our properties and events Privacy of personal information Inclusion of different groups and needs
Employees	Daily interactions and formal feedback through surveys.	Personal development Fair and competitive benefits Equal opportunity
Community organizations	Periodic reviews of joint activity, attendance at meetings and events.	Support for local causes Capacity building Effective Responsible Gaming programs Resource conservation, including water
Regulators	As needed on a direct basis and through industry groups as required.	Compliance with Responsible Gaming regulations Training for employees in responsible gaming
Partners and suppliers	Business reviews and industry meetings.	Collaboration and long-term relationships Ethical and honest behavior
Shareholders	Shareholder calls and conferences.	Positive economic return Ethical conduct Risk management

GRI 201: ECONOMIC PERFORMANCE

201-1: Direct economic value generated and distributed

	2018	2019
	\$ Million	\$ Million
Net revenues	8,391	8,742
Economic Value Distributed		
Payments to employees in wages and benefits	2,626	2,691
Interest payments, net of interest capitalized	1,169	1,259
Payments to vendors for goods and services	2,385	2,067
Payments to governments in international, local, state, and federal taxes	1,333	1,239
Investments in our communities through Caesars Foundation, corporate, mandated and discretionary giving	69	67
Total economic value distributed	7,582	7,323

GRI 302 ENERGY

302-1: Total fuel consumption from non-renewable sources

302-3: Energy intensity

Type	Units	Start year 2007 (U.S.)	Base year 2011 (U.S.)	2016	2017	2018	2019	Change in 2019	Change from 2011	Change from 2007
Electricity	GJ	5,431,119	5,047,433	4,982,308	4,806,599	4,759,571	4,683,552	-2%	-7%	-14%
Heat (mainly natural gas and propane)	GJ	3,567,879	3,412,113	3,309,052	3,297,495	3,308,954	3,277,073	-1%	-4%	-8%
Purchased steam	GJ	558,140	467,332	496,166	514,421	464,108	420,928	-9%	-10%	-25%
Purchased cooling	GJ	150,322	136,147	127,001	126,854	131,686	126,022	-4%	-7%	-16%
Total energy consumption	GJ	9,707,461	9,063,026	9,394,414	9,172,077	9,119,106	8,961,798	-2%	-1%	-8%
Energy intensity	GJ / 1,000 sq. ft.	206.56	170.05	165.91	161.86	157.72	154.73	-2%	-9%	-25%

Note: We do not generate or specifically purchase significant amounts of renewable fuel. Our current limited solar facilities provide a minor proportion of our overall consumption and are not included in our energy data.

GRI 305: EMISSIONS

305-1: Direct (Scope 1) GHG emissions

305-2: Energy indirect (Scope 2) GHG emissions

305-4: GHG emissions intensity

Type	Units	Start year 2007 (U.S.)	Base year 2011 (U.S.)	2016	2017	2018	2019	Change in 2019	Change from 2011	Change from 2007
GHG emissions (Scope 1)	MT CO ₂ e	233,446	227,259	237,403	225,088	228,448	228,973	0%	1%	-2%
GHG emissions (Scope 2) (location based)	MT CO ₂ e	912,292	832,683	694,467	670,106	667,333	633,104	-5%	-24%	-31%
GHG emissions (Scope 2) (market based)	MT CO ₂ e	912,292	832,683	618,193	570,552	580,454	628,856	8%	-24%	-31%
Total Scope 1+2 GHG emissions	MT CO₂e	1,145,738	1,059,942	855,596	795,640	808,902	857,829	6%	-19%	-25%
GHG emissions (Scope 1)	MT CO ₂ e/ 1,000 sq. ft.	4.97	4.26	4.19	3.97	3.95	3.95	0%	-7%	-20%
GHG emissions (Scope 2)	MT CO ₂ e/ 1,000 sq. ft.	19.41	15.62	10.92	10.07	10.04	10.86	8%	-31%	-44%
GHG emissions intensity (Scope 1+2)	MT CO₂e /1,000 sq. ft.	24.38	19.89	15.11	14.04	13.99	14.81	6%	-26%	-39%

Notes:

- Energy and emissions base year of 2007 represents U.S. only operations. Energy, emissions and water usage data for 2007-2010 represents U.S. only. Data for 2011-2014 includes Canada. Data from 2015 includes international operations.
- Market based emissions are used for overall emissions calculations. Emissions factors are calculated using energy attribute certificates, supplier/utility emission rates, residual mix and grid average.
- Location Scope 2 emissions are calculated using eGrid 2014 sub-region GHG emissions factors for the U.S. Scope 1 and 3 emissions are calculated using IPCC AR4 100-year GWP factor
- Emissions are recalculated annually retroactively in line with Greenhouse Gas Protocol guidelines representing locations acquired, newly managed or divested in each year.

GRI 305-3: Scope 3 GHG emissions

Type	Units	2016	2017	2018	2019	Change in 2019
Scope 3 from waste and business travel (U.S. only)	MT CO ₂ e	31,901	37,073	30,863	28,860	-6%
GHG emissions intensity (Scope 3)	MT CO₂e /1,000 sq. ft.	0.59	0.69	0.57	0.53	-7%

GRI 303: WATER

303-1: Water withdrawal by source

Type	Units	Base year 2008 (U.S.)	2016	2017	2018	2019	Change in 2019	Change from 2008
Total water withdrawal	Kgal	4,238,855	3,827,577	3,821,468	3,800,812	3,636,283	-4%	-14%
Water intensity	Kgal /1,000 sq. ft.	86.80	67.60	67.44	65.74	62.78	-3%	-24%

GRI 306: EFFLUENTS AND WASTE

306-2: Waste by type and disposal

Type	Units	Base year 2008 (U.S.)	2016	2017	2018	2019	Change in 2019	Change from 2008
Recycled or reused	Metric tons	32,320	59,323	58,239	68,700	52,779	-23%	63%
Landfill	Metric tons	104,798	79,900	83,880	70,472	68,563	-3%	-35%
Total waste	Metric tons	137,118	139,223	142,119	139,172	121,342	-13%	-12%
Diverted waste as % of total	Metric tons	24%	43%	41%	49%	43%	-12%	85%
Waste intensity (waste generated)	MT / 1,000 sq. ft.	2.52	2.50	2.55	2.49	2.16	-13%	-14%

Note: Waste data includes U.S. only from 2012, and U.S. and Canada from 2015.

GRI 401: EMPLOYMENT

401-1: New employee hires and turnover

Employee New hires	New hire rates - 2017			New hire rates - 2018			New hire rates - 2019		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
< age 30	7%	5%	12%	6%	5%	11%	6%	5%	11%
age 30 - 50	4%	4%	8%	4%	3%	7%	4%	4%	8%
> age 50	1%	1%	3%	1%	1%	3%	1%	1%	3%
All new hires	12%	10%	22%	11%	10%	21%	11%	10%	22%

Employee Turnover	Turnover rates - 2017			Turnover rates - 2018			Turnover rates - 2019		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
< age 30	5%	4%	9%	6%	4%	10%	6%	4%	10%
age 30 - 50	4%	4%	7%	5%	4%	9%	5%	4%	9%
> age 50	2%	2%	3%	2%	2%	5%	2%	2%	4%
All leavers	11%	9%	20%	13%	11%	23%	12%	10%	23%

Notes:

- New hires refer to external hires.
- Data refers to U.S. based permanent full and part time status employees only, at domestic owned and operated properties for full year 2019. Managers include first line management and above, not including supervisory roles.
- Prior year data has been restated to align with updated methodology for HR accounting

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

403-2: Types of injury and rates of injury

	2017	2018	2019
Injury rate	2.74	2.46	2.5
Lost day rate	0.40	0.38	0.37
Occupational disease rate	0.05	0.09	0.03
Fatalities	0	0	0

Notes:

- Injury rate for 2018 and lost day rate for 2017 and 2018 have been restated to align with current methodology to include all injuries that required medical treatment beyond first aid. The rates for 2018 and 2019 include new properties in Indiana.
- Data refers to our operations in the U.S. for all direct employees. No data is currently available for international operations or contract employees.
- Rates are calculated per 200,000 hours for actual hours worked and include all injuries except first aid.
- Occupational disease is tracked since 2017, and represents repetitive strain injuries, primarily in hotel housekeeping roles.
- Omissions: This year, we are not able to provide a breakdown of injuries by gender. We expect to report in full in our next report.

GRI 405-1: DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

Board of Directors	2017	2018	2019
Women	0%	17%	27%
< age 30	0%	0%	0%
age 30 - 50	9%	8%	18%
> age 50	82%	92%	82%
Minority	9%	8%	9%
Executives	2017	2018	2019
Women	17%	15%	22%
< age 30	0%	0%	0%
age 30 - 50	25%	31%	33%
> age 50	75%	69%	67%
People of Color	0%	8%	22%
Managers	2017	2018	2019
Women	43%	44%	45%
< age 30	9%	8%	7%
age 30 - 50	60%	61%	63%
> age 50	31%	31%	30%
People of Color	33%	35%	35%
Non-managers	2017	2018	2019
Women	52%	52%	51%
< age 30	18%	18%	17%
age 30 - 50	42%	41%	44%
> age 50	40%	41%	39%
People of Color	63%	64%	64%
Total employees	2017	2018	2019
Women	51%	51%	51%
< age 30	17%	17%	16%
age 30 - 50	43%	43%	45%
> age 50	40%	40%	39%
People of Color	61%	62%	62%

Note: Data refers to U.S. based permanent employees at domestic owned and operated properties and Harrah's Ak-Chin, Harrah's Resort Southern California and Horseshoe Baltimore. Managers include first line management and above, not including supervisory roles.



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