

PEOPLE | PLANET | PLAY
CAESARS ENTERTAINMENT
**POSITION ON
STAKEHOLDER ENGAGEMENT**



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POSITION ON STAKEHOLDER ENGAGEMENT

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OVERVIEW

Through its PEOPLE PLANET PLAY framework, Caesars Entertainment aims to be a responsible corporate citizen and contribute to improving the lives of people, society and the planet.

Caesars Entertainment continues to evolve as we explore and develop new opportunities to Create the Extraordinary and provide exciting, enriching and innovative experiences for our guests and Team Members. As we grow, we continue to honor our Family-Style Service values and our responsible approach to doing business—all while seeking to meet our stakeholders' expectations and uphold our Code of Commitment.

As time passes, our business environment changes as we respond to political developments, world events, technological and scientific advances and the differing perceptions of diverse groups in the communities where we operate. This dynamic of change requires us to reassess the role our business plays in society, the way we impact people and the environment and the needs of our stakeholders.

Knowing our stakeholders and understanding their desires, needs and concerns, empowers Caesars Entertainment to deliver our mission of Creating the Extraordinary.

DEFINITIONS

Stakeholders: Groups (or individuals) we reasonably expect to be significantly affected by our Company's activities, products and services. Equally, these groups can influence our ability to deliver our objectives through their decisions and choices in relation to our Company.

Engaging with Stakeholders: A critical practice that enables our organization to understand the expectations, concerns and insights of stakeholders. Building mutual trust with stakeholders through dialogue, consultation and collaboration enables our organization to advance CSR priorities, anticipate risk and identify potential business opportunities.

ESG (Environment, Social and Governance): Three dimensions used to assess the sustainable and ethical performance of a business, which is supported by investor metrics to assess long-term financial risk and performance.

CSR (Corporate Social Responsibility): The overall accountability of a company for its impacts on people, society and the environment. PEOPLE PLANET PLAY is Caesars Entertainment's CSR framework.

MAPPING OUR STAKEHOLDERS

Caesars Entertainment aims to address the needs and expectations of stakeholders in a responsible, accountable and transparent manner. We believe that engaging with stakeholders is good for our business and improves our ability to deliver favorable results for them, for the broader needs of society and for the environment in general. Our approach is based on defining our core stakeholder groups and establishing stakeholder engagement strategies that are tailored to the needs of each group relative to their relationship with our business. We aim to engage with stakeholders in a targeted way on a regular basis.

In 2021 and 2022, we conducted a process to reidentify the stakeholder groups relevant to Caesars Entertainment so that we can reinforce and systematize our ongoing engagement.

We distinguish between internal and external stakeholders:

Internal Stakeholders

These are our Team Members and their families and Caesars Entertainment's Board of Directors. They are the individuals who direct, lead and run our business every day and are critical to its functioning. They have a dual role: as stakeholders in their own right and also as the conduit through which Caesars Entertainment engages and interacts with external stakeholders. For our internal stakeholders to perform this role effectively, their needs must be understood and respected in an attentive and meaningful way.

External Stakeholders

External stakeholders are as diverse as society itself and we aim to be a positive force in the lives of all those we reach. We identified nine primary external stakeholder groups that represent the diverse voices of influence on our business and the different impacts we have as a business on them.

Our nine external stakeholder groups are (in alphabetical order):

- **Academia**
- **Banks, investors and analysts**
- **Business partners, suppliers and contractors**
- **Guests and customers**
- **Hospitality and gaming industry**
- **Local and global communities**
- **Media**
- **Regulators and legislators**
- **Sports industry**

Each of the above groups is a cluster of related groups, based on the identification of more than 50 stakeholder group categorizations at a more specific level in our analysis. For details of the stakeholders in each group, how we impact them and how they influence us, please see [Appendix 1](#).

Our Stakeholder Groups

The following is a representation of the internal and external stakeholder groups that impact our business, are influenced by our business and with whom we interact frequently and often intensively.



This stakeholder group representation shows:

- **Our internal stakeholders (Team Members and their families and Caesars Entertainment’s Board of Directors) at the center.** While these are stakeholders in their own right, each individual in this group also associates with one or more additional groups. For example, a Team Member may be a part of our local community, an investor, a guest at our properties, a student at an academic institution, etc. Moreover, our internal stakeholders hold the key to our interactions with external stakeholders. Our internal stakeholders are those through whom we engage with all other stakeholder groups.
- **Our external stakeholder groups.** In our representation, each external stakeholder group connects with our internal stakeholders. We recognize that stakeholder groups interact with each other as well as across shared interests and issues. Our approach recognizes the interrelated connections among all of our stakeholders.

Stakeholder Impact and Influence

We analyzed our stakeholder groups based on three considerations:

- **Impact:** the degree to which Caesars Entertainment’s business and activities impact their lives
- **Influence:** the degree to which each stakeholder group influences Caesars Entertainment’s business success
- **Intensity:** the frequency and depth of interaction with each stakeholder group

Our internal stakeholders always represent the highest impact, highest influence and highest level of interaction.

External stakeholder groups differ in many ways. In some cases, our interactions with them are daily across several points of contact throughout our organization. In other cases, interactions may be more intermittent and linked to specific business or stakeholder needs. Deepening our understanding of the relative impact, influence and intensity of interaction with stakeholder groups has informed our approach to engaging with each.

A Targeted Engagement Approach

We believe a differentiated approach to engagement is most effective in ensuring we effectively address stakeholder priorities in our strategic business and CSR decision-making.

The four types of engagement we categorized for this purpose are:

- **Co-create:** This approach is mainly for our internal stakeholders with whom we have the most intensive interactions and upon whom our activities and decisions impact most significantly. Similarly, internal stakeholders hold the key to our business success and their influence touches everything we do. We aspire to be fully engaged with our Team Members, co-creating in all that we do.
- **Collaborate:** This approach is best with stakeholder groups that are very closely connected to our activities and where the intensity of interaction is most frequent, mostly daily. We aspire to engage meaningfully, collaborating closely on a variety of topics.
- **Consult:** This approach is preferred for stakeholder groups that have the potential to have a significant impact on our business influence and are impacted by Caesars' business in defined ways. The frequency of interaction is regular, but not highly intensive at all times. We aspire to listen closely to their needs and expectations before making important decisions in our business and consult with them on a range of issues.
- **Communicate:** This approach is appropriate for stakeholder groups that tend to influence our business to a lesser degree than other stakeholders and correspondingly, are less directly impacted by our activities. The intensity of interactions may be intermittent or on an as-needed basis, depending upon changing nature of their concerns or topics that arise. We aspire to ensure these stakeholders are always on our radar, so that we can both listen to them and stay updated about what's important to them. We also regularly inform them transparently of our progress and performance and engage more deeply on an as-needed basis.

Transparency

We report transparently to our stakeholders through our annual [Corporate Social Responsibility Report](#), available on our website. The [ESG Resource Hub](#) on our website contains disclosures of specific interest to our investor community. We also disclose details of our business and our activities through our public filings (Annual Report on Form 10-K, Proxy Statement and other regulated disclosures) and through the publication of a range of [ESG Policies and Positions](#).

APPROVAL

This Position on Stakeholder Engagement has been approved and authorized by Caesars Entertainment's Executive Team and Board of Directors.

Version 1: May 2022

APPENDIX 1: STAKEHOLDER GROUP DEFINITIONS

Group	How we impact	How they influence
Internal stakeholders Team Members and their families and Caesars Entertainment’s Board of Directors	<ul style="list-style-type: none"> • Support livelihoods • Offer professional growth and opportunities to contribute to society • Safety and wellness • Inclusive, equitable and family values-based approach 	<ul style="list-style-type: none"> • Direct, lead and manage our business and our interactions with all other stakeholders • Enable us to deliver our mission and maintain a strong and resilient business
Guests and customers Guests and customers, including gaming, non-gaming and convention patrons	<ul style="list-style-type: none"> • Create memorable experiences for guests and customers that we believe enriches their lives • For gaming patrons, we aim to ensure gaming is fun by promoting Responsible Gaming • For meeting and convention clients, we provide world-class venues for events, conventions and meetings 	<ul style="list-style-type: none"> • Generate income for Caesars Entertainment through their patronage • Make us a better business by providing feedback • Help us grow by joining and using our loyalty program • Recommend Caesars Entertainment’s offerings to others
Business partners, suppliers and contractors Guests and customers, including gaming, non-gaming and convention patrons	<ul style="list-style-type: none"> • Generate income for suppliers/ partners through collaboration and by procuring goods and services • As a leader in our industry, offer opportunities to gain experience working with Caesars Entertainment and leverage this for business expansion • Advanced supplier diversity program, supporting local, small and diverse suppliers 	<ul style="list-style-type: none"> • Contribute to business continuity and expansion • Service, flexibility and responsiveness • Innovation • Help mitigate our exposure to risk by operating responsibly towards people, society and the environment
Hospitality and gaming industry Hotel/hospitality/travel associations, entertainment providers and artists, gaming organizations, gaming experts, gaming service providers	<ul style="list-style-type: none"> • Contribute to tourism and income generation by and within the industry • Provide venues for musicians and other artists • Help promote the industry and industry initiatives • Lead Responsible Gaming programs 	<ul style="list-style-type: none"> • Help create a positive reputation for Caesars Entertainment in the hospitality industry that enables us to attract the most popular franchises and entertainment offerings • Promote tourism that benefits Caesars Entertainment in the locations where we have properties • Promote gaming as a responsible and sustainable industry for both brick-and-mortar and online gaming platforms • Advance Responsible Gaming standards and practices
Local and global communities Community partners, organizations advancing environmental and social causes, international non-governmental organizations (NGOs), disaster relief organizations, labor unions	<ul style="list-style-type: none"> • Attract tourism; engage suppliers; hire Team Members; pay taxes; provide support to local communities through cash, in-kind donations and Team Member volunteers • As a responsible business, our CSR efforts are aligned with the global priorities of the UN Sustainable Development Goals 	<ul style="list-style-type: none"> • Help create the positive conditions in which Caesars Entertainment can operate • Provide feedback that helps Caesars Entertainment determine how we can contribute most effectively to society and local economies/quality of life
Sports industry Sports associations (including professional leagues), sports clubs, sports betting industry	<ul style="list-style-type: none"> • Contribute to raising the industry profile by expanding and establishing appropriate regulatory frameworks • Help sports clubs increase their reach and offerings for their members 	<ul style="list-style-type: none"> • Advance the industry • Help create alignment across the industry and advance participation • Support innovation and technology

STAKEHOLDER GROUP DEFINITIONS

Group	How we impact	How they influence
<p>Banks, investors and analysts Investors, investment analysts, banks, investment banks, insurers, equity and debt investors, ratings agencies</p>	<ul style="list-style-type: none"> • Generate income for providers in the industry • Support transparency and enable performance assessment across industry 	<ul style="list-style-type: none"> • Assess and rate our financial and ESG performance • Help assess and mitigate business risk • Enable access to capital • Advance positive investor sentiment
<p>Academia Universities, colleges, research institutions, academics, students</p>	<ul style="list-style-type: none"> • Participate and support research and innovation related to gaming/hospitality • Support development of academic programs • Provide career or internship opportunities for students 	<ul style="list-style-type: none"> • Research Responsible Gaming, hospitality practices and outcomes that inform and shape the industry • Help shape Caesars Entertainment policies or approaches through research findings • Promote the hospitality/gaming industry as positive career opportunities for students
<p>Media Media organizations, press associations, social media</p>	<ul style="list-style-type: none"> • Contribute to income generation for local and national media across different channels through the advertising we purchase • Provide newsworthy updates and press releases • Support social media through engaging with bloggers and influencers 	<ul style="list-style-type: none"> • Influence reputation and our ability to attract guests, clients, Team Members and partners • Provide advertising opportunities for Caesars Entertainment
<p>Regulators and legislators Government agencies, law enforcement bodies, municipalities</p>	<ul style="list-style-type: none"> • Support regulators and legislators in advancing industry frameworks • Provide transparent information about our business • Collaborate on matters of public policy and interest 	<ul style="list-style-type: none"> • Determine the frameworks in which we operate • Create standards that all industry players must adhere to, advancing a sustainable industry



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See our annual CSR Report:

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