



GAMING COMPLIANCE

Gaming Update

January 10, 2024





GAMING COMPLIANCE

Sports Betting Update



Approved Operators

Sports Betting Operator	Date of First Wager
Betfair Interactive US, LLC (d/b/a FanDuel)	January 20, 2021
Crown Virginia Gaming, LLC (Draft Kings)	January 24, 2021
BetMGM, LLC	January 27, 2021
Rivers Portsmouth Gaming, LLC d/b/a Rivers Casino Portsmouth	January 27, 2021
Caesars Virginia, LLC	February 3, 2021
WSI, US LLC	March 9, 2021
Unibet Interactive, Inc.	April 28, 2021
Penn Sports Interactive, LLC	August 10, 2021
Bally Interactive	November 24, 2021
Colonial Downs Group, LLC	December 15, 2021
HR Bristol, LLC	March 31, 2022
VHL, VA LLC a/k/a 888	May 9, 2022
Digital Gaming Corporation VA, LLC	May 17, 2022
DC Sports Facilities Entertainment, LLC	December 19, 2022
Hillside (Virginia), LLC a/k/a Bet365	January 31, 2023
Betr VA, LLC	September 6, 2023
PlayLive Virginia, LLC	October 13, 2023

Sports Book Operator Changes



- WSI US, LLC (Wynn) has completed its closure in Virginia.

- In November 2023, Unibet informed the Lottery that they intend to close their sportsbook in March 2024.
 - Currently working with Unibet on their closing plan.



Sports Betting Renewals

First Four-Month Period in CY 2024

- Eight Permit Holders are up for renewal:

Permit Holder	Expiration Date	Current Status
Betfair Interactive (FanDuel) in conjunction with the Commanders	January 19, 2024	Under Review
Crown Virginia Gaming, LLC (DraftKings)	January 23, 2024	Under Review
BetMGM, LLC	January 23, 2024	Under Review
Rivers Portsmouth Gaming, LLC	January 25, 2024	Renewed
Caesars Virginia, LLC	January 26, 2024	Renewed
Bally's Interactive, LLC	March 14, 2024	Under Review
Penn Sports Interactive, LLC	March 14, 2024	Under Review
Unibet Interactive, Inc	April 20, 2024	Will surrender permit

Sports Betting Renewals

First Four-Month Period in CY 2024

Eight Suppliers are up for renewal:

Supplier	Expiration Date	Current Status
IGT	January 19, 2024	Renewed
GeoComply	January 19, 2024	Renewed
Sports Information Services, Ltd	January 25, 2024	Under Review
RSI, VA LLC	January 25, 2024	Under Review
American Wagering	January 26, 2024	Renewed
Neogames Solutions	January 26, 2024	Under Review
NYX Digital Gaming (USA), LLC	March 3, 2024	Waiting for applications
Boyd Gaming	March 21, 2024	Waiting for applications

Sports Betting Renewals

First Four-Month Period in CY 2024

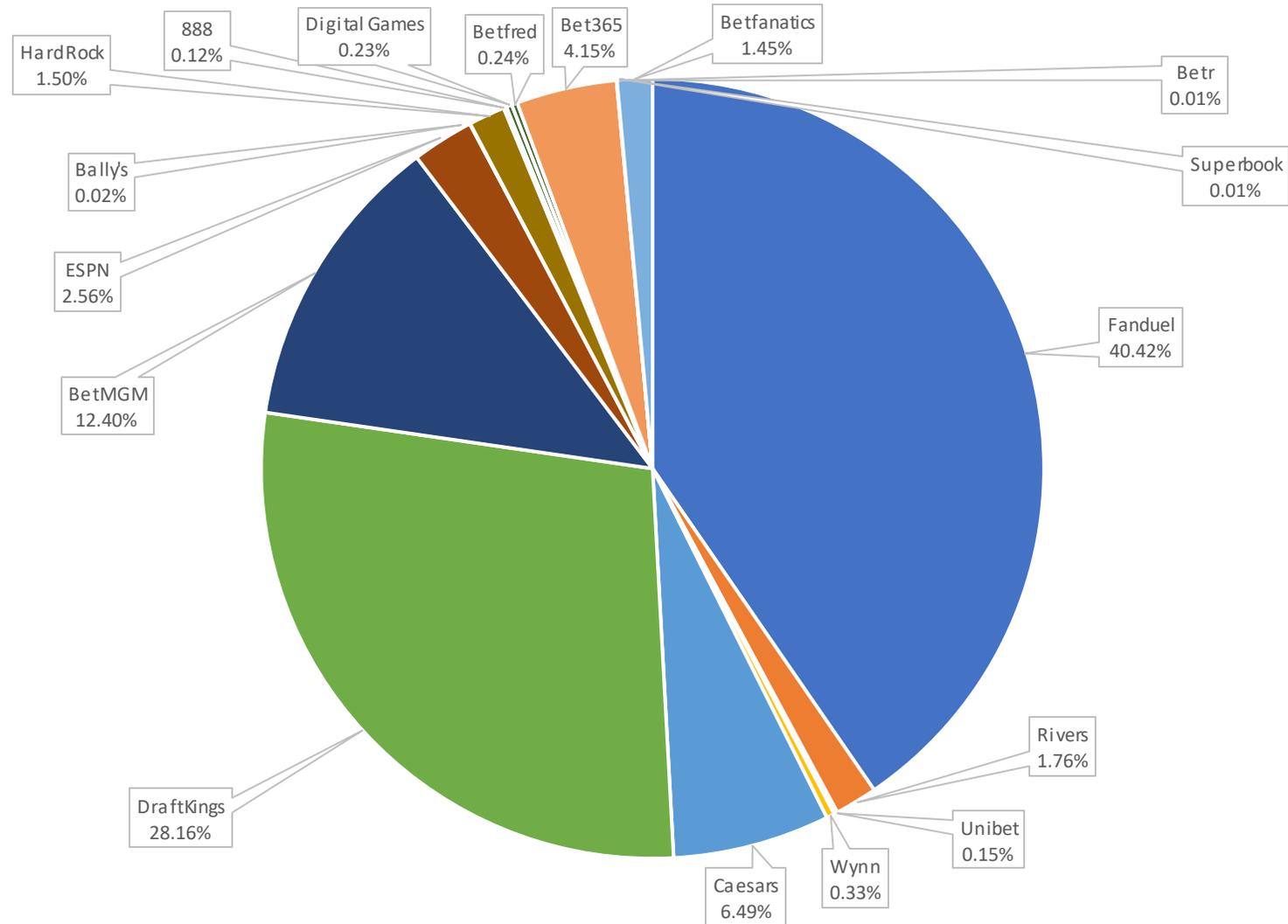


Vendor renewals:

- 78 Vendors are up for renewal during the first four months of calendar year 2024.
- Failure to renew their registration will result in them not being able to conduct business in the Commonwealth with licensed permit holders.

Market Share by Operator

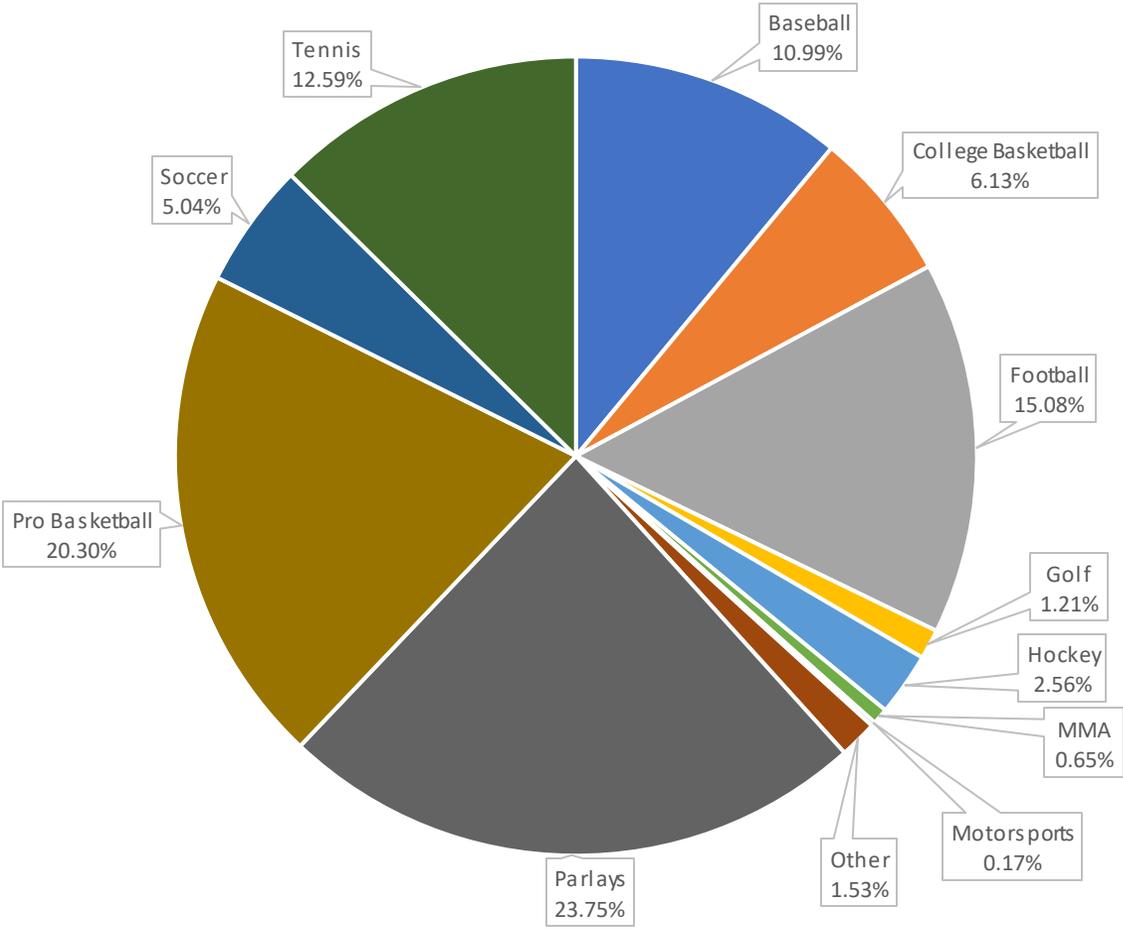
January 2023 to November 2023



VIRGINIA LOTTERY

Total Wagers by Sport

January 2023 to November 2023



VIRGINIA LOTTERY



GAMING COMPLIANCE

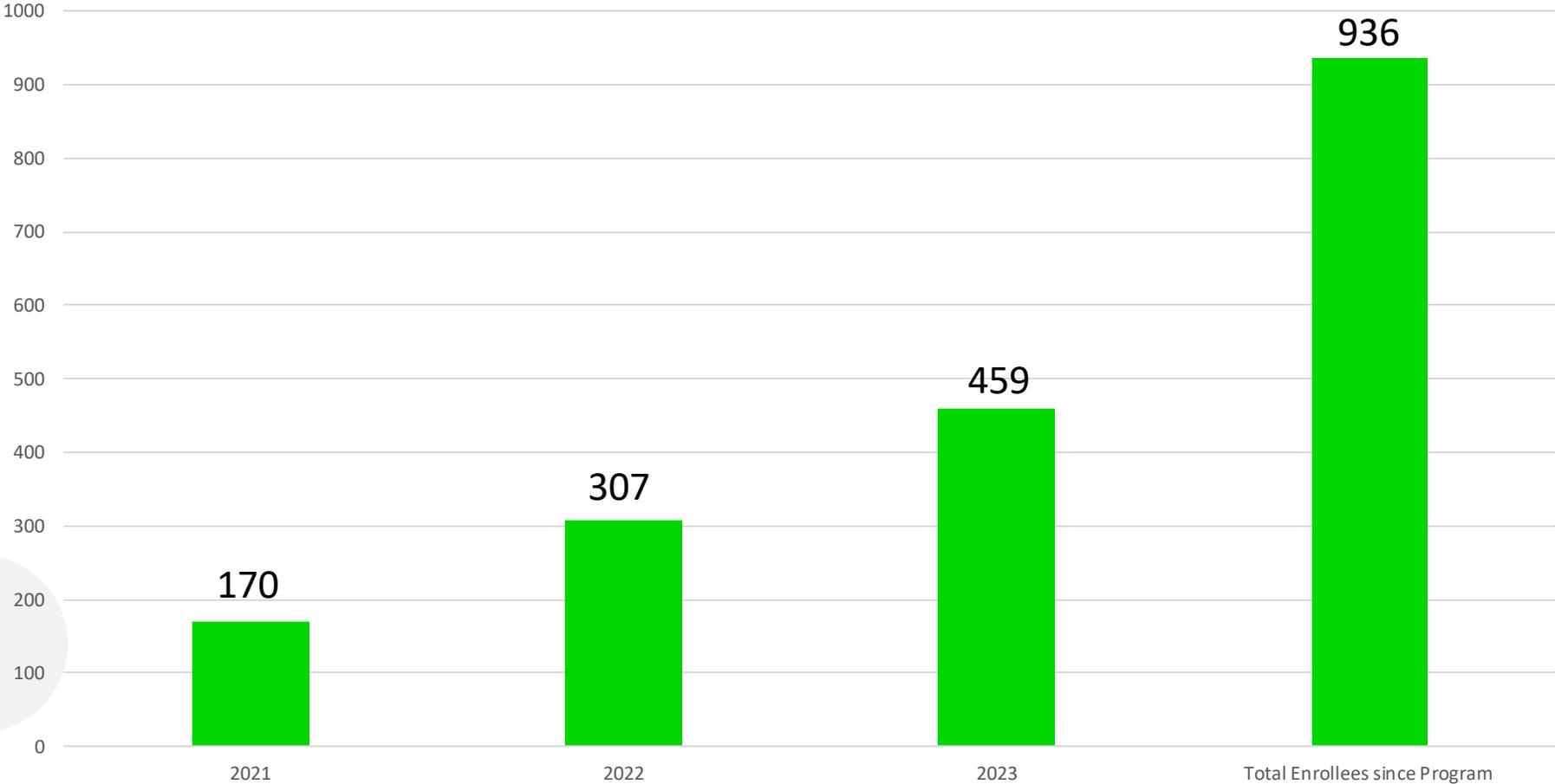
Voluntary Exclusion Program Update



Voluntary Exclusion Program

Total Program Enrollment – 936 (Active & Inactive)

- ** as of December 31, 2023*



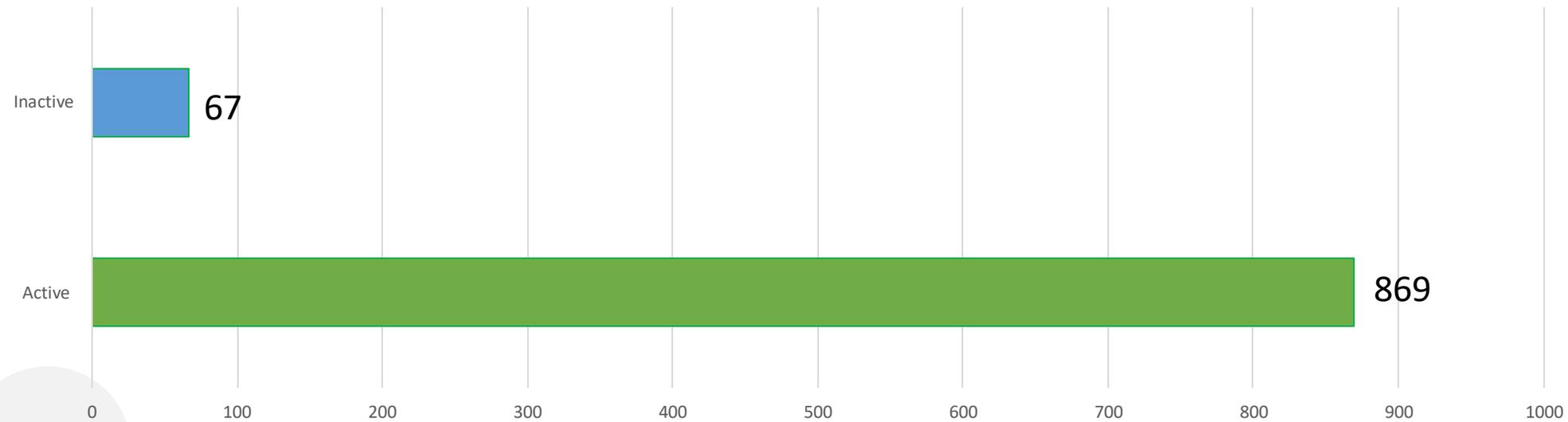
VIRGINIA LOTTERY

Voluntary Exclusion Program

Active and Inactive Exclusion Period based on Total Enrollment – 936



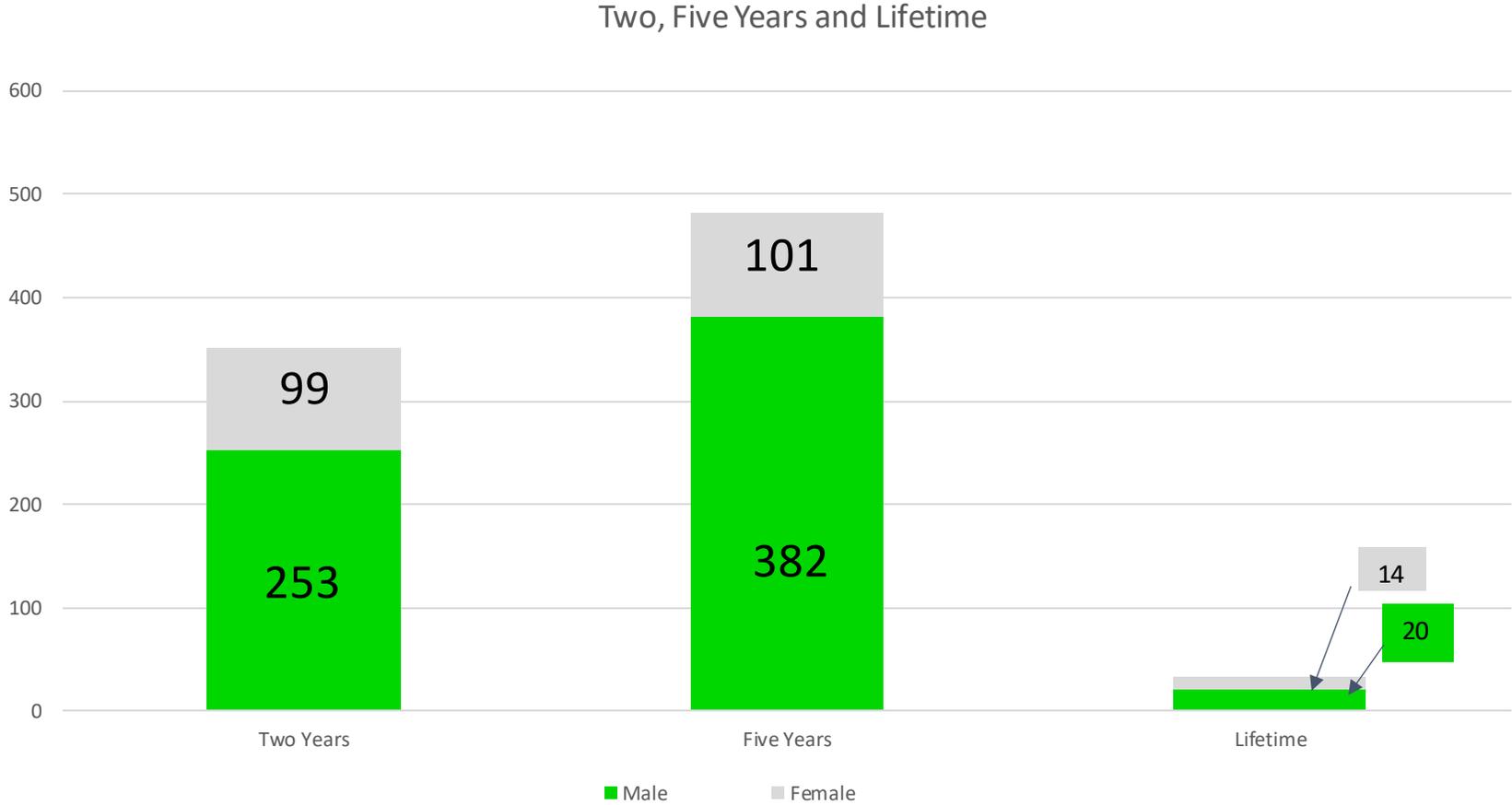
- Data as of December 31, 2023



Voluntary Exclusion Program

Exclusion Period Breakdown by Gender (as of December 31, 2023)

Total = 869

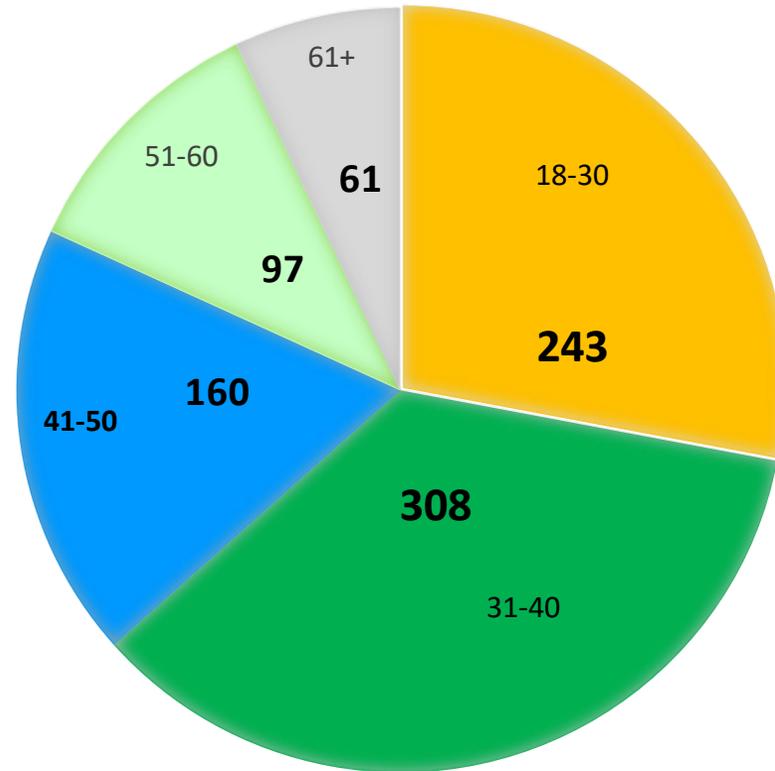


Voluntary Exclusion Enrollees By Age

Data as of December 31, 2023

Total = 869

Age Ranges 18-30 31-40 41-50 51-60 61+





GAMING COMPLIANCE

Casino Update



Service Permits Issued as of 1/6/2024

Service Permits

Type	# Approved as of January 6, 2024	Increase since October 2023	% Increase since October 2023
Gaming and Non-Gaming	5,431	581	12%
Vendors	559	50	10%



Supplier Permits Issued as of 1/6/2024

Supplier Permits

Type	# Approved as of January 6, 2024	Increase since October 2023	% Increase since October 2023
Key Manager	106	3	3%
Manufacturer	20	0	0%

The number of manufacturers in the gaming industry is limited; therefore, there has been no additional manufacturer applications received.



Hard Rock Casino Bristol

Within the last quarter, approved the receipt of 25 new games and approved 11 change requests which involved a total of 225 games.

Meeting monthly with Hard Rock to prepare for the opening of the permanent casino this summer.



Rivers Casino Portsmouth

Continuing to work with Rivers on day-to-day operations.

During the last quarter, approved the receipt of 25 new games and approved 9 change requests involving 370 total games.



Caesars Danville

During the last quarter, approved the addition of 4 new games and approved 15 change requests involving 277 games.





VA Lottery January 10, 2024



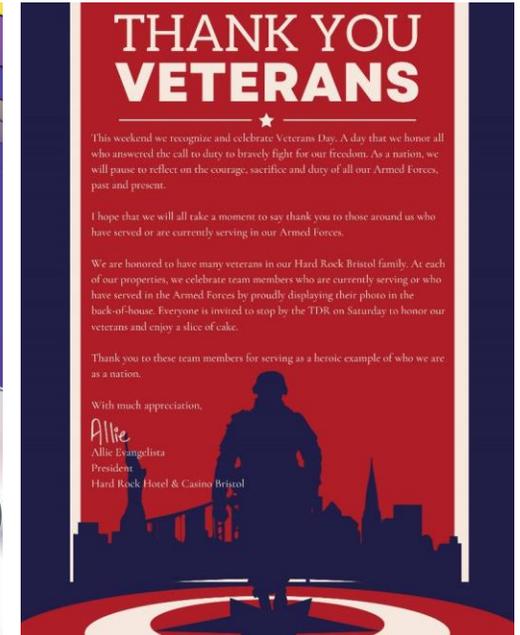
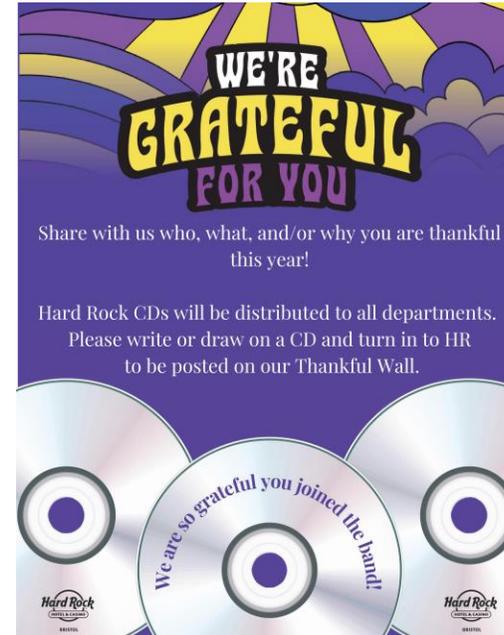
By the Numbers

- Jackpots paid in 2023
✓ **\$127,352,066**
- Jackpots paid since opening of the property in July 2022
✓ **\$172,275,005**
- Gaming Taxes paid in 2023
✓ **\$28,915,524**
- Gaming Taxes Paid since Opening of property in July 2022
✓ **\$42,656,669**
- Charitable Contributions made in 2023
✓ **\$406,601**
✓ **819 hours of volunteer work/community event participation**
- Charitable Contributions made since opening of the property in 2022
✓ **\$693,156**
✓ **969 hours of volunteer work/community event participation**



Team Member Engagement

- **Rocker and Producer of the Quarter Luncheon and Awards**
- **Grateful for You: Engagement Wall & CDs for Team Member Thank You Notes**
- **Veteran's Day Celebration with signed cards, gift and pin. Missing Man table.**
- **Leadership Series: Guestology Training**
- **All In Meetings with Executives: Toast with Yost – Cash Cube Fun!**
- **Free Turkeys to all TMs for Thanksgiving given away by Executive Team with hot cider & treats**
- **Bristol Christmas Parade float**



Community Engagement

- Bristol, VA PD Trunk or Treat Candy Drive
- Tri-Cities Walk to End Alzheimer's
- United Way Celebrity Bagging
- 200 turkeys donated to Feeding SWVA



Community Engagement

- \$10,854.50 to **Kari's Heart Foundation** from HR Team Members
- \$4,000 to **Bristol Regional Speech & Hearing Center** from HR Team Members
- \$4,067.18 to **Feeding SWVA** from HR guests
- \$14,535 to **Speedway Children Charities** from HR Team Members

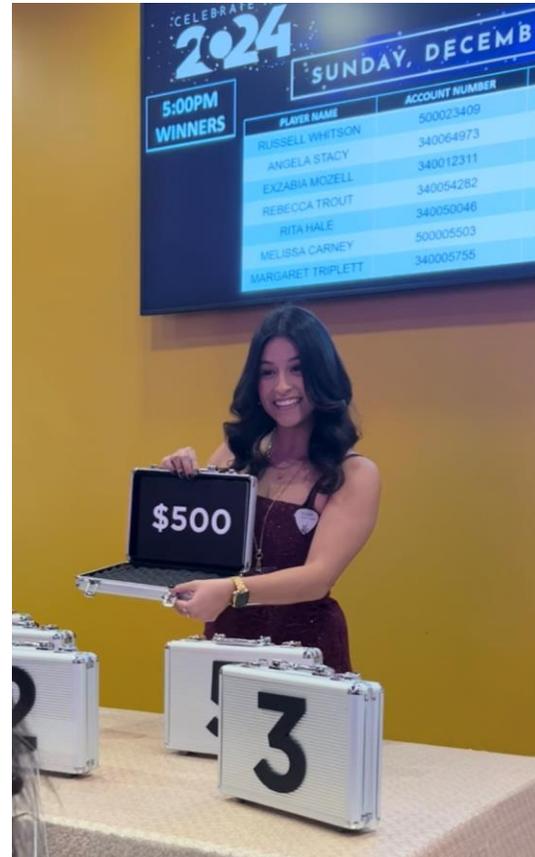


- Household items donated to **Tri-Cities Apartment Association in Operation Christmas** from HR Team Members
- Over 1,000 toys donated to **Toys for Tots** by HR guests



New Year's Eve





New Year's Eve



Workforce Demographics

we are
Diversity, Equity & Inclusion

BE SEEN
SELF-IDENTIFICATION

We invite you to be seen and recognized by updating your Personal Information.

Scan to BE SEEN

Together, you are making our company a place where everyone feels that they belong and are comfortable being themselves.

Demographics	Goal
Women:	45% Women TMs
Current: 42% (231 TMs)	
Minority	25% Minority TMs
Current: 20% (111 TMs)	
Veteran	10% Veteran TMs
Current: 8% (42 TMs)	
Person with Disabilities	10% TMs with Disability
Current: 7% (39 TMs)	

Bristol VA & Bristol TN

Data from the temporary Bristol Casino shows, approximately **33%** of total hires are from **Virginia** and **63%** from **Tennessee**. Team Members drive between **8 and 38 minutes** for work.

70%+ of total Bristol Casino hires come from 3 regional counties and 4 local cities;

- Bristol TN-25%,
- Bristol VA-20%,
- Kingsport TN-16%,
- Johnson City TN-11%.

REGIONAL DEMOGRAPHIC QUICK FACTS

	Washington County, VA	Sullivan County, TN
American Indian and Alaska Native	0.2%	0.4%
Asian	0.6%	0.9%
Black or African American	1.5%	2.5%
Hispanic or Latino	1.8%	2.5%
Native Hawaiian and Other Pacific Islander	0.1%	0.1%
Two or More Races	1.1%	1.8%
White, not Hispanic or Latino	96.5%	94.4%
Female	50.3%	50.9%
With a Disability under age 65	15.8%	14.5%
Veteran Status	3,923	12,116
In Civilian Labor Force	54.6%	55.2%



Quick Facts Source: Census.gov, July 1 2022
<https://www.census.gov/quickfacts/fact/table/sullivancountytennessee,washingtoncountyvirginia/PST045222>

SW Virginia & NE Tennessee

- **Bristol TN** has greatest representation of **women 53.2%**
- **Kingsport TN** has the highest **percentage of veterans 7.7%**
- **Johnson City TN** has the highest **population of veterans 5,499**
- **Washington County VA** has a higher than average population living with a **disability**
- **Johnson City TN** has the highest diverse representation of **race and ethnicity**, with 62.5% labor force participation of diverse race and ethnicities
- Among diverse representation of race and ethnicity, **Abingdon VA and Bristol VA** has the **highest average labor force participation (ages 16-64) percentage; 86.9% and 77.9%**
- Of residents 18 years and older, approximately **5.04% of Virginia** residents and **9.28% of Tennessee** residents have a **felony record**

	Abingdon VA		Bristol VA		Bristol TN		Johnson City TN		Kingsport TN		Washington County VA		Sullivan County TN		Bristol Casino	
	Population %	% Labor Force	Population %	% Labor Force	Population %	% Labor Force	Population %	% Labor Force	Population %	% Labor Force	Population %	% Labor Force	Population %	% Labor Force	Current Composition	Anticipated Composition
American Indian and Alaska Native	0.3%	100%	0.0%	n/a	0.1%	27.7%	0.2%	28.1%	0.1%	100%	0.20%	100%	0.40%	66.8%	1.8%	0.2%
Asian	1.0%	69.8%	0.3%	100%	0.5%	75.8%	2.6%	73.2%	1.1%	76.0%	0.60%	76.5%	0.90%	65.3%	1.6%	1.0%
Black or African American	2.8%	91.3%	6.0%	75.6%	2.8%	58.5%	7.1%	65.1%	3.4%	70.5%	1.50%	60.4%	2.50%	63.2%	4.8%	3.9%
Hispanic or Latino	1.7%	91.8%	2.6%	80.0%	2.9%	70.6%	5.5%	72.0%	2.1%	59.2%	1.80%	88.0%	2.50%	62.3%	2.8%	2.9%
Two or More Races	2.9%	100%	5.3%	66.3%	4.6%	80.5%	3.8%	66.0%	3.4%	71.8%	1.10%	68.6%	1.80%	70.7%	2.7%	3.3%
White, not Hispanic or Latino	92.2%	69.0%	87.8%	67.9%	90.1%	72.0%	81.7%	71.9%	90.3%	67.0%	96.50%	70.0%	94.40%	68.9%	80.6%	90.1%
Female	50.2%	67.0%	52.6%	64.1%	53.2%	66.6%	52.0%	67.0%	52.8%	62.9%	50.30%	67.0%	50.90%	64.1%	41.7%	52.0%
With a Disability under age 65	16.5%	-	15.0%	-	14.0%	-	11.2%	-	15.0%	-	15.80%	-	14.50%	-	6.7%	6.7%
Veteran Status	6.8%	-	5.5%	-	6.4%	-	7.5%	-	7.7%	-	7.2%	-	7.5%	-	6.8%	6.9%
Population	8,336		16,975		27,705		72,514		56,150		53,958		160,820			



Karen Hewitt, M. Ed.
Director of DEI Strategic Partnerships
(Pronouns: She/They/Ze)

YEARS WITH THE BAND: 7 Months

FAVORITE ARTIST: Janelle Monáe

WHO DO I ROCK: Diversity, Equity, and Inclusion

PREVIOUS EXPERIENCE:

- Collegiate Women's Basketball Coach
- Educational Leadership and Development
- Human Resources Practitioner
- Non-Profit Executive Leadership- LGBTQ+ youth, Civic Engagement, and Community Service
- Diversity and Culture Management Consultant

EMPLOYEE VALUE PROPOSITION

Communicate reasons for considering joining our Company



- Leverage existing (or develop new) copy and imagery to communicate the company's commitment to Diversity
- Leverage company values and mottos as indicators of culture
- Design roles to be attractive to candidates looking for an accelerated career path
 - Accept risk with highly talented staff that may not check every box
- Tailor communications to highlight the company's outreach efforts
 - Highlight key diverse leaders
 - Support with more general "Why Us" recruiting materials

SOURCE TALENT

Identify and tap key talent pools



- Identify key talent pools
 - Companies, geographies, associations, institutions, etc.
 - Utilize sourcing tools (LinkedIn, Talent Neuron, Yello, JobScience, etc.) to refine strategy
- Leverage employee referral program
 - Seek referrals from diverse staff (TMRGs). Talent Acquisition to reach out to referrals
- Develop an Internal Talent Recruiting Strategy
 - Internal Career Fair – Leverage TMRGs
- Invest in targeted digital campaign
 - Social (LinkedIn, Glassdoor, Facebook, Twitter, etc.)
 - Targeted advertising at key diversity events
- Partner with external search firms specializing in diverse talent sourcing

HIRE TALENT

Optimize candidate experience and deliver winning offer



- Construct diverse interview panels trained to sell the company
 - Deliver inspiring candidate experience
- Develop Early in Career program for diverse talent (i.e. pre-program to AGM)
- Develop highly competitive compensation, titles, relocation and/or remote work package to demonstrate our commitment to workforce engagement
- Leverage key leaders to help close the deal
- Ensure smooth onboarding
 - Leverage TMRGs for "Buddy" onboarding



Community Partnerships

Local College Universities

UVA Wise
Donna Henry, Chancellor 276.328.0122 (office)
276.275.3200 (cell)
dhenry@uvawise.edu
Trisha Fold-Bennett, Provost and Vice
Chancellor for Academic Affairs 276.328.0121
(office) 276.870.2419 (cell)
Folds-bennett@uvawise.edu

Emory & Henry
Emmett Tracy, Dean-School of Business
276.206.4081 (office); 917.445.7929 (cell)
epracy@ehc.edu

King University
Jon Harr, VP
423.652.4773
jharr@king.edu

Radford University
Joy Bhadury, Dean (Davis College of Business
and Economics)
540.831.5187
jbhadury@radford.edu

East Tennessee State University
Melinda LaPrade, Director of Career Services
423.439.5656
laprade@etsu.edu

Virginia Highland Community College
Robert Phillips, Dean of Workforce Training &
Continuing Education 276.739.2496
rphillips@vhcc.edu

Regional Historically Black College University

Hampton University
Hampton, VA
Angela Boyd | 757.727.5000

Norfolk State University
Norfolk, VA
757.823.8600

Virginia State University
Petersburg, VA
Irene Logan | 804.524.5000

Virginia Union University
Richmond, VA
James Edwards | 804.257.5600

Virginia University of Lynchburg
Lynchburg, VA
434.528.5276

University of Maryland Eastern Shore
Princess Anne, MD
Lakeisa Brown | lbrown1@umes.edu
410.651.6412

Delaware State
Dover, DE

NC Central University
Durham, NC
919.530.6100

Tuskegee University
Tuskegee, AL
334.727.8011

Alcorn State University
Alcorn, MS
601.877.6100

Morgan State University
Baltimore, MD
443.885.3333

University of District of Columbia
Washington, DC
202.274.5000

Grambling State University
Grambling, LA
318.274.3811

Multicultural

Langston Centre
315 Elm Street, Johnson City, TN
langstoncentre@johnsoncitytn.org
https://www.johnsoncitytn.org/residents/langston_community_center.php

DEI Alliance of Northeast Tennessee & Southwest Virginia
<https://deialliance.org/contact/>

Tri Pride TN
P.O. Box 4545
Johnson City, TN 37602

People Inc.
800 Martin Luther King Jr. Boulevard
Bristol, VA 24201
276.466.5587
info@peopleinc.net

Appalachian Promise Alliance
admin@bristolpromise.org
423.444.0622

Young Professionals of Bristol
YPBristol@bristolchamber.org

United Way of TN/VA
Lisa Cofer | 423.968.4192
lisa@uniedwaybristol.com

Fraternal Order of Eagles
423.239.9166
4209 Fort Henry Dr Ste 7
Kingsport, TN 37663

Southwest Virginia Economic Forum
Valerie Lawson
Uvawise.edu/forum

Discover Bristol
Christopher Perrin | 423.963.4689
ashuttle@bristolchamber.org

Persons with Disabilities

Dawn of Hope
423-434-5600
500 East Oakland Ave Johnson City, TN 37601
<https://www.dawnofhope.com/>

Healing Hands Help Center
Kelly Robinson | 423.534.2044
Kelly.robinson@plastiflex.com
<https://healinghandshealthcenter.org/>

Down Syndrome Society of Johnson City
Misty Adams | 800.221.4602; 646.552.6755
madas@ndss.org
<https://www.globaldownsyndrome.org/about-down-syndrome/resources/local-organizations/virginia-down-syndrome-organizations/>

Veterans

Salvation Army
137 Martin Luther King Jr. Blvd Bristol, TN 37620
<https://southernusa.salvationarmy.org/bristol>

Veterans of Foreign Wars, Bristol, VA
Leon Brimm | Leonbrimm75@gmail.com
<https://www.vfw.org/>

Salutes and Handshakes
Robert Campbell | rob@robcampbellleadership.com
<https://www.facebook.com/salutesandhandshakes>

Veterans Affairs
154 West Springbrook Drive
Johnson City, TN 37604
423.928.8387

Women

YWCA Northeast Tennessee and Southwest Virginia
106 State St Bristol, TN 37620
<https://www.ywcatnva.org/contact/>

Additional

Bristol Chamber of Commerce
20 Volunteer Parkway, Bristol, TN 37620
423.989.4850
ashuttle@bristolchamber.org

Virginia Employment Commission
Daniel Nichols | 276.207.0183
daniel.nicholas@vec.virginia.gov
250 Bob Morrison Blvd. #100
Bristol, VA 24201

Department of Labor and Workforce Development
<https://www.tn.gov/WORKFORCE>

Economic Development for Scott County
John Kilgore, Jr, Director | 276.393.4177
jkilgore@scottcountyva.com

Arch Homelessness
409 W. Walnut St. Johnson City, TN 37604
<https://www.appalachianhomeless.org/contact/>

 Indicates existing partnership

Hard Rock Property

Luxury Hotel

303 rooms plus feature Body Rock, Rock Spa, and a featured Indoor/Outdoor Pool

World Class Smoking & Non-Smoking Gaming Areas

Over 1,500 Slots Machines & 75 Table Games
Hard Rock Sportsbook

Dining venues to include:

Council Oak Steakhouse
Hard Rock Cafe
YouYu Noodle Bar
Large Food Hall

State of the Art Entertainment Venue

Hard Rock Live Venue
2,000 seats

Retail

Rock Shop and Unity Venue
Player's Club



1,500
Slots

75
Table Games

Sportsbook

303
Hotel Rooms

2,000 seat
Entertainment
Venue

Body Rock &
Rock Spa

Construction



Construction



Construction



Construction





Q4 WINTER UPDATE

JANUARY 2024

CELEBRATING OUR FIRST YEAR



A FIRST ON VICTORY

- **January 23, 2024 marks ONE YEAR of Rivers Casino Portsmouth.**
- An Anniversary Celebration takes us on a journey through time and history as we reflect on **Rivers Casino Portsmouth's First Year on Victory Boulevard.**
- The Anniversary Celebration will highlight momentous firsts that have left a mark on Portsmouth, Hampton Roads, and Virginia. We'll celebrate the establishment of **Virginia's first permanent casino**, a groundbreaking achievement for our state – and **recognize and honor the stakeholders** involved.





A STRONG ECONOMIC ENGINE

A STRONG ECONOMIC ENGINE

JAN. 23 - NOV. 30, 2023

- \$225.4M Gaming Revenue Produced
- \$8.5M Food & Beverage Revenue
- \$444.4 Entertainment Admissions Revenue
- \$42.15M State Taxes Generated
- \$13.77M Local Taxes Generated
- \$2.3M Real Estate Taxes Generated
- \$620.7K Personal Property Taxes Generated
- \$40.4K Admissions Taxes Generated
- \$451K Building Permit Cost
- \$38K Business License Cost

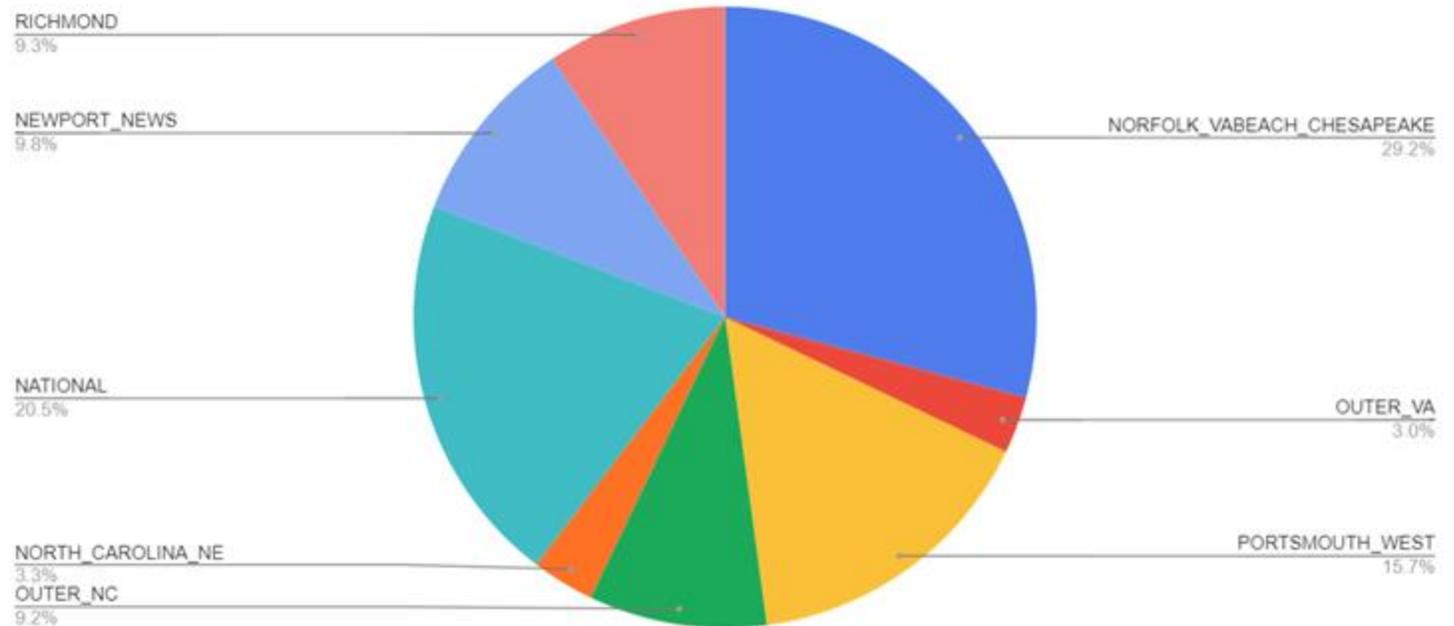


“Rivers Casino has provided the City of Portsmouth with a much-needed economic boost. Its future as a vehicle to further stimulate economic growth seems bright. Hopes are high for a city and region betting on its success.” – **Brian Donahue, City of Portsmouth Economic Development Director, Interview with CoVa Biz**

A STRONG ECONOMIC ENGINE

GUEST ORIGINATION

- 29.16% Norfolk, VA Beach, Chesapeake
- 15.73% Portsmouth
- 20.46% National/Out-Of-Market
- 9.84% Newport News
- 24.81% Other



**Guests of Rivers Casino Portsmouth
have visited from ALL 50 states!**

A STRONG ECONOMIC ENGINE

EXPENDITURES & DIVERSITY SPENDING

- **183 Virginia-Based Vendors & Suppliers**
- **\$12.17 In Expenditures** To Local Vendors & Suppliers To-Date Including:
 - **\$2.195M** In Expenditures to **Women & Minority-Owned** Businesses*
 - **\$4.79M** In Expenditures To **Portsmouth-Based** Businesses



“As a dedicated member of the Portsmouth and Hampton Roads community, we strongly believe in the power of local collaboration, and prioritize partnerships with local businesses, vendors, and suppliers to help nurture our local economy.” - **Roy Corby, General Manager, Rivers Casino Portsmouth**



A GREAT PLACE TO WORK

A GREAT PLACE TO WORK

RIVERS CASINO PORTSMOUTH CREATED 1300 JOBS

1105 TEAM MEMBERS

- 32.22% Portsmouth Residents
- 52.85% Female
- 63.08% Minority

224 LEADERSHIP TEAM MEMBERS

- 49.55% Female
- 55.8% Minority
- 38.39% of Leadership Team Promoted From Within
- 51.16% of Promotions to Female Team Members



A GREAT PLACE TO WORK

- **RIVERS CASINO PORTSMOUTH IS HONORED AS A 2024 BEST PLACE TO WORK BY COVA BIZ**
 - These businesses were nominated by employees and selected by the editorial staff for the quality of their work environments, general company culture, training and development opportunities, tangible and intangible benefits and employee satisfaction.
 - Rivers Casino Portsmouth was recognized for creating, advocating and implementing exciting, fulfilling and balanced workplace atmospheres.



"All Rush Street Gaming casinos have been voted a "Best Place to Work" or "Top Workplace" by their Team Members, we are so proud to have Portsmouth join those ranks in our first year of operation."
- **Roy Corby, General Manager, Rivers Casino Portsmouth**



A PROUD COMMUNITY PARTNER

VOLUNTEERISM, BOARD SERVICE, DONATION DRIVES,
IN-KIND CONTRIBUTIONS, CORPORATE GIVING

A PROUD COMMUNITY PARTNER



OVER \$861K DONATED THROUGH CORPORATE GIVING

- **1000+ VOLUNTEER HOURS SERVED**
 - Wreaths Across America, the Foodbank's Annual Mayflower Marathon Food and Fund Drive, VOLUNTEER Hampton Roads Family Volunteer Day, Teens with a Purpose Community Garden, and more.
- **\$83K+ RAISED THROUGH DONATION DRIVES**
 - Foodbank of Southeastern Virginia and the Eastern Shore, Communities in Schools of Hampton Roads, HER Shelter, and more.
- **\$90K+ GIVEN THROUGH IN-KIND DONATIONS**
 - Food, School supplies, clothing, hygiene items, equipment, meeting and event space, and more.



A PROUD COMMUNITY PARTNER



- **RIVERS CASINO PORTSMOUTH HAS BEEN NAMED AN HONOREE OF THE CIVIC 50 HAMPTON ROADS**
 - The award recognizes Rivers Casino Portsmouth as one of the most community-minded companies in Hampton Roads determined by an independently administered and scored survey through VOLUNTEER Hampton Roads and Points of Light, the world's largest organization dedicated to volunteer service.



“Through Rivers Gives, we strive to be an outstanding community partner and look for meaningful opportunities to make a positive impact across Hampton Roads.”

Ray Corby, General Manager, Rivers Casino Portsmouth



PORTSMOUTH IS WINNING

PORTSMOUTH IS WINNING



TWO MILLION GUESTS... AND COUNTING

- Since July, we have welcomed another MILLION guests to Rivers Casino Portsmouth
- We welcomed our TWO MILLIONTH customer on January 4th
- Patricia C. from Newport News was awarded \$2,000 in Direct Bet, dinner for four at our award-winning fine dining restaurant, Admiral's Steak & Seafood, and four tickets to Kool & The Gang on Jan. 20.



A huge thank you to the TWO million customers who have made Rivers Casino Portsmouth their entertainment destination of choice!

PORTSMOUTH IS WINNING

A DIVERSE ENTERTAINMENT LINEUP

Rivers Casino Portsmouth has welcomed headliners, hitmakers and unforgettable performances to The Event Center, and regularly hosts the best local bands and events in the Sound Bar.



America's Got Talent Winner Terry Fator coming Rivers Casino Portsmouth



WTKR-NFK (CBS)
Dec. 15 2023



WAVY-NFK (NBC)
Sep. 27, 2023



Audacy 95.7 R&B
The Come Up Winter Finale, Dec. 13, 2023



THANK YOU...

**TO OUR TEAM MEMBERS, GUESTS, COMMUNITY, AND
THE VIRGINIA LOTTERY BOARD.**



CAESARS

VIRGINIA



Virginia Lottery Update – January 10, 2024



Operations Updates

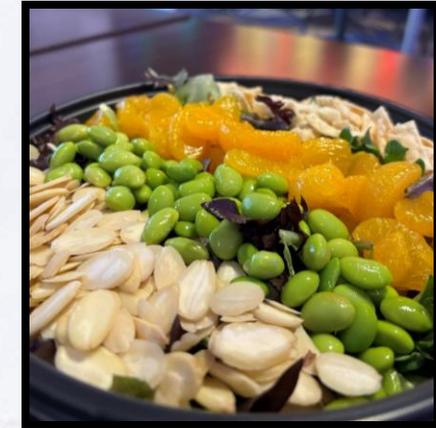
- Strong volumes continued into our last full quarter of operations
- **\$145M** in AGR from May 15th through December 31st
- December finished as our 2nd highest AGR month after July
- Christmas through NYE was extremely busy
 - Hosted our first Jackpot Frenzy Promotional Drawing generating our highest volume day of the year
 - Dine around Danville with VIPs NYE weekend at 5 local restaurants
 - Continue to use local hotel partners (551 room nights for casino guests alone booked YTD)



Operations Updates

Expanded our menu items at our Three Stacks Quick Serve Restaurant

- Lobster Sliders
- Truffle Parmesan Fries
- Gourmet Deviled Eggs
- Wagyu Burger Trio
- Crab Cakes
- Asian Sesame Salad
- Ahi Tuna Poke Bowl

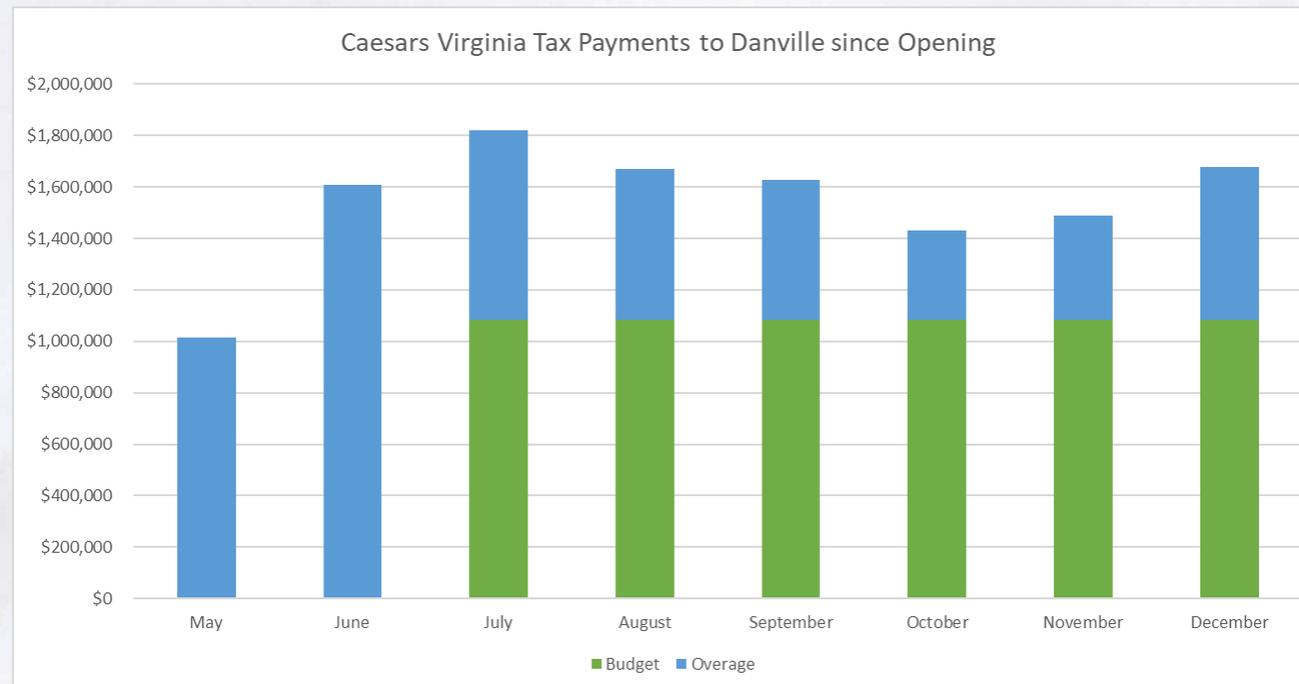


Community Impact

Total Taxes Paid YTD (7.5 months of operation) to Virginia per statute: **\$26M+**

City of Danville receives revenue through state gaming tax and a separate Development Agreement with Caesars

- YTD: **\$12.3M** (\$8.7M from the \$26M to the Commonwealth + \$3.6M from the Development Agreement)
- Budgeted \$13M in Direct payments for FY 23-24 (nothing budgeted for FY 22-23)
- This does not include incremental lift from other direct and indirect taxes such as property tax, food and beverage tax, hotel and occupancy tax, short-term rental, personal property tax, business license fees, etc.



Community Impact – NRT Donations



Danville Science Center



Dan River Basin Association



Danville Pittsylvania Cancer Association

Community Impact – Team Member Engagement



Team Members donated over \$4K which was matched by the company



Breast Cancer T-Shirt Drive
October 2023



Hospitality and Tourism Workforce Summit
October 2023



Supply & Pet Food Drive
December 2023



Veterans Food Distribution
November 2023



Holiday Food Drive
November 2023

Hiring Updates



Team Members

435

Day 1
Team Members

255

Promotions

73

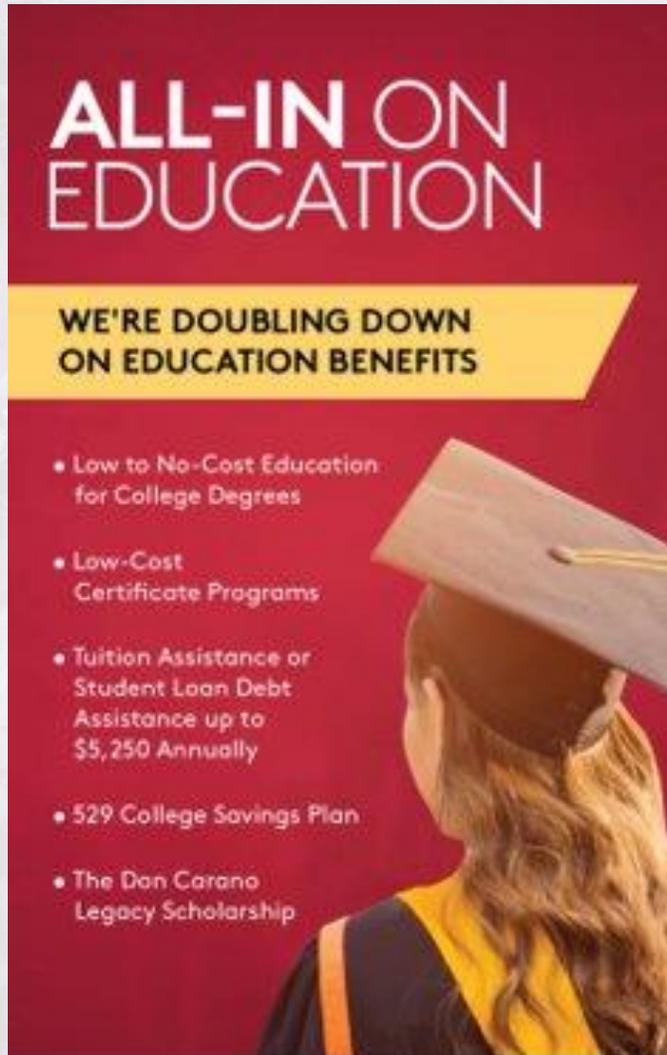
Team Members
From Danville

54%

Team Members
From Virginia

71%

Team Member Education



ALL-IN ON EDUCATION

WE'RE DOUBLING DOWN ON EDUCATION BENEFITS

- Low to No-Cost Education for College Degrees
- Low-Cost Certificate Programs
- Tuition Assistance or Student Loan Debt Assistance up to \$5,250 Annually
- 529 College Savings Plan
- The Dan Carano Legacy Scholarship

Through our **ALL-IN ON EDUCATION** program, we were able to establish a Memorandum of Understanding (MOU) with **Averett University** which allows our team members to complete their studies without any out-of-pocket cost.



Summer Internship Program

The **Caesars Entertainment Empire** has a broad range of departments and career paths to pursue. We are always looking for fresh perspectives and exciting new ideas to bring energy to each of our programs.

- Hospitality
- Gaming
- Finance
- IT
- Marketing
- Human Resources



Team Member Engagement



Halloween Party – 10/2023



Veterans Lunch – 11/2023



Veterans Day Memorial Visit – 11/2023



Thanksgiving – 11/2023



Holiday Party – 12/2023

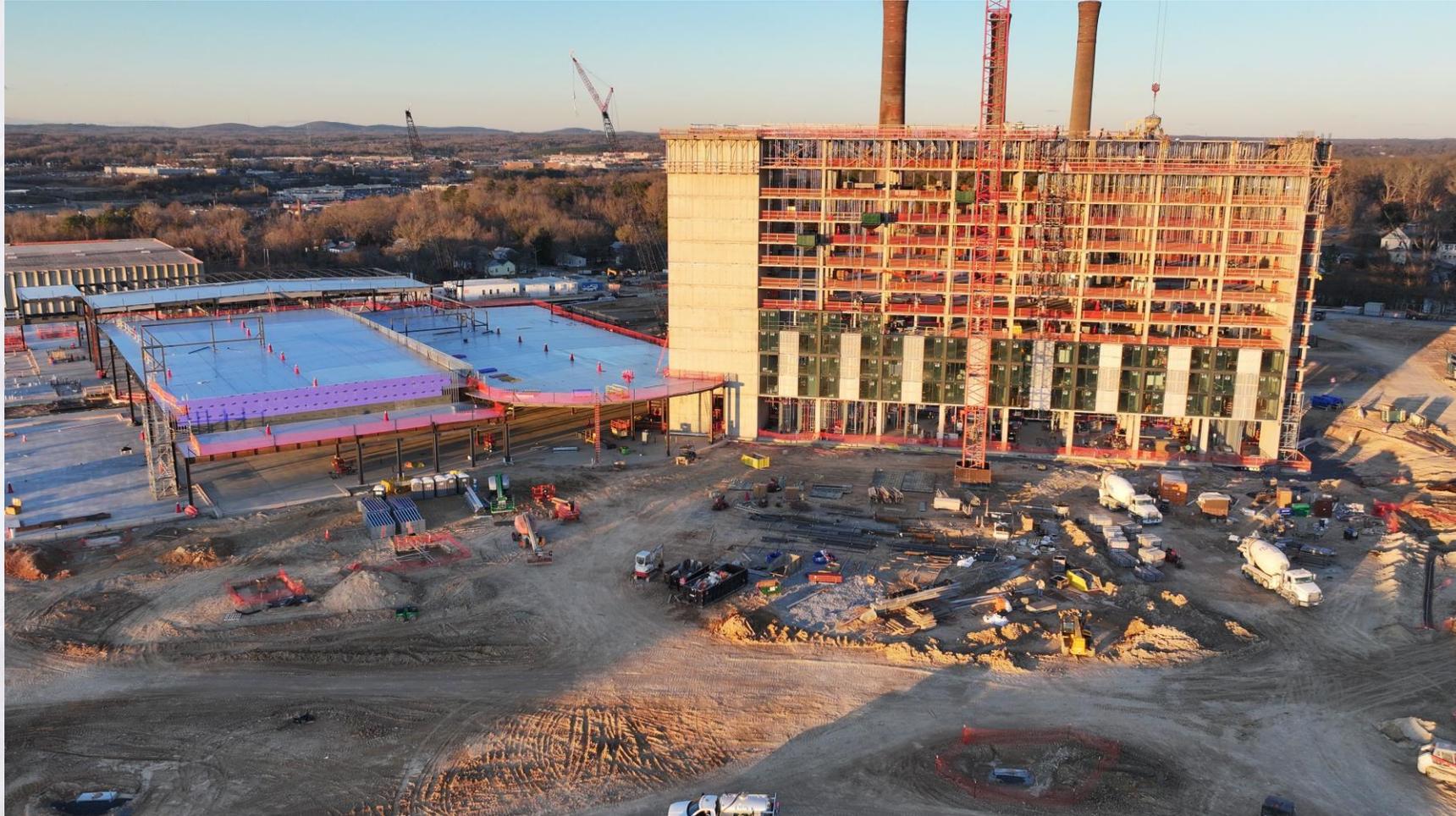


Blackjack Tournament – 11/2023

Construction Updates



Construction Updates



Construction Updates

Hotel Topping Off Ceremony – 1/18

