



Quarterly Report Q2 2023

August 24, 2023

Massachusetts Gaming Commission

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Gaming Revenue, Taxes & Lottery Sales

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Gaming Revenue & Taxes: Q2 2023

Year	Month	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2023	April	\$27,831,387.32	\$36,152,795.82	\$63,984,183.14	\$15,996,045.79
	May	\$27,952,315.35	\$34,589,478.32	\$62,541,793.67	\$15,635,448.42
	June	\$30,698,770.38	\$34,797,034.24	\$65,495,804.62	\$16,373,951.16
	Total	\$86,482,473.05	\$105,539,308.38	\$192,021,781.43	\$48,005,445.37

Gaming Revenue & Taxes: Year-Over-Year

Year	Quarter	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2022	Q1	\$51,147,252.30	\$72,828,463.99	\$123,975,716.29	\$30,993,929.07
	Q2	\$66,827,652.69	\$88,842,261.01	\$155,669,913.70	\$38,917,478.42
	Q3	\$76,482,024.77	\$97,880,731.41	\$174,362,756.18	\$43,590,689.05
	Q4	\$86,322,321.24	\$94,064,782.51	\$180,387,103.75	\$45,096,775.94
	Total	\$280,779,251.00	\$353,616,238.92	\$634,395,489.92	\$158,598,872.48
2023	Q1	\$87,514,647.65	\$103,225,625.66	\$190,740,273.31	\$47,685,068.33
	Q2	\$86,482,473.05	\$105,539,308.38	\$192,021,781.43	\$48,005,445.37
	Q3				
	Q4				
	Total (to date)	\$173,997,120.70	\$208,764,934.04	\$382,762,054.74	\$95,690,513.70

Sports Wagering Revenue & Taxes: Q2 2023

Year	Month	Monthly Win	State Retail Taxes Collected
2023	April	\$250,766.00	\$34,621.20
	May	\$1,378,902.00	\$204,319.00
	June	\$91,932.00	\$12,089.00
	Total	\$1,721,600.00	\$251,029.20

Lottery Sales: Q2 2023*

Year	Month	Lottery Sales	% Change 2021
2023	April	\$553,626.25	75.6%
	May	\$436,743.25	68.2%
	June	\$477,033.00	87.8%
	Total	\$1,467,402.50	77.0%

*The periods for which relevant sales are reported are based upon week-end totals, and may not correspond precisely to calendar month periods.

Lottery Sales: Year-Over-Year

Year	Quarter	Lottery Sales	% Change from Previous Year
2022	Q1	\$818,421.75	33.4%
	Q2	\$828,894.50	14.0%
	Q3	\$879,137.50	13.0%
	Q4	\$1,111,519.50	22.4%
	Total	\$3,637,973.25	20.2%
2023	Q1	\$1,076,576.75	31.5%
	Q2	\$1,467,402.50	77.0%
	Q3		
	Q4		
	Total (to date)	\$2,543,979.25	

Workforce

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Employment: Non-Sports Wagering Related Employees

Sector	Goal	Q1% ¹	Q1 Total # of Employees	Q2%	Q2 Total # of Employees	Q3%	Q3 Total # of Employees	Q4%	Q4 Total # of Employees
Minority	40%	58%	2,061	59%	2,093	-	-	-	-
Veteran	3%	2%	83	2%	77	-	-	-	-
Women	50%	45%	1,587	45%	1,591	-	-	-	-
Local/Host/Surrounding Community Resident ²	75%	88%	3,105	88%	3,097	-	-	-	-
MA Residents	-	91%	3,207	91%	3,226	-	-	-	-
Total Number of Employees³			3,526		3,530				
Full-time			2,452		2,490				
Part-time			1,074		1,040				
On-call			0		0				

1 All Q1 figures are as of March 10, 2023.

2 All Q2 figures are as of July 1, 2023.

3 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.

4 Please note that an employee may fall into more than one sector (e.g.: minority and local) and, as such, totals may not be reflective of the sum of previous columns.

Employment: Non-Sports Wagering Related Employees Supervisory and Above

	Minority	Women	Veteran	Total Head Count (including non-minority employees)
ALL EMPLOYEES				
Number of Employees	2,093	1,591	77	3,530
% Actual	59%	45%	2%	-
MANAGER AND ABOVE				
Number of Employees	96	93	11	222
% Actual	43%	42%	5%	-
SUPERVISORS AND ABOVE				
Number of Employees	322	235	22	552
% Actual	58%	43%	4%	-

Employment: Sports Wagering Related Employees

Sector	Goal	Q1% ¹	Q1 Total # of Employees	Q2%	Q2 Total # of Employees	Q3%	Q3 Total # of Employees	Q4%	Q4 Total # of Employees
Minority	40%	52%	34	25%	7				
Veteran	3%	0%	0	0%	0				
Women	50%	52%	34	39%	11				
Local/Host/Surrounding Community Resident ²	75%	88%	57	82%	23				
MA Residents	-	89%	58	89%	25				
Total Number of Employees³			65		28				
Full-time			42		25				
Part-time			23		3				
On-call			0		0				

1 All Q1 figures are as of March 10, 2023.

2 All Q2 figures are as of July 1, 2023.

3 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.

4 Please note that an employee may fall into more than one sector (e.g.: minority and local) and, as such, totals may not be reflective of the sum of previous columns.

Employment: Sports Wagering Related Supervisory and Above Employees

	Minority	Women	Veteran	Total Head Count (including non-minority employees)
ALL EMPLOYEES				
Number of Employees	7	11	0	28
% Actual	25%	39%	0%	-
MANAGER AND ABOVE				
Number of Employees	2	1	0	4
% Actual	50%	25%	0%	-
SUPERVISORS AND ABOVE				
Number of Employees	2	3	0	8
% Actual	25%	38%	0%	-

Employment: Recruiting Update

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- ❖ Greater Boston Chamber of Commerce Women's Network Lunch
- ❖ 15th Annual Women Veteran's Conference with over 1,000 attendees
- ❖ Big Sisters, Rosie's Place, and Latina Center Maria a la Comunidad
- ❖ Attended and/or hosted 38 recruiting events

Operating Spend

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Operating Spend¹: Diversity

Diversity Category	Annual Goal	Q2%	Q2 Spend
MBE Vendor Spend	8%	8%	\$1,736,521.23
VBE Vendor Spend	3%	2%	\$534,013.88
WBE Vendor Spend	14%	11%	\$2,383,620.90
Total Diverse Spend	25%	21%	\$4,654,156.01

1 All spend figures referenced herein are based upon Encore Boston Harbor's Q2 discretionary spend amount of \$22,203,190.91.

Operating Spend: Local

Locality	Annual Goal	Q2%	Q2 Spend
Boston	\$20,000,000.00	11%	\$2,403,203.56
Chelsea	\$2,500,000.00	2%	\$398,913.42
Everett	\$10,000,000.00	7%	\$1,647,453.03
Malden	\$10,000,000.00	1%	\$130,645.94
Medford	\$10,000,000.00	0%	\$71,759.89
Somerville	\$10,000,000.00	6%	\$1,365,776.57
MA (Statewide)	-	50%	\$11,152,075.94

Compliance

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Compliance: Minors¹ Prevented from Gaming²

Month	Minors Intercepted on Gaming Floor and Prevented from Gaming	Minors Intercepted Gaming	Minors Intercepted at Slot Machines	Minors Intercepted at Table Games	Minors Intercepted Consuming Alcohol	Number of IDs NOT Checked that Resulted in Minor on Gaming Floor	Number of Fake IDs Provided by Minors that Resulted in Minor on Gaming Floor	Numbers of Minors on Gaming Floor Under 18 Years of Age
April	4	1	0	1	1	1	4	1
May	3	0	0	0	0	1	0	2
June	3	1	1	0	0	1	3	3
Total	10	2	1	1	2	3	7	6

1 A “minor” is defined as a person under 21 years of age, provided however, that the last column of the above specifically refers to persons under 18 years of age.

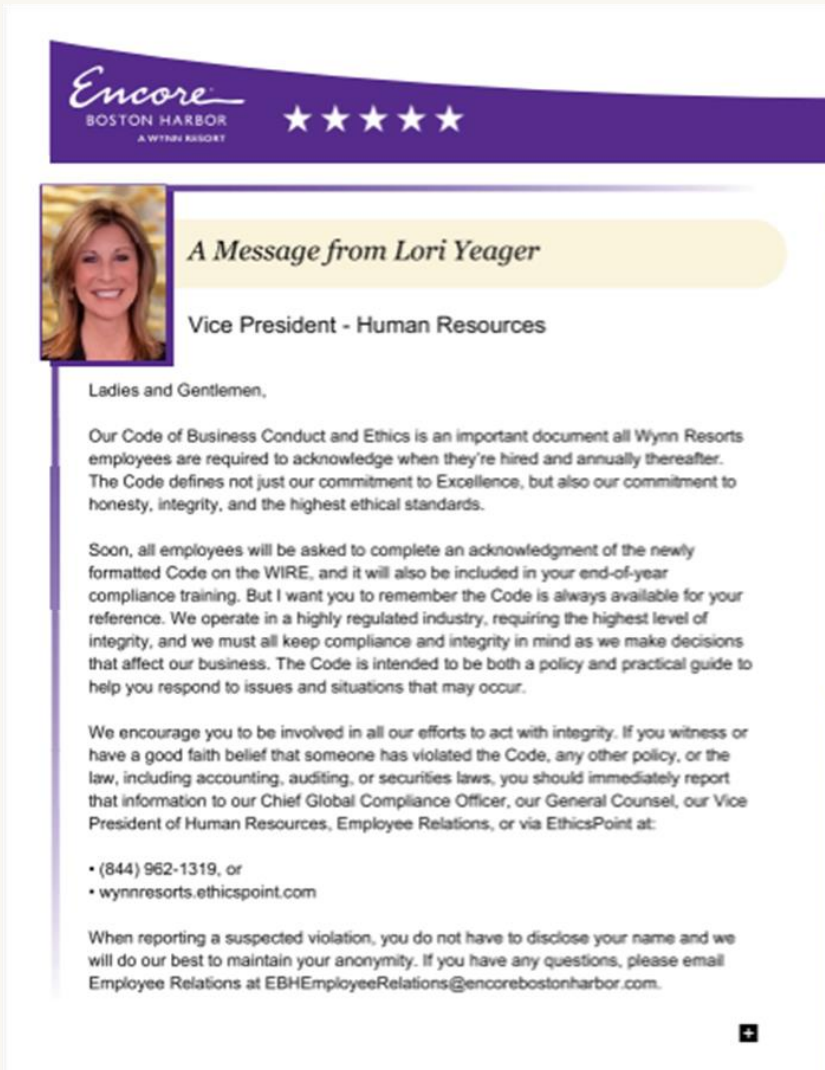
2 Please note that no minors were intercepted from or engaged in any sports wagering during Q2.

- The average length of time spent by a minor on the casino floor was 48 minutes.
- The longest length of time spent by a minor on the casino floor was 3 hours, 4 minutes.
- The shortest length of time spent by a minor on the casino floor was 1 minute.

Human Resources Initiatives


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Code of Business Conduct



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A Message from Lori Yeager
Vice President - Human Resources

Ladies and Gentlemen,

Our Code of Business Conduct and Ethics is an important document all Wynn Resorts employees are required to acknowledge when they're hired and annually thereafter. The Code defines not just our commitment to Excellence, but also our commitment to honesty, integrity, and the highest ethical standards.

Soon, all employees will be asked to complete an acknowledgment of the newly formatted Code on the WIRE, and it will also be included in your end-of-year compliance training. But I want you to remember the Code is always available for your reference. We operate in a highly regulated industry, requiring the highest level of integrity, and we must all keep compliance and integrity in mind as we make decisions that affect our business. The Code is intended to be both a policy and practical guide to help you respond to issues and situations that may occur.

We encourage you to be involved in all our efforts to act with integrity. If you witness or have a good faith belief that someone has violated the Code, any other policy, or the law, including accounting, auditing, or securities laws, you should immediately report that information to our Chief Global Compliance Officer, our General Counsel, our Vice President of Human Resources, Employee Relations, or via EthicsPoint at:

- (844) 962-1319, or
- wynnresorts.ethicspoint.com

When reporting a suspected violation, you do not have to disclose your name and we will do our best to maintain your anonymity. If you have any questions, please email Employee Relations at EBHEmployeeRelations@encorebostonharbor.com.

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- ❖ In April, a pre-shift from Lori Yeager was sent to team members to describe the Code of Business Conduct and Ethics, explaining it is a mandatory document for all employees of EBH
- ❖ It emphasizes EBH's dedication to excellence, honesty, integrity, and upholding the highest ethical standards
- ❖ Team members acknowledge the Code when hired and on an annual basis thereafter

Personal Relationships

The poster features a large tree with various branches labeled with family relationships: STEP-SIBLINGS, GRANDCHILD, SPOUSE, CHILDREN, SON-IN-LAW, SISTER, COUSIN, and SIBLING. A banner at the bottom of the tree reads "YOUR FAMILY TREE". To the right of the tree, there is a graphic of a document and the following text:

IF YOU HAVE RELATIVES AT WORK, YOU ARE REQUIRED TO FILL OUT AND SUBMIT A PERSONAL RELATIONSHIP AFFIRMATION FORM

All employees who have any relatives or roommates at work are required to submit a Personal Relationship Affirmation Form.

Examples of personal relationships include an employee's spouse, mother, father, stepparent, sister, brother, step-siblings, son, daughter, children, stepchildren, son-in-law, daughter-in-law, brother-in-law, sister-in-law, mother-in-law, father-in-law, aunts, uncles, cousins, grandchildren, grandparent, step-grandparent, the grandparents of a spouse, and roommates.

For more information, and to find the Personal Relationship Affirmation Form, visit the Policies section of The WRE.



ESOL Graduation



STAR of the Year Award



Leadership Training – Effective Leadership Communication



- ❖ Beginning on April 27th, this class is the 5th module in the leadership development training program, which provides leaders with the ability to identify what makes communication effective and understand how word choice, tone and body language can impact understanding and help foster positive relationships with staff

EQ Certification Training



- ❖ EQ (Emotional Intelligence) Certification training was taken by the Learning and Development team over a period of two days
- ❖ This course will be offered to EBH leaders to understand and develop their EQ, which is the ability to identify and regulate one's emotions and understand the emotions the others

HRCP Focus Groups

- ❖ EBH is committed to creating and maintaining a culture where employees feel safe, heard, valued and engaged
- ❖ As part of our ongoing compliance efforts, we conducted 17 focus groups from May 8th – May 18th to better understand how we are doing in these areas and gather information related to our Culture of Compliance and HRCP
- ❖ 137 team members participated
- ❖ Responses from the focus groups will be used to inform and make continuous improvements to EBH's procedures and culture

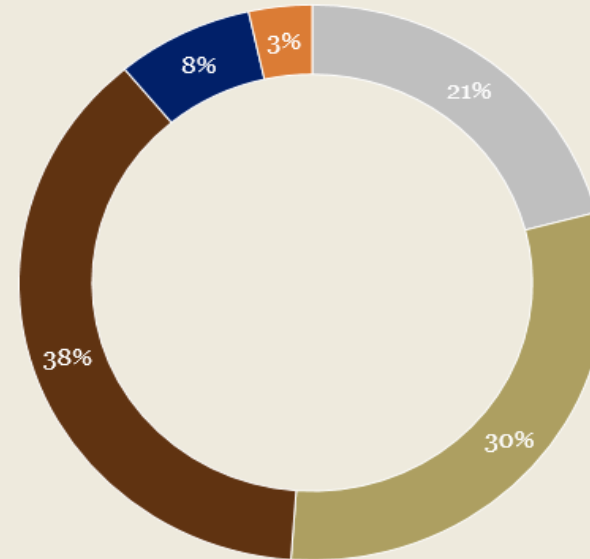
HRCP Focus Groups

Has the company made you aware of these policies?
If so, how?

“Yes. Speak Up – I see it all over the place in the Heart of House.”



Of the 137 participants – 100% responded “Yes” ⁶



■ Wire ■ HOH Bulletin Boards ■ Trainings/WELearn ■ Preshifts ■ NHO



38%, or 65 participants, stated they were aware of these policies due to trainings and/or WELearn.



30%, or 52 participants, stated HOH posters, signs and bulletins were the primary way they were made aware of these policies.

EBH's Gamesense Champion Awards



Lower Mystic TMA – Bike Tune-up



Asian American & Pacific Islander Heritage Month Video Panel



Preventing Harassment & Discrimination

WE
SHEET

WEDNESDAY | MAY 17, 2023

★★★★★ *Encore*
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A Message From Brian Gullbrants, COO - Wynn North America

Ladies and Gentlemen -

Today, I want to address an important issue: Speaking up.

Our company's Core Behaviors include caring about everyone and everything and treating everyone with dignity and respect. These are behaviors we expect from everyone: employees, vendors, and guests.

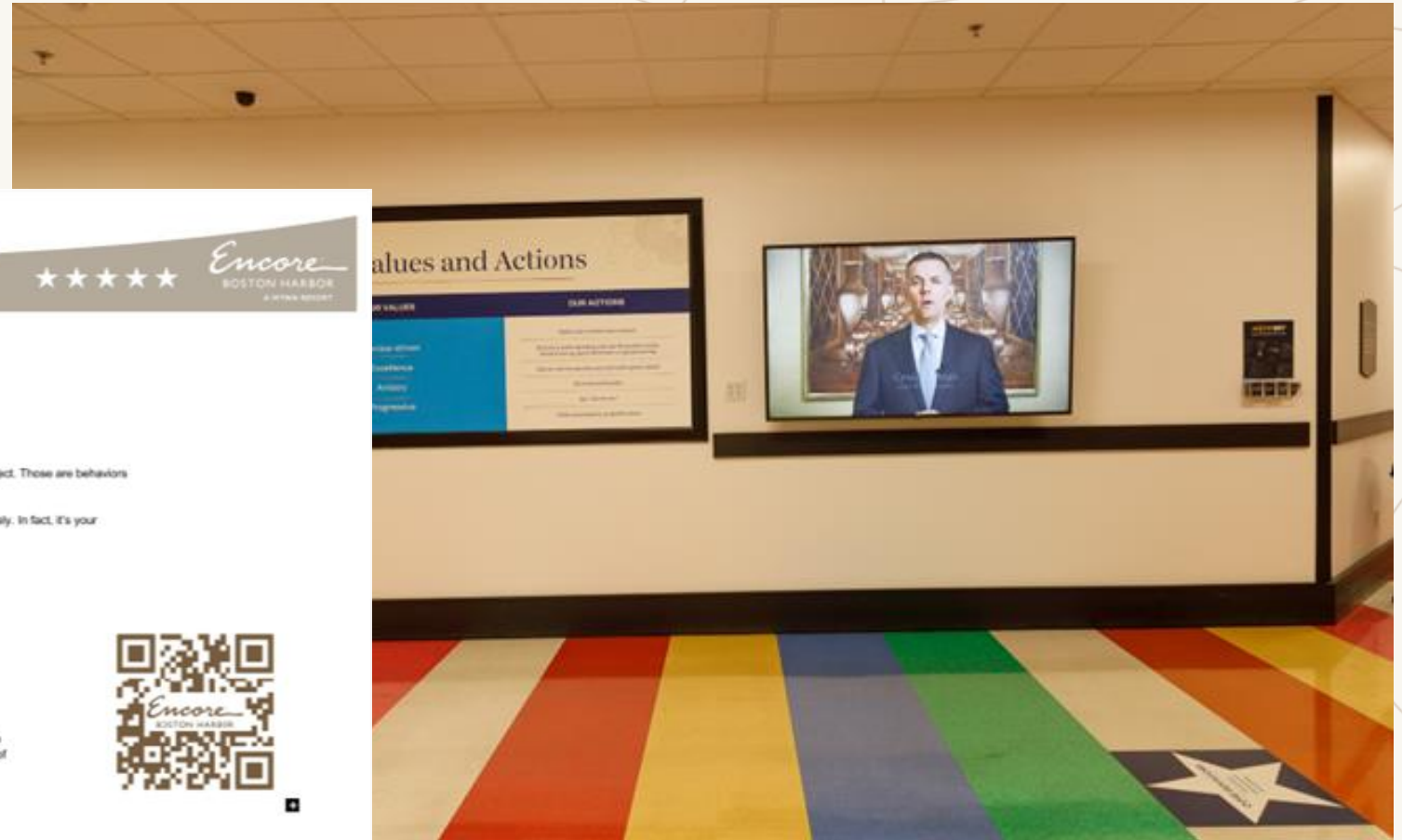

When anyone crosses the line into disrespectful or offensive behavior, our company encourages you to report it immediately. In fact, it's your responsibility to report it!

So, if you see or experience harassment, please immediately report the incident to any of the following sources:

- Your supervisor
- The Employee Relations department
- The Vice President of Human Resources
- The Chief Global Compliance Officer
- The property's General Counsel or Wynn Resorts General Counsel
- Your divisional vice president
- The Company's hotline, EthicsPoint (wynnresorts.ethicspoint.com or 844-962-1319)

All reports remain confidential. And if you're worried about "getting in trouble" for reporting anything, we promise retaliation will never be tolerated when it's reported in good faith. It is unlawful to retaliate against an employee for filing a complaint of harassment or discrimination or for cooperating in an investigation into complaints of discrimination or harassment.

For more on this important subject, please scan the QR code for a video message from our CEO, Craig Billings.



Speak up Campaign



See Something Say Something



Compliance Pop Up Event - May 19, 2023



- ❖ Jenny Holaday, President of EBH, along with other Executives, visited the HoH to conduct a pop-up event on important compliance policies for team members

Leading at Wynn



- ❖ Brian Gullbrants, Chief Operating Officer for Wynn North America, facilitated his course “Leading at Wynn” at EBH for supervisors and above on June 8th and June 9th. This session discussed our culture, the passion pyramid to address employee needs, building trust with team members and goal setting to improve leadership skills.

MBTI Training



- ❖ MBTI stands for Myers-Briggs Type Indicator. It's the most widely used personality test in the world. Information from MBTI assessments helps leaders better understand their own and their employees' strengths, weaknesses, and the way they perceive and process information.
- ❖ MBTI provides a framework for understanding individual differences and a dynamic model of individual development.
- ❖ When you understand type preferences, you can approach your work in a way that best fits your style and better understand how to communicate with team members, how your team likes to learn and receive information, and how to improve employee engagement and develop new skills.

Casino Service and Sales Training Sessions

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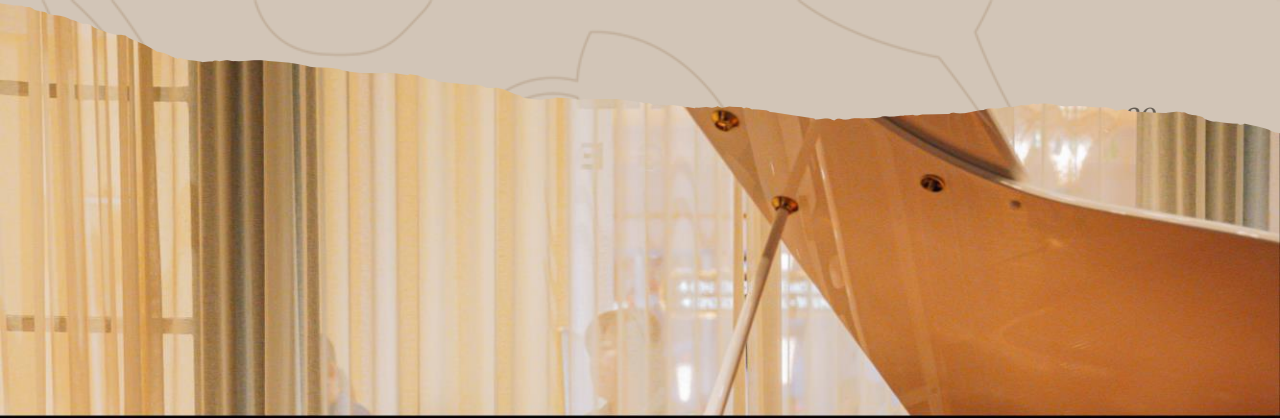


- ❖ Kate Buhler owner of ProfitabletoTrain, came to facilitate sessions with our Table Games Dealer, Slot Technicians, Cage, Call Center, Wynn Rewards Representatives, Executive Casino Hosts, and Sportsbook
- ❖ She facilitated discussions of customer service expectations and strategies. We will role play typical scenarios to find the best responses to common challenges and looked at sales techniques to determine the most effective way to approach making an offer

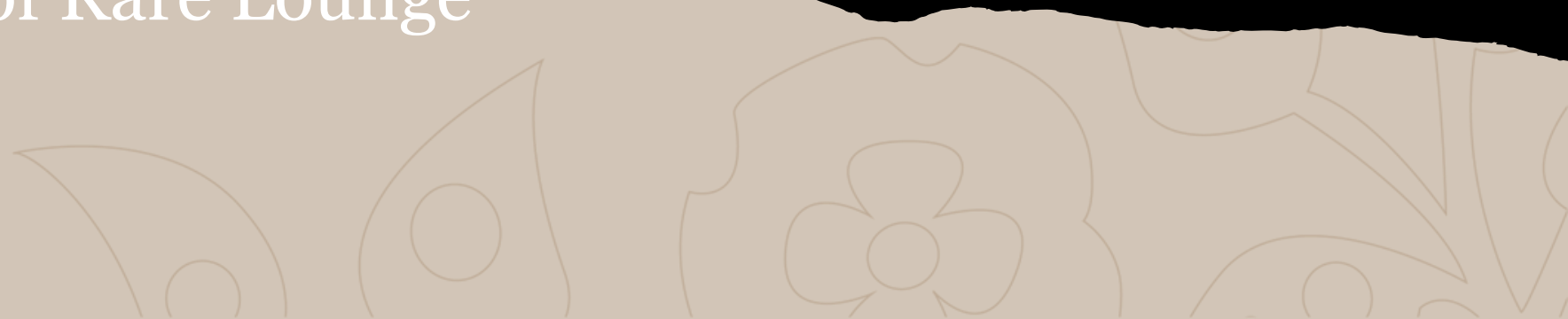


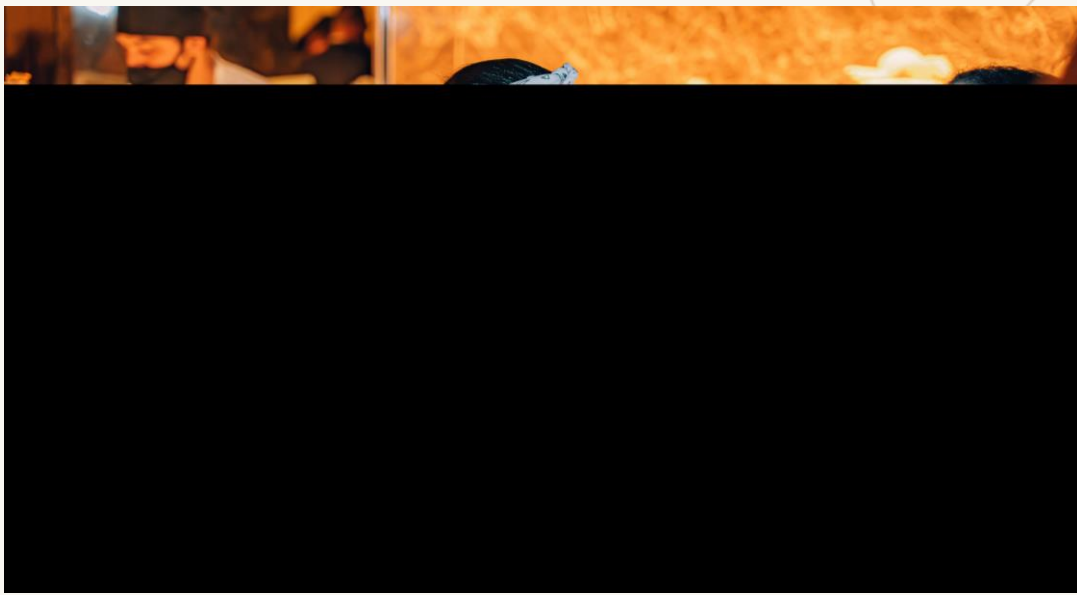
Promotions, Marketing, Special Events and Volunteerism

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Grand Opening of Rare Lounge May 16, 2023





Q2* TRU Patron Charitable Contributions

Charitable Organization	Dollar Amount	Number of Tickets
Casa Myrna	\$5,276.24	39,921
Last Hope K9 Rescue	\$18,455.60	72,218
Pan-Mass Challenge	\$7,244.01	44,494
Urban League of Eastern MA	\$5,441.12	39,400
Total	\$36,416.97	196,033

*Contributions are from April 1, 2023 through June 30, 2023. From the inception of the program to date, the change balances of more than 1.6 million tickets have been donated.

Q2 Community Relations Highlights

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❖ Employees volunteered 2,725.6 hours of their time (2x last quarter!) serving organizations such as BARCC, Mystic River Watershed Association, Camp Harborview, and Cradles to Crayon.

❖ Collected over 980 hygiene items for domestic violence survivors at Casa Myrna.



❖ Employees raised \$2,320 during the Mother's Day Floral Sale which was matched by the company. \$4,640 was donated to the Community Grant Fund.

❖ Employees raised \$1,725 during the Pride Day Bake Sale which was matched by the company. \$3,450 was donated to Fenway Health.

