



# CAESARS ENTERTAINMENT CODE OF COMMITMENT

The Code of Commitment governs the conduct of our business. It is our public pledge to our guests, team members, communities, business partners and all those we reach that we will honor the trust they have placed in us.

The Code illustrates our robust platform of corporate governance, ethical conduct and integrity. **PEOPLE PLANET PLAY** is the framework underpinning our Corporate Social Responsibility strategy and our support for the United Nations Sustainable Development Goals. It's also the organizing framework for the Code of Commitment:

## PEOPLE

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

- We invest in our team members by providing competitive pay and benefits, including health insurance, a retirement plan and a comprehensive wellness program.
- We encourage professional and personal growth through tuition reimbursement, on-the-job training, career development, and promotion from within.
- We share our financial success with our team members through rewards for service to our guests, and with our communities by donating a portion of company profits to charitable causes.
- We seek and respond to team member opinions and concerns on all aspects of their jobs, from their engagement with their supervisors to the quality of our hotels and casinos.
- We welcome and value team members and guests from diverse backgrounds and perspectives.
- We value the diversity and vitality of the communities in which we operate and are committed to partnering with a wide range of local businesses, suppliers, nonprofits, associations and community organizations.
- We encourage and provide opportunities to our team members to participate in their communities through civic engagement and volunteering.



## PLANET

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

- We acknowledge the science behind human-induced climate crisis and combat its effects with science-based targets and strategies that reduce our greenhouse gas emissions within our own operations and through our value chain.
- We invest in and implement environmentally efficient technologies and processes that mitigate our impact by increasing energy efficiency, water conservation, and reducing waste and recycling at all of our properties.
- We publicly disclose our environmental impacts and encourage our suppliers to do the same.
- We engage our team members, customers, suppliers, and communities in climate action through policy advocacy and partnerships.

## PLAY

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

- We continuously innovate and invest in the development of world class venues to offer memorable experiences for our guests from a diverse range of backgrounds.
- We advocate for and uphold the human rights of our stakeholders and our approach to diversity, equity and inclusion is geared to ensure the best possible experience at Caesars.
- We offer uncompromising customer service by rigorously and continuously measuring guest experience and responding with focused improvements that reflect the needs of our diverse base of guests.
- We maintain the industry's most innovative and comprehensive Responsible Gaming program.
- We emphasize that gambling is an adult-only activity, for entertainment purposes only. We train team members to be vigilant in preventing individuals under the legal age from playing at our casinos or online. We restrict the placement and content of our gambling advertising and marketing materials to age-appropriate venues and messages.
- We make specially trained Responsible Gaming Ambassadors available at every property 24/7 to address concerns about our guests' responsible play and provide problem gambling assistance and resources.

