

**PEOPLE PLANET PLAY**

CAESARS ENTERTAINMENT  
**ESG UPDATE 2019-2020**



**CAESARS**  
ENTERTAINMENT®

# OVERVIEW

Caesars Entertainment, Inc. (NASDAQ: CZR) was formed in 2020 following the merger of Caesars Entertainment Corporation and Eldorado Resorts, Inc. and is the largest casino-entertainment company in the U.S. and one of the world's most diversified casino-entertainment providers. Caesars Entertainment's resorts operate primarily under the Caesars®, Harrah's®, Horseshoe® and Eldorado® brand names. Caesars Entertainment offers diversified amenities and one-of-a-kind destinations, with a focus on building loyalty and value with its guests through a unique combination of impeccable service, operational excellence and technology leadership. Caesars Entertainment is committed to its employees, suppliers, communities and the environment through its PEOPLE PLANET PLAY framework.

## OUR VALUES:

**INTEGRITY**  
**DIVERSITY & INCLUSION**  
**SERVICE WITH PASSION**  
**CARING CULTURE**  
**CELEBRATING SUCCESS**  
**OWNERSHIP**

## OUR MISSION:

We inspire grown-ups to play

## OUR VISION:

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



CAESARS CODE OF COMMITMENT

### Our Code of Commitment:

This is our public pledge to our guests, team members, communities, business partners and all those we reach through our business.

**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 as a responsible business, including Responsible Gaming practices

**Material Impacts:** Established in 2013 after extensive engagement with employees, guests, suppliers, community representatives, investors and CSR experts and revalidated annually. We plan to revisit our materiality assessment as we revise our CSR strategy and goals in the coming year. In the meantime, we continue to report against 11 key impact areas that were reconfirmed in early 2019:

## PEOPLE

- Health and wellness
- Empowering workplace
- Positive economic contribution
- Supporting local communities

## PLANET

- Science Based Goals
- Reducing energy consumption
- Reduce and recycle waste

## PLAY

- Responsible business
- Diversity, Equity and Inclusion
- Creating memorable guest experiences
- Responsible Gaming



### The UN Sustainable Development Goals (SDGs)

Caesars supports the UN Sustainable Development Agenda that aims to deliver global prosperity by 2030 - our most significant impacts align with SDGs 3, 8 and 11.

# ESG METRICS SUMMARY

Engagement in citizenship programs	2017	2018	2019	Notes
Guest citizenship scores in weekly guest survey showing awareness and engagement of guests in our PEOPLE PLANET PLAY initiatives	54%	56%	53%	U.S. only
Team members hiring, training and safety	2017	2018	2019	Notes
New hire rate	22%	21%	22%	U.S. data
Turnover rate	20%	23%	23%	
Employee training - million hours	1.71	1.62	1.51	
Average training hours per employee	29.65	25.13	23.74	
Injury rate per 100 employees	2.74	2.18	2.50	
Injury severity rate per 100 employees	0.81	0.27	0.37	
Diversity and inclusion in our workforce	2017	2018	2019	Notes
Women in the organization	50%	51%	50%	Global data
(Women in leadership roles (executives and managers	42%	43%	45%	All US Domestic Owned and operated for full year including Harrah's Ak-Chin, Harrah's Resort Southern California, Horseshoe Baltimore.
Women of color in the organization	33%	33%	33%	
Women of color in manager roles	16%	17%	17%	
Employees of color in the organization	57%	58%	61%	
Employees of color in manager roles	32%	33%	35%	
Human Rights Campaign Corporate Equality Index	100%	100%	100%	
Community investment	2017	2018	2019	Notes
<b>Total giving:</b> (including Caesars Foundation, corporate, (mandated and discretionary giving) (\$ million	63.00	69.16	66.60	Global data. Mandated giving applies in U.S. only.
<b>Volunteering in our communities</b> – reported volunteered hours by employees and families	331,000	343,050	373,621	
Environment	2017	2018	2019	Notes
<b>Energy:</b> Absolute energy consumption in MJ	9,172	9,119	8,962	Global data from 2015, U.S. only prior to 2015. For details see GRI Content Index.
<b>Greenhouse gas emissions:</b> Absolute Scope 1 and 2 GHG emissions in thousand metric tons CO <sub>2</sub> e	796	809	858	
<b>Water:</b> Absolute water consumption in million gallons	3,821	3,801	3,636	
<b>Waste diversion:</b> Diversion of total waste from landfill - annual rate	41%	49%	43%	U.S. and Canada from 2015, U.S. only prior to 2015
<b>Real estate:</b> LEED certification for all newly built and expanded properties owned by Caesars	Achieved	Achieved	Achieved	U.S. only
<b>Green Key Certification:</b> 100% certification for all properties globally	Achieved	Achieved	Achieved	North America only
Responsible Gaming	2017	2018	2019	Notes
Total employees trained in Responsible Gaming	52,518	59,679	49,943	Global
Total hours spent in Responsible Gaming training	71,336	68,830	35,024	
Governance (as at October 2020)	2020			Notes
Board Composition	10 Board Members, 80% independent, 20% women			Post-merger
Board Committees	4: Audit, Compensation, Nominating and Corporate Governance, CSR (CSR Committee formed in 2020)			Post-merger

NOTE: 2017-2019 data applies to Caesars Entertainment legacy operations prior to the merger with Eldorado Resorts, Inc., in 2020.

We generated **\$8.74 billion** in total net revenues in 2019. We shared **\$7.32 billion** of economic wealth with our team members, suppliers, financial service providers, governments and municipalities, amounting to **84%** of our net revenues for that year. The major portion of this was for our team members: **37%**.

# ENVIRONMENT

- Science based targets commitment updated in 2019 to becoming carbon neutral by 2050 to achieve global warming levels that are “Well Below 2 degrees”. **Our targets are:** Caesars Entertainment commits to reduce absolute Scope 1 and 2 emissions by 35% by 2025 and by 100% by 2050 from a 2011 base-year. Caesars also commits to have 60% of suppliers by spend institute science based greenhouse gas (GHG) reduction targets for their operations by 2023.
- Achieved **19.7%** Scope 1 & 2 GHG emissions reduction compared to 2011, bringing us to **64%** of our 2025 Science Based GHG Reduction Target.
- Since 2007, in the U.S., absolute carbon footprint (Scope 1 & 2 greenhouse gas emissions) reduced by 29%.
- Achieved positive environmental impacts across energy, greenhouse gas (GHG) emissions, water use and waste in 2019. Per 1,000 sq. ft., Caesars used **2% less energy**, **3% less water** and generated **13% less total waste** in 2019 compared to 2018.
- Invited **53%** of suppliers by spend to submit their climate data through the CDP Supply Chain program.



- Advanced Electric Vehicle charging at our properties – by end 2019, Caesars had accommodated over **40,000** charging sessions resulting in estimated avoided emissions of over 500 metric tons of CO<sub>2</sub>.
- Achieved cumulative **86 million lbs.** of GHG emission avoidance through LED lighting installations at our properties since 2010.

# SOCIAL

- Hosted first-ever Corporate Diversity, Equity & Inclusion Summit attended by executives from corporate, community and advocacy partners to drive collaborative, cross-sector action for racial and social justice.
- Hosted Economic Equity Tour with more than **2,000** attendees at six Caesars properties throughout the U.S. and at webinar events to help build financial capabilities and resilience in our communities.
- Reconfirmed gender and racial equity goals: 50% of leadership roles held by women by 2025 and 50% of manager roles and above held by team members of color by 2030.
- Spend with certified diverse vendors represented **10.8%** of operational and **17.6%** of capital expenditure.
- Contributed **\$67 million** to local communities, including the value of **370,000** hours volunteered by team members and their families, to our strategic community partners. Caesars continues to be a major corporate contributor, with an independent benchmark showing that in 2019, Caesars turned every dollar of revenue into a contribution to its communities of **46 cents** - nearly four times the average community contribution for U.S. corporations.
- Celebrated **30** years of Responsible Gaming (RG) leadership in 2019 and **50,000** team members received RG training.
- Invested **1.51** million hours in training and development for team members, an average of **27** hours per team member per year.



*Protecting people through the COVID-19 pandemic*



*Corporate DEI Summit*

# GOVERNANCE

In 2020, following completion of the merger of Caesars Entertainment Corporation and Eldorado Resorts, Inc., we implemented the necessary measures to align the governance of the new Caesars Entertainment Inc. with both regulatory requirements and our shared aspiration to continue the best of our joint heritage of corporate responsibility.

**CSR Committee:** In 2020, we formed a first-ever CSR Committee of the Board, chaired by Jan Jones Blackhurst, current Board member and former Executive Vice President of Public Policy and CSR. The purpose of the Committee is to assist the Board of Directors in fulfilling its responsibilities related to oversight of the Company's sustainability risks and opportunities and environmental, social and governance issues (ESG), also encompassing diversity and inclusion. The Committee's scope includes public policy, regulatory environments, corporate responsibility programs, and issues that may, in the view of the Committee, affect the business, shareholder value, or other stakeholders from a sustainability and diversity and inclusion perspective. See the CSR Committee Charter [here](#).

**Compliance:** Our company and all our affiliated subsidiaries operate under a compliance program approved by our multiple gaming regulatory jurisdictions. Establishing a revised compliance structure framework has been a first priority of the newly merged Caesars organization to support a culture of compliance we aim to instill across our business. All essential infrastructure, including advanced technology, is in place, as well as around 100 individuals across the enterprise who play a role in compliance delivery, helping us meet our obligations in this area. We maintain comprehensive training programs for our compliance professionals and team members in relevant roles throughout the organization

**Risk Management:** Our approach is a proactive one – we aim to prevent risk and we deploy processes to anticipate where we have exposure, and then take steps to mitigate identified risks. Our Internal Audit department defines an annual audit plan, based on an examination of issues and other organizational priorities, and this is reviewed and approved by the Audit Committee of the Board of Directors. Audit results are shared with the Audit Committee and action plans agreed to address findings.

**Anti-Money Laundering (AML):** We are currently synthesizing a plan for our entire organization, adopting best practices from the heritage of both companies to meet the needs of a company of the scale and size of the new Caesars Entertainment. Our AML program is sophisticated and responsive to changing best practices and we maintain a dedicated team for the more intricate elements of AML such as Know Your Customer procedures and incident reporting.

**Data Privacy and Security:** Data privacy and data security are fundamental to our successful operations and to the trust of our employees, guests and all those we serve. We spare no effort in ensuring our teams are aware, competent and supported by state-of-the-art technology to perform with the highest professional care in this area. We have experienced no significant data security or privacy breaches in the past years and continue to improve our practices and team member training.

## Insights from Jan Jones Blackhurst

As a former Caesars Executive, you are known for your enlightened leadership of CSR, including gender and racial diversity, equity and inclusion, social advocacy and environmental sustainability. Will the Board of the new Caesars embrace these as priorities as well?



**Jan:** "The interesting thing in this evolution is the intent to sustain the momentum that has been created in sustainability and sustainability governance. There is a very strong commitment that the current Board will keep the key elements. Proof points include our new CSR Committee of the Board of Directors, which I am proud to chair. Similarly, our accomplished team that led Caesars to great CSR achievements remains in place for the new larger organization so that we can continue to benefit from their expertise. Of course, there will be challenges, also in the light of the COVID-19 pandemic that has caused every business to stop and recalibrate. But I cannot stress enough that while we may be a new Caesars, our commitments to responsible activity and to our people, guests, communities and the environment have not changed."

In what ways will your experience at Caesars to date help the new Board define priorities?

**Jan:** "I have learned that you can lead without driving the bus. This allows me to play a leadership role but from a different vantage point. The important thing is that we are maintaining continuity as far as possible. I think one of the biggest opportunities we have now is to ensure the Board is equipped with knowledge of best practices in CSR in our industry and beyond our industry, so that they can make informed decisions. We envision being best in class in CSR, and to do this, we have to move forward together with everyone on the same page, at the right pace. We must be careful of not overreaching but at the same time, we are intent on moving forward in the right way, efficiently. Our story is one of continuity and continuous improvement, and that's a really good story."

**Note:** All data in this ESG update is for Caesars Entertainment legacy operations prior to the merger in 2020 with Eldorado Resorts, Inc., unless otherwise stated. For full details of our CSR Performance, see Caesars Entertainment 2019-2020 CSR Report:

<https://www.caesars.com/corporate/corporate-social-responsibility/csr-reports>

See our full 2019/2020 CSR Report:

<https://www.caesars.com/corporate/corporate-social-responsibility/csr-reports>

