



Caesars Sportsbook  
02/22/24 Meeting – Massachusetts Gaming  
Commission

---

*Q4 2023 Sports Wagering Quarterly  
Report*



## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Revenue:

Q3 2023				Q4 2023			
Month	Total SW Revenue	MA SW Taxes Collected	Handle	Month	Total SW Revenue	MA SW Taxes Collected	Handle
July	806,058.45	155,539.69	7%	October	1,311,092.89	1,265,197.89	7%
August	594,078.57	111,507.11	4%	November	403,366.90	335,536.90	2%
September	1,640,430.39	319,017.88	9%	December	1,072,083.88	1,012,162.88	4%
<b>TOTALS</b>	<b>3,040,567.41</b>	<b>586,064.68</b>	<b>7%</b>	<b>TOTALS</b>	<b>2,786,543.67</b>	<b>2,612,897.67</b>	<b>4%</b>

CAESARS ENTERTAINMENT™ | PROPRIETARY AND CONFIDENTIAL





## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 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\* held by women within both the mid-level and senior leadership populations.
  - Racial/Ethnic: 50% of leadership roles\* 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.*



## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Workforce / Workforce Diversity

# of Team Members in each Category	Minority		Women		Veteran*		MA Resident		Total Team Members
Executive	96	28%	34	10%	0	0%	0	0%	348
Manager & Supervisor	155	39%	111	28%	12	3%	6	1%	402
Entry Level	374	46%	216	27%	20	2%	0	0%	805
<b>Totals</b>	<b>625</b>	<b>40%</b>	<b>361</b>	<b>23%</b>	<b>32</b>	<b>2%</b>	<b>6</b>	<b>0%</b>	<b>1,555</b>

\*Team Members are not required to disclose Veteran status

CAESARS ENTERTAINMENT | PROPRIETARY AND CONFIDENTIAL





## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

---

- 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 stakeholders 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.





## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Vendor / Supplier Spend / Supplier Diversity

#### Q4 2023 Overview of Total Spend, including any MA Spend/Impacts

- The below statistics are anticipated company-wide vendor spend statistics for Q4 2023, which are not yet validated. Q1, Q2 and Q3 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	\$1,291,324,046	\$30,547,983	10.05%
23Q4	\$1,425,762,756	\$36,349,051	11.38%

- As stated during the last quarterly review, Caesars anticipated the completion of our Diversity Playbook and our Diversity 101 document by this quarterly review. We are happy to announce that these documents have been completed and will be supplied to this commission after this meeting.

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



## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Compliance

#### Q4 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	Number of total underage users reported to us on the monthly reports this quarter *	Number of suspicious activity reports related to underage access submitted to SW during the quarter
Oct	0	0	0	0	0
Nov	0	0	0	0	0
Dec	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Data is determined by a SQL query underage account search as well as flagged underage KYC registrations which required additional review.

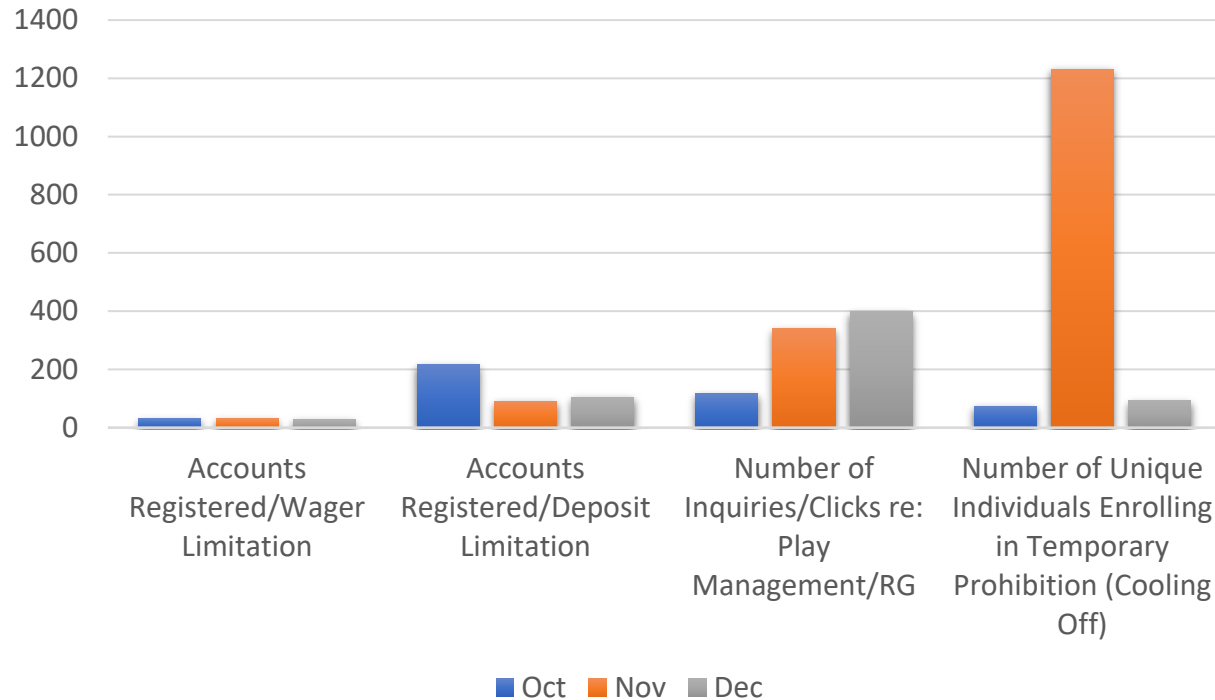


## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Compliance

#### Q4 2023 Play Management Responsible Gaming Reporting

### Q4 Month vs Month



CAESARS ENTERTAINMENT™ | PROPRIETARY AND CONFIDENTIAL







## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Responsible Gaming Q4 2023

- Q4 2023 VSE Enrollees:
  - 77 Massachusetts State VSE enrollees were added for the quarter.
  - As of 12/31/23, there were 77 MA State VSEs suppressed at Caesars
  
- Caesars participated in the following problem gaming activities in Q4 2023:
  - October 8-9, 2023 - ICRG 24th Annual Conference on Gambling and Addiction at the Venetian
    - Caesars was a Bronze Conference Sponsor (\$5K)
  
  - November 16, 2023 - National Council on Problem Gambling's Ask an Expert Webinar: Ask An Expert with Carolene Layugan - Responsible Gambling Firsts, Caesars' Policies & Programs



**Ask An Expert with Carolene Layugan: Responsible Gambling Firsts, Caesars' Policies and Programs**  
Tuesday, September 26, 2023  
**Thursday, November 16, 2023**  
1:00 pm ET - 60 minutes

NCPG Members are invited to join this 'Ask an Expert' Webinar featuring Carolene Layugan, Responsible Gaming Program Director for Caesars. Carolene will answer questions about Caesars' fundamental philosophy underpinning their responsible gambling policies and programs, highlight key milestones in the program's evolution and provide an overview of Caesars' current endeavors.

This session will be a Q&A format followed by structured networking time for all attendees.

There are no CE's available for this webinar.





### ➤ **Lottery Engagement**

**Caesars met with the Massachusetts Lottery and is working internally on a marketing strategy and implementation plan for potential promotional opportunities.**



## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

### ➤ Community / Outreach / Charitable Contribution Q4 2023

**Caesars**  
makes change



- The Caesars Makes Change program offers guests the option to contribute to a charitable organization by donating their change when redeeming their slot tickets at the NRT Ticket Redemption machines
- Participating properties offer up to three charity options on the NRT machines. One of those charities is the enterprise-wide charity selected by CSR and the other two are selected by the property
- The first enterprise-wide charity selected was Meals on Wheels America and through June 30, 2023, our guests donated over **\$1 million**
- In total, since the start of the initiative, more than **\$2 million** has been raised to support social causes and deliver positive change across the country!





## Caesars Sportsbook Sports Wagering Quarterly Report – Q4 2023

---

Questions and comments can be sent to:

- Heather Rapp, SVP of Corporate Social Responsibility, [hrapp@caesars.com](mailto:hrapp@caesars.com)
- Lisa Rankin, VP of Compliance & Licensing, [lraink@caesars.com](mailto:lraink@caesars.com)
- David Schulte, VP of Procurement, [DSchulte@caesars.com](mailto:DSchulte@caesars.com)
- Carolene Layugan, Responsible Gaming Program Director, [CLAYUGAN@Caesars.com](mailto:CLAYUGAN@Caesars.com)
- Greg Shinbur, Dir of Diversity, Equity and Inclusion, [GEShinbur@caesars.com](mailto:GEShinbur@caesars.com)
- Curtis Lane Jr., Digital Compliance Manager, [curtis.lane@caesars.com](mailto:curtis.lane@caesars.com)

