



Massachusetts Gaming Commission Q3 2024 Meeting

Sports Wagering Quarterly Report

Q3 2024 Sports Wagering Quarterly Report





REVENUE

Q2 2024				
Month	Total SW Revenue	Handle		
April	712,756.06	132,734,.21	4%	
Мау	1,582,168.08	306,536.02	8%	
June	32,050.20	0	0%	
TOTALS	2,326,974.34	435,952.67	4%	

Q3 2024				
Month	Total MA SW SW Revenue Taxes Collected		Handle	
July	964,044.53	182,944.55	7%	
August	713,939.11	134,855.82	5%	
September	1,447,380.31	279,816.96	7%	
TOTALS	3,125,364.45	597,617.33	6%	





PEOPLE PLANET PLAY

MISSION VISION VALUES

OUR MISSION: Create the Extraordinary.

OUR VISION: Create spectacular worlds that immerse, inspire and connect you. We don't perform magic; we create it with excellence.

OUR VALUES: Blaze the Trail; All-In on Service; Together We Win



PEOPLE PLANET PLAY







PEOPLE—We commit to supporting the wellbeing of all our Team Members, guests and local communities.

PLANET —We commit to taking care of the world we all call home.

PLAY —We commit to creating memorable experiences for our guests and leading the industry as a responsible business, including Responsible Gaming practices.



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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 Team Member can 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.



Extraordinary Leadership Program Rolled Out in 2024 for Companywide Supervisors and Above



2024 Emerging Leader Summit Program

Empire Wire - New Companywide Intranet Rolled Out in 2024





WORKFORCE/WORKFORCE DIVERSITY

# of Team Member in Each Category	Minority #	Minority %	Women #	Women %	Veteran #	Veteran %	MA resident #	MA Resident %	Total Team Members
Executive	87	24%	38	10%	6	2%	5	1%	364
Manager & Supervisor	144	34%	105	25%	6	1%	0	0%	422
Entry Level	312	42%	207	28%	8	1%	0	0%	748
Totals	543	35%	350	23%	20	1%	5	0%	1534





VENDOR / SUPPLIER / DIVERSE SPEND

Q3 2024 Overview of Total Spend, Including any MA Spend/Impacts

The below statistics are anticipated company-wide vendor spend statistics for Q3 2024, which are not yet validated. Q4 of 2023 and Q1, 2024 statistics have been validated and updated accordingly. This data is reflective of the company's total spend at all properties. The subsequent Diversity spend percentages are based on total addressable spend dollars.

Quarter	Total Spend	Diverse Spend	Diversity %
23Q4	\$1,063,725,692	\$23,048,799	7.53%
24Q1	\$1,020,933,524	\$22,747,294	8.10%
24Q2	\$985,404,259	\$27,759,327	11.51%
24Q3	\$1,079,909,456	\$34,834,467	11.67%

As you see above, our Diversity spend and percentage increased during the same timeframe from 11.51% in Q2 2024 to 11.67% in Q3 2024. The team continues to focus on improving our diversity inclusion in our non-regulated states, which has helped boost our overall companywide percentage.

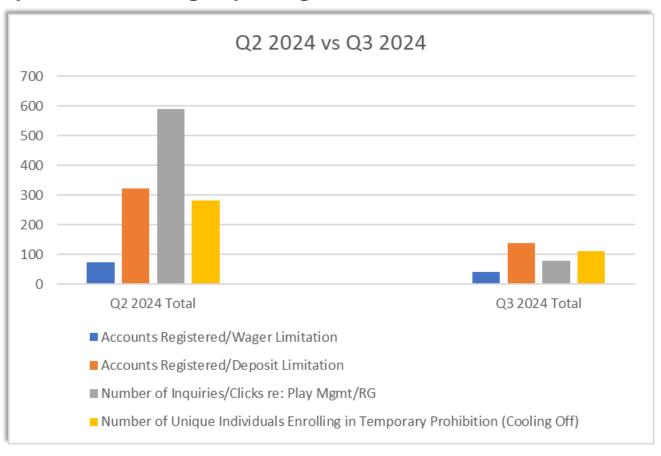
^{*}Addressable spend does not include taxes, utilities and some highly regulated gaming trade sectors defined as addressable.





COMPLIANCE

Play Management Responsible Gaming Reporting





COMPLIANCE

Prohibited Player (Underage Monitoring) – Q3 2024

Number accounts flagged for review under the suspicion of prohibited or restricted persons.

Number of investigations from the previous column which resulted in a review for/related to suspicious underage activity



RESPONSIBLE GAMING Q3 2024

MA VSE Enrollments				
Q2	Q3	% Change		
103	95	-8%		

Caesars participated in the following problem gaming activities in Q3 2024:

- Responsible Gaming Education Month September 2024
 - Partnered with the Mass. Council on Gaming and Health to launch a digital survey, and links to information all geared toward educating Massachusetts players on responsible wagering and sports betting literacy in general.
 - Internal campaign for team members included a RGEM toolkit (back of house flyers, heart of house slides, and a quiz in English and Spanish), enewsletter authored by the SVP of Regulatory Compliance and Asst.
 General Counsel, featured three of the longest standing RG Chairs, press release focusing on Caesars' 35th Anniversary, Social Media posts on IG, FB, LinkedIn, and X, WeSpire campaign, and RGEM banners placed on the online sports betting applications.



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RESPONSIBLE GAMING Q3 2024





- Responsible Gaming Education Month September 2024 Ct'd
 - During RG Ed Month, Carolene Layugan, Director of RG Program (Caesars Ent) presented on Responsible Gaming practices and initiatives to Caesars' internal Social Media Team during their monthly "Social Hour" event.
 - Social media impressions metrics
 - o 79,920 impressions
 - 923 social engagements
 - 1.2% engagement rate
 - 69 posts total for September



 The National Conference on Gambling Addiction and Responsible Gambling hosted by the National

Council on Problem Gambling - July 2024.

- o Caesars team members attended the conference and provided sponsorships that included:
 - Star-Spangled level conference sponsorship (non-exclusive)
 - Inaugural Safer Sports Betting Summit-Pre-Conference (exclusive)
 - Coffee break networking sponsorship (non-exclusive)
 - Carolene Layugan was a panel participant for the Safer Sports Betting Summi
- 2024 National CSR Award Recipient
 - Universal Exclusion Policy
 - 21 Only Gaming Policy / Caesars Rewards Membership





LOTTERY ENGAGEMENT

Caesars partnered with the Massachusetts Lottery in July 2024 to promote JAWS instant ticket.

Caesars currently is working with the Massachusetts Lottery on additional marketing strategies and promotional opportunities for Q4 2024 and Q1 2025.





COMMUNITY IMPACT – National Partners 2024

Since its inception in 2002, Caesars Foundation has gifted over \$80 million to help individuals live more fulfilling lives, promote a more sustainable world and support educational initiatives with several strategic partnerships including Meals on Wheels America, National Park Trust, and many others.



- Caesars Foundation partner since 2010
- First national sponsor of the Buddy Bison program which provides equitable access to parks for underserved students
- In 2024, National Park Trust and Caesars provided park trips and STEM programming to 14 schools across the country



- Longest running Caesars
 Foundation partner of 22 years
- \$1.3M in unrestricted support for local programs from customer giving through Caesars Makes Change
- Published research this year on outcomes of social connection pilot funded by Caesars Foundation





QUESTIONS & COMMENTS – CAESARS TEAM

Questions and comments can be sent to:

- Kiersten Flint, SVP of Corporate Social Responsibility and Internal Communications, kflint@caesars.com
- Lisa Rankin, VP of Compliance & Licensing, lrankin@caesars.com
- Kate Pendergrass, VP of Strategic Sourcing, KPendergrass@caesars.com
- Carolene Layugan, Responsible Gaming Program Director, <u>CLAYUGAN@Caesars.com</u>
- Greg Shinbur, Dir of Diversity, Equity and Inclusion, GEShinbur@caesars.com
- Curtis Lane Jr., Digital Compliance Manager, <u>curtis.lane@caesars.com</u>