



Caesars Sportsbook
11/27/23 Meeting – Massachusetts Gaming
Commission

*Q3 2023 Sports Wagering Quarterly
Report*



Caesars Sportsbook Sports Wagering Quarterly Report – Q3 2023

➤ Revenue:

Q2 2023				Q3 2023			
Month	Total SW Revenue	MA SW Taxes Collected	Handle	Month	Total SW Revenue	MA SW Taxes Collected	Handle
April	1,681,749.75	326,640.35	9%	July	806,058.45	155,539.69	7%
May	1,385,015.51	267,488.30	7%	August	594,078.57	111,507.11	4%
June	687,023.52	131,061.10	5%	September	1,640,430.39	319,017.88	9%
TOTALS	3,753,788.78	725,189.76	7%	TOTALS	3,040,567.41	586,064.68	7%

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Caesars Sportsbook Sports Wagering Quarterly Report – Q3 2023

➤ **Workforce / Workforce Diversity**

- We embrace diversity and aim to create a diverse workforce of Team Members in which all are celebrated as individuals and supported by equitable policies and a culture of inclusion. Our policies and processes throughout the organization are designed to encourage the broadest possible diverse representation in our Company and ensure each has the opportunity to succeed.
- We've set goals to achieve full gender and racial parity across our organization in accordance with the following commitments by 2025:
 - Women: 50% of leadership roles* will be held by women within both the mid-level and senior leadership populations.
 - Racial/Ethnic: 50% of leadership roles* will be held by people of color. We also commit to increasing the representation of people of color in senior leadership by 50%.
- Our commitment to these goals remains solid; as we grow our organization going forward, we will ensure our recruitment and Team Member development processes are aligned behind our stated goals. We plan to achieve our DEI goals through a range of actions that include reinforcing our DEI culture across all communications and training channels, ensuring equitable access to development programs for Team Members and ensuring our hiring practices continue to create opportunities for Team Members of all identities and backgrounds.

**Leadership roles include supervisors and above. Mid-level leadership roles include supervisors and managers. Senior leadership roles include Directors, Vice Presidents, Senior Vice Presidents and C-Suite Targets cover direct employees in the U.S.*



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➤ Workforce / Workforce Diversity

# of Team Members in each Category	Minority		Women		Veteran*		MA Resident		Total Team Members
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Executive	98	29%	32	9%	4	1%	0	0%	339
Manager & Supervisor	151	38%	106	27%	7	2%	6	1.5%	395
Entry Level	353	44%	236	30%	14	2%	0	0%	794
Totals	602	39%	374	24%	25	2%	6	0.4%	1,528

*Team Members are not required to disclose Veteran status

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➤ Vendor / Supplier Spend / Supplier Diversity

Q3 2023 Overview of Total Spend, including any MA Spend/Impacts

- The below statistics are anticipated company-wide vendor spend statistics for Q3 2023, which are not yet validated. Q1 and Q2 statistics have been validated and updated accordingly. This data is reflective of the company's total spend at all properties.

2023	Total Spend	Diverse Spend	Diversity %
23Q1	\$1,368,277,550	\$39,932,237	11.80%
23Q2	\$1,254,528,026	\$35,963,687	11.60%
23Q3	\$1,291,666,323	\$31,587,837	10.40%

- Caesars has recently taken a critical view of its current Diversity program and has committed resources to revamp our program to improve communication of available diverse suppliers to include properties within states where diversity spend is not regulated. By doing so Caesars has been able to identify and begin the utilization of Massachusetts based diverse suppliers. Through this effort we can now state that Caesars was able to identify Continental Resources (ConRes) as a viable supplier for our Grand Vic Illinois property as well as our Corporate office in Las Vegas.

*Addressable spend does not include taxes, utilities and some highly regulated gaming trade sectors defined as addressable.



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- Largely due to this Commissions Diversity effort and this quarterly reporting we can also tell you that we are developing a Diversity 101 document that will define from a high-level Caesars Diversity program efforts and the steps we take to identify, mentor, and share viable Diverse suppliers to all our Caesars properties across the country.
- Caesars is also developing a Diversity play book that will easily identify the states in which we conduct business and any regulatory rules associated with the state. This includes states in which we do not have brick and mortar casinos such as Massachusetts. This playbook will be used as a quick reference guide for our internal stockholders as they conduct business daily. We feel this will further keep the importance of Diversity and inclusion front and center with each of our procurement decisions.

*Addressable spend does not include taxes, utilities and some highly regulated gaming trade sectors defined as addressable.



➤ Compliance

Q3 2023 Chart Compiling The Monthly Minors/Underage Access Numbers Submitted To The Commission

- The below statistics are the number of prohibited individuals found sports wagering or attempted to sports wager on Caesars Sportsbook (“CSB”) platform, individuals turned over to law enforcement, and accounts suspended due to underage activity.

FY23 MONTH	Found sports wagering or attempting to SW on CSB SW platform	Turned over to proper law enforcement authority by CSB	Account Suspended due to underage activity
July	0	0	0
Aug	0	0	0
Sept	0	0	0
TOTAL	0	0	0



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➤ Compliance

Q3 2023 Play Management Responsible Gaming Reporting

No Q3 2023 Play Management statistics to report as Caesars was granted a Temporary Waiver for Reporting Requirement 205 CMR 255.04 (5) through October 15, 2023. Play Management data will be included in our Q4 2023 Quarterly report.





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➤ Responsible Gaming Q3 2023

- Q3 2023 VSE Enrollees:
 - 66 Massachusetts State VSE enrollees were added for the quarter.
 - As of 9/30/23, there were 63 MA State VSEs suppressed at Caesars
- Notable Responsible Gaming Engagement:
 - 1) Responsible Gaming Education Month Company-wide toolkit to include the following materials in both English and Spanish:
 - Buzz Planner
 - Newsletter from COO
 - Flyer
 - Social Media Posts
 - Poster
 - Outdoor Marque Messaging
 - Heart of House Slide
 - (Las Vegas and Atlantic City)
 - Responsible Gaming Quiz

CAESARS CELEBRATES RESPONSIBLE GAMING EDUCATION MONTH

A Message From Anthony Carano,
President & Chief Operating Officer

Dear Team Members -

More than 30 years ago, Caesars pioneered the industry's first Responsible Gaming initiative and we've been Blazing The Trail ever since. We are proud of our trailblazing history, and as we kick off Responsible Gaming Education Month, I'm pleased to point to two innovative and first-in-class policies we've implemented at Caesars Entertainment this year to ensure we are supporting responsible play.

First, our universal exclusion policy; this year, Caesars Entertainment launched our industry's most expansive exclusion policy. When a guest informs us that gambling is no longer in their best interest and elects to take a break from playing, they are excluded not only from our gaming facilities or a state-sponsored exclusion program, but they are also excluded from nearly every gaming platform we offer - both in-person and online, in jurisdictions that we operate in.

Just as importantly, we recently launched our enhanced 21+ gaming policy, which restricts access to the Caesars Rewards database for anyone under 21, and where allowed by law, limits all domestic gaming, pari-mutuel, sports, and iGaming options to those 21 and older. This is our company taking a stand and saying that we believe gambling is best restricted to those 21 and over, even in jurisdictions that allow some form of gambling to people under 21.

These new initiatives complement the robust Responsible Gaming program we've activated across the Empire. While rolling these ideas out, we continue to support other Responsible Gaming initiatives built to educate our Team Members and guests and support Responsible Gaming research, including:

- The introduction of a Responsible Gaming Council comprised of seven senior leaders overseeing policies on behalf of the company;
- Donations to local and national non-profit Responsible Gaming organizations that support and promote problem gambling help resources and research;
- Provide support to the National Council on Problem Gambling with the highest level sponsorship;
- Continued Responsible Gaming awareness and education training for every Caesars Entertainment Team Member and specialized training for more than 1,600 Responsible Gaming Ambassadors across the enterprise;

As we reflect on this monumental year, we ask that everyone take a moment to focus on the importance of Responsible Gaming and the ways we support it as the bedrock of our success.

While we celebrate our long-standing commitment to Responsible Gaming, we recognize that we couldn't do it without you. Thank you for taking the time to focus on your annual Responsible Gaming training and continued education. With your help, we ensure that everyone who visits and plays with us does so for the right reason - to simply have fun.

Together We Win,
Anthony

RESPONSIBLE GAMING FIRST

CAESARS CELEBRATES RESPONSIBLE GAMING EDUCATION MONTH
SEPTEMBER 1-30, 2023

Responsible gaming is not only our duty - it's the foundation that drives our business forward. For over 30 years, Caesars Entertainment Team Members have Blazed The Trail for our industry-leading responsible gaming practices and approach, which includes:

- Over 1,600 Responsible Gaming Ambassadors and Chats trained in harm and risk reduction.
- An enhanced Universal Exclusion Policy that represents the largest-scale gaming exclusion option available in the U.S.
- An enhanced 21+ Gaming Policy that restricts access to Caesars Rewards accounts from customers in jurisdictions that allow patrons under the age of 21 to participate in our gaming offerings.
- Four jurisdictionally-based self-limit options for guests to enjoy their gaming experience responsibly on our Caesars Digital online gambling products.

Together, we can create a more fun, safe and responsible gaming environment for all. Learn more at PPP Online by clicking or scanning the QR code.

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- 2) Council on Compulsive Gambling of New Jersey, Inc. Statewide Conference, September 28, 2023
-General Conference Sponsor, \$3,500

Caesars' All-In, We Win Team Member engagement survey was administered in early 2022. 88%* of the survey participants agreed that Caesars promotes and participates in Responsible Gaming practices.

Key Results from our “All-In, We Win” Engagement Survey, 2022 (Strongly agreed or agreed responses by participating Team Members)		
92% I clearly understand what is expected of me in my role	88% Caesars Entertainment promotes & participates in Responsible Gaming practices	82% I am proud to work for Caesars Entertainment
80% I am enthusiastic about my job	80% I can be myself at Caesars Entertainment	79% Caesars Entertainment has a positive impact in our communities
77% My work makes a positive impact on people’s lives	80% I recommend Caesars Entertainment as a great place to work	73% I feel a strong connection to the Company mission of Creating the Extraordinary

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*Survey results reported in the 2022 Corporate Social Responsibility Report released in September 2023



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➤ **Lottery Engagement**

No material update for this quarter.

New Lottery contact was provided to Caesars Sportsbook and we'll continue to pursue potential promotional strategies.



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➤ **Community / Outreach / Charitable Contribution** **Q3 2023**

- We believe it is important to intentionally reinvest in our communities through programs that help address specific social and environmental challenges. We reinvest a portion of the revenue we generate because it is through the goodwill and support of our communities that we are able to succeed. With strong communities around us, we can be a stronger business. Our corporate reinvestment strategy embraces three social and environmental themes that represent the areas in which we can achieve lasting positive impact and are of significant importance to our communities:

Approach	PEOPLE	PLANET	PLAY
Strategic Theme	Social Equity & Education	Climate Change & Food Security	Responsible Play & Mental Health
Broad Goals	Brighter futures through education We commit to uplifting the people in our communities by creating an equal chance for success through education and equitable opportunities for all who are marginalized or underserved.	Taking care of our planet and people We commit to caring for our planet and the people who live here by taking climate actions that set us on a path to carbon neutrality and working to ensure access to food in the communities where we live, work and play.	Improving quality of life through play and wellness We commit to fostering an environment of responsible and positive play with mental wellbeing for our Team Members, guests and communities at the forefront.





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➤ Community / Outreach / Charitable Contribution Q3 2023

Caesars Foundation 2022 National Grants





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Questions and comments can be sent to:

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