

# TEAM MEMBER HANDBOOK

ENTERTAINING OUR BEST



A large, stylized graphic of a plant branch with several leaves, rendered in shades of gold and beige, occupies the right side of the page. The leaves are elongated and pointed, with smooth, curved edges. The branch curves upwards and to the right.

# ENTERTAINING **OUR BEST**



# INFORMATION ABOUT THIS **TEAM MEMBER HANDBOOK**

This Team Member Handbook is an introduction to our policies and procedures. Keep it on hand as a reference guide. It's just one way to help you be successful in your career, and help you contribute to the success of the Company.

Keep in mind that this Handbook is not a contract. Statements in this Handbook are not promises of specific treatment. Instead, the Handbook summarizes various benefits, policies and procedures that apply to you as a Team Member. Nothing in this Handbook is intended to create or shall be construed to imply or otherwise create an expressed or implied contract including, but not limited to, a contract for continued employment. By accepting employment with the Company, you agree and acknowledge that, unless you are covered by a collective bargaining agreement providing to the contrary, you are employed "at will" and that you or the Company may terminate the employment relationship at any time with or without cause. Only the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative, has the authority to enter into an agreement that alters the at-will relationship and then only in writing signed by the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative.

The Company reserves the right to change, interpret, withdraw or add to the policies, benefits, terms and conditions of employment at its sole discretion, with the exception of the at-will policy. When changes in policy do occur, they will be communicated via existing communication channels. This Handbook will be revised periodically but will not be updated every time a change is made. If any information contained in this Handbook is in conflict with individual employment agreements, Collective Bargaining Agreements, plan descriptions or information contained in official Company bulletins, the information in those documents will govern.

No provision contained in this Handbook may be revised or suspended by any oral statements made by supervisors or anyone in our employ. Nothing in this Handbook or any Company policy is intended or should be construed to violate any local, state or federal law, including but not limited to, the National Labor Relations Act.

IN THE EVENT OF ANY CONFLICT BETWEEN THE PROVISIONS OF THIS HANDBOOK AND THE PROVISIONS IN ANY APPLICABLE COLLECTIVE BARGAINING AGREEMENT, THE COLLECTIVE BARGAINING AGREEMENT SHALL GOVERN IN ALL CASES WITH RESPECT TO TEAM MEMBERS COVERED BY SUCH AGREEMENT.





YOU'VE MADE A  
GREAT DECISION TO  
**JOIN OUR TEAM!**

.....  
**OVERVIEW OF  
SECTION GOALS**

## IN THIS SECTION:

**Mission, Vision, Values, Code of Commitment**

**Locations and Map**

**Learning Our Language: Terminology And Acronyms**



# CAESARS ENTERTAINMENT®

## OUR MISSION

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We inspire grown-ups to play

## OUR VISION

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Create memorable experiences,

personalize rewards and

delight every guest,

**every Team Member,**

**every time**

## OUR VALUES

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### INTEGRITY

Do what's right, no matter what

### SERVICE WITH PASSION

Take pride in everything you do

### CELEBRATING SUCCESS

Work hard and celebrate successes both large and small

### DIVERSITY

Embrace what makes us unique to inspire innovation and win together

### CARING CULTURE

Create a caring culture so every Team Member can have fun and be at his or her personal and professional best

### OWNERSHIP

Take initiative, be accountable for your performance and think like an owner of the business

IT'S WHO WE ARE



CAESARS CODE  
OF COMMITMENT

# OUR CODE OF COMMITMENT

**THE CAESARS CODE OF COMMITMENT** governs the conduct of our business. It's a public pledge to our employees, guests, communities and the environment to honor the trust they have placed in us.

## **A COMMITMENT TO ALL OUR EMPLOYEES TO TREAT THEM WITH RESPECT AND PROVIDE SATISFYING CAREER OPPORTUNITIES:**

- We invest in our employees by providing excellent pay and valuable benefits, including health insurance and a retirement plan. And we share our financial success through bonuses for frontline employees.
- We encourage professional and personal growth through tuition reimbursement, on-the-job training, career development and promotion from within.
- We actively seek and respond to employee opinions on all aspects of their jobs, from the quality of their supervisors to the quality of our casinos.
- We value employees from every possible background, and who approach issues and problems from different perspectives.

## **A COMMITMENT TO ALL OUR GUESTS TO PROMOTE RESPONSIBLE GAMING:**

- We do not cash payroll, welfare or unemployment checks.
- We have a process to deny casino play privileges and access to credit, check-cashing and casino promotions.
- We display toll-free helpline numbers for problem gambling in our ads, brochures and signs, and we provide financial support for those helplines.
- We train our employees about the importance of responsible gaming and how to offer help to customers who may need it.
- We emphasize to our employees that casino gaming is an adults-only activity, and require them to be vigilant in preventing individuals under the legal age from playing at our casinos.
- We restrict the placement and content of our advertising and marketing materials to age-appropriate venues and messages.

## **A COMMITMENT TO ALL OUR COMMUNITIES TO HELP MAKE THEM HEALTHY AND VIBRANT PLACES TO LIVE AND WORK:**

- We conduct our business with honesty and integrity, and act in accordance with the highest ethical and legal standards.
- We share our financial success with our communities by donating a portion of company profits to community and charitable causes.
- We encourage our employees to volunteer in community and charitable causes.
- We value the diversity and vitality of the communities in which we operate, and are committed to supporting a wide range of local businesses, charitable organizations and community groups.

## **A COMMITMENT TO RESPONSIBLE STEWARDSHIP OF THE ENVIRONMENT:**

- We invest in sustainable practices that increase energy efficiency and water conservation.
- We commit ourselves to measurable reductions in greenhouse gas emissions.
- We promote recycling and waste reduction at all our properties.

# PROPERTIES LOCATIONS AND MAP

For your information, the following properties are affiliated with Caesars Entertainment Corporation. You can direct guests to [caesars.com](http://caesars.com) or 1-800-CAESARS (1-800-223-7277).

## **ARIZONA CASINOS**

Harrah's Phoenix Ak-Chin Casino  
*About an hour from Phoenix, Arizona*

## **CALIFORNIA CASINOS**

Harrah's Resort Southern California  
*Near San Diego, California*

## **ILLINOIS CASINOS**

Harrah's Joliet Casino  
*An hour South of Chicago, Illinois*

Harrah's Metropolis Casino  
*Close to the Southern Illinois border*

## **INDIANA CASINOS**

Horseshoe Southern Indiana  
*Near the Kentucky border*

Horseshoe Casino Hammond  
*Just 20 minutes from Chicago, Illinois*

## **IOWA CASINOS**

Harrah's Council Bluffs Casino  
Horseshoe Council Bluffs

## **LOUISIANA CASINOS**

Harrah's Louisiana Downs  
Horseshoe Casino Bossier City  
*Both in Bossier City, Louisiana*  
Harrah's New Orleans Casino

## **MARYLAND CASINO**

Horseshoe Baltimore

## **MISSISSIPPI CASINOS**

Harrah's Gulf Coast  
Horseshoe Casino Tunica  
Tunica Roadhouse Casino and Hotel  
*Tunica is an hour from Memphis, Tennessee*

## **MISSOURI CASINO**

Harrah's North Kansas City Casino

## **NEVADA NORTH CASINOS: LAKE TAHOE AND RENO**

Harrah's Lake Tahoe Casino  
Harveys Lake Tahoe Casino  
Harrah's Reno Casino

## **NEVADA SOUTH CASINOS: LAS VEGAS AREA**

Bally's Las Vegas  
Caesars Palace  
Flamingo Las Vegas  
Harrah's Las Vegas Casino  
The LINQ Hotel and Casino  
Paris Las Vegas  
Planet Hollywood Resort  
Rio All-Suite Hotel and Casino  
The Cromwell  
Harrah's Laughlin Casino  
*About 90 minutes outside Las Vegas*

## **NEW JERSEY CASINOS: ATLANTIC CITY**

Bally's Atlantic City  
Caesars Atlantic City  
Harrah's Resort Atlantic City

## **NORTH CAROLINA CASINO**

Harrah's Cherokee Casino  
Harrah's Cherokee Valley River Casino & Hotel

## **PENNSYLVANIA CASINO**

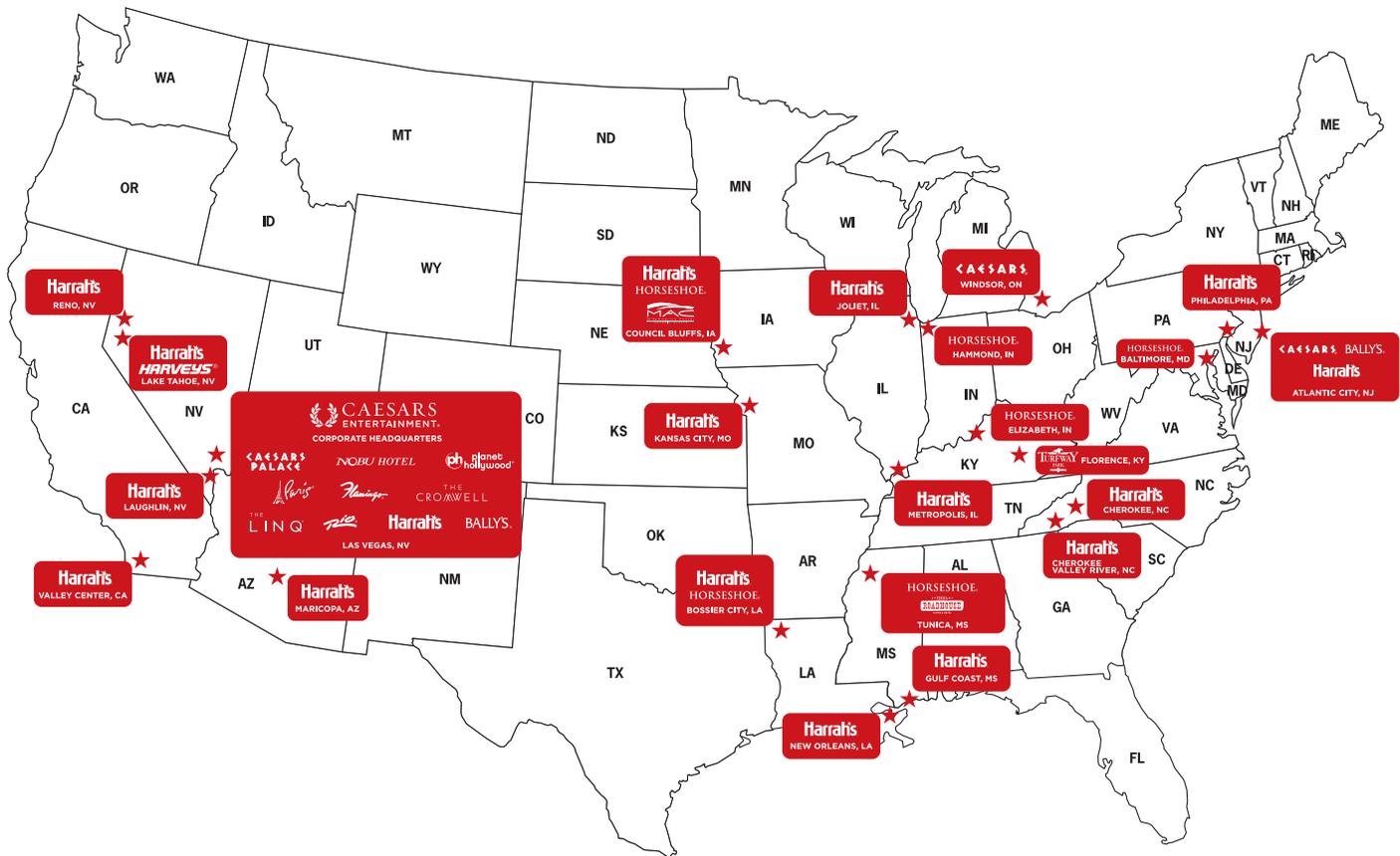
Harrah's Philadelphia Casino and Racetrack

## **INTERNATIONAL**

Caesars Windsor - Canada  
London Clubs Casinos - Egypt, Europe, UK  
Emerald Casino Resort - South Africa

# COMPANY OVERVIEW

Founded in 1937 in Reno, Nevada, Caesars Entertainment Corporation has grown into the world’s largest casino-entertainment company. Caesars owns or manages through various subsidiaries more than 50 casinos around the world, primarily under the Caesars, Harrah’s, Horseshoe and London Clubs International brand names. Our main purpose: We inspire grown-ups to play!



# Learning Our Language

## **TERMINOLOGY & ACRONYMS**

**ADVANCE:** Online list of open positions located at [advance.harrahs.com](http://advance.harrahs.com)

**AEP:** Avid Experienced Player. We focus on the player who is experienced and views gambling as a form of recreation. This player is a loyal customer with high service and product expectations.

**ANNUAL ENROLLMENT:** The period when Team Members can enroll in/change benefits (usually in the fall).

**AS400:** The term used for the systems that our Casino Management System (CMS), Lodging Management System (LMS), EMS, Timeworks and Stratton Warren software runs on; also referred to as FOHC3 or HARRAHS1.

**BADGE:** All Team Members must have and wear a badge on property at all times.

**BUZZ SESSIONS:** Short team meetings where supervisors and Team Members discuss current marketing promotions, events and ways to deliver excellent customer service. The frequency and timing of buzz sessions is determined by individual departments. All hourly Team Members must be clocked in while attending buzz sessions.

**CAESARS AWARD OF EXCELLENCE:** The highest award honoring our very best Team Members who work at businesses affiliated with Caesars Entertainment Corporation.

**CAGE:** Location of the casino cashier.

**CALL CENTER:** A centralized call center in which one number is used to make reservations for all locations affiliated with Caesars Entertainment Corporation: 1-800-CAESARS.

**CHIPS:** Used in place of cash in casino table games.

**CODEGREEN:** A comprehensive environmental program focused on efficient uses of energy, waste, water and carbon emissions. We are committed to finding sustainable solutions for our products, equipment and facilities.

**COMP:** The privilege of using casino hotel services free of charge. Based on a guest's play, a comp provides the player with the use of a variety of hotel casino services, meals, lodging or entertainment at no cost.

**CORPORATE:** Caesars Entertainment Corporate Headquarters is located in Las Vegas, NV.

**(DO WHAT'S RIGHT) THE ETHICS AND COMPLIANCE HOTLINE:** 1-877-450-5199 is a toll-free hotline established for Team Members to report illegal, unethical or unsafe behavior. The hotline has been arranged through an external company and is available 24 hours a day, 7 days a week and enables Team Members to communicate concerns without fear of retaliation.

**E-FORM:** Electronic Form used to make changes in a Team Member's status or personal information.

**EOS:** Employee Opinion Survey: Conducted at least once a year, this survey enables Team Members to provide valuable, anonymous feedback about the work place. Positive progress is celebrated and key concerns are addressed through Continuous Improvement Plans to enhance your work environment.

**EVS:** Environmental Services Department, responsible for cleaning many areas of the facility.

**EYE IN THE SKY:** Overhead surveillance cameras used to monitor activity, particularly on the casino floor.

**F&B:** Food and Beverage.

**FAST CASH™:** Cashless wagering. Slot machines provide payouts in the form of tickets which can easily be used in other machines or cashed out. Fast Cash™ provides guests with faster slot service.

**FILL:** The act of bringing additional checks or chips to a gaming table to replenish the dealer's rack.

**FLOOR:** The general gaming area in a casino.

**FRONT OF HOUSE:** Areas open to the public.

**HARD COUNT:** The process of removing coins/tokens (not bills/currency) from slot machines, placing them in drop buckets, weighing and sorting them and then wrapping them into rolls.

**HEART OF HOUSE OR BACK OF HOUSE:** Areas not open to the public.

**HELP DESK:** Computer support line: 877-438-4457.

**HERO:** A community service program that offers Team Members the opportunity to make a difference in their local communities. See Human Resources to get involved.

**HROnLINE:** A web based Human Resources information site. Site address for HR online is <http://hronline/>

**I.T.:** Information Technology, a department that handles all computer hardware, technical problems and provides a helpdesk for computer users: 877-438-4457.

**LMS:** Lodging Management System.

**MARKER:** A legal counter check used for the purpose of granting credit to a table games player.

**MARKET SHARE:** The amount of business/revenue our Company receives out of the total gaming business revenues in our local gaming market.

**PIT:** A grouping of table games.

**RMS:** Revenue Management System.

**SFS SUPERVISORY FEEDBACK SURVEY:** At least once per year, Team Members can provide anonymous feedback about how well their supervisor leads them and their team.

**SHOE:** A container from which multiple decks of cards are dealt.

**SOFT COUNT:** The process of counting and recording currency (not coins).

**SPOTLIGHT ON SERVICE (SOS):** Spotlight on Service is our internal/external Mystery Shopping Program which provides Team Members with personalized feedback on their customer service skills during an interaction with the “shopper.”

**TABLE GAMES:** Blackjack (21), Craps, Roulette, Poker, Baccarat.

**TABLE LIMITS:** Smallest and largest bet allowed on a table game.

**TOKE:** Tip or gratuity.

**TOTAL RETURN CREDITS:** A reward program for eligible property Team Members based on achieving property-wide increases in customer service scores (does not include Team Members who participate in any other bonus program, or who have been issued a Final Written Warning during the quarter).

**TOTAL REWARDS (TR):** Caesars’ Player Card used to track play for rewards and direct mail purposes. Players insert their card into a slot machine reader box or present it to the dealer or supervisor when playing table games. This card can be used at properties affiliated with Caesars Entertainment Corporation and entitles the player to recognition and rewards/cash back based on their tracked play. Comps can be awarded up front based on previous play.

**TRANSFER OPPORTUNITIES:** See Advance.

**WINNET:** Winners’ Information Network is a database used to track players’ trips to Caesars Entertainment properties, store players’ preferences and distribute direct mail, incentives and promotions.

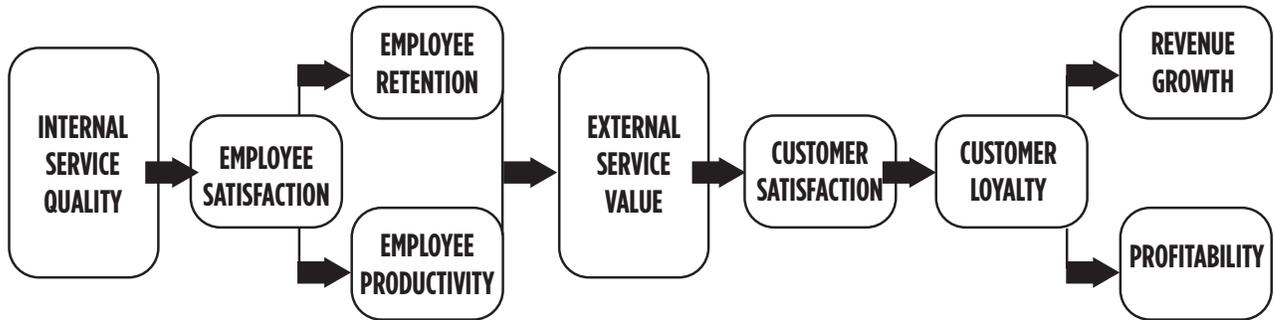


WHAT WE EXPECT  
**FROM YOU**

Your most important responsibility is to delight our guests by providing best-in-class personalized service to every guest, every time. You'll see this in the fundamentals of how we run our business, how we deliver and measure outstanding service and the related policies and rewards.

Team Members are just as important to the success of our business as the guests who play in our casinos and dine in our restaurants. The Service Profit Chain is the foundation of how we run our business; it is a chain of satisfaction that enables the Company to be profitable and grow.

⋮  
SERVICE  
**PROFIT CHAIN:**



“Putting the Service Profit Chain to Work,”  
Harvard Business Review, March through April 1994

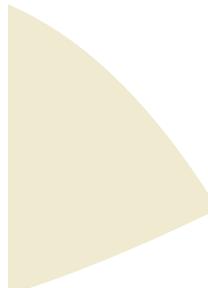
As you can see, satisfied and loyal Team Members create satisfied and loyal customers, and the profits will follow.



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# SERVICE **WITH PASSION:**

How We Take Ownership, Serve Guests and Create Loyalty



Every interaction is a potential Moment of Truth (MOT). Our goal is not just to meet, but to exceed each guest's expectations in each MOT. No matter what your job title may be, it's everyone's responsibility to ensure our guests are treated with the utmost respect and enjoy truly outstanding service before, during and after every visit. While we can't guarantee guests will be lucky in the gaming areas, we can ensure a great experience as well as upbeat, positive interactions along the way. By joining our team you agree to take this responsibility seriously and to consistently deliver your best performance.

Our general service standards are in the five lessons of Service with Passion!

# SERVICE WITH PASSION

## THE FIVE LESSONS



It's always better to offer first than wait to be asked.



Guests expect everyone to be familiar with the business.



Every Moment of Truth is your opportunity to delight the guest.



Speed and quality are basic expectations.



Role models treat guests, co-workers and their work area like they own the business.

SERVICE *With* PASSION



### EVERYBODY GREETES EVERYBODY (EGE)

Acknowledge guests and fellow Team Members within 10 feet.  
Initiate friendly verbal greeting within 5 feet.



# SERVICE WITH PASSION

## MEASURE IT

How do we know how well we are meeting customers' expectations? We ask them! Here are two measurement systems we use.

**Total Service** describes the measurement, service strategies, service standards and Team Member reward program for continually improving guest service.

Guests are invited to complete a Total Service Survey and rate the level of service we provided during their stay. Weekly results are called Total Service (TS) scores which tell us how we are doing in comparison to prior periods.

- Total Service scores with positive shifts mean we are improving and making progress in the level of service we are providing. Our goal is to always improve our service.
- Eligible property non-managerial Team Members have the opportunity to earn Total Return Credits by improving the Total Service scores of their property. These Total Return Credits can be used to select a variety of rewards!

**Spotlight On Service:** Spotlight on Service is an opportunity for both internal supervisors and, in some cases, external Mystery Shoppers to review Team Members' guest interactions and provide feedback on their customer service skills. This can be very helpful in helping each of us evaluate service interactions and clearly understand how we met or exceeded expectations, or where we fell short of the service standards and guests' needs. Aim to consistently exceed expectations so they can "Spot You at Your Best!"



# RULES OF THE ROAD

**ALCOHOL/DRUGS (SUBSTANCE ABUSE):** In a commitment to promote high standards of health and safety, to provide a safe place for our guests, Team Members and other individuals doing business with us, and to create a drug-free work environment, the Company has established an Alcohol and Drug Policy which applies to all Team Members. The Company prohibits the illegal use (as evidenced by detectable presence in the body), possession, sale, manufacture or distribution of drugs, alcohol or other controlled substances on its property, as well as reporting to work under the influence of illegal drugs or alcohol. This includes the sale or misuse of prescribed drugs. Team Members who violate this policy are subject to discipline, up to and including separation of employment.

Any Team Member who is taking any medication or other substances that may interfere with his/her job performance in any way or jeopardize the safety of the Team Member or others, is required to advise his/her supervisor or Human Resources before reporting to work that s/he is under the influence of such medication. The type of medication need not be revealed. Nor is it necessary to reveal the symptoms or the underlying condition for which the medication is being taken. However, the Company reserves the right to prohibit a Team Member from working if taking such medication may create a safety risk in the work place. The Company will comply with applicable state and federal law regarding providing reasonable accommodations for Team Members who are taking a medication that may create a safety risk.

Team Members may not share medications of any kind (including over-the-counter) with co-workers, guests or others. Prescribed medical treatments (medications) should be taken only as prescribed.

The Company reserves the right to test any Team Member, subject to state law and/or other contractual obligations, including but not limited to pre-employment (including newly hired, rehired or reinstated Team Members), job transfers, reasonable cause, and accidents with property damage or injuries requiring professional medical treatment; we reserve the right to test randomly; we reserve the right to conduct annual testing for Team Members who operate motorized vehicles. Any testing will be conducted in accordance with applicable local, state and federal law. Separation of employment may result after:

# RULES OF THE ROAD

- a positive test for any drug not prescribed by a physician for your personal use;
- a deliberately tampered with or adulterated sample;
- a refusal to take the test.

Asking another person to take the test, or taking the test for another Team Member will result in separation of employment for all Team Members involved in the incident.

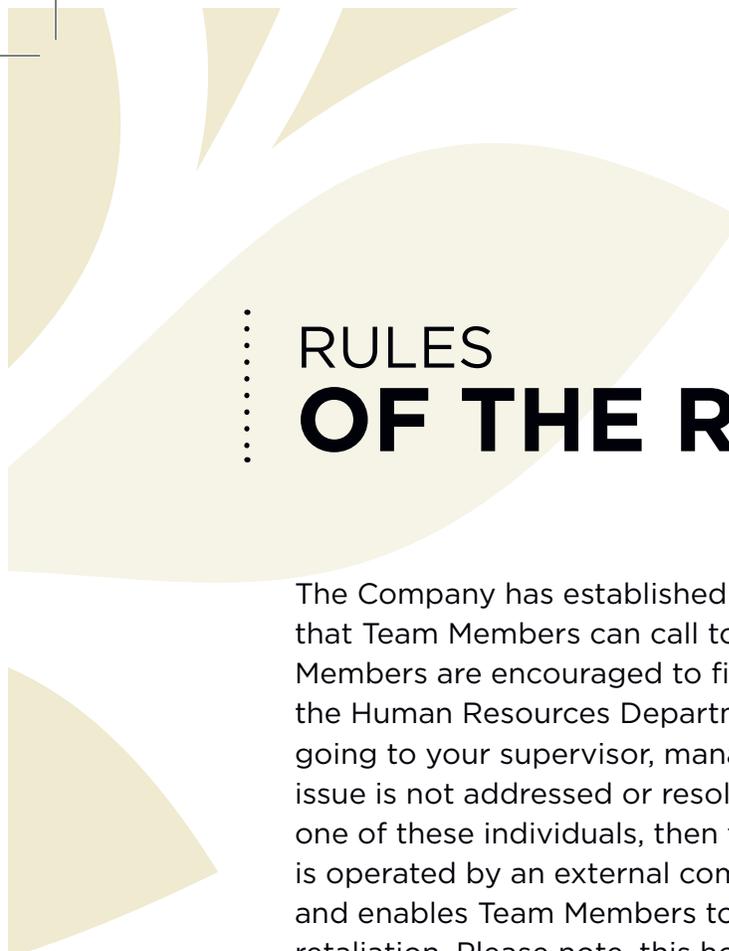
NOTE: On occasion, managerial, executive and sales staff may entertain guests during work hours or after work hours as representatives of the Company. These occasions may include lunches, dinners and business conferences. On these occasions, only the moderate and limited use of alcoholic beverages is acceptable. In addition, occasionally, alcohol is served at social events sponsored by the Company. Only the moderate and limited use of alcohol is acceptable. Team Members are expected to remain responsible, professional and sober at all times.

**BACK OF HOUSE (AREAS NOT OPEN TO THE PUBLIC):** A valid Team Member or vendor badge is required for anyone in back of house areas. Visitors must have an escort, visitor's pass and authorization from a director or manager. Children are not permitted in back of house areas.

**BUSINESS INTERRUPTIONS/INCLEMENT WEATHER:** We normally remain open during inclement weather. If severe weather does occur, the Company considers Team Member safety in determining changes in work hours. If the property should close due to weather conditions, announcements will be made on pre-selected local radio or television stations. When Team Members cannot report for their assigned shift because of inclement weather, they are expected to provide as much notice as possible and comply with the call-in procedures set forth in the Attendance policy. If the property officially announces an Inclement Weather day, attendance points will not be assessed.

The Company has established a toll-free phone number, 1-888-488-OPEN (6736), to advise Team Members of emergencies that may close or limit the property operations (e.g. hurricane, tornado, fire, or snowstorm).

**COMMUNICATION:** The Company will keep you informed of news, decisions or policy changes. It is your responsibility to keep up-to-date on information made available to you via buzz sessions, bulletin boards, the property newsletter, department or property meetings, training, email (for those Team Members who are issued a company email address), etc. It is also your responsibility to give input to make the Company a better place for Team Members and guests. You are encouraged to constructively discuss ideas or concerns with your manager, to submit your opinions through your local suggestion program, and/or to talk with your Human Resources professionals.



# RULES OF THE ROAD

The Company has established a toll-free hotline (The Ethics and Compliance Hotline) that Team Members can call to report illegal, unethical or unsafe behavior. Team Members are encouraged to first go to their department supervisor, manager, director or the Human Resources Department to report any of the above behavior. However, if after going to your supervisor, manager, director or the Human Resources Department, the issue is not addressed or resolved, or if the Team Member is uncomfortable going to any one of these individuals, then the Team Member may call **1-877-450-5199**. The hotline is operated by an external company and is available 24 hours a day, seven days a week and enables Team Members to communicate concerns anonymously and without fear of retaliation. Please note, this hotline is not intended for answering day-to-day questions Team Members may have regarding benefits, etc.

## **COMPUTER, ELECTRONIC DEVICES, SYSTEMS AND DATA**

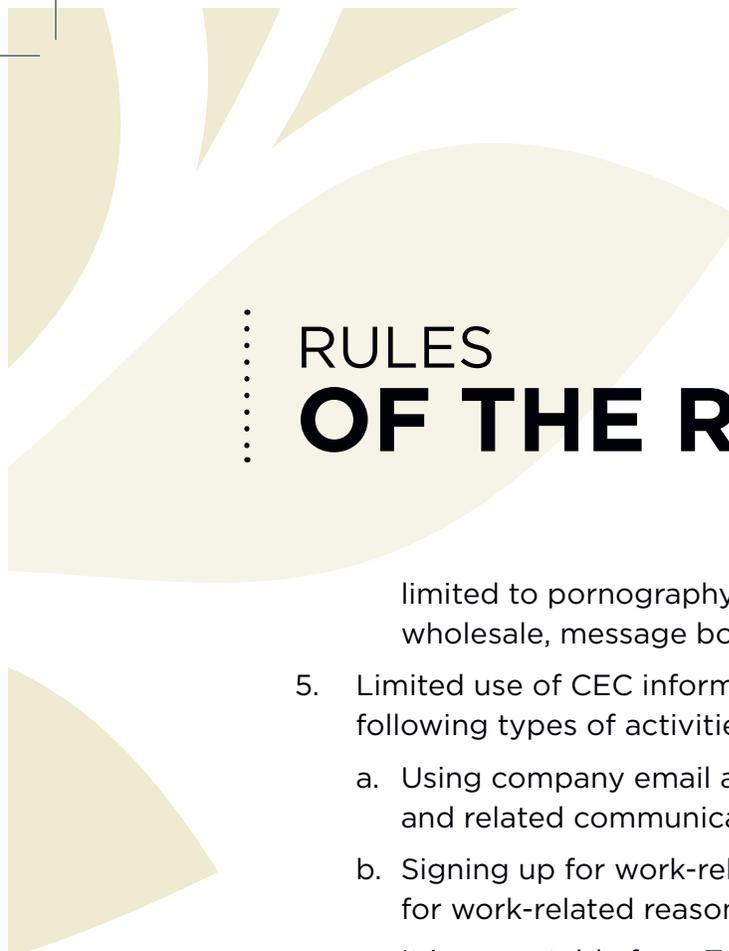
**Acceptable Use:** For this policy, the term “Company” shall mean Caesars Entertainment Corporation and each of its respective affiliates and subsidiaries and assigns, regardless of domicile. This policy establishes acceptable use of Company provided information resources and data, including legal and ethical use, prohibited use, privacy and security, and regulatory compliance. The policy outlines specific requirements for access to and the use of various technologies, including email, Internet access, wireless, laptop, mobile device use and others.

The Company provides access to information resources to assist Team Members, contractors and other authorized users (e.g., third parties granted access for business purposes) to perform the duties of their jobs efficiently, effectively and to support and promote business objectives. This policy pertains to all Team Members, contractors and third parties (users) with authorization to access Company systems or data, and it is designed to help users understand the expectations for the use of provided technologies and to help them use these resources wisely.

1. Users are given access to CEC information systems and data to assist them in the performance of their jobs. Acceptable use includes activities that enable, support or benefit business operations.
2. Access to CEC information systems and data is a privilege and imposes a responsibility and obligation on users to behave in an appropriate, professional, lawful and ethical manner.
3. CEC has the right to:
  - a. Monitor CEC user account activity without notification to the user;
  - b. Review, seize or revoke privileges to information resources including hardware,

# RULES OF THE ROAD

- software, documents and electronic correspondence (email, instant messages, web chats, etc.).
4. Unless explicitly authorized as a part of a user's job responsibilities or via a documented exception approved by an authorized manager, users must not:
    - a. Access, review, issue, approve, add, delete, or change sensitive user account information.
    - b. Access or review any consumer or merchant credit report information.
    - c. Access or review patron or consumer information.
    - d. Share their own passwords or anyone else's passwords to any system, application or device with anyone without authorization.
    - e. Remove any CEC-owned devices from company premises without written permission (does not include devices issued by the company specifically to you).
      1. If necessary for business and approved by management, users may use the following devices: a CEC-issued mobile device, or approved personally owned or other mobile device.
    - f. Use personally owned laptops, desktops, or systems to access CEC network and data resources; Specific exception: Access to company web mail on personal device.
    - g. Install company owned software onto personally owned devices.
    - h. Install external storage media into or attached to CEC systems.
    - i. Install or activate wireless access points in CEC spaces.
    - j. Remove or disable anti-malware, anti-virus, personal firewall software or any other hardware or software tools installed by CEC IT on workstations, laptops, mobile devices or removable electronic media.
    - k. Store, copy, or move any form of payment card or other sensitive information such as (but not limited to) customer information, financial or other proprietary operational data.
    - l. Disclose or distribute confidential or restricted CEC information outside of the Company; Refer to the Confidentiality section.
    - m. Sign up for goods, services and communications or create social media accounts using their Company email address.
    - n. Use CEC networks or equipment to visit prohibited websites, including but not



# RULES OF THE ROAD

limited to pornography, online auctions, day trading, and non-work related retail/wholesale, message boards, journals, chat rooms and social media.

5. Limited use of CEC information systems or networks may be allowed for the following types of activities:
  - a. Using company email address to sign-up for professionally related organizations and related communications.
  - b. Signing up for work-related social media accounts and visits to social media sites for work-related reasons.
  - c. It is acceptable for a Team Member to conduct limited access to personal web-based accounts. Such use should be limited.
  - d. Professionally related message boards, journals, blogs and social media.
  - e. Limited and reasonable access to news sources.
6. Users are prohibited from using or accessing CEC Information Systems or networks to perform any of the following activities. Prohibited use includes but is not limited to:
  - a. Conducting monetary or non-monetary transaction requests for themselves, family members, friends, Team Members, agents or contractors.
  - b. Committing, aiding or abetting in the commission of a crime.
  - c. Sending unlawful, fraudulent, defamatory, or false content, including anything that could be considered libelous or slanderous.
  - d. Violation of state laws including but not limited to those prohibiting stalking.
  - e. Violation of copyright, trademark or trade secrets laws.
  - f. Creating, distributing or forwarding copyrighted or other materials subject to license or other prohibitions against unauthorized distribution.
  - g. Bypassing technical or security controls or otherwise configuring software or hardware to intentionally allow access to unauthorized users.
  - h. Attempting unauthorized access to restricted networks, systems, applications or data.
  - i. Attempting to breach any security measures on any electronic communications system.
  - j. Attempting unauthorized interception of any electronic communication transmissions.

# RULES OF THE ROAD

- k. Modification of the hardware, operating systems, application software and utilities provided or approved by CEC.
  - l. Sharing personally identifiable information (PII), HIPAA, PCI or other sensitive information with unauthorized parties.
  - m. Sharing information in violation of the Confidentiality Policy.
  - n. Sending, displaying or conveying in any way anything pornographic, profane, obscene, harassing or abusive.
  - o. Invading the privacy of, threatening, or harassing other people in violation of the Anti-Harassment Policy, including any form of harassment via email whether through language, frequency or number of messages.
  - p. Seeking employment opportunities outside of the company.
  - q. Soliciting for personal gain or advancement of personal views during working time or the working time of the persons being solicited.
  - r. Sending chain letters, pyramid schemes of any type, or other forms of non-business information across networks or communications systems.
  - s. Spamming or sending unsolicited email messages to individuals who did not specifically request such material during the sender's working time or the recipient's working time.
  - t. Transmitting or storing non-encrypted cardholder data by any type of end user messaging technologies.
  - u. Sending any confidential or proprietary information through web mail.
  - v. Using email or any information resources for purposes that could strain computing resources, or interfere with others' use of information systems.
  - w. Using email or any information resources for personal monetary gain or for commercial purposes that are not directly related to CEC business.
  - x. Sharing their CEC email address in Internet chat rooms, discussion groups or message boards.
7. Email and instant messages created, stored and/or transmitted via CEC communications systems are the property of the company and are subject to monitoring.
8. Users are liable for the content of every email and instant message they send.



## ..... RULES OF THE ROAD

9. Generally, Company Internet, email and instant messaging resources are provided primarily for business purposes. Incidental personal use of these technologies is permitted on non-working time, as long as such use does not violate the terms of this policy or result in direct costs. However, please remember that all such personal use is subject to monitoring by CEC and Team Members have no expectation of privacy in such use.
10. Users shall only use CEC email in conducting CEC business; private email and external webmail services are not authorized for business use.
11. If necessary for business and approved by management, users may use the following devices: a CEC-issued mobile device, or approved personally owned or other mobile device.
12. Users are responsible to secure CEC provided laptops and other information storage devices including mobile devices and removable electronic media at all times to prevent theft or unauthorized access.

There are no exceptions provided for this policy without advance documented approval of the Chief Information Security Officer (CISO) or designee. Violations of this policy may result in disciplinary action up to and including termination of employment and/or legal action.

The Corporate Information Security Acceptable Use Policy, in its entirety, is located in the Policies & Procedures Manual and on inSite.

# RULES OF THE ROAD

**CONDUCT STANDARDS:** Out of respect for our guests and each other, all Team Members are expected to maintain certain behavior and performance standards. The following list of Conduct Standards provides examples of behavior that can result in disciplinary action up to and including Separation of Employment; it is not intended to be an exhaustive list. You are expected to use good judgment at all times in behaving appropriately at work.

**Discipline is generally separated into three categories:** Attendance, Performance/Policy, and Variances (money-handling). The Company typically uses the following four-step progressive discipline process:

- First Step - Documented Coaching
- Second Step - Written Warning
- Third Step - Final Written Warning
- Fourth Step - Separation of Employment

However, there may be situations where violations of more than one Conduct Standard in a single act will result in increased or multiple disciplinary steps up to and including immediate separation of employment. In addition, some misconduct or performance may be so severe that the Company may issue a Final Written Warning or Separation of Employment upon the first offense without prior progressive discipline. In all instances, the Company reserves the right to determine appropriate disciplinary actions and skipping of steps of progressive discipline to its sole discretion.

Investigative suspension may be used to suspend a Team Member while an investigation is conducted.

The following list of Conduct Standards is not all-inclusive and may be revised periodically.

1. Team Members will demonstrate courtesy, friendliness, an upbeat and positive attitude, appropriate greetings, initiative to assist, professional language/tone/manner/actions with guests, co-workers and vendors.
2. Team Members will not use obscene or profane language including gossip with the intention or desire to harm another. Team Members will refrain from lewd or obscene conduct.
3. Team Members will be honest and forthcoming in all communication, verbal and written; this includes any Company documents, communication, and participation in investigations. Team Members will not knowingly make false statements or omit pertinent information, particularly regarding investigations or reports. Team Members must report any known acts or plans of dishonesty.

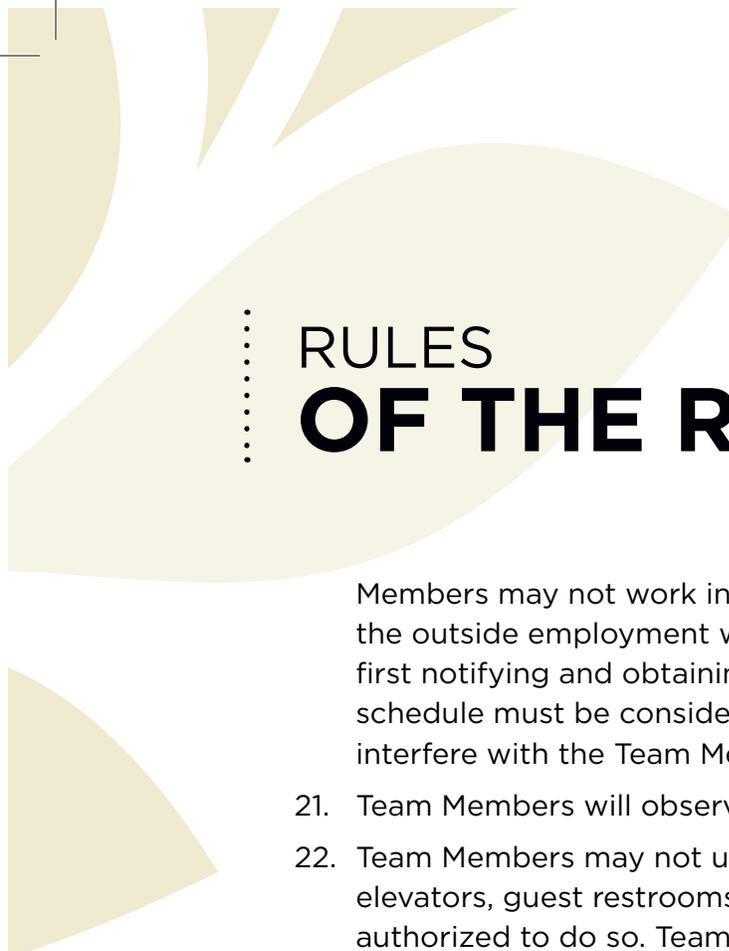


# RULES OF THE ROAD

4. Team Members will not possess dangerous or deadly weapons on Company premises or while off Company premises in performance of Company duties, in compliance with applicable law. Authorized Security personnel may be exempt from this statement while on duty based on Security department policies.
5. Team Members will not participate in harassment of any guest, co-worker, vendor, or others. This includes, but is not limited to, harassment based on the following legally protected characteristics: race, color, religion, creed, sex, sexual orientation, gender identity or expression, pregnancy (including childbirth and related medical conditions), age (as defined under applicable law), national origin or ancestry, physical or mental disability, veteran status or any other consideration protected by federal, state or local laws.
6. Team Members will not participate in theft, misappropriation, misuse or willful destruction of a co-worker's, guest's or Company property, or unauthorized removal of such, including unauthorized removal of lost and found items; this includes removing items from Company dumpsters or any other property disposal facility and includes unauthorized removal of food and beverages.
7. Team Members will not violate the Company's Gambling Policy (see Handbook Section 5: Be Your Personal and Professional Best).
8. Team Members will not violate the Company's "Alcohol/Drugs (Substance Abuse)" Policy.
9. Team Members will not violate the Company's policy regarding the use of premises while off duty.
10. Team Members will not reveal Company business information in violation of the Confidentiality Policy.
11. Team Members will refrain from intimidation, threats, or physical force toward co-workers, vendors, guests or others.
12. Team Members will use professional judgment and will refrain from acts of gross misjudgment, carelessness, negligence in the performance of one's job; Team Members will not intentionally obstruct surveillance system equipment.
13. Team Members will not demonstrate insubordination including refusing or failing (despite warning) to perform assigned duties in accordance with performance standards.

# RULES OF THE ROAD

14. Team Members will not ask, imply or suggest in any way that a guest give a tip, or that a gratuity (or lack thereof) is insufficient. Although Team Members may tip one another per customary guidelines, Team Members may not solicit or tender a gratuity to Team Members for the purpose of obtaining preferential treatment.
15. Team Members will not sleep or give the appearance of sleeping while on duty except in designated break areas during designated break time.
16. Team Members will obey all Company and department policies and procedures, supervisor's instructions, regulations and/or statutes of local, state and federal governmental agencies including those prescribed by the state gaming authority.
17. Team Members will not provide, request, and/or accept a loan from a guest, vendor, supervisor, subordinate or co-worker.
18. All Team Members shall avoid acts and situations that might give the appearance of impropriety or might impair their good judgment when acting on behalf of the Company. Team Members should not fraternize with guests, vendors, performers or regulators and should not attend guest functions as a guest of a customer. Refer to the Conflicts of interest policy for more detail.
19. Solicitation or distribution of any literature at any time for any reason or cause by people who are not Team Members of the Company is prohibited on Company premises. Team Members will not solicit or distribute any literature on Company premises during their working time or the working time of the Team Member(s) to whom the solicitation is directed. Team Members will not distribute literature of any description at any time in working areas or during the working time of the Team Member who is doing the distributing or the working time of the Team Member(s) to whom the distribution is directed. As used in this policy, "working time" includes all time for which a Team Member is paid and/or is scheduled to be performing services for the Company; it does not include break periods, meal periods or other specified periods where Team Members are not performing or are not scheduled to be performing their duties. Team Members may not sell anything for any purpose on property unless it is a Company-sponsored activity (e.g. H.E.A.R.T., United Way). Team Members may not post or remove notices, signs, memoranda or writings in any form on a bulletin board or Company property.
20. You are expected to conduct your personal affairs in a manner which does not adversely affect the Company's or your own integrity, reputation or credibility. Illegal or immoral off-duty conduct which adversely affects the Company's legitimate business interests or your ability to perform your job will not be tolerated. Team



# RULES OF THE ROAD

- Members may not work in a position or for a company if there is any possibility that the outside employment will create a potential or actual conflict of interest, without first notifying and obtaining written approval from their manager. Our Company's schedule must be considered the primary schedule. Outside employment should not interfere with the Team Member's schedule or job duties.
21. Team Members will observe all safety, health and fire codes and practices.
  22. Team Members may not use guest facilities, including but not limited to guest elevators, guest restrooms, or public phones, while on duty or in uniform unless authorized to do so. Team Members may use public phones in back of house areas while on break.
  23. Personal pagers, beepers and cell phones worn by Team Members must not be visible or audible to guests and should not impact job performance. The use of personal cellular/digital phones, iPods, MP3, and any other personal/digital/electronic equipment is prohibited while on duty, but is allowed during break time in designated break areas.
  24. Company phones are intended for business purposes. Team Members will use Company email, intranet and Internet according to the Computer Acceptable Usage policy.
  25. Team Members will park in designated Team Member areas and will display their parking pass if passes are issued.
  26. Team Members will perform all duties carefully, attentively and with regard for giving a fair day's work for a day's pay. Team Members will clock in/out for time worked, will not clock in/out for any other Team Member, will report to work promptly, return from breaks on time, and perform assigned work until the end of the shift. Team Members will leave their assigned work areas only for approved breaks, at the end of their shift, or with a manager/supervisor's approval. Team Members are not permitted in hotel rooms or hotel room areas at any time while on duty unless authorized or assigned to those areas.
  27. Team Members who walk off the job during shift will be considered to have abandoned their job and voluntarily separated their employment, unless the reason for their departure is legally protected.
  28. Team Members may smoke e-cigarettes as allowed in designated smoking areas. Team Members may not use smokeless tobacco, chewing tobacco, pipes, snuff or cigars while on shift or on property in uniform.





# RULES OF THE ROAD

**CONFIDENTIALITY:** All Team Members are prohibited from disclosing to anyone outside of the Company, indirectly or directly, any confidential, proprietary or trade secret information about the Company which has not been shared by the Company with the general public. This type of disclosure includes participation in Internet chat rooms or message boards. Exceptions to this rule include disclosures which are authorized by the Company or authorized or required by the law. This information includes, but is not limited to confidential, proprietary or trade secret information such as the following:

- Company financial data
- Plans and strategies (development, marketing, business)
- Research or analyses
- Customer or supplier lists or related information

The Corporate Law Department should be consulted whenever there is a question about whether information is considered confidential. Any failure to uphold this policy should be communicated to the Law Department and may result in immediate separation of employment. All managerial, supervisory and selected positions are required to comply with the “Use and Disclosure of Confidential Information” policy.

**Guest Privacy:** Team Members are prohibited from violating guest/Team Member privacy by disclosing confidential or privileged information. This privileged information includes but is not limited to a guest’s level of play, frequency of visitation, buy-in amounts, win/loss results or any other record of their play or personal information. This information must not be shared with anyone other than the guest or a co-worker who clearly has a business reason for needing to know. This prohibits disclosing information to the guest’s family members, friends or business associates—anyone other than the guest.

Also on the subject of guest privacy, on occasion Team Members may have an encounter with a celebrity or public figure during the course of performing their duties. While it is exciting to see celebrities, we must be sure to maintain the highest level of professionalism and discretion. It is essential that Team Members respect a celebrity’s right to privacy and discretion.

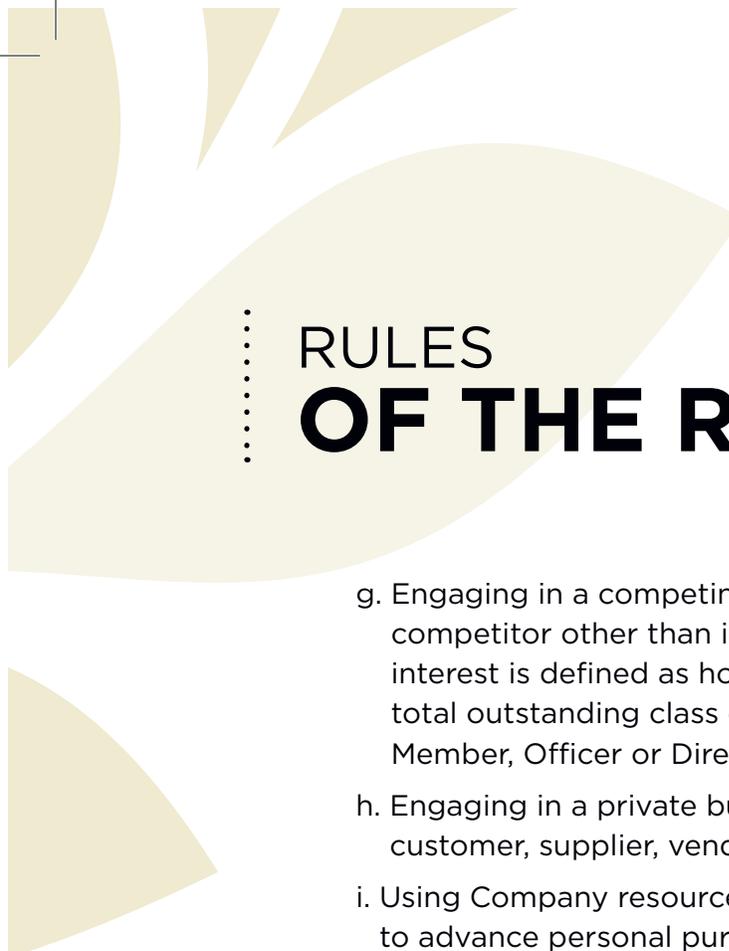
This is an overview of the Company’s confidentiality policies. An expanded-version can be found in the Compliance Manual and in the Policy and Procedure Manual online. If you have any questions regarding this policy or any of the other Compliance Policies, please consult the Corporate Compliance Officer.

# RULES OF THE ROAD

**CONFLICTS OF INTEREST:** The Company is committed to conducting all of its activities in accordance with the highest standards of integrity, ethics and objectivity. In all actions and relationships which may affect the Company or where any Team Member represents or negotiates on behalf of the Company, Team Members, Officers and Directors must not misuse the authority or influence of their positions. All Team Members, Officers and Directors SHALL avoid acts and situations which (a) are improper; (b) might give an appearance of impropriety; or (c) might impair their good judgment when acting on behalf of the Company.

The following situations may violate this policy and must be disclosed by Team Members, Officers and Directors in accordance with the procedure set forth below so a determination can be made as to whether a conflict of interest exists:

- a. Having a significant interest in any business (ownership or otherwise) that is a customer, supplier, vendor or competitor. Examples of a significant financial interest include (i) ownership of greater than 1% of the equity of a customer, supplier, vendor or competitor; or (ii) an investment in a customer, supplier, vendor or competitor that represents more than 5% of the total assets of the Team Member, Officer or Director.
- b. Receipt of personal benefits or favors (other than nominal benefits or favors) as a result of the Team Member, Officer or Director's position with the Company. See Gifts, Hospitality and Similar Benefits in the section below;
- c. Employment by, service as a director of, or the provision of any services to, a company that is a customer, supplier, vendor or competitor, or a company whose interests could reasonably be expected to conflict with the Company's interests;
- d. Engaging in a private business relationship with a person or firm doing business with the Company, particularly if the individual supervises the Company's relationship with that person or firm.
- e. Engaging in a private business relationship with a subordinate, a supervisor or anyone in a higher position who is employed by the Company or an Affiliate.
- f. Engaging in a private business relationship with a Public Official.



# RULES OF THE ROAD

- g. Engaging in a competing business or owning stock or other securities of a competitor other than insignificant interests in public companies. (An insignificant interest is defined as holdings that are both (a) less than one percent (1%) of the total outstanding class of securities and (b) five percent (5%) or less of the Team Member, Officer or Director's net worth).
- h. Engaging in a private business venture with an officer or other Team Member of a customer, supplier, vendor or competitor that competes with the Company.
- i. Using Company resources for personal benefit, such as extending complimentarys to advance personal purposes, using Company staff or assets for personal business, or using Company funds to purchase gifts for Team Members who have the ability to influence one's career.
- j. Soliciting or accepting gifts or other things of substantial value, other than nominal gifts or other things of value from Team Members whose careers you have the ability to influence.
- k. Having an interest in or speculating in products or real estate whose value may be affected by the Company's business.
- l. Similar transactions involving ones spouse, children, other relative living in the household or any business associate.

Prior to engaging in any activity that could constitute a conflict of interest; Officers, Directors, and Team Members must disclose the activity and review the activity with their supervisor or other superior. The supervisor or other superior shall document the matter and shall present the matter to the legal Counsel for the property, business unit, or shared services unit, the Compliance Officer or the Compliance Officer's designee to determine whether the matter constitutes a prohibited conflict of interest or whether a waiver is appropriate. The legal Counsel, Compliance Officer or Compliance Officer's designee shall make a written record of the matter and its resolution. Unresolved questions of conflicts of interest shall be decided by the General Counsel, the Compliance Officer, the Committee or the Board of Directors, as appropriate.

While the above situations are not automatically prohibited, they are not desirable and may only be waived in accordance with this Program.

# RULES OF THE ROAD

**GIFTS:** Tips or gratuities, which are customary in our business, may be accepted with sincere gratitude, but should never be expected, nor should any Team Member indicate that a tip, gratuity or gift is expected or insufficient. Policies on accepting, pooling and/or distributing tips are determined by each department. Team Members should comply with policies established by their department regarding tip distribution. Team Members who receive tips are required to comply with tax laws and to report such tips as income. In the event unsolicited gifts (other than customary cash gratuities) are received, the following guidelines apply:

## **Gifts from Guests:**

- Perishable gifts (e.g. food, flowers) should be shared by the team.
- Non-perishable gifts may be accepted if they are less than \$250 in value from any one person over the course of a year. If a gift is over \$250 in value and cannot be politely refused, do not insult the guest; accept the gift and turn it into Human Resources or to your shift manager who should forward it to Human Resources for use in an Team Member emergency assistance fund auction or charity event.
- At no time should a Team Member accept complimentaries, guest promotional items/gifts, and/or Reward Credits from a customer.
- Supervisors/Above, Executive/Casino Hosts, and Team Members with comp authority may not accept cash tips or cash gifts.
- Team Members in tipped positions may not accept gifts of cash or cash equivalents (e.g. Fast Cash™ tickets); such gifts are considered tips and must be treated as tips per department tip guidelines.
- Where permitted by state law or tribal regulations, Team Members may accept alcohol as a gift only if the Team Member is at least 21 years of age and the alcohol is sealed while on property; it may not be consumed on property.
- No Team Member may receive at separate times from any one person gifts that total more than \$250 per year.

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**Gifts from Vendors:** Gifts should not be accepted from vendors. However, if they are delivered in a manner that does not allow for polite refusal, they should be handled as follows:

- Perishables (e.g. food, flowers): Should be shared by the team.
- Non-perishables: All non-perishable gifts should be forwarded to Human Resources. The Team Member can purchase the item at its value, and the money will be placed in the Team Member emergency assistance fund. Otherwise the item will be retained for an annual silent auction in which all proceeds go to that fund or another charity supported by the Company.
- Samples for personal use shall be treated the same as gifts.

**HOLIDAYS:** Our business services guests 24 hours a day, 365 days a year and thus, many, if not most of us, may be required to work on holidays.

**INSIDER TRADING:** Any Team Member, while having knowledge of material non-public information about Caesars Entertainment Corporation, is prohibited from:

1. Trading (buying, selling or pledging) any of Caesars Entertainment Corporation's securities (defined as stocks, bonds, puts, calls, options, etc.);
2. Disclosing this information to anyone else (other than to another Team Member who has a clear need to know); or
3. Recommending to anyone else that they trade in any of our securities.

Examples of material information may include, but are not limited to, quarterly earnings or revenue information, a pending merger or acquisition, an important development in any of Caesars Entertainment Corporation's businesses, a significant contract, stock splits, dividend information, changes in key management or officers/directors, material litigation (including decisions or settlements in material litigation), or any other event that could significantly affect Caesars Entertainment Corporation's stock price upward or downward.

Trading in Caesars Entertainment Corporation's stock includes investment transfers into or out of Caesars Entertainment Corporation Stock Fund of the 401k plan, if available.

This rule applies to all Team Members regardless of grade level and applies to members of their families as well as individuals who reside with them and anyone who may trade for a Team Member. The civil and criminal penalties for illegal insider trading are extremely serious.

A complete copy of the Caesars Entertainment Corporation's Securities Trading Policy and Procedures can be found at [http://portal/tibco/HROnline\\_Policies](http://portal/tibco/HROnline_Policies)

# RULES OF THE ROAD

**INTELLECTUAL PROPERTY:** Any work, invention, innovation, idea, logo, trademark, proprietary graphics, or other materials (collectively, “intellectual property” or “IP”) or report that you produce in connection with your work for the Company, or which results from or is suggested by the work you do for or on behalf of the Company, is the sole property of the Company as a “work for hire” or otherwise. This is true whether or not the IP was conceived or performed during Company hours or on Company equipment. We appreciate that you will execute all necessary documents or take other actions necessary to assist the Company in obtaining patents, copyrights, or other legal protection for the IP for the Company’s benefit (although the IP will be the exclusive property of the Company whether or not patented, copyrighted, or otherwise protected).

**MEDIA INQUIRIES:** All media inquiries must be directed to the Corporate Director of External Communications. Team Members should not speak to the media on the Company’s behalf without prior authorization from the Corporate Director of External Communications.

**NEPOTISM:** Immediate relatives may not work together where one supervises or has an audit or approval function over the other, or where other potential conflicts of interest exist. Employment of domestic partners including non-married couples or individuals sharing the same residence or dating is also prohibited in the above situations. Immediate relatives and domestic partners of department heads and above may not be considered for employment in positions that are in conflict with this policy as stated above; those who wish to apply for employment in positions where one does not supervise or have an audit or approval function over the other, or where other potential conflicts of interest exist, may not be considered for employment (including contract positions) without the prior approval of the highest ranking Human Resources executive at the business and the highest ranking officer at the business (e.g., General Manager at property). For the purpose of this policy immediate relatives are defined as: spouse, domestic partners, parents, in-laws (mother, father, sister, brother), children, children of domestic partners, siblings, grandparents, grandchildren, and step/foster family members. “Audit function over” prohibits Team Members from examining or reviewing work when that review includes approval, authority and/or responsibility; this includes surveillance. For example, this would prohibit a surveillance person and an immediate family member in a position such as a dealer, cashier, slot host, etc. from working at the same property. It would also prohibit a member of Internal Audit from performing an audit on a department or property over which an immediate family member had control. When two Team Members marry or establish relationships and are in conflict with this policy, they must decide who will seek an alternative position. If they are unable to reach



# RULES OF THE ROAD

a decision or find a position within 30 days, the Company will make that determination. All Team Members are required to inform their managers and Human Resources of any change in marital status, address, or other relationships as noted above which could be a violation of the Nepotism policy.

Anyone who has been working in conflict of this policy should immediately advise their manager.

**PACKAGES:** Security has the right to inspect personal packages brought onto the premises. Packages leaving the premises must have a pass signed by the department manager and may be inspected. Specific department guidelines may allow personal items to be carried into work areas in a clear plastic pocketbook. Refer to your department policies for specific guidelines.

**PARKING:** Team Members may not park in guest areas when working, and may not be dropped off or picked up in areas that may impede guest traffic.

**PERSONAL INFORMATION:** Any change in personal or dependent status, address, telephone number, dependent benefit eligibility or tax allowances should be reported immediately to your department, Human Resources, and where required, the State Gaming Authority, so that records can be kept current. Out-of-date records may cause loss of work or failure to deliver W-2 forms, important information and emergency messages.

**PROBATION/ORIENTATION PERIOD:** This provides supervisors and managers an opportunity to evaluate Team Members as to suitability for their jobs. This period is 90 days for hourly Team Members and six months for salaried Team Members. A newly hired, rehired, promoted or transferred Team Member is still subject to the satisfactory completion of the probation/orientation period.

# RULES OF THE ROAD

**PROHIBITED RECEIPTS AND PAYMENTS:** Directors, officers, Team Members and representatives of the Company are prohibited from:

1. Engaging in the following transactions to obtain business, retain business or direct business to others, or to induce a government official or Team Member to fail to perform or to perform improperly his/her official functions.
  - a. Payment or offer to pay anything of value, directly or indirectly, to any domestic or foreign government official or Team Member.
  - b. Payment or offer to pay anything of value, directly or indirectly, to any party in the form of a commercial bribe, influence payment or kickback.
  - c. Receipt or acceptance of anything of value directly or indirectly, from any party in the form of a commercial bribe, influence payment or kickback.
2. Using, directly or indirectly, any funds or other assets of the Company or affiliated entity for any unlawful purpose, for example, political contributions made in violation of applicable law.

No unrecorded funds or assets of the Company or any of its affiliated entities may be established or maintained and no false or misleading entries may be made in the books and records of the Company or any of its affiliated entities.

Officers, Team Members and representatives of the Company or its affiliates may not engage in any arrangement that results in prohibited acts. No payment on behalf of the Company or its affiliates will be approved without adequate supporting documentation, and no payment will be made with the intention or understanding that any part of such payment is to be used for any purpose other than that described in the document supporting the payment.

Prohibited transactions do not include gifts, entertainment and similar expenses if lawful, customary, nominal in amount, and not in consideration for any improper action by the recipient.

Strict compliance with this policy is required. Officers, Team Members and representatives of the Company and its affiliates who do not comply with this policy are subject to immediate separation of employment. Any violation of this policy must be immediately communicated to the General Counsel of Caesars Entertainment Corporation, who shall advise the Audit Committee of the Board of Directors on a current basis.

Any questions as to whether a proposed transaction violates this policy should be referred promptly to the General Counsel of Caesars Entertainment Corporation for resolution.



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Nothing in this policy is intended to restrict or prohibit officers, Team Members and representatives of the Company and its affiliates from exercising their individual rights to participate as citizens in the electoral or political process.

**Guidelines for Off-site Meetings Paid for by Others:** From time to time, Company officers and Team Members are offered expense-paid trips to off-site locations by companies and individuals with whom the Company does business. Those offers raise Conflict of Interest Policy (“Policy”) issues because they may: (a) give an appearance of impropriety; (b) impair or improperly influence one’s judgment when acting on the Company’s behalf; or (c) constitute a gift which is neither nominal in value nor customary in the ordinary course of business.

When offered such a trip, it is important that the Team Member analyze its purpose as well as the degree to which expenses are being paid by non-Company individuals. As a general rule, Team Members should err on the side of declining any offer of an expense-paid trip that does not have a reasonable expectation of benefit to the Company and that has both social and business elements. If a primary purpose of the trip is business-related, e.g., business meetings, seminars, product tours, participation in a broadly attended social event which provides the opportunity for networking which would be to the Company’s benefit, no violation of the Policy in accepting the offered trip is involved. If, however, the sole or primary purpose of the trip is social or vacation-oriented, and there is no reasonable expectation that participation will result in any appreciable, tangible benefit to the Company, the offer should not be accepted because it likely involves a violation of the Policy. If the trip has both business and social elements, the Team Member should consult with his/her supervisor regarding the best course of action.

Team Members are encouraged to discuss any questions regarding offered trips with their supervisor, the Caesars Entertainment Corporation Law Department, or the Chief Regulatory Compliance Officer. Acceptance of an expense-paid trip should occur only in exceptional circumstances and upon approval of the Team Member’s direct supervisor and the Caesars Entertainment Corporation Law Department or the Chief Regulatory Compliance Officer.

Team Members should not accept trips from guests.

**RESPONSIBLE GAMING:** All Team Members play an important role in promoting responsible gaming. If you become concerned due to a statement or pattern of statements made by a customer, you are expected to report this concern to a supervisor. All Team Members are responsible for preventing anyone under 21 from participating in or observing gaming activities. If you suspect a guest is not old enough to gamble (anyone appearing to be under 30 years of age), check his/her ID or notify your supervisor or a Security officer immediately.





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If you see a child unattended in our facility, you should contact Security immediately. Unattended children are those who:

- Appear to be without appropriate supervision
- Are in violation of local curfew laws
- Are, or appear to be, loitering aimlessly, in or about a place, moving in or about a place, moving in a slow or idle manner
- Are in designated areas of the casino floor without an adult (jurisdictional rules apply)

**SAFETY AND ACCIDENTS:** The Company is committed to providing and maintaining a clean, healthy and safe work environment. Every Team Member plays an important role in the safety and protection of our Team Members, guests and property. Set a good example. Demonstrate safety and follow proper procedures. Immediately report hazardous/unsafe conditions as well as any accidents.

- Team Members are required to perform job duties in the manner in which they were trained. Any personal protective equipment (e.g. gloves, goggles, shin guards, steel-toed shoes, etc.) must be used. Personal protective equipment should be kept in good repair and should be checked for defects and fit prior to work; report any defects to your supervisor immediately. Defective equipment should not be used. Remember, working safely is a condition of employment.
- All exits, fire stations, safety hatches, stairways, etc. must be kept clear. Wastebaskets, money carts, etc. are not to be placed in front of or on these areas, even if it is temporary. No Team Member shall remove, tamper with, damage, or destroy any safety devices, safety equipment, fire extinguishers, first aid kits, machine guards, alarms or any other accident prevention equipment.
- Spills are the responsibility of the first person to see them and should be cleaned up immediately. In the event of large spills or damage, it is every Team Member's responsibility to report the spill or unsafe area and to take safeguards or precautions until the situation is resolved. Any debris on the ground should also be removed promptly.
- Hazardous conditions such as wet floors should be marked with signs which are visible from all directions, marked with letters at least 1" high and reinforced with a graphic symbol. Contact Administrative Services immediately if hazardous conditions or large spills have not been marked and cleaned up.

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- Locations of designated fire/emergency exits, fire extinguishers, and first aid stations are easily identifiable. It is each Team Member's responsibility to know emergency plans.
- Team Members must notify their supervisor of any medications they are taking that may cause side effects that potentially could cause harm to the Team Member or to others in the course of performing their job.
- Immediately report all on-the-job accidents to your supervisor and Risk Management. Reporting on your next work shift is not an acceptable practice.
- All injuries, regardless of severity, should be reported to Risk Management immediately. In addition, reports should be completed on all injuries. Names of Team Members who witness an accident should also be reported immediately. Near misses, unsafe acts or hazardous conditions should be reported to your supervisor. A Team Member who is negligent in performing his/her duties that leads to an accident or injury may be issued discipline, up to and including Separation of Employment.
- Unless additional danger could occur, do not move a person who has fallen, is unconscious or who may have hit his/her head, back or neck. In addition, make them as comfortable as possible, but do not allow a person to move him/her if s/he has fallen or hit his/her head, back or neck.

The Company is committed to taking good care of our guests and Team Members. However, in the event of a guest accident or injury, we need the opportunity to fully investigate the situation before determining the extent of our responsibilities. Therefore, follow the Do's and Don'ts of handling injuries:

## **DO**

- Be courteous, professional and businesslike
- Call Security and Risk Management immediately
- Try to make the guest or Team Member as comfortable as possible until help arrives
- Be empathetic, but DON'T apologize for the accident

## **DON'T**

- Disagree with any potentially injured person
- Reprimand any Team Member(s) at the scene
- Offer to pay medical expenses
- Admit responsibility
- Discuss the accident with strangers in the time following the accident

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Depending upon your position, you may come in contact with hazardous chemicals such as paints, solvents or cleaning supplies. If you are in such a job, you will receive training through your department on the safe use of these materials.

## **THE RISK MANAGEMENT DEPARTMENT OVERSEES THE COMPANY'S SAFETY PROGRAMS INCLUDING:**

- Safety Chip Award Program: Promotes and rewards safety awareness.
- Establishment of General Safety Rules: Rules, such as no running, following instructions and cleaning up spills are included in Risk Management's training program.
- Job Safety Training: Team Members receive annual departmental safety training that is tailored to the specific job duties of that area.

OSHA programs:

- Hazard Communications, also known as "Right to Know." It is every Team Member's right to know the types and hazards of chemicals used at Caesars. Team Members will be trained in HAZCOM if they work in a department that uses chemicals.
- Bloodborne Pathogen (BBP): Includes infected body fluids such as blood, urine and vomit. If Team Members come in contact with a BBP, the supervisor should be contacted immediately.
- Lock Out/Tag Out: This is a procedure used to make sure machinery and equipment have been correctly shut down and are free of stored energy before maintenance.

When in doubt about any safety procedure, contact your supervisor or call the Risk Management Department.

**SEARCHING OF TEAM MEMBERS AND THEIR PROPERTY:** The Company may inspect any locker or other property furnished to a Team Member and inspect any item which Team Members have when they enter or leave the premises. Inspections may occur at any time and may be either announced or unannounced. Team Members have no right to privacy in their use of Company equipment. Please refer to sections in this Handbook titled Packages and Computer Usage Policy for additional information related to this topic.

**SOCIAL NETWORKING:** With the explosion in social media sites such as Twitter, Facebook and others, social media has become a part of daily life. Friends and family members keep in touch using social media. An increasing number of companies use social media to promote their businesses as well as to keep Team Members apprised of upcoming events, benefit changes and other important information.





# RULES OF THE ROAD

**TEAM WORK:** Every Team Member is important because it takes all of us, working together, to consistently create and deliver truly great service for every guest. For your team to work best, we ask that you treat your co-workers as you would have them treat you. All Team Members have a right to be heard and receive a courteous response.

**TIPS AND TIP REPORTING:** Tipping Team Members is customary in the service industry, particularly for bell persons, dealers, slot attendants, food and beverage, and valet parking personnel. In accordance with the style and professionalism of the Company, Team Members are expected to provide all services without indicating, in any way, that a gratuity is expected or that a gratuity received (or not received) is insufficient. Team Members are also expected to express sincere gratitude for tips offered. Policies regarding acceptance, pooling and/or distribution of tips are determined by each department. Team Members are responsible for adhering to policies established by their specific department regarding tip distribution.

**VEHICLE SAFETY:** Driving Company vehicles exposes our Team Members to potential injury and the Company to great financial loss in the event of an accident. Precautions must be taken to lessen the chance of injuries and the potential burden of these losses.

The Motor Vehicle Report (MVR) is a list of moving violations and accidents reported against a driver's license number for the past three to five years. Periodic follow-up of drivers' MVR status may be performed annually. An MVR in good standing will be a condition of continued employment for your position as a Company driver.

The following is the criteria utilized by the Company for the evaluation of MVRs for Team Members with driving responsibilities. It is based on the most recent three-year time period and assumes a valid operator's license for the type(s) of vehicle(s) to be driven and for the jurisdiction where the Team Member is employed.

- No more than two (2) moving violations and/or chargeable accidents, and
- No suspension or revocation of driving privileges, and
- No DUI/DWI convictions

When in doubt about any safety procedure, contact your Supervisor or call the Risk Management department.

Team Members are prohibited from texting or using cell phones to make calls while driving. Team Members must pull over to a legal parking place before using a cell phone while driving on Company business.

# RULES OF THE ROAD

**VISITORS:** Visitors are not permitted in back of house areas without a visitor's pass, an escort and authorization from a manager or director. Children may be restricted from certain areas on property. Consult with management before bringing children to the property.

**WORK AREAS/ENTRANCES/EXITS:** Team Members are not permitted in areas other than their normal work and break areas, and they must be in uniform while on duty. Team Members are expected to behave appropriately, even while on breaks. Unless otherwise authorized, Team Members should enter and exit the property through the Team Member entrance and exit.

**WORKPLACE VIOLENCE:** The Company is committed to maintaining a safe, productive work environment where Team Members are free from the threat of violence. The Company will not tolerate any type of workplace violence by or against Team Members, guests, vendors, or others involved in our business or on our premises.

The Company prohibits any Team Member, guest, vendor or other person from engaging in any violent act, on Company premises or during the performance of work-related duties or in non-work situations that impact work-related duties. Behavior which is considered violent includes but is not limited to:

- Causing or threatening to cause physical injury to another person;
- Threatening the safety of another person;
- Stalking a Team Member, vendor or customer and/or any of their family members;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another reasonable person to emotional distress;
- Intentionally damaging Company property or the property of another person;
- Possession of a weapon or intent to use any item as a weapon while on Company property or on Company business;
- Racial epithets or other derogatory remarks associated with hate crimes;
- Bizarre or offensive comments condoning or inciting violent acts;
- Harassing phone calls, voice mail, mail or email;
- Allowing unauthorized persons access to the premises or to confidential information without authorization;
- Knowingly withholding information about threats of violence.



# RULES OF THE ROAD

All Team Members are responsible for ensuring compliance with this policy. Any Team Member who becomes aware of a potentially dangerous situation, including any of the above behavior, must report it immediately to a supervisor, manager, Security or Human Resources director/manager. If the situation or behavior is reported to anyone other than the Human Resources director/manager, that person is also responsible for contacting Human Resources.

Reports can also be made anonymously through the Company's "Ethics and Compliance" hotline at 1-877-450-5199.

Individuals who report an incident or concern need not fear retaliation. Retaliation is grounds for discipline up to and including Separation of Employment. However, Team Members who maliciously make false accusations concerning prohibited behavior will also be subject to discipline up to and including separation of employment.

In any situation involving a Team Member or non-Team Member using a weapon to cause bodily harm to a Team Member or guest, the Security department should be notified through the emergency line; the Security dispatcher should immediately contact the police department. Upon their arrival, the police will define the protocol for staff to follow.

In any situation involving the threat of bodily harm with the use of a weapon, the Security department should be notified through the emergency line, and the Security dispatcher will immediately notify the police.

If a Team Member threatens suicide, the Security staff shall be notified via the emergency line, and the property should immediately contact the Employee Assistance Program (EAP) at Cigna Behavioral Health, 1-888-886-2404. If necessary, contact 911.

If a guest threatens suicide, contact Security. Security will respond and will notify 911 for assistance and direction regarding the guest; use the EAP to assist Team Members involved in the situation.

All Team Members are encouraged to take an active role in creating a safe work environment. EAP should be contacted to provide assistance for any particularly disturbing events.

Any suggestions for improving this policy or the security of the workplace should be directed to Human Resources.



WHAT YOU CAN  
EXPECT FROM US

.....  
**OVERVIEW OF  
SECTION GOALS**

## IN THIS SECTION:

- **Benefits**
- **Celebrating Success**
- **Open Communication and Team Member Involvement**
- **Fair Treatment**
- **Your Employment, Performance and Development**

# YOUR BENEFITS



Your Total Well-Being (professional, personal, financial and physical) is important to us. Thus you have the opportunity to access a variety of benefits on and off the job. When you think about our outstanding health care, disability and life insurance, 401k retirement savings plan, your paycheck (of course!), the chance to earn Total Return credits that can be redeemed for an enormous variety of gifts, and all the other extras that come with working for an industry leader, you'll begin to see the big picture of what it means to work here. We think it all adds up to a great work environment where you can be your personal and professional best, on and off the job.

Below is an overview of many benefits. In all cases, the terms of the particular plan documents control. Some benefits may differ for Team Members who are not full-time or who are subject to a collective bargaining agreement.

Get more information about these benefits by contacting your supervisor, the Employee Service Center at 877-511-4748 or the Caesars Benefit Service Center at 866-BEN-FITS (866-236-3487).

**BEREAVEMENT LEAVE:** Non-probationary full-time Team Members may receive up to three consecutive paid days to attend to the funeral and/or personal matters surrounding the death of the following family members: spouse, child (including step children, foster children, and son/daughter-in-law); parent (including step, in-law, foster); sibling (including step, half, foster and in-law); grandparent, grandchild (including foster, great and spouse's grandparent and grandchild); domestic partner of same sex as defined and authorized per Company benefits plans; same sex domestic partner's family members as listed above; legal guardian/ward. A Team Member who has not been employed 90 days shall be granted unpaid time off based on business demands. See your supervisor.

**CREDIT UNION:** InTouch Credit Union provides complete banking services, including automatic savings using convenient payroll deduction, checking, money market accounts, IRAs, auto and home equity loans, and credit cards. Once you have an account, InTouch offers easy access via a toll-free phone line. When you join the InTouch Credit Union, you also become one of the owners. The not-for-profit financial institution is dedicated solely to bringing members the best possible interest rates on savings along with the lowest possible interest rates on loans and credit cards. Call 1-800-337-3328 for more or visit your Human Resources Office and pick up a brochure.

# YOUR BENEFITS

**DENTAL INSURANCE:** Please refer to Health and Welfare Benefits below.

**DIRECT DEPOSIT:** For the convenience of our Team Members, we provide direct deposit of payroll checks to many financial institutions. Payroll handles this benefit. We require all Team Members to participate in Direct Deposit, to the extent permitted by law. By participating in the Company's Electronic Pay Advice (EPA) program, your pay stub can be sent to your company provided or personal email address. For more information, talk to your supervisor or visit My Payroll Online by going to the Company intranet, inSite, click on Payroll under Tools and Resources, then click on links related to Direct Deposit. You may also access your pay stub on My Payroll Online at <https://caesars.docagent.net>

**DISABILITY BENEFITS:** Coverage for eligible Team Members for basic Short-Term Disability (STD) and Long-Term Disability (LTD) begins after 90 days of employment. If team members are not actively at work on the date coverage is scheduled to take effect, it will take effect on the date the Team Members returns to active work. There is a 14-day elimination period for the STD plan and 180-day elimination period for LTD plan for both illness and accidents for all pay grades. For hourly and salaried non-management Team Members, the basic STD plan pays 50% of weekly earnings (salary, commissions and tips/tokens) but not more than \$1,500 per week, for a maximum of 24 weeks or until recovery, whichever occurs first. Hourly and non-management Team Members may buy-up their STD to 65% of base pay. The amount of coverage for management grades 10 and above is 70% of base pay but not more than \$5,000 per week, for a maximum of 24 weeks or until recovery, whichever occurs first. Any disability benefits the Team Members receives is reduced by the amount of any disability benefits payable from the state. Team Members must apply for state benefits, if applicable, on their own.

Basic LTD coverage is available in the amount of 50% or 60% of covered compensation (see personalized enrollment worksheet). In addition, Team Members may also elect optional LTD coverage of up to an additional 10% depending on their salary grade. The LTD plan picks up where the STD plan leaves off. Benefits begin after the Team Member has been out of work for 180 days (two-week waiting period plus 24 weeks of STD benefits) and will continue until disability ends or until the Team Member reaches the maximum age, whichever comes first. The LTD coverage is subject to a pre-existing condition limit. The foregoing is a brief description, only. Please contact the Benefits Service Center for additional information at 866-BEN-FITS (866-236-3487).



# YOUR BENEFITS

**DISCOUNTS IN HOTELS:** Based on room availability, many of our hotels offer Team Member discounts off the standard rate available to customers. Look for additional information on your property's Communication Boards or by calling Central Reservations at 800-CAESARS (800-223-7277).

**EDUCATIONAL ASSISTANCE:** This program reimburses you 90% of tuition costs up to a maximum of \$3,000 per year for pre-approved undergraduate classes or \$4,000 per year for pre-approved graduate study at an accredited college or university. You may be eligible for Educational Assistance once you are employed full-time with six months of service before beginning course work. Courses must be related to a degree that is applicable to our Company, or a course that is related to your job, or coursework that prepares you for greater responsibility within the Company. Review courses for professional licensing and eligible on-line coursework may be approved. You must complete appropriate forms and receive written approval prior to beginning course work. You can obtain additional information by going to the Company intranet site HRonline at inSite or to Human Resources.

**EMERGENCY ASSISTANCE FUND:** The Emergency Assistance Fund (sometimes called H.E.A.R.T., Sunshine Fund, People Power or alternate name) may provide assistance to Team Members who experience financial hardship as a result of a catastrophe. Applications may be obtained through Human Resources.

**EMPLOYEE ASSISTANCE PROGRAM (EAP):** The Employee Assistance Program is an important part of Total Well-Being and is designed to help Team Members and their family members maximize their health and effectiveness at home and work. Through this program, Team Members can obtain confidential, personal support for a wide range of work-related and personal issues, including alcohol and substance abuse, child care and parenting, elder care, financial resources and advice, legal resources and advice, marital or relationship issues, problem gaming, stress and depression, and work/life balance.

The EAP provides free, unlimited phone-based consultations and five face-to-face counseling sessions, per person per year for each issue. The EAP is available to all Team Members, their dependents, and all members of their household free of charge.

EAP Services are provided by Cigna Behavioral Health. Team Members can reach the EAP by calling 1-800-423-9920 or by logging on to the website at [www.cignabehavioral.com](http://www.cignabehavioral.com). The Employer ID is caesars.

# YOUR BENEFITS

**EMPLOYEE STORE:** The Employee Store provides special discounts on many major home purchases, including furniture, flooring, window treatments, appliances, bedding and more. Get product information through the Employee Store web site at [www.employee-store.com/caesars](http://www.employee-store.com/caesars), or call direct at 1-800-232-2633. Then call or email to request pricing or more information. You can typically save 30% - 50% off retail prices. Items are shipped to your property or a designated warehouse location. This service is contracted through an independent company that serves as a purchasing agent for you. Visit the site via the intranet at [Employee-Store.com/Harrahs](http://Employee-Store.com/Harrahs).

**HEALTH AND WELFARE BENEFITS:** At Caesars, we know when you are at your best you bring your best to your life - to your family, your friends, our customers and our business. That's why we're committed to Choosing Wellness as a company, and why we're committed to providing a complete benefit package that supports the overall wellness of you and your loved ones.

Choosing Wellness means different things to different people. For some, it means exercising more, or managing an existing health condition. For others, it means saving for retirement or increasing life insurance. But for everyone, it's about understanding your benefits and the choices you have, so you can make the best decisions for your personal situation.

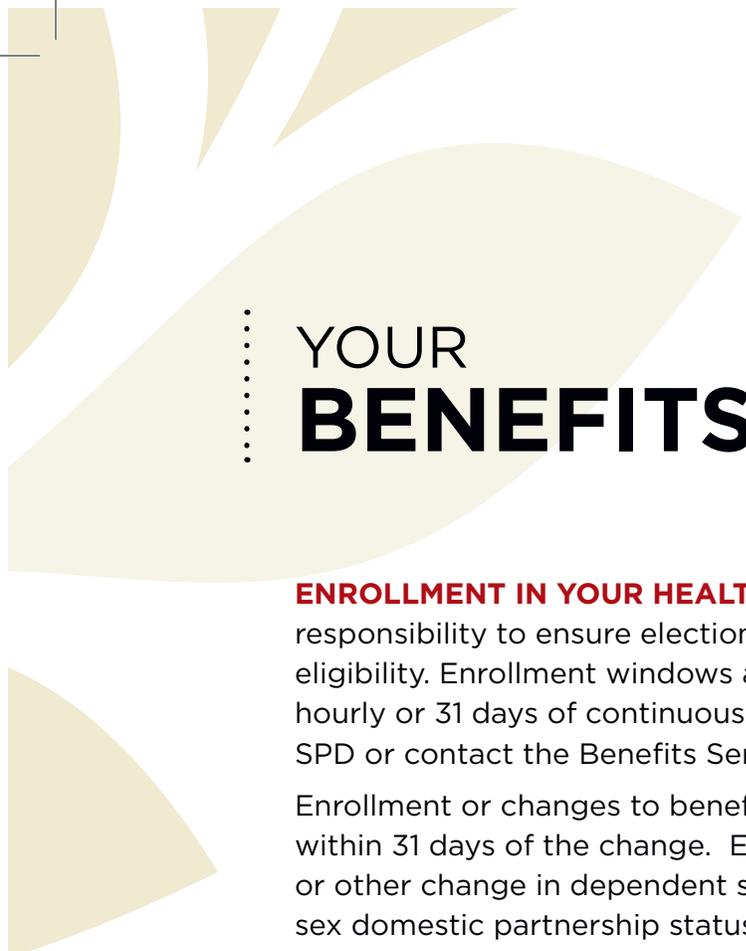
Choosing Wellness includes three areas:

- Medical, dental and vision coverage
- Wellness & Health Management programs including free preventive care and disease management
- Financial Benefits & Education including life, AD&D and disability

The goal is to help you be at your best, bringing together a complete vision of Choosing Wellness for yourself and for your career.

Generally Team Members become eligible for most Caesars health and welfare benefits on the 91st day of employment if hourly, or on the first day of employment if salaried. Please contact the Caesars' Benefits Service Center at 1-866-236-3487 to inquire into your specific eligibility or for more information on benefit programs you are interested in. Team Members may also refer to Caesars' Benefits Summary Plan Description (SPD) for a more comprehensive overview of all health and welfare benefits offered and eligibility requirements.

If the Team Member is a union employee, benefits eligibility may be subject to the terms of a collective bargaining agreement. Please contact your union for more information on benefits eligibility.



# YOUR BENEFITS

**ENROLLMENT IN YOUR HEALTH AND WELFARE BENEFITS:** It is the Team Member's responsibility to ensure elections are made within the appropriate time frame of eligibility. Enrollment windows are typically 90 days of continuous employment if you are hourly or 31 days of continuous employment if you are salaried. Please refer to the plan SPD or contact the Benefits Service Center for your specific benefit eligibility.

Enrollment or changes to benefit elections due to a lifestyle change must be requested within 31 days of the change. Examples of a lifestyle change include birth, adoption, or other change in dependent status such as marriage, divorce or change in same sex domestic partnership status. A lifestyle change must directly affect you or your dependent's plan eligibility. See your Summary Plan Description or the Summary of Material Modifications (SMM) for more details on enrollment, or contact the Caesars Benefits Service Center at 1-866-236-3487.

Change in employment status may impact your benefit eligibility. If you have a change in employment status, (ie. part-time to full-time or full-time to part-time) you must contact the Benefits Service Center within 31 days of your status change to determine how this change could affect your benefit eligibility.

**JURY DUTY:** We believe that jury duty is an important part of our Team Members' civic responsibility. The Company supports Team Members who serve on jury duty by offering time off and jury duty pay so that eligible Team Members do not suffer loss of income. Any full-time Team Member who is called to serve on a jury may receive jury duty pay which is the difference between regular pay and the pay offered by the court. The Company will pay jury duty pay for shifts the Team Member would have normally been scheduled to work throughout the duration of jury duty. Full-time Team Members are eligible for jury duty pay their first day of employment. Team Members who are not eligible for jury duty pay (e.g. part-time Team Members) must be granted the time off without pay. Jury duty pay does not include tips unless approved by the Tip Committee and by-laws. Jury duty pay is not paid for lost time for secondary positions.

**LEAVES OF ABSENCE (LOA):** At times Team Members may need additional time off to care for themselves or family members due to medical issues, military commitments or personal needs. The Company provides several types of leave which are outlined briefly in the chart on the next page. Additional summary information follows. To obtain further details or to request a Leave of Absence, please contact your supervisor and the Employee Service Center at 877-511-4748.

# YOUR BENEFITS

TYPE OF LEAVE	TO CARE FOR WHOM	ELIGIBILITY	LENGTH OF LEAVE
Caesars Medical Leave (CML)	Self	Employed full-time at least 90 days and ineligible for FMLA (< 1 year of service).  Greater than 1 year of service, eligible for FMLA and hours have been exhausted or greater than 1 year of service and ineligible for FMLA.	Up to 6 weeks if employed < 1 year  Up to 12 weeks if employed > 1 year in a rolling 12 month period (CML cannot be used intermittently)
Family/Medical Leave of Absence (FMLA)	Self or Family Member as listed below	12 months (non-consecutive) in past 7 years <u>and</u> worked at least 1,250 hours in prior 12 months*	Up to 12 weeks in a moving forward 12-month period
Family/Medical Military Caregiver Leave (FMMCL)	Spouse, child, parent or next of kin with serious injuries or illness incurred in military duty; non-medical needs arising from spouse, child or parent's current call to duty	12 months (non-consecutive) in past 7 years <u>and</u> worked at least 1,250 hours in prior 12 months See Human Resources for complete list of qualifying exigencies	Up to 26 weeks (in a single 12-month moving forward period)
Same Sex Domestic Partner Leave (SSDPL)	Same Sex Domestic Partner or Family Member listed below	1 year of service <u>and</u> worked at least 1,250 hours in prior 12 months	Up to 12 weeks in a moving forward 12-month period
Military Leave of Absence	Self	Immediately	Up to 5 years
Personal Leave of Absence (PLOA)	Self	Full or part-time Team Members with 90 days of service and satisfactory work performance	Up to 6 weeks, based on business demands

\*The 7 year period does not apply when the Team Member's break in service is caused by fulfilling military service obligations covered by USERRA.



# YOUR BENEFITS

## **FAMILY/MEDICAL LEAVE (FMLA):**

The Company will grant family and medical leave in accordance with the requirements of applicable state and federal law in effect at the time the leave is granted. Although the federal and state laws sometimes have different names, the Company refers to these types of leaves collectively as “FMLA Leave.” No greater or lesser leave benefits will be granted than those set forth in such state or federal laws. In certain situations, the federal law requires that provisions of state law apply. In any case, Team Members will be eligible for the most generous benefits available under applicable law.

Please contact your supervisor as soon as you become aware of the need for a FMLA Leave. Team Members are expected to provide prompt notice to the Company of any change(s) to a Team Member’s return to work date. Accepting or continuing other employment while on leave that is contrary to the restrictions indicated by your FMLA certification, or filing for unemployment insurance benefits while on leave may be treated as a voluntary resignation from employment.

**Team Member Eligibility:** To be eligible for FMLA Leave benefits, you must: (1) have worked for the Company for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months as of the start of the leave; and (3) work at a location where at least 50 Team Members are employed by the Company within 75 miles, as of the date the leave is requested.

**Reasons for Leave:** State and federal laws allow FMLA Leave for various reasons. Because a Team Member’s rights and obligations may vary depending upon the reason for the FMLA Leave, it is important to identify the purpose or reason for the leave. FMLA Leave may be used for one of the following reasons:

1. The birth, adoption, or foster care of a Team Member’s child within 12 months following birth or placement of the child (“Bonding Leave”).
2. To care for an immediate family member (spouse, child, or parent) with a serious health condition (“Family Care Leave”).
3. A Team Member’s inability to work because of a serious health condition (“Serious Health Condition Leave”).
4. A “qualifying exigency,” as defined under the FMLA, arising from a spouse’s, child’s, or parent’s active duty or call to active duty in a foreign country as a member of the military reserves, National Guard or Armed Forces (“Military Emergency Leave”).
5. To care for a spouse, child, parent or next of kin (nearest blood relative) who is
  - a. an Armed Forces member (including the military reserves and National Guard)

# YOUR BENEFITS

undergoing medical treatment, recuperation, or therapy, is otherwise in an outpatient status, or is otherwise on the temporary disability retired list—with a serious injury or illness incurred or aggravated in the line of duty while on active duty that may render the individual medically unfit to perform his or her military duties.

- b. a person who, during the 5 years prior to the treatment necessitating the leave, served in the active military, Naval, or Air Service, and who was discharged or released therefrom under conditions other than dishonorable (a “veteran” as defined by the Department of Veteran Affairs) and who has a qualifying injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran (“Military Caregiver Leave”).

**Length of Leave:** The maximum amount of FMLA Leave will be twelve (12) workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and/or (4) Military Emergency Leave. However, if both spouses work for the Company and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave. A 12-month period begins on the date of your first use of FMLA Leave. Successive 12-month periods commence on the date of your first use of such leave after the preceding 12-month period has ended.

The maximum amount of FMLA Leave for a Team Member wishing to take Military Caregiver Leave will be a combined leave total of twenty-six (26) workweeks in a single 12-month period. A “single 12-month period” begins on the date of your first use of such leave and ends 12 months after that date.

If both spouses work for the Company and are eligible for leave under this policy, the spouses will be limited to a total of 26 workweeks off between the two when the leave is for Military Caregiver Leave only or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

Under some circumstances, you may take FMLA Leave intermittently—which means taking leave in blocks of time, or by reducing your normal weekly or daily work schedule. Leave taken intermittently may be taken in increments of no less than one hour. When a Team Member calls off for intermittent leave she/he must confirm that the absence is related to a previously-approved FMLA leave.

# YOUR BENEFITS

## **NOTICE AND CERTIFICATION**

### Bonding, Family Care, Serious Health Condition, and Military Caregiver Leave Requirements

Team Members are required to provide:

- When the need for the leave is foreseeable, 30 days advance notice or such notice as is both possible and practical if the leave must begin in less than 30 days normally this would be the same day the Team Member becomes aware of the need for leave or the next business day);
- When the need for leave is not foreseeable, notice within the time prescribed by the Company's normal absence reporting policy, unless unusual circumstances prevent compliance, in which case notice is required as soon as is otherwise possible and practical;
- When the leave relates to medical issues, a completed Certification of Health-Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health-Care Provider form);
- Periodic recertification (upon request); and
- Periodic reports during the leave.

Certification forms are available from the Employee Service Center at 1-877-511-HR4U (4748). At the Company's expense, the Company may also require a second or third medical opinion regarding your own serious health condition. Team Members are expected to cooperate with the Company in obtaining additional medical opinions that the Company may require.

When leave is for planned medical treatment, you must try to schedule treatment so as not to unduly disrupt the Company's operation. Please contact your supervisor prior to scheduling planned medical treatment.

# YOUR BENEFITS

## Military Emergency Leave Requirements

Team Members are required to provide:

- As much advance notice as is reasonable and practicable under the circumstances;
- A copy of the covered military member's active duty orders when the Team Member requests leave; and
- A completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form at a later date.

Certification forms are available from the Employee Service Center at 1-877-511-HR4U (4748).

## Failure to Provide Certification and to Return from Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of the leave. If you fail to return to work at your leave's expiration and have not obtained an extension of the leave, the Company may presume that you do not plan to return to work and have voluntarily terminated your employment.

## **Compensation During Leave**

Generally, FMLA Leave is unpaid. However, you may be eligible to receive benefits through State-sponsored or Company-sponsored wage-replacement benefit programs. If you are eligible to receive these benefits, you may also choose to supplement these benefits with the use of accrued vacation and sick leave, to the extent permitted by law and Company policy. Generally, payments will be integrated so that you will receive no more than your regular compensation during this period. If you are not eligible to receive any of these wage-replacement benefits, the Company may require you to use accrued vacation and sick leave to cover some or all of the FMLA Leave. The use of paid benefits will not extend the length of a FMLA Leave.

## **Benefits During Leave**

The Company will continue making contributions for your group health and welfare benefits during your leave on the same terms as if you had continued to work. This means that if you want your benefits coverage to continue during your leave, you must also continue to make any premium payments that you are currently required to make for yourself or your dependents.

Team Members taking Bonding Leave, Family Care Leave, Serious Health Condition Leave, and Military Emergency Leave under FMLA will generally be provided with group health benefits for a 12 workweek period. Team Members taking Military Caregiver Leave may be eligible to receive group health benefits coverage for up to a maximum of 26

# YOUR BENEFITS

workweeks. In some instances, the Company may recover premiums it paid to maintain health coverage if you fail to return to work following a FMLA Leave.

If you are on an approved leave but are not entitled to continued paid group health insurance coverage, you may continue your coverage through the Company in conjunction with federal and/or state COBRA guidelines by making monthly payments to the Company for the amount of the relevant premium. Please contact the Employee Service Center at 1-877-511-HR4U (4748) for further information.

Your length of service as of the leave will remain intact, but accrued benefits such as vacation and PTO will not accrue while on an unpaid FMLA Leave.

**Job Reinstatement:** Under most circumstances, you will be reinstated to the same position held at the time of the leave or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, you have no greater right to reinstatement than if you had been continuously employed rather than on leave. For example, if you would have been laid off had you not gone on leave, or if your position has been eliminated during the leave, then you will not be entitled to reinstatement.

Prior to being allowed to return to work, a Team Member wishing to return from a Serious Health Condition Leave must submit an acceptable release from a health care provider that certifies the Team Member can perform the essential functions of the job as those essential functions relate to the Team Member's serious health condition. For a Team Member on intermittent FMLA leave, such a release may be required if reasonable safety concerns exist regarding the Team Member's ability to perform his or her duties, based on the serious health condition for which the Team Member took the intermittent leave.

"Key Team Members," as defined by law, may be subject to reinstatement limitations in some circumstances. If you are a "key Team Member," you will be notified of the possible limitations on reinstatement at the time you request a leave.

A Notice to Team Members Of Rights Under FMLA (WHD Publication 1420) follows this policy.

# EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

## Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

## Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintroduction briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness\*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.\*

**\*The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition".**

## Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

## Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months\*, and if at least 50 employees are employed by the employer within 75 miles.

**\*Special hours of service eligibility requirements apply to airline flight crew employees.**

## Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and

a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

## Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

## Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

## Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

## Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

## Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

## Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

**FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.**



For additional information:  
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627  
[WWW.WAGEHOUR.DOL.GOV](http://WWW.WAGEHOUR.DOL.GOV)

U.S. Department of Labor | Wage and Hour Division



WHD Publication 1420 · Revised February 2013

# YOUR BENEFITS

**SAME SEX DOMESTIC PARTNER LEAVE (SSDPL):** SSDPL provides leave similar to FMLA for Team Members to care for their same sex domestic partner, child or parent provided a Declaration of Same Sex Domestic Partnership is filed. Although SSDPL is not counted as FMLA, the eligibility, reasons for leave and length of leave mirror that of FMLA.

**CAESARS MEDICAL LEAVE:** Caesars Medical Leave is intended for full-time Team Members who require leave due to their own serious illness or injury, based on medical documentation deemed sufficient by the Company in its sole discretion, as follows:

- If employed for more than 90 days but less than one year, a Team Member may be eligible for up to six weeks of CML.
- If employed for more than one year and have exhausted all 12 weeks of Family/ Medical Leave (FMLA), a Team Member may be eligible for up to an additional 12 weeks of CML in any rolling 12-month period.
- If employed for more than one year and is ineligible for FMLA a Team Member may be eligible for up to 12 weeks of CML in any 12-month rolling period.
- Maximum of 12 weeks in any 12-month rolling period for Team Member's with more than one year of service.
- CML is unpaid and may not be taken intermittently.

**PERSONAL LEAVE:** Full-time and part-time Team Members who have worked at least 90 days and have a satisfactory work performance may request a Personal Leave for up to six weeks in any rolling 12-month period. Team Members must use any accrued and unused PTO/Vacation for all or part of an otherwise unpaid leave. Personal leaves of absence may be granted or denied by the department manager who should first consult with Human Resources. A Team Member who is granted a Personal Leave is not assured the right to return to work or to the position held prior to the leave.

**MILITARY LEAVE FOR TEAM MEMBERS:** Both state and federal law provide Team Members with the right to take leave in order to serve in the military. At the federal level, military leave rights are governed by the Uniformed Services Employment and Reemployment Rights Act, commonly referred to as USERRA. This policy discusses military leave under USERRA. USERRA establishes a "floor" for Team Members' rights with respect to military leaves. States may provide a Team Member with greater or additional rights with respect to military leaves than those under USERRA.

**Eligibility for Leave:** The Company provides unpaid military leaves of absence to Team Members who serve in the uniformed services as required by USERRA and applicable state laws. The uniformed services are defined as the Army, Navy,

# YOUR BENEFITS

Marine Corps, Air Force, Coast Guard, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service and any other category of persons designated by the President of the United States in time of war or national emergency. The uniformed services also include participants in the National Disaster Medical System when activated to provide assistance in response to a public health emergency, to be present for a short period of time when there is a risk of a public health emergency, or when they are participants in authorized training.

Service consists of performing any of the following on a voluntary or involuntary basis: active duty, active duty for training, initial active duty, inactive duty training, full time National Guard duty, absence from work for an examination to determine fitness for such duty, and absence for performing funeral honors duty. Total military leave time may not exceed five years during employment, except in certain, defined circumstances.

**Notice of Leave:** Advance notice of leave is required, preferably in writing, unless giving of notice is impossible or unreasonable, or notice is prohibited by military necessity (which is defined by the United States Department of Defense). When notice is required, Team Members must provide their supervisor with as much advance notice as possible of any anticipated leave of absence for military service. Accrued, unused vacation will be paid during military leave at the Team Member's request. After 30 days of continuous military leave, Team Members may elect to continue their health plan coverage at their own expense, for up to 24 months or during the remaining period of service, whichever is shorter.

**Reinstatement:** In order to be eligible for reinstatement, a Team Member must have provided advance notice of the need for military leave (where required) and have completed his or her service on a basis that is not dishonorable or otherwise prohibited under USERRA.

Team Members whose military service is less than 31 days must report to back to work at the beginning of the first full, regularly scheduled work day following completion of service, after allowing for a period of safe travel home and 8 hours of rest.

Team Members whose military service is more than 30 days, but less than 181 days must apply for reemployment within 14 days after completing service.

Team Members whose service is greater than 180 days must apply for reemployment within 90 days after completing service.

As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in loss of reemployment rights. Full details regarding reinstatement are available from Human Resources.



## YOUR BENEFITS

In general, a Team Member returning from military leave will be reemployed in the position and seniority level that the Team Member would have attained had there been no military leave of absence. If necessary, the Company will provide training to assist the Team Member in the transition back to the workforce.

Vacation/PTO benefits do not continue to accrue during a military leave of absence. A Team Member returning from military leave is entitled to any unused, accrued vacation benefits the Team Member had at the time the military leave began minus any vacation benefits the Team Member chose to use during the leave. Upon reinstatement, the Team Member will begin to accrue vacation benefits at the rate he or she would have attained if no military leave had been taken.

If the Team Member works in a state that provides rights greater than those provided under USERRA, the Company will provide those rights.

**LIFE INSURANCE/ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE:** Team Members who are eligible for our company's health & welfare benefits are automatically enrolled in basic life insurance and accidental death and dismemberment (AD&D) insurance to help protect your family against financial hardship should you die or become seriously injured. Additionally, depending on your position level, you may also be eligible for supplemental life, supplemental AD&D and dependent life coverage. Please see Health and Welfare Benefits or contact the Benefits Service Center at 1-866-236-3487 for additional information.

**MEDICAL INSURANCE:** Please see Health and Welfare Benefits.

# YOUR BENEFITS

**LACTATION ACCOMMODATION:** In recognition of the well documented health advantages of breastfeeding for children and mothers, the Company provides a supportive environment to enable nursing mothers to express breast milk during the work day. The lactation break time, if possible, should run concurrently with scheduled rest breaks and meal periods already provided to the Team Member. The Company will provide a reasonable amount of break time to accommodate a Team Member desiring to express breast milk for the Team Member's child. Where state law requires a specified time during each portion of a workday, the Company will comply with any such requirements. Please contact Human Resources for more information.

**SAVINGS & RETIREMENT (401K):** The Company offers a 401(k) plan to eligible Team Members to support their financial Well-being. Non-union team members and team members whose employment with Caesars is governed by a collective bargaining agreement that provides for participation in the 401k plan may contribute 2%-50% of their pay with this savings and retirement plan, which includes a variety of funds in which they can invest. Unless eligible Team Members actively opt out of the savings plan, they are automatically enrolled in the plan at a contribution rate of 3% of their eligible earnings on their 105th day of employment. Caesars will provide an annual employer match of 50% of contributions, up to 6% of eligible compensation, with a cap of \$600 each year. Team Members must be employed on the last day of the year in order to receive the match for the year. Please call the Benefit Service Center at 1-866-BEN-FITS (1-866-236-3487) to enroll, make changes, or additional information on contributing. First time users may register online at [www.caesars.benefitsnow.com](http://www.caesars.benefitsnow.com).



# YOUR BENEFITS

**TEAM-ORIENTED CARING CULTURE:** We are very proud of our Caring Culture, which is based on teamwork, trust, and respect for each individual. We help one another achieve our goal of delivering truly great service, and we greet every Team Member by his/her first name. We recognize Superior Team Results in many ways, including with Total Return credits for achievement of customer service goals.

**TOTAL RETURN CREDITS:** Bankable rewards earned for a variety of accomplishments. For example, eligible team members have an opportunity to earn Total Return Credits when their property meets or exceeds quarterly Total Service goals. Individual rewards are determined by property. Total Service results as well as the number of hours the team member worked during the quarter. To achieve the goals, we must each use our Service with Passion service skills to deliver truly great service to every guest, every shift. Note: team members participating in any other Company bonus plan are not eligible for Quarterly Total Service rewards. Team members will not be eligible for Total Return Credits for any quarter in which they were issued a Final Written Warning; an Action Plan that is used in lieu of a Final Written Warning will be treated in the same manner. Total Return Credits will only be withheld for the quarter during which the team member was issued the Final Written Warning. Team members must remain employed through the day credits are distributed in order to qualify for that quarter's credit. Total Return is a discretionary program and can be modified at any time.

**UNIFORMS:** Team Members in various jobs are provided uniforms; there may be a cost for replacement items or items not returned.

**VISION INSURANCE:** Please see Health and Welfare Benefits above.

**WORKERS' COMPENSATION:** The Company has a fund for the payment of medical bills/lost wages for eligible Team Members who have a work-related illness or injury. To receive this benefit, immediately report all accidents and injuries to your supervisor.

# CELEBRATING SUCCESS

**Celebrating Success is a core value at our Company! We are committed to rewarding and recognizing Team Members for outstanding performance, both at the property level and across Caesars Entertainment Corporation. Superior performers contribute to the success of our Company and deserve to receive superior rewards and recognition, including:**

**THE CAESARS AWARD OF EXCELLENCE:** Established in 1987, this award is a time-honored tradition that recognizes and rewards Team Members who consistently entertain at their best and perform at superior levels. It is Caesars Entertainment's most prestigious award, and those who earn it serve as role models for us all. Nominations are accepted annually in six categories at each property: Integrity, Service With Passion, Celebrating Success, Diversity, Caring Culture, Ownership. (All property Team Members may be nominated except exempt Team Members who report directly to the property General Manager or above. All corporate Team Members except Vice Presidents or above and exempt Team Members who report directly to an Executive Vice President may be nominated.) Property winners in each category move on to a Regional or Division level. Regional/Division winners advance to the Company-wide level, where the most outstanding nominees are selected as Company-wide Caesars Award of Excellence winners

**EXCELLENCE IN LEADERSHIP AWARDS (EIL):** Annual EIL Awards honor a select number of executives who are role model legendary leaders and achieve results by:

- Caring for Team Members and driving Team Member engagement
- Caring for customers and building player loyalty
- Producing superior financial results and growth through innovation, drive, influence, commercial awareness, integrity and legendary leadership
- Modeling our Company values of Integrity, Service with Passion, Celebrating Success, Diversity, Caring Culture and Rigor

Eligible executive include General Managers or property executives who report directly to a General Manager, corporate Vice Presidents and above, and exempt direct reports to an Executive Vice President.



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# CELEBRATING SUCCESS

**OUTSTANDING ACHIEVEMENT AWARDS:** This one-time outstanding achievement award is awarded to Team Members who go above and beyond normal job expectations by stepping up in extraordinary situations or tackling significant challenging projects, producing significant measurable results or heroic efforts, or who introduce an innovation or idea that significantly impacts the business in critical areas (e.g. cost savings, revenue generation, guest service). Winners receive a cash award or Total Return credits ranging from \$50 to \$1,000 in value.

**TEAM MEMBER OF THE MONTH AWARDS** recognize and reward superior Team Members each month. Recipients are treated to a special celebration in their honor, an award of cash or Total Return credits, and a special parking space.

**SUPERVISOR OF THE MONTH AWARD** honors supervisors who are role models of performance management and leading a team to stellar results.

**TEAM OF THE QUARTER** honors a group of up to five people who have achieved superior business results.

**VOLUNTEER OF THE QUARTER** recognizes a Team Member who makes significant contributions of time in the community or in efforts focused on responsible gaming.

**WRITTEN COMMENDATIONS:** When Team Members perform above and beyond, they may receive positive commendations in their file.

# OPEN COMMUNICATION AND TEAM MEMBER INVOLVEMENT

Our Company is committed to open and honest communication and has several ways to ensure that you have the information you need to take care of your customers as well as to provide feedback on the work environment. Here's a brief summary of those communication tools and programs:

**BULLETIN BOARDS:** Bulletin Boards are posted in strategic locations throughout the property to provide you with information on job openings, Company news, recognition of co-workers, benefits, training classes, Team Member activities, etc. Be sure to check them on a regular basis to stay on top of news you can use! Team Members may not post materials on bulletin boards; please see Human Resources with any questions you may have.

**BUZZ SESSIONS:** Short team meetings where supervisors and Team Members discuss current marketing promotions, events, and ways to deliver excellent customer service. The frequency and timing of buzz sessions is determined by individual departments. All hourly Team Members must be clocked in while attending buzz sessions.

**CAESARS INTRANET - INSITE:** Get the most current forms regarding employment, Team Member relations, training and development, and much more. Use inSite to check out My Payroll Online, get tools to help with career development, and read the latest news about Team Members from around our Company. These are just a few of the items available on inSite, which is for internal use only. Check inSite out at <http://portal/tibco>.

**CAESARS WEBSITE:** Get up-to-date information regarding our Company and Caesars Entertainment-affiliated properties on the public Caesars website at [Caesars.com](http://Caesars.com).

**EMPLOYEE OPINION SURVEY (EOS) AND SUPERVISOR FEEDBACK SURVEY (SFS):** Annually the Company provides all Team Members the opportunity to evaluate how well we, as a Company, take care of our Team Members, customers and communities. This anonymous, confidential survey is typically conducted at all Company locations during the latter part of the calendar year.

**OPEN DOOR POLICY:** You have the opportunity to review issues with your supervisor, manager, director or vice president. We ask that you begin with your supervisor; if you feel your situation has not been resolved, or you are concerned about going to your direct supervisor, go to the next level of management and/or to Human Resources. Team Members who are parties to a Collective Bargaining Agreement shall follow procedures in that Agreement.

**PAYCHECK MESSAGES:** Paystubs often include messages on upcoming events or points of information.

# OPEN COMMUNICATION AND TEAM MEMBER INVOLVEMENT

**PROPERTY-WIDE MEETINGS:** Periodically, the Executive Team hosts meetings for all Team Members to share important information about topics ranging from the property's business goals and financial results to survey results and upcoming entertainment. In addition, Team Members have the opportunity to ask questions. Property-wide meetings are usually held over several days with convenient times to accommodate all shifts. All Team Members are expected to attend.

**SUGGESTION PROGRAM:** Provides an opportunity for Team Members to give written feedback in the form of suggestions, comments or concerns. Suggestion boxes are placed in several convenient locations throughout the property, or you can send ideas to Human Resources.

## GETTING INVOLVED

As a good corporate citizen, the Company supports activities to support the local community, economy, and environment. CodeGreen and HERO, through community involvement, are two programs in which the company and employees live its mission, vision and values.

**CODEGREEN:** This enterprise-wide initiative defines our Company's environmental sustainability strategy and positions Caesars as the industry's environmental leader. Every department has a formal role in implementing a piece of the strategy each month. Many Team Members also take part in the CodeGreen @ Home Rewards program which grants Total Return credits for conservation minded practices at home. Go to [http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/tibco/CodeToolBox\\_CG.html](http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/tibco/CodeToolBox_CG.html) for your CodeGreen leader.

**COMMUNITY COMMITMENT:** One of the Company's commitments is to help make our communities vibrant places to live. The primary means of philanthropy is through the Caesars Foundation, a separate non-profit, which is funded by properties. A portion of community support comes directly from property contributions which is administered locally. By sharing our resources with our communities we improve the environment of our fellow citizens. The Company targets most support to older individuals, environmental sustainability, health and wellness, education, and—on a local level—a civic priority designated by the region.

**HERO:** This is the company's Team Member volunteer program that offers Team Members the opportunity to make a difference in their local communities. With hundreds of HERO events each year, the company focuses two-thirds of events on initiatives which support older individuals, environmental responsibility, health and wellness. A third of all HERO activities involve the local civic priority as designated by the region. A majority of community involvement projects must also support diverse causes. See your local HERO chair to get involved.

# FAIR TREATMENT

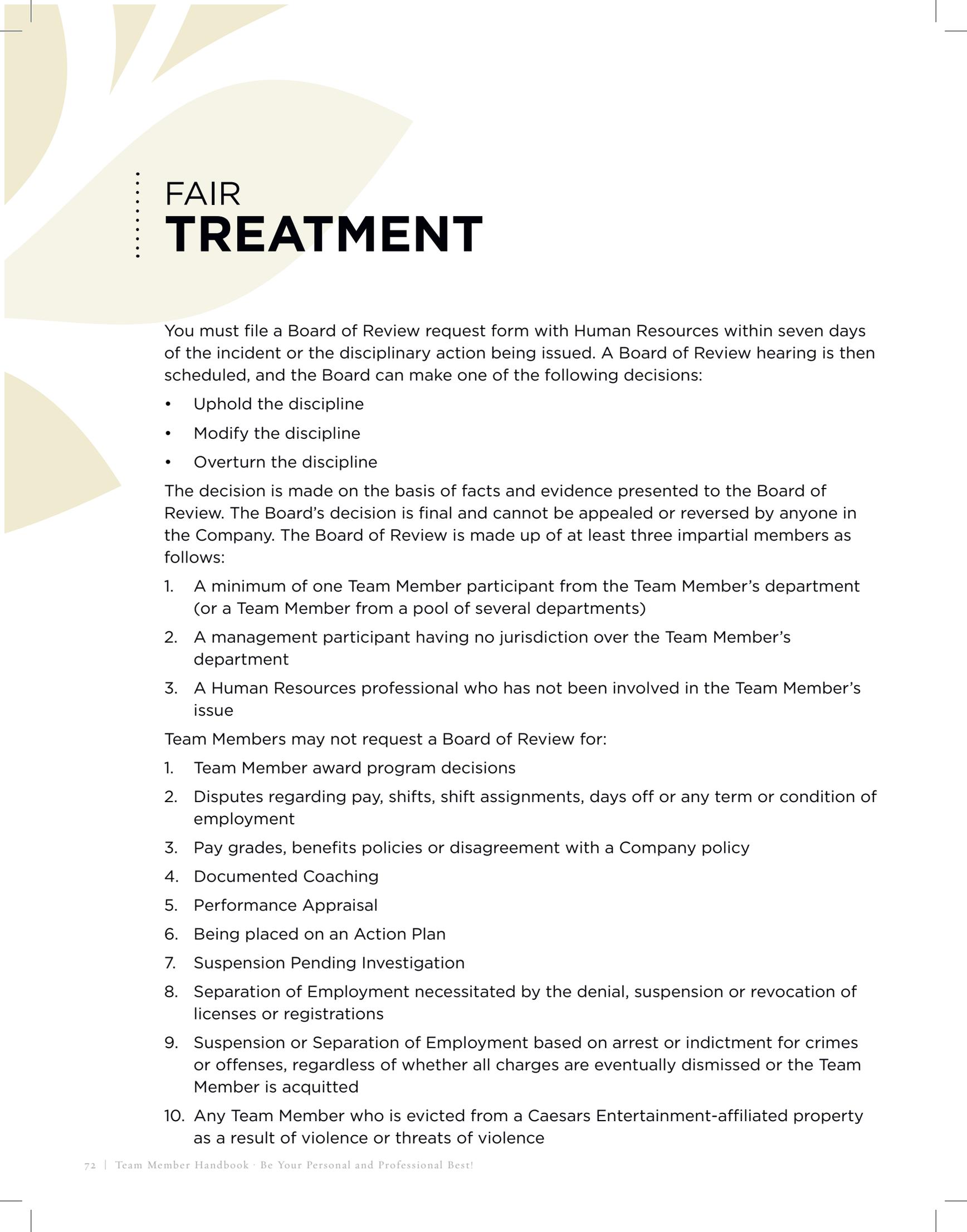
Our Company values promote Integrity and a Caring Culture which include the expectation that every Team Member should be treated with respect and fairness. If any Team Member believes that policies have not been applied fairly or that s/he has not been treated with respect, s/he is encouraged to take advantage of our open door policy to discuss concerns with his/her supervisor, manager or department leader.

Team Members may also discuss concerns and obtain guidance through the Human Resources (HR) Department. HR Team Member Relations Team Members serve as internal consultants to the other departments on issues that impact performance. Every department has a Human Resources team member assigned to them to proactively provide individual guidance and counseling to Team Members and leaders who are working to improve their department environment and resolve job-related issues.

Policies and programs have been designed in a sincere effort to be responsive to Team Members' issues and thus minimize the need for third party representation. The Company is committed to maintaining high standards of individual treatment and personal respect for you. The Company is also committed to working in a fair, ethical and professional manner with representatives of Team Members covered under a Collective Bargaining Agreement.

We believe that all Team Members benefit from pursuing quick in-house resolution of issues and working together to make this a great place to work.

**BOARD OF REVIEW:** Full-time and part-time Team Members who are not covered by a Collective Bargaining Agreement and have completed their orientation period with the Company (90 days for hourly and 6 months for salaried) may request a Board of Review if they feel job-related performance issues have not been resolved through the department supervisor, manager, director or Human Resources department. Team Members with individual employment agreements with the Company are not eligible to request a Board of Review. Unless there are mitigating circumstances, Team Members must first discuss the issue with their department supervisor, manager and director or with Human Resources to qualify for a Board of Review. You may then request a Board of Review to protest disciplinary action including separation of employment. If the Team Member's gaming license has been revoked prior to the Board of Review, the Board of Review will be canceled as moot.



# FAIR TREATMENT

You must file a Board of Review request form with Human Resources within seven days of the incident or the disciplinary action being issued. A Board of Review hearing is then scheduled, and the Board can make one of the following decisions:

- Uphold the discipline
- Modify the discipline
- Overturn the discipline

The decision is made on the basis of facts and evidence presented to the Board of Review. The Board's decision is final and cannot be appealed or reversed by anyone in the Company. The Board of Review is made up of at least three impartial members as follows:

1. A minimum of one Team Member participant from the Team Member's department (or a Team Member from a pool of several departments)
2. A management participant having no jurisdiction over the Team Member's department
3. A Human Resources professional who has not been involved in the Team Member's issue

Team Members may not request a Board of Review for:

1. Team Member award program decisions
2. Disputes regarding pay, shifts, shift assignments, days off or any term or condition of employment
3. Pay grades, benefits policies or disagreement with a Company policy
4. Documented Coaching
5. Performance Appraisal
6. Being placed on an Action Plan
7. Suspension Pending Investigation
8. Separation of Employment necessitated by the denial, suspension or revocation of licenses or registrations
9. Suspension or Separation of Employment based on arrest or indictment for crimes or offenses, regardless of whether all charges are eventually dismissed or the Team Member is acquitted
10. Any Team Member who is evicted from a Caesars Entertainment-affiliated property as a result of violence or threats of violence

# FAIR TREATMENT

11. Any Team Member who is separated from employment as a result of proven acts or threats of violence
12. Team Member disputes covered by Collective Bargaining Agreements (CBAs). Such disputes must follow the procedures contained in the applicable CBA.
13. Drug Test results
14. Reorganization, downsizing, or other unique issues or circumstances as defined by Executive Management

**ANTI-HARASSMENT POLICY:** The Company is committed to providing a work environment that is free from all forms of harassment, intimidation, or retaliation for opposing such conduct.

Harassment based upon the following legally and/or Company protected characteristics will not be tolerated: race, color, religion, creed, sex, pregnancy (including childbirth and related medical conditions), age (as defined under applicable law), national origin or ancestry, physical or mental disability, sexual orientation, genetic information, gender identity or expression, veteran status or any other consideration protected by federal, state or local laws. This policy applies to everyone in the workplace, including officers, managers, supervisors, co-workers, non-Team Member visitors and vendors.

Team Members should immediately report any concerns to any of the following: (1) their department supervisor or manager, (2) management property executive, or (3) Human Resources. The Team Member is not required to report the behavior, incident or concern to the supervisor or manager who is the subject of the complaint. Team Members are encouraged to report such behavior before it becomes severe or pervasive. Team Members should not fear retaliation because it will not be tolerated. The Company will investigate the claim and, if true, take appropriate action to ensure such activity ceases.



FAIR  
**TREATMENT**

### **SEXUAL HARASSMENT DEFINED**

Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment;
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with a Team Member's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment includes various forms of offensive behavior.

The following is a partial list:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, posters or graffiti;
- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about a Team Member's body or dress;
- Verbal sexual advances or propositions;
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes or invitations;
- Physical conduct: touching, assault, impeding or blocking movements; and
- Retaliation for making harassment reports or threatening to report harassment.

This policy applies to harassment by individuals of the same sex or opposite sex. This policy also protects Team Members from harassment by vendors, clients/customers or other third parties not employed by the Company. If harassment occurs on the job by someone not employed by the Company, the procedures in this policy should be followed.

# FAIR TREATMENT

## **OTHER TYPES OF HARASSMENT**

Harassment on the basis of the following legally and/or Company protected characteristics: race, color, religion, creed, sex, pregnancy (including childbirth and related medical conditions), age (as defined under applicable law), national origin or ancestry, physical or mental disability, sexual orientation, genetic information, gender identity or expression, veteran status or any other consideration protected by federal, state or local laws is also prohibited. Examples of prohibited harassment include but are not limited to:

- Verbal conduct including threats, epithets, derogatory comments or slurs;
- Visual conduct including derogatory posters, photography, cartoons, drawings, emails, websites, gestures or graffiti;
- Physical conduct including assault, unwanted touching or blocking normal movement; and
- Retaliation for making harassment reports or threatening to report harassment.

Any Team Member who engages in the types of harassing conduct described in this policy will be disciplined, up to and including separation of employment.

Each manager and supervisor is responsible for communicating this policy and informing Team Members of the procedures for reporting any instance of prohibited harassment.

Managers and supervisors who observe or become aware of potential harassment are required to immediately notify Human Resources.

No Team Member at any level may retaliate against anyone, either for reporting any instance of harassment or for providing information related to a harassment complaint.

# YOUR EMPLOYMENT, PERFORMANCE AND DEVELOPMENT

We make a commitment to provide opportunities for Team Members to pursue personal and professional growth, to enjoy satisfying careers, to participate in our Training and Development programs and to celebrate success including rewards and recognition for superior performance against measurable goals.

## TRAINING AND DEVELOPMENT

**The Empire Series** is our best-in-class and award winning brand learning programs. **Welcome to the Empire: Entertaining Our Best** introduces newly hired Team Members to our business strategies and organizational culture. This program offers a lively and engaging environment that uses cutting-edge technology customized to Team Members' role within the Company including **Managing the Empire: New Leader Onboarding**, **Managing the Empire: Executive Onboarding** and **Leading the Empire: Legendary Leadership Essentials**.

In addition to **The Empire Series**, the company offers many specialized training courses customized to meet your unique learning needs. To inquire about specialized training courses or custom learning solutions, please contact your property learning team.

**Skillsoft:** Skillsoft is our online learning platform that the company uses to deliver all regulatory and compliance training in addition to numerous professional development courses. All customer contact Team Members will have at least one regulatory or compliance course each year which must be completed via Skillsoft. Instructions on how to log in and access your required training will be administered by your property Learning Leader/Skillsoft Administrator. See Human Resources or your manager for an application to take Skillsoft professional development courses.

Please refer to **Educational Assistance** in the Benefits section (above) for additional educational opportunities. Your HR Training and Development department has additional information.

# YOUR EMPLOYMENT, PERFORMANCE AND DEVELOPMENT

## GROWING YOUR CAREER

**Advance:** The Company has a strong promote-from-within philosophy and posts job openings through our Advance system located at [advance.harrahs.com](http://advance.harrahs.com). Team Members can search for job opportunities at any Caesars Entertainment-affiliated business. They can submit electronic transfer requests, use the system 24/7 from any computer with internet access, and check their transfer status with a built-in messaging system. Team Members are eligible to request a transfer or promotion if:

- They meet the minimum requirements for the job;
- They have been in their current position for 90 days (hourly Team Members), 6 months (salaried non-management Team Members), 12 months (managers or anyone on a company relocation plan), or 18 months (directors and above); and
- Have been rated Strong Performance (SP) or above on their performance appraisal for current position.

Exceptions may be considered for salaried Team Members on a case-by-case basis with Human Resources and the senior leader(s) of the current and potential positions.

**Career Pathing:** Take control of your destiny and visit Caesars Entertainment Career Pathing at HRonline Career Pathing allows you to plot out various experiences and/or career moves. Check out the site to find tools and suggestions for achieving your goals at [http://portal/tibco/HROnline\\_CareerPathing](http://portal/tibco/HROnline_CareerPathing),

## PERFORMANCE FEEDBACK

**Performance Reviews:** The Company manages individual performance using a three-part Performance Appraisal Review Cycle: (1) Setting Expectations through measurable objectives that are in alignment with our Company goals; (2) Discussing the Mid-year Review to provide performance feedback and development; (3) Conducting the Annual Review to celebrate annual accomplishments, identify areas for improvement, and finalize the annual performance rating that is linked to merit-based wage decisions and bonus pay (if earned) for eligible Team Members. Ratings are:

- Role Model (RM) = best in class, outperforms peers in What they do and How they do it;
- Strong Performance (SP) = consistently raises their game to meet rising expectations in What they do and How they do it; and
- Development Opportunity (DO) = inconsistent in What they do and How they do it.

# YOUR EMPLOYMENT, PERFORMANCE AND DEVELOPMENT

Every Team Member deserves feedback on his/her strengths and developmental areas. This feedback improves skills, creates confidence and is the basis for the Company’s Pay for Results program which is designed to recognize and reward Role Model hourly and salaried non-management Team Members. Team Members are expected to perform at a level of at least “Strong Performance” on the job.

TEAM MEMBER POPULATION	REVIEW PERIOD	EFFECTIVE DATE OF APPRAISAL AND MERIT (IF EARNED)
Hourly Non-Union, Non-Supervisory Team Members	September 1 - August 31	October 1
Supervisors, Salaried Team Members (e.g., Salaried Professionals), Management/Above	January 1 - December 31	April 1

## YOUR EMPLOYMENT

**TEAM MEMBER FILES:** The Human Resources department and your department maintain personnel records during your employment. You may review your personnel file in Human Resources by scheduling a time to review it with a Human Resources representative. Current and former Team Members will be provided copies of their personnel file to the extent required by state law.

**EMPLOYMENT CATEGORIES:** All Team Members are designated as either Non-Exempt (hourly, entitled to overtime pay) or Exempt (salaried) in accordance with applicable laws. Team Members covered by a Collective Bargaining Agreement (CBA) may refer to their CBA for further clarification.

**Full-time:** Team Members who regularly work at least 30 hours per week

**Part-time:** Team Members who regularly work fewer than 30 hours per week

**Temporary:** Team Members hired as seasonal or interim replacements, to temporarily supplement the work force, or to assist in completing a specific project.

**On call:** Team Members who are assigned to work on an intermittent and/or as needed basis; may refuse work when offered a scheduled shift.

YOUR  
EMPLOYMENT, PERFORMANCE  
AND DEVELOPMENT

**SECONDARY POSITION:** Team Members who work a secondary position for the Company in addition to their primary position to meet high volume business demands or to support special events.

**REHIRE:** Team Members who previously had a minimum of one year of continuous full-time or part-time service with the Company, who left and were rehired within one year of their leaving, will receive credit for their previous service. Team Members who worked full-time or part-time with less than one year of service and who had to leave the Company due to position elimination, will receive credit for their previous service provided they return within a year of departure.



YOU'VE MADE A  
GREAT DECISION TO  
**JOIN OUR TEAM!**

...  
YOUR JOB  
**AND THE LAW**

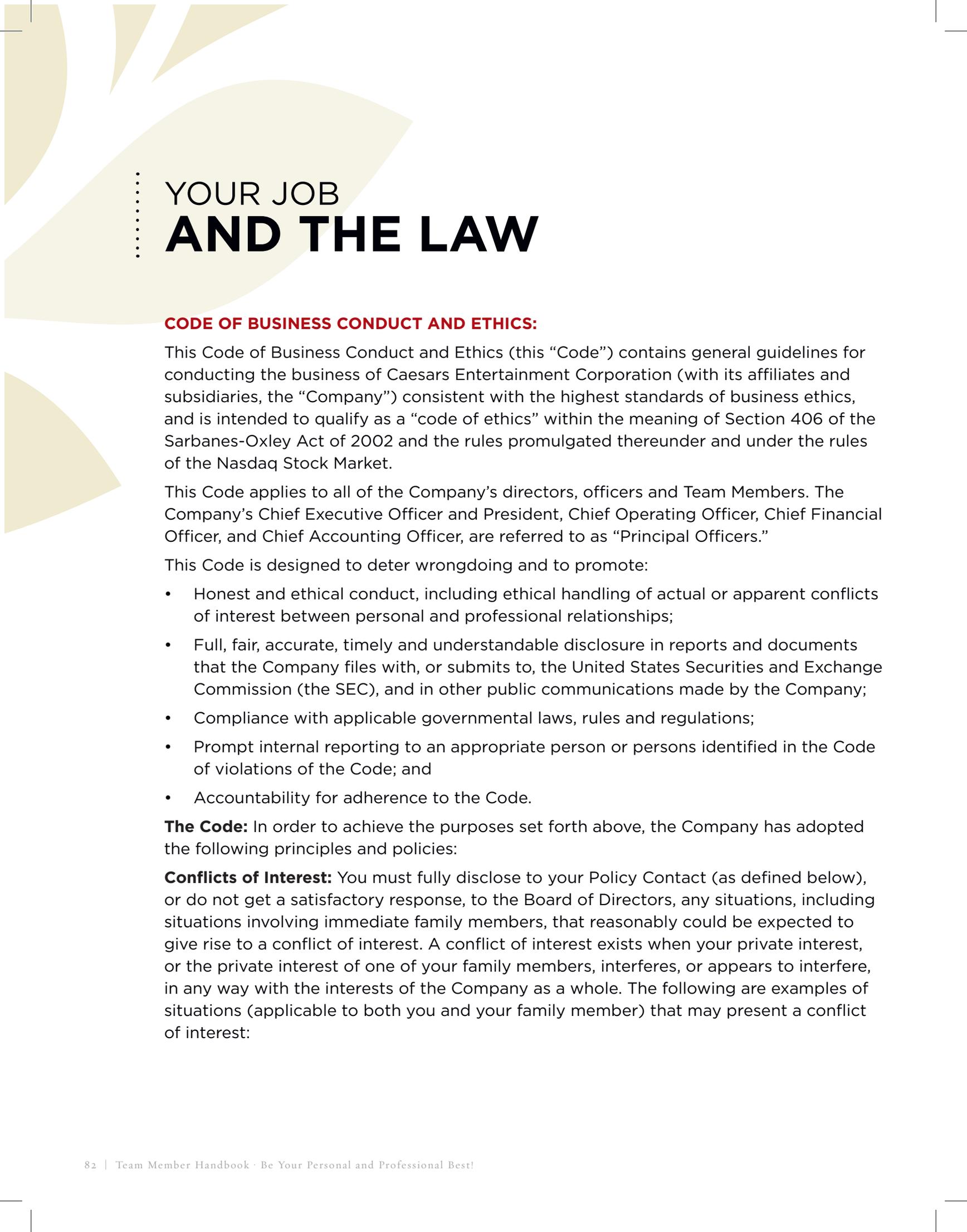
# YOUR JOB AND THE LAW

State and Federal laws provide Team Members and employers with certain protections. All Team Members should be familiar with their rights. A few key laws and Company policies concerning these laws are outlined below. Team Members are strongly encouraged to contact Human Resources at any time concerning these and other state and federal regulations that affect their employment.

**ARRESTED WHILE EMPLOYED:** Team Members are expected to present themselves as a credit to the Company and to encourage others to do so. If a Team Member is arrested and charged with a crime (either while on or off duty), that Team Member can be suspended pending investigation, depending on the individualized circumstances, including but not limited to the nature of the crime, the position held, etc. If the situation is not resolved after 30 days, the Company (department manager/director in consultation with Human Resources and Security) has the option of placing the Team Member on a Personal Leave of Absence or separating the Team Member from employment.

**BACKGROUND CHECKS:** The Company recognizes the importance of maintaining a safe workplace with Team Members who are honest, trustworthy, qualified, reliable and nonviolent, and who do not present a risk of serious harm to their coworkers or others. For purposes of furthering these concerns and interests, the Company reserves the right to investigate an individual's prior employment history, personal references, and educational background, as well as other relevant information. Consistent with legal or contractual requirements, the Company also reserves the right to obtain and to review an applicant's or a Team Member's criminal conviction record and related information, and to use such information when making employment decisions.

In considering criminal convictions records, the Company will consider: (1) the nature and gravity of the offense or conduct; (2) the time that has passed since the offense, conduct and/or completion of the sentence; and (3) the nature of the job held or sought. In circumstances where an applicant or Team Member will be excluded from employment based on a criminal conviction record, the individual will be advised that he or she may be excluded because of past criminal conduct and given the opportunity to demonstrate that the exclusion does not properly apply to the individual. The Company will consider the individual's additional information. A pending criminal matter may be considered in appropriate circumstances for business-related reasons, consistent with applicable law. Credit checks will not be conducted except in certain limited circumstances where they are permitted by applicable law and specifically relate to the nature of the job.



# YOUR JOB AND THE LAW

## **CODE OF BUSINESS CONDUCT AND ETHICS:**

This Code of Business Conduct and Ethics (this “Code”) contains general guidelines for conducting the business of Caesars Entertainment Corporation (with its affiliates and subsidiaries, the “Company”) consistent with the highest standards of business ethics, and is intended to qualify as a “code of ethics” within the meaning of Section 406 of the Sarbanes-Oxley Act of 2002 and the rules promulgated thereunder and under the rules of the Nasdaq Stock Market.

This Code applies to all of the Company’s directors, officers and Team Members. The Company’s Chief Executive Officer and President, Chief Operating Officer, Chief Financial Officer, and Chief Accounting Officer, are referred to as “Principal Officers.”

This Code is designed to deter wrongdoing and to promote:

- Honest and ethical conduct, including ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
- Full, fair, accurate, timely and understandable disclosure in reports and documents that the Company files with, or submits to, the United States Securities and Exchange Commission (the SEC), and in other public communications made by the Company;
- Compliance with applicable governmental laws, rules and regulations;
- Prompt internal reporting to an appropriate person or persons identified in the Code of violations of the Code; and
- Accountability for adherence to the Code.

**The Code:** In order to achieve the purposes set forth above, the Company has adopted the following principles and policies:

**Conflicts of Interest:** You must fully disclose to your Policy Contact (as defined below), or do not get a satisfactory response, to the Board of Directors, any situations, including situations involving immediate family members, that reasonably could be expected to give rise to a conflict of interest. A conflict of interest exists when your private interest, or the private interest of one of your family members, interferes, or appears to interfere, in any way with the interests of the Company as a whole. The following are examples of situations (applicable to both you and your family member) that may present a conflict of interest:

# YOUR JOB AND THE LAW

- Employment by, service as a director of, or the provision of any services to, a company that is one of the Company's material customers, suppliers or competitors, or a company whose interests could reasonably be expected to conflict with the Company's interests;
- Receipt of personal benefits or favors (other than nominal benefits or favors) as a result of your position with the Company;
- A significant financial interest (ownership or otherwise) in any company that is one of the Company's material customers, suppliers or competitors;
- Any loan or guarantee of personal obligations from, or any other financial transaction with, any company that is one of the Company's material customers, suppliers or competitors (other than loans from commercial lending institutions in the ordinary course of business).

**Corporate Opportunities:** Team Members of the Company owe a duty to the Company to advance its legitimate interests when the opportunity so arises. Team Members are prohibited from taking (or directing to a third party) a business opportunity discovered through the use of the Company's property, information or position. In general, Team Members may not use corporate property, information or position for personal gain or compete with the Company (it being understood that ownership of a financial interest in a competitor that is not a significant financial interest, as defined above, does not constitute competing with the Company). Any Team Members that discovers a business opportunity that is in one of the Company's lines of business must first present the business opportunity to the General Counsel, or his or her designee (in the case of any other person), before pursuing the activity in his or her individual capacity. If the General Counsel, or his or her designee, as the case may be, waives our right to pursue the opportunity, then you may do so in your individual capacity.

**Confidentiality:** In the course of the Company's business, directors, officers and Team Members of the Company may gain confidential information, including non-public information that might be of use to competitors or harmful to the Company or its customers, if disclosed. Directors, officers and Team Members should maintain the confidentiality of information entrusted to them by the Company or its customers, except when disclosure is authorized or legally mandated.

**Competition and Fair Dealing:** All directors, officers and Team Members are obligated to deal fairly with the Company's customers, suppliers and competitors. The Company's directors, officers and Team Members will not take unfair advantage of any person or entity through manipulation, concealment, abuse of privileged information, misrepresentation or any other unfair dealing or practice.



## YOUR JOB **AND THE LAW**

**Company Records:** Principal Officers should implement policies that will ensure that all Company records are complete, accurate and reliable in all material respects. Company records include, but are not limited to, bookkeeping information, payroll, emails, accounting and financial data, measurement and performance records, electronic data files and all other records maintained in the ordinary course of our business. Directors, officers and Team Members are responsible for understanding and complying with the Company's document retention policy. Please refer to the Company's document retention policy for more information about Company records.

**Accuracy of Financial Reports and other Public Communications:** Our policy is, when required by rules of the SEC and Nasdaq and federal securities laws, to promptly disclose information that is accurate and complete in all material respects regarding our business, financial condition and results of operations. Materially inaccurate, incomplete or untimely reporting will not be tolerated and can severely damage the Company and cause legal liability. Directors, officers and Team Members should be on guard for, and promptly report, evidence of improper financial reporting.

Each director, officer or Team Member of the Company, to the extent involved in the Company's disclosure process, including the Principal Officers, is required to be familiar with the Company's disclosure controls and procedures applicable to him or her so that the Company's public reports and documents filed with the SEC comply in all material respects with the applicable federal securities laws and SEC rules. In addition, each such person having direct or supervisory authority regarding these SEC filings or the Company's other public communications concerning its general business, results, financial condition and prospects should, to the extent appropriate within his or her area of responsibility, consult with other Company officers and Team Members and take other appropriate steps regarding these disclosures with the goal of making full, fair, accurate, timely and understandable disclosure.

Each director, officer or Team Member of the Company, to the extent involved in the Company's disclosure process, including without limitation, the Principal Officers, must:

- Familiarize himself or herself with the disclosure requirements applicable to the Company as well as the business and financial operations of the Company; and
- Not knowingly misrepresent, or cause others to misrepresent, facts about the Company to others, whether within or outside the Company, including to the Company's independent auditors, governmental regulators and self-regulatory organizations.

# YOUR JOB AND THE LAW

The Principal Officers are responsible for implementing and maintaining an adequate internal control structure and procedures for financial reporting, including without limitation disclosure controls and procedures. All directors, officers and Team Members of the Company should be on guard for, and promptly report, evidence of improper public reporting.

**Company Assets:** All directors, officers and Team Members of the Company should protect the Company's assets employed by or entrusted to them, and ensure their efficient and responsible use. Theft, carelessness and waste have a direct impact on the Company's profitability. All Company assets should be used for legitimate business purposes.

**Compliance with Laws and Regulations:** Each director, officer and Team Member has an obligation to comply with the laws of the cities, states and countries in which the Company operates. The Company will not tolerate any activity that violates any laws, rules or regulations applicable to it. This includes, without limitation, laws covering the gaming industry, commercial bribery and kickbacks, copyrights, trademarks and trade secrets, information privacy, insider trading, illegal political contributions, antitrust prohibitions, foreign corrupt practices, offering or receiving gratuities, environmental hazards, employment discrimination or harassment, occupational health and safety, false or misleading financial information or misuse of corporate assets.

Compliance with Insider Trading Laws. Directors, officers and Team Members are strictly prohibited from trading in the Company's stock or other securities, or the stock or other securities of any other company, while in possession of material, nonpublic information about the Company or the other company. In addition, directors, officers and Team Members are strictly prohibited from recommending, "tipping" or suggesting that anyone else buy or sell our stock or other securities, or the stock or securities of any other company, on the basis of material, nonpublic information. For more information, please refer to the Company's securities trading policy and procedures.

**Public Communications:** The Company's policy is to provide timely, materially accurate and complete information in response to public requests (media, analysts, etc.), consistent with the Company's obligations to maintain the confidentiality of competitive and proprietary information and to prevent selective disclosure of market-sensitive financial data. In connection with our public communications, the Company is required, and its policy is, to comply with Regulation FD (which stands for "fair disclosure") under the federal securities laws. For more information, please contact the Law Department. Directors, officers and Team Members who are authorized to speak to the media must be aware of the requirements of Regulation FD and must make every effort to ensure that the Company's public disclosures comply with those requirements.



## YOUR JOB **AND THE LAW**

**Reporting Violations of the Code and Accountability:** The Board of Directors has the authority to interpret this Policy in any particular situation. Any director, officer or Team Member of the Company who becomes aware of any violation of this Policy is required to notify his or her “Policy Contact” promptly. “Policy Contact” means (a) for directors and executive officers of the Company, the General Counsel (unless the General Counsel is the subject of the potential violation, in which case the Policy Contact shall be the Chief Financial Officer), and (b) for other Team Members of the Company, his or her immediate supervisor or the General Counsel. If any director, officer or Team Member does not feel comfortable reporting the conduct in question to his or her Policy Contact, or does not get a satisfactory response, he or she may contact any member of the Board of Directors.

Any questions relating to how these policies should be interpreted or applied should be addressed to the General Counsel or the Policy Contact. A director, officer or Team Member who is unsure of whether a situation violates this Policy should discuss the situation with the General Counsel or the Policy Contact.

Each director, officer or Team Member of the Company must:

- Notify the appropriate Policy Contact promptly of any existing or potential violation of this Policy; and
- Not retaliate against any other director, officer or Team Member of the Company for reports of potential violations that are made in good faith.

The Company will follow the following procedures in investigating and enforcing this Policy and in reporting on the Policy:

- The General Counsel will take all appropriate action to investigate any violations reported and all Policy Contacts will ensure that the General Counsel is notified promptly of any reports not made to them directly. In the case of violations or alleged violations involving the General Counsel, the Chief Financial Officer will take on this role.
- The General Counsel shall report each violation and alleged violation involving a director or an executive officer to the Chair of the Audit Committee. In the case of violations or alleged violations involving the General Counsel, the Chief Financial Officer will take on this role. To the extent he or she deems appropriate, the Chair of the Audit Committee shall participate in any investigation of a director or executive officer. After the conclusion of an investigation of a director or executive officer, the conclusions shall be reported to the Audit Committee.

# YOUR JOB AND THE LAW

- The Audit Committee will conduct such additional investigation as it deems necessary. If the Audit Committee determines that a director or executive officer has violated this Policy, it will report its determination to the Board of Directors. Upon being notified that a violation has occurred, the Board of Directors and the General Counsel will take such disciplinary or preventive action as deemed appropriate, up to and including dismissal or, in the event of criminal or other serious violations of law, notification of the SEC or other appropriate law enforcement authorities. In the case of violations or alleged violations involving the General Counsel, the Chief Financial Officer will act in the General Counsel's place in this process.

All questions and reports of known or suspected violations of the law or this Policy will be treated with sensitivity and discretion. The Company will protect each director's, officer's and Team Member's confidentiality to the extent possible consistent with the law and our need to investigate each report. The Company strictly prohibits retaliation against a director, officer or Team Member who, in good faith, seeks help or reports known or suspected violations.

**Waivers of the Code:** Each of the Board of Directors (in the case of a violation by a director or executive officer) and the General Counsel, or his or her designee (in the case of a violation by any other person) may, in its discretion, waive any violation of this Code. Any waiver for a director or an executive officer shall be disclosed as required by SEC and Nasdaq rules.

**Compliance Policy:** This Code is not intended to amend or replace the Company's Compliance Policy or any other company codes of conduct and the directors, officers and Team Members will be required to comply with the terms of this Code, the Compliance Policy and any other Company codes of conduct.

**Conclusion:** This Code contains general guidelines for conducting the business of the Company consistent with the highest standards of business ethics. Please contact the Law Department with any questions about these guidelines. Each director, officer and Team Member is separately responsible for his or her actions. If a director, officer or Team Member engages in conduct prohibited by the law or this Code, he or she will be deemed to have acted outside the scope of their employment. Such conduct will subject the director, officer or Team Member to disciplinary action, including possibly termination of employment.

**THIS CODE AND THE MATTERS ADDRESSED HEREIN ARE NEITHER A CONTRACT OF EMPLOYMENT NOR A GUARANTEE OF CONTINUING COMPANY POLICY. WE RESERVE THE RIGHT TO AMEND, SUPPLEMENT OR DISCONTINUE THIS CODE AND THE MATTERS ADDRESSED HEREIN, WITHOUT PRIOR NOTICE, AT ANY TIME.**



## YOUR JOB **AND THE LAW**

**DISABILITY ACCOMMODATION:** The Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or a Team Member unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. Any applicant or Team Member who requires an accommodation in order to perform the essential functions of his/her job should contact Human Resources and request such an accommodation. The individual with the disability should specify in writing what barriers or limitations make it difficult for him or her to perform the job. The Company will conduct an interactive discussion and review regarding these barriers or limitations and will then identify possible accommodations, if any, that will help to eliminate the barrier(s) or limitation(s). If the accommodation is reasonable and will not impose an undue hardship on the Company and/or a direct threat to the health and/or safety of the individual or others, the Company will make the accommodation. The Company may also propose alternative accommodation.

Team Members who wish to request unpaid time away from work because of a qualifying disability should speak to their Human Resources Representative regarding a proposed accommodation.

**EQUAL EMPLOYMENT OPPORTUNITY:** The Company provides equal employment opportunity for all applicants and Team Members. The Company does not discriminate on the basis of any legally protected characteristics, including: race, color, religion, creed, sex, sexual orientation, pregnancy (including childbirth and related medical conditions), age (as defined under applicable law), national origin or ancestry, physical or mental disability, genetic information (including characteristics and testing), gender identity or expression, veteran status or any other consideration protected by federal, state or local laws. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfers and other terms and conditions of employment (including training). Any concerns or complaints regarding a violation or potential violation of this policy should be brought forward using the procedure for making complaints set forth in the Anti-Harassment policy.

**IMMIGRATION COMPLIANCE:** The Company is committed to employing only United States citizens and persons who are authorized to work in the United States and who comply with applicable immigration and employment law. As a condition of employment, every individual must provide satisfactory evidence of his or her identity and legal authority to work in the United States.





OVERVIEW OF  
**SECTION GOALS**

## IN THIS SECTION:

**On Property When Working**

**Appearance, Attendance, Breaks, Cafeteria and More!**

**On Property When Not Working**

**Gambling, Visiting and More!**

**Paid Time Off and Pay**

**Important Phone Numbers**

# ON PROPERTY WHEN WORKING: **APPEARANCE**

Maintaining a professional, clean and well-groomed appearance is one of many ways in which Team Members create a positive entertainment experience for our guests.

Listed below are general guidelines intended to help Team Members understand the high standards they are expected to meet. These guidelines help define what is meant by professional and well-groomed appearance. However, since the definition of “professional and well-groomed” will always be somewhat subjective, the Company reserves the right for management to have the final determination on whether a Team Member’s appearance complies with our standards. In addition to the guidelines set forth below, many departments have additional, more specific guidelines that address appearance, safety, health or security considerations. Team Members are expected to comply with all guidelines specific to their positions. These guidelines are meant to be minimum Appearance Standards.

Team Members who do not meet Appearance/Uniform Standards may be sent home and not permitted to work until their appearance meets the department and Company standards. Failure to comply creates a scheduling hardship for other Team Members in the department and may result in disciplinary action, up to and including separation of employment. The Company administers this policy in compliance with all local, state and federal laws. The Company will make accommodations to the following guidelines as required by law. Please direct any request for accommodations to Human Resources.

## **APPEARANCE STANDARDS FOR ALL TEAM MEMBERS**

**Clothing:** Clothing should be neat, clean and in good repair at all times. Uniformed Team Members must conform to the established uniform dress code. Working attire for non-uniformed Team Members will be neat, clean and appropriate to our standards of professionalism. Appropriate undergarments must be worn. When coming to or leaving work, Team Members should wear their full uniform or professional attire until they have completely exited the property; this includes all property public areas and Team Member or guest parking areas (e.g. do not loosen top buttons, untuck shirts, etc. while walking to/from work while on property); this does not apply to Team Members whose uniforms are cleaned/maintained by the property and who change in designated back of house areas.

# ON PROPERTY WHEN WORKING: **APPEARANCE**

**Hair:** Hair must be neat, clean and appropriately maintained with no extreme styles, colors, shaved/cut designs, and no unprofessional or excessive adornments that contrast with uniform or attire. Hair should not cover eyes, nametag or licensing badge. Hair curlers, rollers, pins and/or wet hair are not permitted.

**Mustaches:** Mustaches may not exceed one-fourth inch below the corner of the lip and may not be an extreme style (e.g. no patches, handlebar, waxed or partial mustaches). Mustaches must be neatly trimmed and clean.

**Beards:** Beards or goatees must be neatly trimmed and clean and no more than one inch in length. Beards may be grown initially during scheduled time off of at least five days; no “shadow” beards are permitted. No chin patches, designs or facial hair that is not a complete beard, goatee or mustache are allowed.

**Tattoos:** Visible tattoos may be permitted provided they are not vulgar, sexually explicit or otherwise violate company policy.

**Hygiene:** Good personal hygiene is required at all times. Team Members are expected to have daily habits of good hygiene, bathing, grooming, using deodorant, brushing teeth and washing hands regularly when preparing to report for work. The environment in which we work is often crowded and may become warm.

It is essential that a Team Member’s personal hygiene products and habits are adequate to protect guests and Team Members from offensive odors. Any personal grooming done while on property should be performed in Team Member restrooms and/or changing areas, not in guest or public areas.

**Jewelry:** Jewelry must be tasteful, professional and not excessive in style, quantity or in size. Jewelry should not interfere with job performance. Earrings are allowed but should not excessively hang down; watch faces should not exceed the size of a half dollar; aside from earrings, visible body piercing jewelry is not allowed (e.g., tongue rings, plugs).

**Fingernails:** Fingernails should be clean, neatly manicured and professional looking. Nail length must not interfere with job performance. Well-maintained nail polish in clear, red, burgundy, pink, beige or nude shades is permitted.

**Eyewear:** Dark and/or tinted glasses may not be worn indoors, unless medically necessary. Sunglasses worn outside should be conservative in design and color.

**Fragrances:** Subtle fragrances of cologne or perfume are acceptable. Scents used too liberally can become overpowering for co-workers and guests.

# ON PROPERTY WHEN WORKING: **APPEARANCE**

**Name Badges/Tags:** Name badges must be worn at all times while on duty (on upper left side of shirt/blouse/jacket unless otherwise specified in department). Name badges/tags and badge holders must be clearly visible and unaltered; nothing may be attached to or affixed to name badge/tags or badge holders unless authorized by the Company or allowed by law.

**Hats:** Hats are not allowed unless they are part of a uniform.

**Makeup:** Makeup should be professional, tasteful and not excessive.

**Gum:** Gum chewing is not permitted while on duty.

**Shoes:** Shoe heel height is not to exceed 3 inches.

## **ADDITIONAL APPEARANCE STANDARDS FOR UNIFORMED TEAM MEMBERS**

Team Members must report to work each day in a clean, spotless and wrinkle-free uniform. Team Members are to maintain the uniform in good repair at all times and are not to make alterations to the issued uniform. Team Members may not deviate from the established uniform dress code. Replacement parts/garments are available; see Wardrobe for availability and, if applicable, cost. Team Members may not wear their uniform or any piece of the uniform outside the casino as personal clothing or allow anyone else to wear the uniform. Team Members whose garments are maintained with the in-house laundry service or whose garments are maintained on the auto-valet system are not allowed to remove those garments from the property or store any part of their uniform in their personal lockers.

**Shirts:** All uniform shirts (except maternity) must be tucked in neatly unless uniform is designed otherwise.

**Jackets:** If the uniform includes a blazer and/or jacket, Team Members must wear the jacket buttoned at all times while on duty. If climate dictates the need for additional clothing such as a sweater, vest or outer jacket, the request must be approved by the Wardrobe supervisor prior to the Team Member's shift. Thermal undergarments are appropriate if they are not visible and don't make the uniform appear too small or restrictive.

**Pants:** Unless otherwise specified for a particular uniform, all uniforms are to be worn with black pants. All pants not provided by the Company must be solid black with no stripes, checks or prints and must be approved by the Wardrobe supervisor.

**Belts:** Belts must be worn with any pants with belt loops and must be solid black leather or a leather type material with no trim, and with no ornate or logo belt buckles. Neither



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## ON PROPERTY WHEN WORKING: **APPEARANCE**

the belt nor buckle may be more than 1½ inches wide.

**Closures:** All buttons and/or closures are to remain closed while on duty or in public areas.

**Shoes:** Shoes must be neatly polished and in good repair. Shoes must be a solid black dress shoe or pump or a leather athletic shoe with no logos, insignia, buckles, colored or imprinted laces or other accessories, trim or imprint. Patent leather or cloth, cowboy boots or other type of boots, clogs, flip-flops or platforms more than one inch are unacceptable. Shoes are to be closed-toed and have a back-strap or secured heel (unless approved in writing by the department manager and Human Resources).

**Socks/Hosiery:** All socks must be solid black with no textures or patterns. Hosiery will be off-black in color (or as approved by department Uniform guidelines) with no textures or patterns. Tights or leggings are not permitted.

**Undergarments:** Appropriate undergarments, socks or hose must be worn. Color and style may be specified for certain uniforms. Undergarments cannot be visible through the uniform.

**Jewelry:** Necklaces are to be concealed under the blouse or shirt and should not be visible through the shirt or blouse.

# ON PROPERTY WHEN WORKING: **APPEARANCE**

## **ADDITIONAL APPEARANCE STANDARDS FOR NON-UNIFORMED TEAM MEMBERS**

### **Business Attire for Men**

- Dress shirts with collar
- Business suits, sports jackets, dress slacks
- Ties/belts/dress socks and shoes

### **Business Attire for Women**

- Dresses/skirts no more than 3 inches above the top of the knee, slits no more than 4 inches above the knee
- Business suits
- Blouses
- Blazers or sweater sets
- Pants suits/dress pants (ankle-length)
- Hose/dress shoes

### **Not Acceptable**

- Shorts, city shorts, skorts, capris
- Mini skirts
- Jeans of any color
- T-shirts
- Sneakers or athletic shoes
- Athletic style clothing
- Sweat pants/tops, wind suits or jogging suits
- Stirrup pants or leggings
- Casual sandals, flip flops, clogs, thongs or hiking boots; platforms more than 1 inch in height
- Halter tops, tube tops, sundresses or anything too form-fitting, low cut or revealing
- Hats or caps unless a part of a uniform



ON PROPERTY WHEN WORKING:  
**APPEARANCE**

**ON PROPERTY WHEN NOT IN UNIFORM:** When on property while off duty for training, New Hire Orientation, meetings or coming in to change for work, the following Appearance Guidelines apply: All clothing must be neat and presentable. Clothing may not be torn, damaged or defaced in any way. The following items should be worn: shirts, shoes or strapped sandals and name tag/badge if on property for work-related reasons or back of house services (e.g. HR, Payroll). The following may not be worn: bathing suits, short shorts, thong-type sandals, tube tops, halter tops, tank tops, thin straps, strapless clothing, midriff tops, clothing which displays profanity, vulgarity of any kind, obscene words or pictures.

ON PROPERTY WHEN WORKING:  
**APPEARANCE**

**EXAMPLES OF APPROPRIATE/NOT APPROPRIATE APPEARANCE STANDARDS:**

The following pictures are provided as examples of Appearance Standards for mustaches/beards.

**APPROPRIATE**



**Neatly  
Trimmed  
Goatee**



**Neatly  
Trimmed  
Mustache**



**Neatly  
Trimmed  
Van Dyke**



**Full Beard,  
Well-groomed**

**NOT APPROPRIATE**



**Long  
Shaggy Beard**



**Handlebar  
Mustache**



**Unshaven**



**Chin Patch**

# ON PROPERTY WHEN WORKING: **APPEARANCE**

**EXAMPLES OF APPROPRIATE/NOT APPROPRIATE SHOES FOR ALL TEAM MEMBERS:**  
The following pictures are provided as examples of Appearance Standards for shoes for all Team Members. All Team Members are expected to comply with all guidelines specific to their positions.

## **APPROPRIATE**



**Loafers**



**Black Leather Athletic Shoes**



**Black Leather Casual Shoes**



**Dress Shoes**



**Dressy Sandals**

## **NOT APPROPRIATE**



**Cowboy/  
Cowgirl Boot**



**Combat Boot**



**Hiking Boot**



**Casual Sandals**



**Clogs**



**Mules/Slides**



**Heels higher than  
3 inches, no  
backstrap**



**Ladies Boots**

# ON PROPERTY WHEN WORKING: **ATTENDANCE**

**ATTENDANCE:** Being the best means being on time to provide fast and flawless service every shift. If you are excessively absent or late, you create inconvenience for our guests. In addition, it places an unfair burden on co-workers who may have to perform additional work or may be called in on their day off.

The schedule in each department is designed to provide the best guest service. The Attendance policy is designed to be fair and consistent in recording punctuality and attendance. It is every Team Member's responsibility to notify his/her supervisor at least two hours prior to the start of his/her shift if that Team Member is going to be late or absent. If you do not follow your department call-in procedures, it will result in progressive discipline unless the failure to follow procedure is the result of a legally-protected reason. Being on time means being at your workstation, fully prepared to begin work at your scheduled start time.

The Attendance policy is a point-based system for non-management Team Members. Points are issued in compliance with all applicable state, Federal and local laws.

The Attendance policy for non-management Team Members is based on a 12 point system. Points are accumulated when a Team Member is late, leaves early, is absent from work. A total of 12 points in any 12-month period results in separation of employment. Team Member points do not accumulate for absences, tardies, early departures, or failing to follow proper call-in procedures if the underlying reason is legally protected.

It is your responsibility to notify your supervisor at least two (2) hours prior to the start of your shift if you are going to be late or absent. If you do not follow your department call-in procedures, it will result in progressive discipline. Being on time means being at your workstation, fully prepared to begin work at your scheduled start time.

Incidents will be recorded as follows (See following Page):

# ON PROPERTY WHEN WORKING: **ATTENDANCE**

INCIDENT	POINTS
One Day Absent	1 point*
<b>Consecutive Absences:</b> (Please refer to Leave of Absence (LOA) guidelines under Benefits which may impact whether attendance points are assessed; e.g., points do not accumulate for approved time off protected by federal, state or local law such as absences covered by the Family Medical Leave Act.)	1 point first day ½ point for day following initial day of absence  Total points for 4 consecutive days absent = 1 ½
<b>Patterned Absence</b> (3 incidents creating pattern within 3 months; may include but is not limited to calling off on same days of the week, days before or after days off, days before or after payday, days before or after holiday, etc.)	2 points
<b>Late for Work</b> (Includes returning late from break)	½ point
<b>Leaving Work Early</b> (unless due to business demands or approved in advance)	½ point
<b>Leaving Work before Completing 2 hours of shift</b>	1 point
<b>No Call/No Show - Within the last 50% of shift</b>	6 points
<b>Denied Day Off</b> (formal request for a day off was denied but Team Member calls out as an absence; includes denied Shift Request to switch schedules)	3 points
<b>Mandatory Meetings - absence/lateness/no call/no show</b>	Points apply as above
<b>Training Classes - absence/lateness/no call/no show</b>	Points apply as above
<b>*Designated High Volume Business Days</b> (Defined Below)	Double Points

\* Due to peak volumes, points recorded are doubled for days designated as “High Business Volume Days” unless the reason for the absence, tardy or early departure is legally protected. Departments may identify five (5) days per year as a “High Business Volume Days.” The department will post each such designated High Business Volume Day at least ninety (90) days in advance.

# ON PROPERTY WHEN WORKING: **ATTENDANCE**

## **POINTS ARE NOT RECORDED FOR:**

- Jury Duty
- Bereavement Leave
- Approved Family Medical Leave (please see Family Medical Leave Guidelines) – However, except in the event of unusual circumstances justifying non-compliance, Team Members on intermittent leave must follow proper call in procedures for each shift not worked due to intermittent leave.
- Approved Caesars Medical Leave (please see Caesars Medical Leave Guidelines)
- Approved Personal Leave (please see Personal Leave Guidelines)
- Approved Military Leave
- Documented on-the-job injury
- Pre-approved Paid Time Off (PTO) or Vacation
- Other legally protected leaves of absence under local, state or federal law
- Time taken to care for a family member pursuant to a sick leave statute
- Approved time taken for one's own physical or mental disability, including intermittent time off or related medical appointments
- Additional time off allowed pursuant to a Collective Bargaining Agreement subject to the Team Member following the proper procedures

A Team Member can reduce his/her point total on the 12-month anniversary of an incident; that is, the point(s) for that incident drop off and are no longer counted.

After one-hundred eighty (180) days of perfect attendance, all existing attendance points and counseling notices issued under the attendance policy will become inactive and no longer used for progressive counseling purposes, excluding patterned absences. Team Members on any type of leave will not have the period of leave counted towards fulfillment of the one hundred eighty (180) day requirement.

Hourly Team Members who have accrued PTO are required to use PTO for partial/full-shift absences. Salaried Team Members do not have to use PTO/Vacation for the first three days they call in for an unscheduled absence due to illness or a family emergency in a rolling 12-month period. However, the absences are still counted as unscheduled absences and points will be assessed according to policy.

# ON PROPERTY WHEN WORKING: **ATTENDANCE**

Attendance points are assessed for unscheduled absences per the Attendance Policy, unless the absence is covered by the FMLA or other statute or regulation.

Team Members are responsible for keeping track of their point totals. Written notification should be issued at each point during the orientation period; after the orientation period written notification will be issued at (5) points Documented Coaching, (7) points Written Warning, (10) points Final Written Warning, (12) points Separation of Employment.

Failure to receive written notification is not grounds to avoid receiving discipline up to and including Separation.

The Company reserves the right to review assessment of points in its sole discretion. For example, Team Members will not receive points for legally qualifying disabilities or for any other legally protected reason for an absence.

# ON PROPERTY WHEN WORKING: **USE OF FACILITIES**

Team Members will use the Team Member entrance when going on duty and leaving their shift, unless otherwise authorized. All Team Members should wear their name tag while on property.

## **DEPENDING ON YOUR POSITION, YOU MAY ALSO NEED TO HAVE THE FOLLOWING ITEMS WHEN WORKING:**

**Timeworks Card:** to clock in/out.

**Gaming License:** Issued by the Nevada Gaming Commission, must be obtained for gaming or all positions. It is a condition of your employment to obtain, maintain and renew the appropriate license. If you fail to obtain or renew the required license per the Casino Control Commission, the Company has no alternative under state law but to separate your employment.

**Corporate Enterprise Shared Services** Team Members may also be required to obtain a gaming license in various jurisdictions and therefore the same conditions apply as stated above for Gaming License.

**Alcohol Awareness Certification Card:** If your position requires you to serve alcoholic beverages, authorize complimentary alcoholic beverages, or you are in a management position in Food & Beverage you must obtain an alcohol awareness certification card. All table games Team Members, valet attendants, limo drivers and security team members must also possess this certification.

**Health Card:** In order to work in Food and Beverage and certain Health Club / Spa positions, you are required to possess a health card. You may not be hired into these areas without one, and you must renew your card by the time it expires.

**BACK OF HOUSE OR HEART OF HOUSE (AREAS NOT OPEN TO THE PUBLIC):** A valid Team Member or vendor badge is required for anyone in back of house areas. Visitors must have an escort, visitor's pass, and authorization from a director or manager. Children are not permitted in back of house areas.

**BREAKS/MEAL PERIODS:** Departments will advise Team Members of scheduled break and meal periods. Please immediately advise your supervisor or Human Resources of a missed rest or meal period. Do not skip rest or meal periods without prior authorization.

**CAFETERIA/EDR (EMPLOYEE DINING ROOM):** Our cafeteria/EDR provides you with access to a hot healthy meal and a place to take a break, conveniently located on our property. Meals are free, team members may not carry food out of cafeteria, etc.



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## ON PROPERTY WHEN WORKING: **USE OF FACILITIES**

**FRONT OF HOUSE (AREAS OPEN TO GUESTS):** Team Members may not use guest facilities, including but not limited to guest elevators, guest restrooms, or public phones, while on duty or in uniform unless authorized to do so. Team Members may use public phones in back of house areas while on break.

**ID BADGE:** An Identification Badge is required for clocking in and out, and when on property attending. It is the only identification accepted when registering for Company events, claiming Company gifts and making purchases at the Company Store.

**PARKING:** The Company provides free, convenient parking for Team Members while working (up to one hour prior to shift and one hour after shift). Team Members will park in designated Team Member areas and will display their parking pass if passes are issued.

**PERSONAL INFORMATION:** Any change in personal or dependent status, address, telephone number, dependent benefit eligibility or tax allowances should be reported immediately to your department and Human Resources so records are current. Change of address, telephone number, or court status (except minor traffic violations) should also be reported to the state gaming commission. Out-of-date records may cause loss of work or failure to deliver W-2 forms, important information and emergency messages.

**RESTROOMS:** Team Members should use back of house restrooms and may not use guest restroom facilities while on duty or while in uniform unless previously approved by their manager.

# ON PROPERTY WHEN WORKING: USE OF FACILITIES

**LOST AND FOUND (FOUND MONIES):** Cash, chips, tokens, Fast Cash tickets or other property found anywhere on the premises must be immediately returned to the guest or Team Member to whom it belongs. If the guest or Team Member is not on the premises, or if the owner of the property is unknown, the found item(s) or/money must be turned in immediately to the Security Department or other Department or location if otherwise indicated in the chart below:

CATEGORY OF ITEM DISPOSAL	LENGTH OF HOLD	METHOD OF HANDLING
Clothing, Jewelry, and Other Found Property	30 Days	Return to finder*
Electronics	30 Days	Return to finder only after content wiped clean
Toiletries	None	Dispose of immediately unless part of property recycling program
Medication	None	Dispose of immediately using bio hazard bins
Chips/Tokens found on the Casino Floor	None	Immediately handed to Table Games Manager/Supervisor
Fast Cash Tickets/Tito Tickets	180 Days	Wagering instruments found by Team Members are held in a designated secure location until claimed by the patron or until the instrument expires
Cash Found on Casino Floor, In Room Safes & other "Sensitive Areas of Property" (gaming areas or locked depositories)	30 Days	Provide to Security. Not subject to claim by Team Member.
Contents of Safe Deposit Box	60 Days after expiration of any lease or rental period	Provide to Security. Not subject to claim by Team Member.
Cash found in non-sensitive & non-gaming areas of Property	60 Days after expiration	Return to finder (up to \$500). The remainder will be donated to Employee Crisis Fund
Food, Liquor & other Beverages	None	Dispose of immediately

\*Jewelry and other valuables must be turned into your supervisor or to Security immediately. If you have any questions regarding this Lost and Found policy, please contact Human Resources.

# ON PROPERTY WHEN WORKING: **CLOCKING IN/OUT**

**TIMEKEEPING-CLOCKING IN/OUT:** Accurate timekeeping is important. For this reason non-exempt Team Members are responsible for accurately clocking in and out and immediately contacting a supervisor if there are any discrepancies. Each Team Member is required, on a daily basis, to clock in and out at the start and end of their work (please see “How To Clock In/Out” steps below). As a general rule, Team Members are expected to clock-in with sufficient time to be able to commence work at the start of their scheduled shift time and to clock out promptly at the end of their scheduled end of shift. Please check with your supervisor to determine whether there are additional department-specific guidelines regarding clocking in and out. Sometimes, due to business needs, Team Members may be called upon to work prior to or after their scheduled shift. In such instances, hourly, non-exempt Team Members must be on the clock.

Remember: hourly Team Members are expected to immediately commence work upon clocking in, and to clock out as soon as their work ends. Violations of this policy may lead to progressive discipline.

**In all circumstances, all work performed by hourly Team Members must be recorded as “on the clock.” Working “off the clock” or directing another Team Member to do so may result in discipline up to and including separation of employment.**

Any errors on a Team Member’s timecard should be reported immediately to the Team Member’s supervisor, who will attempt to correct legitimate errors. If a Team Member believes he or she has not been paid properly or in accordance with Company policy, or if any circumstances arise in which the Team Member is requested to perform work contrary to this policy, the Team Member should immediately provide a written or verbal report to Human Resources, a supervisor, or any other member of management. Falsification of any records relating to clocking in/out will be treated as falsification of Company records/theft and may result in immediate separation of employment.

## **How to Clock In**

1. Make sure the clock is displaying the following:
  - Status:** **ONLINE** (This indicates that the clock and host are communicating.)
  - Mode:** **NORMAL** (This indicates that the transaction will be “normal” as opposed to an exception, e.g., No Badge or Job Change.)
  - Select Option:** **?** (This indicates the system is ready for the transaction.)
2. Press the **IN** button to indicate a CLOCK IN transaction.
3. Swipe the Team Member badge (Bar Code facing LEFT).

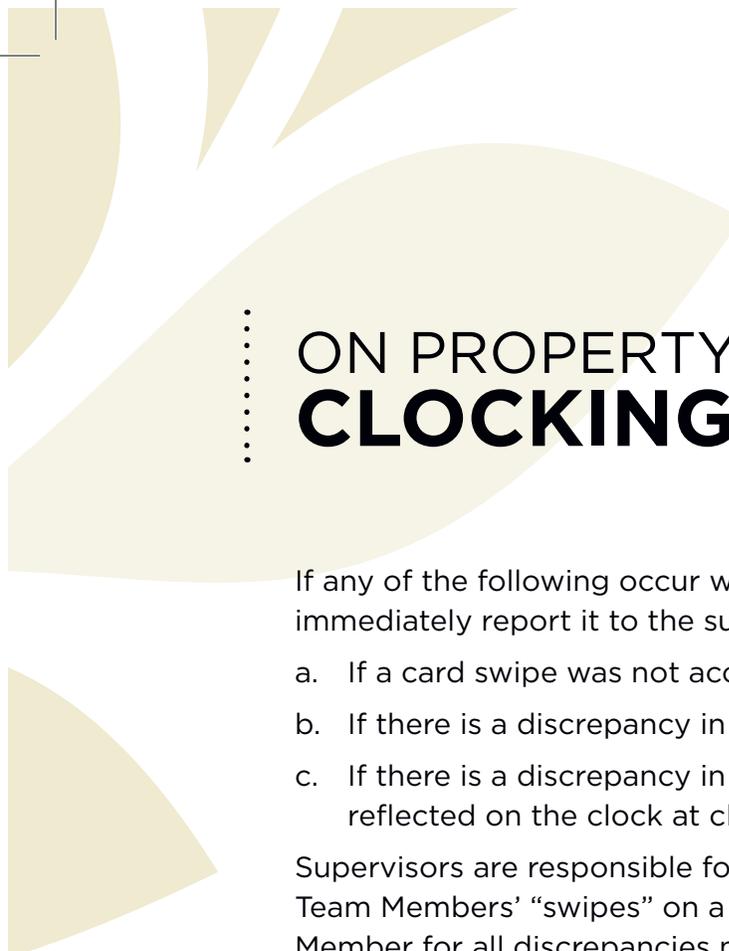
# ON PROPERTY WHEN WORKING: **CLOCKING IN/OUT**

4. Information will be displayed for the Team Member to verify ('Team Member Verification Screen').
5. Verify that all of the information (name, position, date/time) is correct and press ENTER.
6. While the system processes the information, the Team Member may see a message: "Sending, Please Wait..."
7. The message "Clock In Complete" will then display, indicating the transaction has been processed. The clock will return to the "Select Option" screen, indicating it is ready for the next transaction.

## **How to Clock Out**

1. Make sure the clock is displaying the following:
  - Status:** **ONLINE** (This indicates that the clock and host are communicating.)
  - Mode:** **NORMAL** (This indicates that the transaction will be "normal" as opposed to an exception, e.g., No Badge or Job Change.)
  - Select Option:** **?** (This indicates the system is ready for the transaction.)
2. Press the **OUT** button to indicate a CLOCK OUT transaction.
3. Swipe the Team Member badge (Bar Code facing LEFT).
4. The following information will display for the Team Member to verify ('Team Member Verification Screen').
  - (**REGULAR:** Total number of Regular Hours/Minutes calculated for this shift.)
  - (**OVERTIME:** Total number of Overtime Hours/Minutes calculated for this shift)
5. Verify that the information is correct and press ENTER. (Note: If the Team Member does NOT agree with the information, s/he should press NO and contact a supervisor.)
6. While the system processes the information, the Team Member may see a message: "Sending, Please Wait..."
7. The message "Clock Out Complete" will then display, indicating the transaction has been processed. The clock will return to the "Select Option" screen, indicating it is ready for the next transaction

When clocks are off-line, you may swipe in/out but you must use the same clock for both transactions. The system will not display the Team Member's name, although time information is stored.



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## ON PROPERTY WHEN WORKING: **CLOCKING IN/OUT**

If any of the following occur with respect to a time clock, the Team Member must immediately report it to the supervisor:

- a. If a card swipe was not accepted,
- b. If there is a discrepancy in the time worked displayed, and actual hours worked,
- c. If there is a discrepancy in the job/department classification worked and that reflected on the clock at clock in.

Supervisors are responsible for reviewing, verifying, and editing each of their assigned Team Members' "swipes" on a daily basis. Each supervisor must follow up with the Team Member for all discrepancies noted, i.e. time variations for early or late swipes, failure to clock in, etc. If the time is not reflected accurately, or a card swipe continues to fail, then supervisors are responsible for correcting the time immediately on-line.

Adjustments resulting from a Team Member's failure to clock in/out or verify time worked will be added to the next regularly scheduled paycheck, or as otherwise required by applicable law. If the adjustment hours exceed 16, the adjusted hours will be paid on an on-demand check.

# ON PROPERTY WHEN NOT WORKING: **USE OF FACILITIES, GAMBLING**

Our guests have priority in using our facilities. Off duty Team Members are welcome to visit the property as a guest, preferably during non-peak business hours.

- Visits are permitted as long as you are not in uniform.
- Team Members may visit public lounges, restaurants, casino and other public areas while off duty. When using any of the facilities as a guest you must remain in public areas and may not enter back of house or Team Member areas.
- Even though off duty, you are expected to conduct yourself in a manner consistent with the Conduct Standards.
- Please ensure you review the Gambling policy (below) prior to visiting the property.
- Team Members may drink alcohol responsibly and in moderation when visiting as a guest, out of uniform.
- Cafeteria/Employee Dining Room (EDR): Team Member cafeterias and lounges are for Team Members only on scheduled working days, from one hour before to one hour after their shift. Off duty Team Members are not allowed in back of house areas unless attending work-related functions being held in those areas (for example, company-sponsored biometric screenings) or attending to personal work-related matters (for example, visiting Human Resources).

## **GAMBLING:**

### **1. Gambling by Team Members:**

- a. If you are employed in any of the following roles, you may not gamble at any property affiliated with Caesars Entertainment Corporation (owned or managed). Directors/above (at either corporate or property entity level) members of the Board of Directors, Internal Auditors, Corporate Information Technology Team Members, Surveillance Team Members, Team Members holding a key Team Member license, registration, permit or any other Team Members who work in departments or jurisdictions that have additional restrictions.

Any Team Members in a Director position or higher or who meet the Nevada-specific thresholds listed in (d) below should not play live poker at any Caesars Entertainment Corporation affiliated property, nor should they play online poker in Nevada. Any individual who is employed by Caesars Interactive Entertainment (CIE) also is prohibited from playing online poker on the CIE website (exception: casino Team Member tournaments or charitable poker tournaments (live or online) where 100 percent of the proceeds from all buy-in amounts are donated to a non-profit charitable organization).

## ON PROPERTY WHEN NOT WORKING: **USE OF FACILITIES, GAMBLING**

- b. Unless noted above, Team Members who are at least 21 years of age may gamble at our property. However, you may not gamble in the department in which you work.

When gambling at any Caesars Entertainment Corporation affiliated property, the following standards apply:

- You must be 21 years old or older
  - You must be off duty and out of uniform
- c. You must use good judgment and follow our Company Conduct Standards. If you meet any of the following criteria, you are not permitted to gamble at Caesars Entertainment properties in Nevada and Mississippi:
- In Mississippi if you earn over \$60,000 per year (excluding tips)
  - In Nevada regulations prohibit Team Members from gambling at a Caesars property in any jurisdiction if: 1) you earn over \$400,000 per year (excluding tips) including the value of all salaries, bonuses, other taxable benefits and deferred compensation; 2) you have authority to grant credit, approve credit limits, approve rim credit, or recommend or approve a write-off or settlement of a credit instrument; or 3) you are listed as a “qualifying Team Member” in the company’s key Team Member report, which is filed with the Nevada Gaming Control Board.
  - In Nevada if you manage one or more of the following types of departments or functions of the non-restricted operations including: Accounting, Food and Beverage, Casino cashiering, Credit and/or Collections, Human Resources, Internal Audit, Security, Surveillance, Entertainment, Sales and Marketing.
  - In Nevada and Mississippi if you have authority to do one or more of the following in your current job at your home property:
    - Hire or fire gaming Team Members
    - Supervise a shift of gaming or security activity
    - Participate in the count more than one day a week
    - Have authority to approve or extend complimentary services on a discretionary basis (other than beverages only)
    - Supervise control of gaming assets, revenues or record keeping
    - Formulate management policy either individually or as part of a group.

# ON PROPERTY WHEN NOT WORKING: **USE OF FACILITIES, GAMBLING**

d. Team Members may not wear our uniforms when gambling at any casino, including competitors. If you are unsure which rules apply to you, check with Human Resources before deciding to gamble.

## **2. Team Members' Participation in Promotions/Tournaments:**

- a. Team Members may participate in Team Member-only tournaments.
- b. Where allowed by law, Team Members may play in guest daily poker tournaments but may not play in any World Series of Poker or televised company tournament or event (other than company-sponsored Team Member events).
- c. Other than as noted above, Team Members may not participate in Company promotions or tournaments and may not attend guest functions as a guest.

## **3. Team Members' Use of Total Rewards Cards/Benefits:**

- a. You can have a Total Rewards Card unless your job duties include the opening and/or adjustment of a Total Rewards account.
- b. You may use a Total Rewards Card and/or redeem Total Rewards benefits you have earned (including but not limited to cash back, comps). You may not accept Total Reward comps, cash back, gifts, tournament winnings, prizes or promotional gifts from guests.

## **4. Family Members Gambling:**

- a. Your family members may gamble at your property unless you are a Director or above. Be sure that you do not provide gambling or cashiering services, benefits or privileges to any relative or any person sharing the same residence.
- b. If you are a Director or above, your spouse, child or anyone sharing the same residence with you may not gamble at the property at which you work.
- c. If you are a member of the Caesars Corporate Senior Management Team, your spouse, child or anyone sharing the same residence with you may not gamble at any Caesars Entertainment property. (This generally includes leaders who report directly to the President of the Company. It does not include property SVPs or General Managers.)



ON PROPERTY WHEN NOT WORKING:  
**USE OF FACILITIES, GAMBLING**

5. **Family Members Participating in Promotions and Tournaments:** Family members of Team Members are welcome to participate in promotions and tournaments except:
  - a. If you are a Director or above, your spouse, child or anyone sharing the same residence with you may not participate in promotions or tournaments.
  - b. If you are involved in coordinating/executing promotions or tournaments, your spouse, child or anyone sharing the same residence with you may not participate in promotions or tournaments.

# PAID TIME OFF AND PAY

## PAID TIME OFF

**PAID TIME OFF:** It's important to take time away from work to rest, relax and rejuvenate. Paid Time Off (PTO) provides team members the ability to work with their supervisor in scheduling paid time off for vacations, special days off, wellness, illness, or alternate dates for celebrating holidays.

PTO is available to all part-time and full-time hourly and salaried team members.

The rate of PTO accrual is based on length of service with the Company and regular hours worked. Available PTO hours are listed on your paycheck.

PTO request forms are available in your department and should be submitted to your supervisor at least two weeks prior to the requested dates. It is always a good idea to request PTO time as far in advance as possible. PTO requests may be denied based upon anticipated business demands (including designated High Business Volume Days) and previously approved PTO requests. Please note that some department guidelines may require that PTO requests be submitted more than two weeks in advance. All PTO is subject to manager approval.

Jury Duty and Bereavement Leave are not part of PTO and will not reduce the number of PTO days available. PTO is earned while on Jury Duty or Bereavement Leave if the Team Member is being paid during the time off.

Team Members will use PTO to receive pay for days they call in sick (please note that attendance points may still apply per the attendance policy). Team Members also may use PTO to supplement Short-Term Disability pay. If an Team Member requesting a Personal Leave of Absence has accrued PTO, he or she must use the PTO while on that Personal Leave of Absence.

Team Members who transfer to a sister property may transfer unused PTO to their new location (except Harrah's Cherokee) and will move onto the plan at the new location (exceptions include union employees who transfer into a non union role in the Las Vegas Region or employees who transfer from a PTO eligible status to a non PTO eligible status; the PTO hours will not transfer)..

# PAID TIME OFF AND PAY

## PAID TIME OFF

PTO accrual is based on hours worked since the prior award date, subject to a per pay period cap. PTO time used counts towards accrual. Please see Human Resources for additional information.

Maximum awards for full-time Team Members are:

Hourly and Salaried (non-management) Team Members:

LENGTH OF SERVICE	TIME OFF AWARDED
6 months	7 days (56 hours)*
1 year	14 days (112 hours)*
2 - 5 years	19 days (152 hours)*
6 - 11 years	24 days (192 hours)*
12+ years	29 days (232 hours)*

\* Based on working an average of 40 hours per week

Subject to state law and applicable collectively bargained agreements, unused PTO does not carry over from year to year and is forfeited upon separation of employment.

PAID TIME OFF AND PAY  
**PAID TIME OFF**

**MANAGEMENT TEAM MEMBERS**

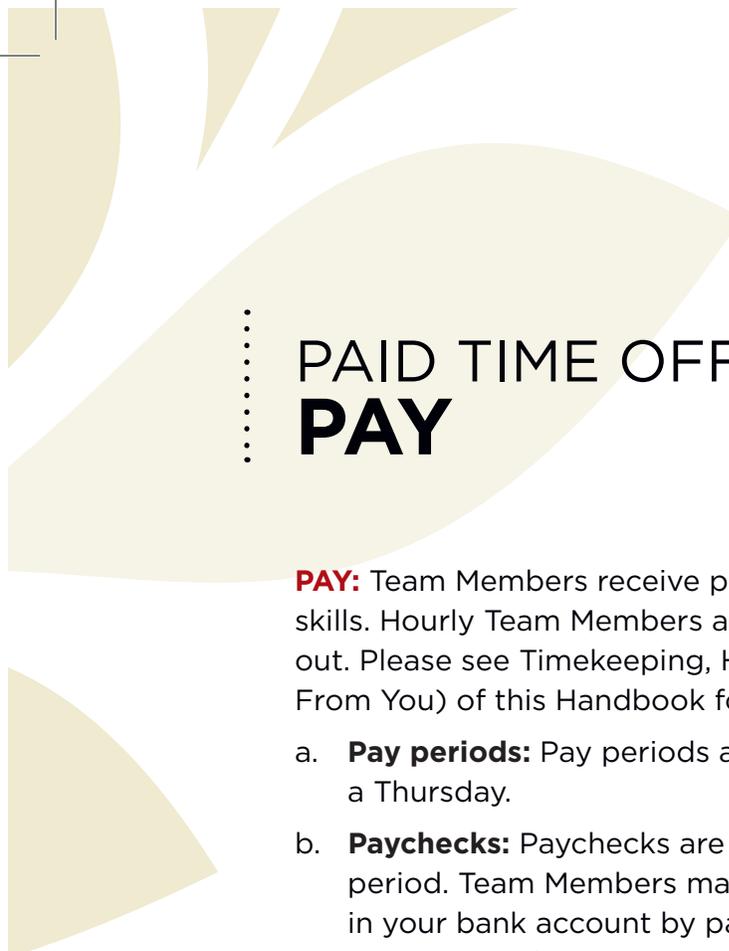
**HOLIDAYS:** Managers are provided with 7 paid holidays (or alternate days if working the holiday): New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

**VACATION:** Vacation is awarded on January 1 each year.

LENGTH OF SERVICE	TIME OFF AWARDED
< 1 year	2 weeks*
1 - 3 years	3 weeks
4 - 13 years	4 weeks
14+ years	5 weeks

\*Vacation awards are pro-rated for new hires. Once awarded, Vacation should be taken before the next award period. Unused Vacation will not be carried over nor will it be paid out upon separation regardless of the reason for separation (except where required by state law).

Vacation request forms should be submitted to your supervisor at least two weeks prior to the requested dates. It is always a good idea to request Vacation time as far in advance as possible. Vacation requests may be denied based upon anticipated business demands and previously approved Vacation requests. Please note that your department guidelines may require that Vacation be submitted prior to two weeks. All Vacation is subject to leader approval. Leaders may block certain seasonal or peak times deemed as unavailable for Vacation and they may otherwise limit Vacation slots.



## PAID TIME OFF AND PAY **PAY**

**PAY:** Team Members receive pay that is commensurate with their experience and job skills. Hourly Team Members are paid based on hours recorded as clocked in / clocked out. Please see Timekeeping, How to Clock in and Out in Section 2 (What We Expect From You) of this Handbook for additional information.

- a. **Pay periods:** Pay periods are biweekly beginning on a Friday and ending on a Thursday.
- b. **Paychecks:** Paychecks are issued on Thursday one week after the end of each pay period. Team Members may use convenient direct deposit so that funds are securely in your bank account by pay day. Your payroll department works hard to assure that you receive the correct amount of pay on the scheduled payday. Tell your supervisor immediately if there is a discrepancy in your paycheck.
- c. **Overtime:** From time to time, Team Members may be expected to work overtime. Overtime may be mandatory based on business needs at the manager's discretion, and a reasonable amount of overtime is an essential function of the job.
  - Non-exempt Team Members will be paid time and one-half (1½) their regular rate of pay for all authorized hours worked over 40 hours in the scheduled work week of seven consecutive days (Friday through Thursday).
  - PTO days, Bereavement Leave, Jury Duty pay (non-exempt Team Members) and other non-work time are not considered as "hours worked" for purposes of computing overtime.
  - Overtime pay for Team Members covered by a Collective Bargaining Agreement will be paid in accordance with the terms of the applicable agreement.
- d. **Training Pay:** Non-exempt Team Members required to attend training will be paid at their primary rate of pay, or tipped training wage, for the actual length of the training and/or meeting. If attendance at training or a meeting is voluntary, Team Members may not be paid.

## PAID TIME OFF AND PAY **PAY**

- e. **Salary Pay:** An exempt Team Member will receive his or her salary for any week in which any work is performed, subject only to deductions permitted by the Fair Labor Standards Act. Deductions from pay are permissible (i) for absences from work for one or more full days for personal reasons other than sickness or disability; (ii) for absences from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to sickness or disability; (iii) to offset amounts Team Members receive as jury or witness fees, or for military pay; or (iv) for unpaid disciplinary suspensions for one or more full days imposed in good faith for violations of workplace conduct rules. Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance; or for weeks in which an exempt Team Member takes unpaid leave under the Family and Medical Leave Act. Partial or full day deductions from salary may be made for unpaid FMLA leave. It is Company policy to comply with the salary basis requirements of the FLSA. We prohibit any improper deductions from the salaries of exempt Team Members. If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor or Human Resources so that any inadvertent error can be corrected.

Reports of improper deductions will be promptly investigated and if it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

For more information, talk to your supervisor or visit My Payroll Online by going to the Company intranet, inSite, and click on Payroll under Tools and Resources or at <https://caesars.docagent.net>



PAID TIME OFF AND PAY  
**PAY**

**SCHOOL ACTIVITIES LEAVE:** If you are a parent, guardian or custodian of a child in kindergarten or grades 1-12, inclusive, and wish to take unpaid time off to attend certain school-related activities of your child, you may take off up to four hours each school year per child under the terms of this policy. Activities that qualify for leave under this policy include parent-teacher conferences, school-related activities during regular school hours, volunteering or involvement at school, or attendance at other school related-events.

If you wish to take such leave you must give written notice to the Company at least 5 school days in advance of your planned absence. Time off under this policy must be requested on the appropriate form and approved by your supervisor. Leave must be taken in increments of one hour. Following your leave, the Company requires documentation from the school noting the date and time of your visit and its purpose.

Time off under this policy is unpaid. You may, however, utilize existing accrued paid time off while taking leave under this policy.

**SCHOOL LEAVE (SCHOOL CONFERENCES OR EMERGENCY):** If it is necessary for an Team Member who is the parent, guardian or custodian of a child to attend a conference requested by a school administrator or respond to notice from the school of an emergency regarding his or her child, the Team Member should alert his or her supervisor as soon as possible so that alternative arrangements may be made. No disciplinary action will be taken against the Team Member for taking time off for this purpose. Such time off is unpaid. You may, however, utilize existing accrued paid time off while taking leave under this policy.

The Company requires documentation from the school noting the date and time of your visit and its purpose upon your return to work.

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**IMPORTANT  
PHONE NUMBERS**



ON THE JOB		
Benefit	Eligibility	Where to get more info
Bereavement Leave	90 days/Full-time	Your supervisor or Human Resources
Board of Review	90 days hourly, 6 months salaried	Human Resources
Communication	Date of hire	Your supervisor, communication boards
Employee Opinion Survey	Date of hire	Your supervisor or Human Resources
Employee Referral (if available)	Full-time and part-time Team Members, as needed and posted	Human Resources
Performance Awards	Date of hire	Your supervisor or Human Resources
Supervisor Feedback Survey	90 days	Your supervisor or Human Resources
Total Return Credits (when service goals are met)	Eligible Team Members who work at least 25% of hours in a quarter and have not received a Final Written Warning within the quarter	CaesarsTotalReturn.com or call 1-866-666-9418
Training and Development	Date of hire	Your supervisor or Human Resources

OFF THE JOB		
Resource	Eligibility	Where to get more info
InTouch Credit Union	Date of hire	1-800-337-3328
Educational Assistance	6 months/Full-time	Human Resources or 1-877-511-4748
Employee Assistance Program	Date of hire	1-888-886-2404
Employee Service Center (Leave of Absence, PTO/ Vacation questions)	Date of hire	877-511-4748 (phone) 702-794-3385 (fax)
Employee Store	Date of hire	Employee-Store.com/Harrahs or call 1-800-232-2633
Health/Dental/Vision	90 days (hourly); Day 1 (salaried)	1-866-236-3487
HERO Community Service	Date of Hire	Human Resources
Hotel Discount	Eligibility: 90 days	Human Resources
Jury Duty	Full and part-time Team Members	Your supervisor or Human Resources
Matching Grants	One year/Full-time	Community Relations, 1-702-407-6531
Paid Time Off/Vacation	See PTO/Vacation in Index	Your Supervisor or Employee Service Center
Retirement / 401K	Immediately	Caesars.BenefitsNow.com or call 1-866-BEN-FITS

REASON FOR TELEPHONE CALL	NAME	TELEPHONE NUMBER / EXTENSION
Main phone number for our property	Rio All-Suite Hotel & Casino	702-731-3311
To obtain special instructions during emergency situations or inclement weather and road conditions	Your supervisor Weather Hotline	Obtain from your supervisor Emergency situations that would close the property: 1-800-488-OPEN (6736)
To report an emergency situation	Security	702-794-3150 (General) 611 (Emergency)
To report an area that needs housekeeping, EVS or facilities attention	Facilities (non-hotel) Housekeeping (hotel)	702-352-7829 702-281-5021
To anonymously report behavior that is unethical, illegal or unsafe	The Ethics and Compliance Hotline (Doing What's Right)	1-877-450-5199
To ask questions about Leave of Absence, PTO/Vacation	Employee Service Center	877-511-4748 (phone) 702-794-3385 (fax)
To respond to a media inquiry (Team Members may not speak to the media on behalf of the Company)	Communications Manager	lvcommunications@caesars.com
To obtain information about casino licenses, change of address, employment verifications or other Personnel related information	Human Resources	702-733-3235
To purchase various household articles at discounted prices	Employee Store	1-800-232-2633
For Team Members to request a duplicate W-2 form	W-2 Hotline	Caesars.DocAgent.net or call 1-877-325-9239
To call in sick	Department Supervisor	
Computer Support Line	Help Desk	1-877-438-4457
Problem Gaming Hotline	Referring customers who are seeking assistance and/or information on problem and pathological gambling	1-800-522-4700

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# ACKNOWLEDGEMENT

## RECEIPT OF TEAM MEMBER HANDBOOK

I acknowledge having received a copy of the Rio All-Suite Hotel & Casino Team Member Handbook effective May 1, 2015.

I understand I am responsible for complying with these policies and procedures. I understand it is my responsibility to read the Handbook carefully and ask questions of my supervisor or the Human Resources Department if there is information I do not understand.

I understand that nothing contained in the Handbook is intended to create a contract of continued employment or benefits. I also understand that, unless I am covered by a Collective Bargaining Agreement providing to the contrary, I am employed at will, which means that I have the right to separate my employment at any time, and the Company has the same right, with or without cause. Only the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative, has the authority to enter into an agreement that alters the at-will relationship and then only in writing signed by the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative. Any employment decision regarding Team Members represented by a labor organization will be subject to the parties' Collective Bargaining Agreement.

I understand this Handbook represents only current policies, procedures, regulations and benefits, and that the Company may make changes in them or in other policies, procedures, regulations and benefits from time to time, with the exception of the at-will policy.

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
(Print: First, Last)

Team Member ID #: \_\_\_\_\_

Team Member's Department: \_\_\_\_\_

Signature: \_\_\_\_\_

A large, stylized graphic of a plant branch with several leaves, rendered in a light beige color against a darker beige background. The leaves are elongated and pointed, with smooth, curved edges. The branch starts from the bottom right and extends towards the top left.

ENTERTAINING  
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