



Position on Responsible Gaming

Definition

Responsible Gaming (RG) for Caesars Entertainment means ensuring our ongoing leadership in RG at gaming facilities and online gaming products with comprehensive RG policies, programs, problem gambling help resources and training.

Importance of Responsible Gaming

Our gaming facilities and online gaming sites are created for fun and enjoyment and are a part of the vibrant communities in which we live, work, and play. The role of play, relaxation and fun is an essential part of living a balanced and productive life. Everyone chooses to relax and have fun in different ways. For some, gaming is one of their recreation choices. We recognize that while most customers enjoy gaming and do not experience negative effects related to it, and some may experience challenges. RG programs aim to intervene by restricting use of gaming services and to provide tools and resources to encourage adults to play responsibly. Advancing RG means assisting and protecting guests, Team Members and the industry that supports gaming as a form of entertainment.

Values And Principles

Caesars Entertainment is committed to being a responsible corporate citizen. In 2000, we published our first Code of Commitment as a pledge to our guests, Team Members, communities, business partners and others we reach through our business. Our PEOPLE PLANET PLAY Corporate Social Responsibility (CSR) approach was created from our Code of Commitment, and today, the Code aligns with our Environmental, Social and Governance (ESG) priorities. Responsible Gaming falls within the PLAY pillar, while some aspects are relevant to the PEOPLE pillar.

Our Code of Commitment	
People	We commit to supporting the wellbeing of all our Team Members, guests and local communities.
People	We commit to taking care of the world we call home.
Play	We commit to creating memorable experiences for our guests and operating as a responsible business, including Responsible Gaming practices.

Our Approach

At the heart of any gaming, hospitality and entertainment company is play. Caesars Entertainment resorts are built on the guest promise that ours are places for them to relax, refresh, reconnect and enjoy positive experiences. It is our responsibility to deliver on that promise by both creating extraordinary guest experiences and ensuring that everything we do as a Company conforms to the highest ethical, legal and regulatory requirements.

For more than 35 years, Caesars Entertainment has maintained an industry-leading Responsible Gaming (RG) program using an integrated approach built on clear objectives, measurable outcomes, scientific research and evidence. Caesars Entertainment wants everyone who gambles to do so for the right reason—to simply have fun. We train tens of thousands of Team Members each year and a cadre of RG Ambassadors that support guests whose gambling is causing concern. We are regular contributors to national and state councils that provide help resources and programs for recreational gamblers, problem gamblers, and anyone else that is affected by problem gambling.

Our RG achievements include being the first gaming company in the U.S. to:

- Develop responsible gaming initiatives evaluated objectively and created in conjunction with leading researchers. In 1989, we created the industry’s first RG initiative: Project 21.
- Recognize and address problem gambling including underage gambling prevention. Our responsible gaming education programs continue to serve as a model for industry efforts.
- Achieve recognition for leadership by the National Council on Problem Gambling in the U.S.

- Offer self-exclusion and self-restriction options in the U.S. and Canada
- Partner with the National Council on Problem Gambling to establish first national 24-hour toll-free responsible gaming helpline (in 1995)
- Broadcast local and national responsible gaming messages.
- Have casino based and online sports wagering platforms accredited by the Responsible Gambling Council in Ontario, Canada

Read more about our [RG Milestones](#).

RG Programming

Features of our RG program meet the following criteria:

- Incorporates learning from leading academics in the field of responsible gaming research.
- Develops and employs cutting edge responsible gaming-specific technology.
- Includes initiatives that educate our customer and Team Members about the key principles of gambling and provide problem gambling help resources
- Provides responsible gaming training for all Team Members, and specialized and advanced training based on role.
- Provides Team Members with the knowledge and skills to recognize and respond to customer requests for responsible gaming-related information and concerns that a customer may not be playing responsibly.
- Leverages Team Member customer service skills and recognizes the primacy of oral an online chat communication in delivering RG conversations rather than simply identifying “red flag” behaviors.

Our programming includes responsible gaming tools that include self-restrictions and self-exclusions that apply across our bricks & mortar gaming facilities. We also offer self-restrictions, self-limits, cool-offs and self-exclusions applicable to our mobile and online products. Guest restrictions and exclusions are strictly enforced according to the terms of the guest’s determinations offered through Caesars’ in-house exclusion program or through a state sponsored exclusion program. Restrictions include limiting access to casino credit and checking cashing privileges as well as suppressing marketing efforts.

We have zero tolerance for underage gambling and do our best to ensure that underage gambling is prohibited our gambling facilities or online products.

RG Program Structure

Caesars Entertainment maintains RG Committees that is led by a trained RG Chairperson. The committees include management representation from different departments that enforce and audit the program brand standards, policies, practices, and review RG incidents and all relevant updates on a quarterly basis. The RG program standards are also reviewed annually by our Internal Audit department.

Responsible Gaming Ambassadors (RGA) play a vital role in our RG program, responding to concerns that our guests may not be gambling responsibly. They are specially trained to have conversations with guests or someone close to a guest whose gambling activity raises cause for concern, to assist them in obtaining the help they need.

Training and Qualifications of Team Members

We maintain structured RG learning programs for our Team Members as follows:

- All Team Members are trained in “Responsible Gaming Awareness” and “Roles in Responsible Gaming” within 30 days of employment.
- Selected Team Members in a senior position at Caesars Entertainment are further trained as “Responsible Gaming Ambassadors (RGA) to empower them to conduct conversations about RG with guests. Caesars Entertainment now has more than 1,900 RGAs across the company.

In addition, annual refresher Responsible Gaming training is mandatory for customer facing, Caesars Digital, and Corporate Team Members.

Sports Betting and Digital Gaming

All our sports betting and digital gaming (i-gaming) offerings are subject to the company’s RG policies and standards and must conform to applicable laws and state gaming regulations in the jurisdictions in which we operate.

All our advertising, for all our products and services, must be truthful and consistent with generally accepted standards of good taste. In order to codify our commitment to the principles of RG, we established a [Marketing and Advertising Code](#) (the “MAC”) which all our Sales and Marketing Teams are required to uphold. We also restrict the placement and content of our advertising according to the requirements of the MAC.

Gaming Industry Support and Public Policy

Caesars Entertainment has been a proactive supporter and advocate for RG over many years. We support industry-wide educational programs such as Problem Gambling Awareness Month (PGAM) in March that is hosted by the National Council on Problem Gambling and Responsible Gambling Education Month (RGEM formerly Week) annually engaging widely with regulators, industry associations and other groups to address and advance responsible gaming. Our company leaders participate at RG events and serve on Boards, Working Groups and Committees of various NGOs devoted to RG.

We also engage from time to time with academic institutions and research organizations to advance research on topics related to RG to improve our knowledge and provide insight as to how we can improve our programs.

Responsible Play & Mental Health

As part of our overall aim to advance positive community impacts, we invest in supporting responsible play through our engagement with and funding of RG awareness and assistance programs, including national and state Responsible Gambling organizations and academic and research institutions. We see a connection between responsible play and mental health and therefore invest in combating social isolation, addictions and loneliness through work with nonprofits that address these issues, such as Disability:In, Meals on Wheels America, Second Wind Dreams and others. For more details, see [Our Position on Community Impact](#).

Managing Concerns

We invite anyone who has a query or a concern about any aspect of RG at Caesars Entertainment to make contact. For our Caesars Rewards members and guests, our Responsible Gaming Chairs and RGAs are available to listen and respond and address any source of concern if required. They are empowered to escalate the concern to their property General Managers and the Corporate Responsible Gaming team if deemed necessary. We also provide an RG Service Line to receive and assist with all responsible gaming related inquiries.

Governance Of Responsible Gaming

Overall responsibility for RG rests with our RG Council, comprised of senior leaders from across the enterprise. The Senior Vice President and Assistant General Counsel, Regulatory and Compliance directs implementation of our gaming compliance programs and administers our enterprise RG Council. Our Responsible Gaming Program Director,

reporting to the SVP and AGC, Regulatory and Compliance, leads the development of specific RG programs and tools and guidance and training for our RG Committees, Responsible Gaming Chairs, RGAs and other Team Members.

Validity

This Position on Responsible Gaming:

- Includes all Caesars Entertainment corporate divisions and owned, operated, managed and/or serviced gaming and sportsbook facilities and all online gaming sites.
- Has been approved by Caesars Entertainment's Senior Leadership Team and the CSR Committee of the Board of Directors.

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