

Caring for our People, our Communities and our Planet

#ThisisPenn



Environmental, Social &
Governance

2020



At Penn National Gaming, as we continue our evolution from what began as a single racetrack operator into what is today the nation’s leading omni-channel provider of retail and on-line gaming and sports betting entertainment, our Board of Directors and Management Team remain deeply committed to fostering a culture that helps to attract and retain a diverse, talented pool of dedicated team members.

In addition, as a long-standing good corporate citizen, we’re committed to being a trusted and valued member of our communities and a responsible steward of our finite natural resources.

Penn National’s Environmental, Social and Governance (“ESG”) Committee, which reports directly to our President & CEO Jay Snowden and our Corporate Board of Directors, is comprised of:

Todd George

Executive Vice President of Operations

Felicia Hendrix

Executive Vice President and Chief Financial Officer

Harper Ko

Executive Vice President, Chief Legal Officer and Secretary

Eric Schippers

Senior Vice President, Public Affairs, and Chairman of the Penn National Gaming Foundation

Justin Carter

Senior Vice President of Regional Operations and Chairman of the Penn Diversity Committee

Wendy Hamilton

Senior Vice President and Chief Human Resources Officer

Justin Sebastiano

Senior Vice President, Finance & Treasurer

Rich Primus

Senior Vice President and Chief Information Officer



Caring for Our Planet

Penn National is dedicated to creating a positive and lasting impact on the environment and has launched sustainability initiatives, led by our Corporate and property-level operating teams and designated “Green Teams,” at our 41 casinos, racetracks and resorts in 19 states throughout the United States. All three of Penn National’s latest greenfield developments were certified as LEED® Gold or LEED® Silver by the U.S. Green Building Council.

At our two newest casinos under development in Pennsylvania in York and Morgantown, which are scheduled to open later this year, we have implemented new energy efficiencies, including:

- LED lighting
- EV charging stations
- Water-conserving toilets
- Water bottle refilling stations
- HVAC improvements to maximize efficiencies
- AER-DEC® integrated sinks, which are the future of sustainable restroom design, combining a soap dispenser, faucet, hand dryer and sink basin all in one touch-free, hygienic, highly efficient system

We are planning to incorporate similar improvements to those listed above at all of our 23 hotel properties as we continue our regular room refreshing and remodeling plans in 2021 and beyond. Already, more than 80 percent of our properties have completed an energy-efficient lighting retrofit program. With a longer lifespan than incandescent bulbs and a more efficient use of electricity, LED bulbs allow our properties to collectively reduce their annual energy consumption by millions of kilowatt hours annually (see chart below).

Given the significant COVID-19-related temporary property closures in 2020, the following summary is from 2019:

- Total LED projects have reduced KWh consumption by 52.4 million KWh, which equates to an 11% reduction for all impacted properties.
- Reduced Greenhouse Gas emissions by 40,830 tons per the EPA Greenhouse Gas Conversion Calculator.
- Through our power purchasing program with Constellation Energy, 145 million KWh were contracted as carbon-free power.



Plainridge Park Casino in Massachusetts, which opened in 2015, is a certified LEED® Gold facility in which 75 percent of the existing building structure was constructed from reclaimed materials. Approximately 98 percent of its construction waste was diverted for recycling and reuse and 50 percent of the wood on the project was from Forest Stewardship Council (FSC) certified forests. In addition, the building derives 12 percent of its electricity from a solar panel system on the roof of the casino and the parking garage. Overall, the building uses 26 percent less energy through the use of the solar panels and high-efficiency equipment in our restaurants. The building also uses 42 percent less water through the use of high-efficiency plumbing fixtures and equipment, and it has water-efficient landscaping that provides a 55 percent water use savings with no potable water used. Finally, the property has 20 fleet car charging stations on the second-floor garage parking and spaces for low-emission-fuel vehicles throughout our parking lots.



In addition, through regular audits of energy consumption at our properties, we’re continuing to develop custom initiatives, such as HVAC energy management projects and thermostat control systems, to ensure the most efficient use of electricity.

Last year, we installed integrated shower amenity dispensers containing shampoo, conditioner and body wash at more than half of our hotel properties. These new containers can significantly reduce the plastic and

product waste generated annually by single-use amenity bottles. For example, at Hollywood Casino St. Louis, which features a 502-room hotel, we've reduced plastic bottle use by 91% — or 550 pounds annually — which translates to nearly \$50,000 in annual savings for that hotel alone. In addition, replacing paper towels with electric hand dryers and using core-less toilet paper rolls at the casino has led to a reduction of 22,000 pounds of paper waste annually there.

In an effort to conserve water, most of our hotel locations encourage guests to participate in linen and towel reuse programs. Behind the scenes, low-flow fittings and efficient use of laundry facilities help further curb water waste.

We currently have robust recycling programs in place at most of our properties nationwide (with plans to further expand the program), diverting recyclable materials produced by the casino and hotel operations away from landfills. Composting facilities, currently implemented at five locations, allow even more waste to

be redirected. Additional waste reduction efforts at select properties — such as the use of plant-based and paper straws, the replacement of paper towels with electric hand dryers, and the elimination of Styrofoam — help further reduce waste directly at the source. These types of broad sustainability programs are designed to eliminate over 25,000 pounds of waste annually at each property.

Additionally, our operations and IT teams have laid the groundwork for implementing a new generation of cashless, cardless and contactless technology at our casinos, which we refer to as the 3Cs, that will help to eliminate a significant amount of plastic and paper waste from membership cards and printed tickets from our slot machines, self-serve kiosks and ATMs. It will also lead to an ongoing reduction of direct mail to consumers. We intend to launch this technology initially at our Pennsylvania casinos in the first half of 2021, subject to regulatory approval, and plan to continue rolling it out to other regions in 2021.

Penn National Gaming Casino and Hotel — Energy Efficiency Projects

ESG — KWh Reduction, Greenhouse Gas Emissions and Carbon Footprint Reduction Annually

Locations	Total KWH Annually 2019	LED Lighting Retrofits & Total KWH Reduction	Annual % of KWH Reduction	Greenhouse Gas Emissions Reduction (Tons) ¹	Equivalent from switching to LED from incandescent light bulbs ¹	Carbon-Free Power Generation w/ Constellation Energy
Charles Town	32,063,541	4,910,806	15%	3,827	131,905	
Aurora	10,873,000	1,555,303	14%	1,212	41,776	10,873,000
Grantville	25,368,000	1,053,204	4%	821	28,289	25,368,000
Tunica	15,054,000	2,350,355	16%	1,832	63,131	
Riverside	15,429,999	3,814,101	25%	2,973	102,447	
Joliet	17,819,000	3,041,119	17%	2,370	81,685	17,819,000
Dayton	8,705,000	508,560	6%	396	13,660	8,705,000
Tropicana	26,589,948	5,383,320	20%	4,196	144,597	
Zia Park	5,779,145	64,743	1%	51	1,739	
Columbus	19,404,000	2,174,040	11%	1,694	58,395	19,404,000
Youngstown	9,025,000	421,497	5%	329	11,321	9,025,000
Lawrenceburg	15,624,000	2,229,072	14%	1,737	59,873	
KC Speedway	17,652,900	1,510,210	9%	1,177	40,564	
1 st Jackpot	6,894,000	727,032	11%	567	19,528	
Boomtown Bilioxi	11,879,764	1,142,208	10%	890	30,680	
M Resort	26,023,496	1,719,828	7%	1,340	46,195	
Plainridge	9,812,000	1,459,476	15%	1,137	39,202	9,812,000
L'Auberge Baton Rouge	24,435,629	1,130,776	5%	881	30,373	
Bay St. Louis	14,500,000	2,631,420	18%	2,051	70,680	14,500,000
St. Louis	27,926,410	1,242,445	4%	968	33,372	
Bangor	9,471,000	2,423,952	26%	1,889	65,108	9,471,000
Toledo	20,875,000	1,737,845	8%	1,354	46,679	20,875,000
Council Bluffs-Iowa	17,936,825	1,043,700	6%	813	28,034	
Ameristar-East Chicago	23,696,400	2,376,590	10%	1,852	63,836	
L'Auberge Lake Charles	39,873,314	2,171,115	5%	1,692	58,316	
Boomtown New Orleans	14,687,859	1,142,892	8%	891	30,698	
Black Hawk-Colorado	19,412,028	2,412,270	12%	1,880	64,794	
Total	486,811,258	52,377,879	11%	40,820	1,406,877	145,852,000²

¹ Information from the EPA website listed below:
www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

² Completely carbon-free power generation

Caring for Our People and Our Community

Penn National is deeply committed to cultivating a culture and environment where all of our team members, regardless of their differences, feel like they truly belong. Last year, amid one of the most challenging times in our nation's history, as the world grappled with an outpouring of racial and social anguish, we formed the Penn Diversity Committee. Its mission is to put Penn National's long-standing support of diversity and inclusion into action.

The Diversity Committee is chaired by Justin Carter, Senior Vice President of Regional Operations. The committee, which reports directly to our CEO Jay Snowden, is comprised of underrepresented team members from around the country and at varying levels in the organization to ensure our Company has mechanisms in place to listen to team members about important ongoing social justice issues, and to help implement the following key initiatives:



- **Recruitment & Company Demographics**
 - a. Increase recruiting efforts and support of Historic Black Colleges and Universities (HBCUs) and universities with diverse populations and organizations.
 - b. Integrate HBCUs and Universities that promote diversity into our Leadership Excellence at Penn National Gaming ("LEAP") Program, which provides hands-on training, mentoring and real-world experience to new or recent college graduates who are interested in building a long-term career in the gaming industry.
 - i. 20% of all LEAP candidates in 2021 attend HBCUs
 - ii. HBCU representation in the LEAP program has grown from 1 school (.6%) in 2020 to 15 in 2021 (9.8%)
 - c. Track adherence to our minority interview initiative, "The Penn Way," for executive roles at our Company.
 - i. 100% of open executive roles within Penn included either female or ethnically diverse candidates

- **Leadership Development**
 - a. Initiate companywide mentorship and leadership development program for underrepresented team members.
 - b. Provide unconscious bias and inclusion training for managers and above.
 - c. Provide diversity and inclusion training in our mandatory companywide training program ("RESPECT").
- **Procurement**
 - a. Create benchmarks for qualified minority supplier spend across our organization, with an initial target of 3% annual growth companywide.
 - b. Increase the number of minority business networking events we attend and host.
- **Scholarship Fund**

In March, we launched the Penn National Gaming Diversity Scholarship program, funded through a \$1 million annual commitment from Penn to our diversity initiatives. We plan to extend up to 65 scholarships this year to the families of our underrepresented team members to pursue higher education.
- **Community Engagement**
 - a. Support organizations in our communities that promote equality, justice, diversity, and inclusion through direct donations and by encouraging our team members to volunteer their time and energy to help aid underrepresented and disadvantaged individuals.

According to the world-renowned diversity and inclusion expert Verna Myers, "Diversity is like being invited to the party, inclusion is being asked to dance, and belonging is dancing like no one's watching."

Diversity Procurement

In 2019, following our acquisition of Pinnacle Entertainment, we formally established a committee to implement a corporate-wide Supplier Diversity Initiative to coordinate efforts across all properties regardless of jurisdictional requirements, with the goal of developing new opportunities for diversity businesses. This initial effort resulted in our more than doubling our diversity spend to \$104 million in 2019 with businesses owned by minorities, women, disabled individuals and veterans. In 2020, we've enhanced our efforts through a membership in the National Minority Supplier Diversity Council (NMSDC). Our head of procurement, Drew Misher, serves on its Corporate Advisory Board, and we were honored last year to sponsor and attend their annual national vendor fair, which was held virtually. We also held a regional networking event in conjunction with the Chicago Minority Supplier Diversity Council last December. In addition, we are in the process of creating a Penn Small Business Incubator program that will help to onboard minority businesses as suppliers with Penn National. It will also assist them in growing from local to regional and ultimately national suppliers with our Company.



Penn National is proud to partner with the All-in

Diversity Project, an industry-driven initiative supporting diversity, equality and inclusion in business. Recently we sponsored their #OpenDoors 2021 social media campaign. Spanning Black History Month and International Women's Day, the #OpenDoors campaign is designed to raise awareness of how others affect our professional development and recognize that people do not progress in their careers without the help of someone along the way. The campaign asked contributors to thank someone who opened a door for them, and then pledge to pay it forward and hold the door open for someone else.

Category	2019 Actual	2021 Target
Qualified Diversity Spend	18%—property spend 14%—corporate spend WBE—8.3% MBE—2.2% WMBE—3.7%	22%—property spend 16%—corporate spend WBE—10% MBE—4% Other—1%

Diversity Recruitment

Building a diverse workforce is critical to helping us attract and retain the talent needed to advance our business and create outstanding guest experiences at our properties across the country. We welcome and value customers and team members of all backgrounds and are committed to creating both a workforce reflective of the local markets and a supplier base that promotes an environment of diversity, equity, inclusion and empowerment. We are proud that 48% of our team members identify as female and 47% identify as minority across the entire enterprise. We also fully support our LGBTQ+ team members and guests. In 2019, we developed standards at each of our properties to ensure accessibility of facilities, and training and communication to team

members regarding LGBTQ+ rights. In addition, we support local community organizations, such as The LGBTQ Center in Las Vegas, which fights to “protect the well-being, positive image and human rights of the lesbian, gay, bisexual, transgender and queer community, its allies, and low to moderate income residents in Southern Nevada.”

- **Ethnic Diversity:**
 - 25% of all Penn National team members are African American
 - 18% of all managers are African American
 - 10% of all Penn National team members are Latino/Hispanic

We are committed to supporting the well-being and professional development of all of our team members, including tuition reimbursement and other certification programs, with a particular focus on minority and female leadership development. For example, our Women Leading at Penn (“WLP”) program continued to grow in its third year of operations.

The goal of WLP is to network, inspire and encourage women to pursue leadership roles and to have female executives champion growth and development at the property and corporate levels. As a result, women held 34% of the leadership positions at the Company in 2019 and we’ve seen continued growth since then. Today, our Corporate Senior Management Team is 35% female and our Executive Team is 37.5% female, including our new Chief Financial Officer; Executive Vice President, Chief Legal Counsel and Secretary; and our Chief Human Resources Officer.



In addition, we are very proud of the fact that two members of our Board of Directors – Barbara Shattuck Kohn and Jane Scaccetti – were named to Women Inc.’s list of “2019 Most Influential Corporate Directors.” The Women Inc.’s list features a comprehensive directory of influential female directors, executives, influencers and achievers who are currently serving on the boards of S&P 500/ Large-Cap publicly held companies and making impacts through their leadership. We also welcomed the addition of Marla Kaplowitz to our Board at the end of last year. Ms. Kaplowitz is President and Chief Executive Officer of the American Association of Advertising Agencies (4A’s), a trade association serving more than 600 member agencies across 1,200 offices throughout

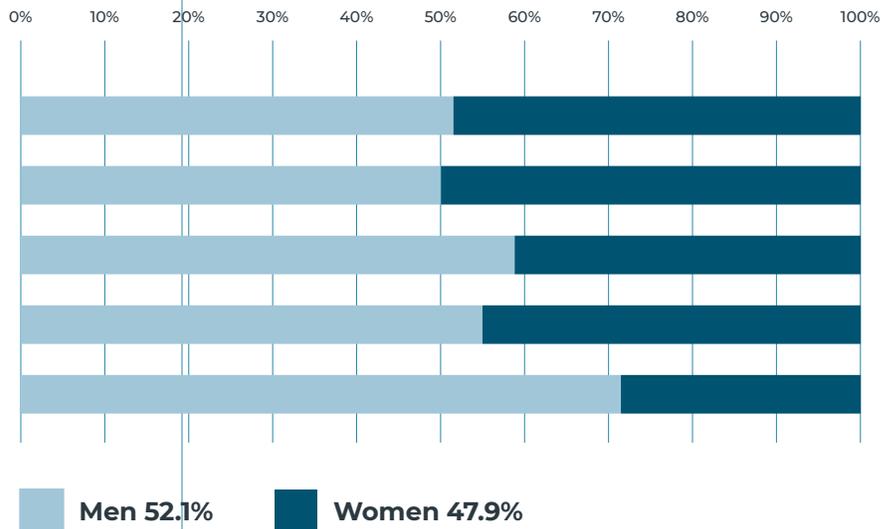
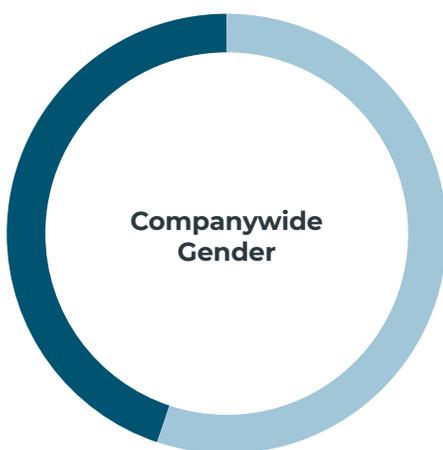
the U.S., who are responsible for more than 85% of total domestic advertising spend. With the addition of Ms. Kaplowitz, our Board of Directors is now comprised of 37.5% females.

Supporting Our Veterans

Later this year we’ll be launching the U.S. Chamber of Commerce Foundation’s Hiring Our Heroes initiative, which connects veterans, service members and military spouses with meaningful employment opportunities. We are committed to identifying and hiring full-time team members through this program to further unite the military community with our Company in order to create economic opportunity and a stronger, more diversified workforce.

HIRING OUR HEROES

- **Program Overview:**
 - 12-week intern fellowship program for exiting military personnel to gain hands-on, practical experiences in one functional area (e.g., F&B, HR, IT, etc.)
 - Fellows are placed in exempt roles and report to their properties Monday-Thursday, and to their military base on Fridays for training



The Penn National Gaming Foundation and our properties around the country are proud to support numerous local nonprofit organizations serving our veterans and active service members. For example:

- Penn National is a founding supporter of “Operation Lead from the Front,” a program launched by the IM ABLE Foundation that is designed to match military veterans with children with disabilities to help the veterans rediscover meaning, purpose and connection through a new mission of mentoring and helping them stay active.
- This Memorial Day we will be launching the “Harold Cramer Memorial Scholarship” program at the University of Pennsylvania Carey Law School in honor of our long-serving Board member who passed away in 2017. Mr. Cramer attended the Judge Advocate General’s School before becoming chief prosecutor for the Eighth Army in Korea. This scholarship program is a multiyear commitment to provide financial assistance to veterans pursuing a law degree at UPENN.
- We provide annual support for the Jarrett Yoder Foundation/Operation Heroes, which runs nine veteran group homes called “Patriot” houses and serves over 200 homeless veterans and more than 50 service animals in Central Pennsylvania.
- Penn National is a founding sponsor of the Berks County, Pennsylvania “Veterans Celebration” event, which has raised over \$500,000 in funds to support local veterans in the Greater Reading area. Proceeds also go toward a scholarship program at Reading Area Community College for career-vocational training for veterans and those actively serving in the Reserves or National Guard who are ineligible for funding under the GI Bill and other education-benefit programs.



Penn National is also proud to spotlight our team members who served in the military through back-of-house “Honor Wall” displays and in our internal news

letter, “The Insider.” In addition, we host special recognitions and events for team members and customers who are actively serving, or are veterans, on Veterans Day, Memorial Day and throughout the year. For example, our property teams in Bossier City, Louisiana delivered over 3,000 freshly baked cookies last Christmas to our servicemen and service-women at Barksdale Air Force Base near Shreveport.



This year, we’re excited to launch a new program called myHeroes, which will honor our veterans, first responders and their families through team member recognition employment opportunities, and we’ll be providing an exclusive, fully integrated extension of our mychoice rewards loyalty program.

Team Member Wellness

We believe a healthy lifestyle contributes to a long and happy life. Part of our commitment to our team members is to promote a culture of wellness that encourages and supports healthy decisions. We want our team members to enjoy their work environment, which includes looking forward to the meals and snacks they consume while they are at work. Our Company dining program is a key component of our commitment to our global wellness initiative.



- **The global goals of this initiative include:**

- Providing a high-quality and healthy dining option that positively contributes to the team member experience;
- Reducing the cost of food and providing standardized portions with healthier ingredients;
- Creating and implementing “MicroMarkets” that are designed to offer a substantial variety of fresh and healthy foods; and
- Offering healthy dining education to all team members to assist them in making informed choices about what they consume and purchase.

Serving Our Communities

The Penn National Gaming Foundation, a 501(c)(3) not-for-profit organization, was launched in 2005 in the wake of Hurricane Katrina to assist the nearly 2,000 of our team members in Mississippi and Louisiana who were impacted by one of the most devastating storms in our nation's history. Today, the Penn National Gaming Foundation focuses its efforts on supporting charities within our corporate regions, which includes Wyomissing, PA and our Las Vegas Service Center, as well as supplementing the significant contributions our properties separately make in their communities. The Foundation has also supported relief efforts for multiple other natural disasters through the years, such as Hurricanes Gustav and Harvey, as well as helping with the medical expenses of one of our team members who was a victim in the Route 91 Harvest Music Festival shooting in Las Vegas. Most recently, we created the Hurricane Laura Relief Fund through our Foundation, with an initial contribution of \$2.5 million to help our community and team members impacted by the devastating storm, in addition to providing more than \$6 million in full wages and benefits to our team members while L'Auberge Lake Charles was closed. In addition, our partners at Barstool Sports designed a special "Lake Charles Strong" T-shirt and hoodie, with 100% of net proceeds going to support our emergency relief fund.

When not addressing a public health crisis or responding to a natural disaster, the Foundation generally focuses on the following key areas of need: Community Development, Human Services, Cultural Affairs & Diversity and Health and Medical-related programs.



Last year, despite the financial impact from the ongoing COVID-19 pandemic, which saw all of our properties temporarily closed, we continued to support our charitable partners, contributing \$6 million from the Penn National Gaming Foundation and our properties to worthwhile charities and civic organizations in our host communities. In addition, we generated more than \$12 million in economic development funds for our host communities in Kansas, Indiana and Iowa. We also donated thousands of volunteer hours by team members in our respective communities.



Here are but two of the hundreds of organizations around the country that benefited from our support:

While the American Cancer Society's (ACS) Relay for Life events were temporarily placed on hold due to COVID-19, our team members around the country remained involved in support of their critical mission. In our first three-years of participating, we have raised more than \$1 million companywide for important cancer research. Each year, our corporate office has provided a \$50,000 match to what our properties can raise through this effort, as well as contributing \$50,000 annually to the ACS "CEOs Against Cancer," of which Jay Snowden is a member of the Board of Directors.

Penn National and our Louisiana properties in Baton Rouge and Lake Charles are leading sponsors and active volunteers for Metanoia Manor, a one-of-a-kind refuge for adolescent victims of human trafficking. Metanoia's shelter near Baton Rouge can house nearly two dozen children, each with a private room and bath. Staffed by professionals that include physicians, nurses, social workers, educators and others, Metanoia seeks to rehabilitate the children until they are ready to return safely into society.

We have contributed more than \$160,000 to the cause over the last three-years. In addition, we have hosted multiple law enforcement summits at our Lake Charles, Louisiana facility for officials from Texas, Louisiana, Arkansas and Mississippi to share best practices and discuss potential new legislation to help fight human trafficking.





At Metanoia Gala, from left: Michelle and State Senator Ronnie Johns, Donna and Governor John Bel Edwards, Reverend Jeff Bayh, Mary Kadair, and Eric Schippers, Sr. Vice President, Penn National Gaming.

COVID-19 Response

Our team members are the lifeblood of our Company. During the time our properties were temporarily closed as a result of the COVID-19 outbreak, we extended health benefits to all furloughed team members and provided \$13 million in holiday cash bonuses to our non-executive team members companywide to help with the financial impact to their families. Meanwhile, our executives took significant pay cuts and sacrificed end-of-year performance bonuses.

Through our Penn National Gaming Foundation, we created a COVID-19 Emergency Relief Fund for our team members and raised over \$4 million through personal donations from our CEO, Senior Management team, Corporate Board of Directors and property general managers, in addition to contributions from our Foundation and property team member assistance funds.

Most recently, we joined Barstool Sports Founder Dave Portnoy's personal mission to help save and sustain small businesses who have been impacted by COVID-19, contributing more than \$4.6 million, and counting, to the nonprofit "Barstool Fund." To date, the Fund has raised over \$36 million and is actively supporting 288 small businesses around the country.

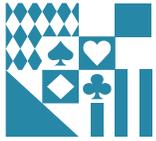
This is in addition to our collective effort in October to

save the historic Reading Terminal Market in Philadelphia, which was suffering from decreased business as a result of COVID-19 and launched an online fundraising campaign to assist with its survival. Penn National and Barstool stepped up and in 24 hours raised enough money to meet and exceed their fundraising goal. Our effort ensured the survival of an organization that supports family businesses, educational opportunities for low-income Philadelphia youth, and is one of the largest sites for the redemption of SNAP benefits in Pennsylvania.

Meanwhile, during the mandatory COVID-19 temporary closures, our 41 properties in 19 states throughout the country donated more than 45 tons of food to local food banks and homeless shelters in our communities, ensuring our perishable food items could help those in need at the height of the pandemic. In addition, our properties donated thousands of unused masks and surgical gloves to first responders and healthcare providers. Many of our properties served as COVID-19 test sites and housed emergency personnel, in addition to organizing food drives and blood donations.

(see highlights to follow)





Charitable Efforts

At the onset of the COVID-19 pandemic, our properties across the country stepped up to donate food items to our local communities, ensuring our perishables would go to the homes of our neighbors in need. In times of crisis, we come together. We support the communities in which we live and work.



River City Casino & Hotel

St. Louis, MO

River City Casino & Hotel donated \$7,000 in produce and dairy to a variety of charities, including Feed My People, Arnold Food Pantry, Aging Ahead and the St. Louis Area Food Bank. These are the organizations River City supports regularly and were proud to step up in their greatest time of need.

Greektown Casino

Detroit, MI

Greektown donated perishable food items, water, gloves and toilet paper to Gleaners Community Food Bank, Wayne County Meals on Wheels, Mariners Inn (housing for displaced veterans) and Veterans Solutions. Greektown also worked with the city of Detroit and local medical facilities to offer their facilities as a makeshift hospital and drive-through testing center.

Zia Park Casino Hotel & Racetrack

Hobbs, NM

Zia Park donated \$6,000 in food to Hearts Desire Inc., Hobbs Guidance Center, Isaiah's Soup Kitchen and Options Inc. woman's shelter.



Hollywood Casino Aurora & Hollywood Casino Joliet

Aurora & Joliet, IL

Hollywood Casino Joliet donated more than \$8,000 of food to Catholic Charities Homeless Shelter in Joliet, and Hollywood Casino Aurora donated perishables to Aurora Interfaith Food Pantry, with their executive team staying to help the pantry bag items.





The Meadows Racetrack & Casino

Washington, PA

The Meadows donated more than 10 pallets of food, totaling more than \$6,600, to 412 Food Rescue, Agency on Aging, City Mission and Greater Washington County Food Bank.

Hollywood Casino at Charles Town Races

Ranson, WV

Hollywood at Charles Town Races distributed perishable foods to charitable organizations, including partnering with the Jefferson County Community Ministries.

Ameristar Black Hawk Casino Hotel

Black Hawk, CO

Ameristar Black Hawk donated 7,778 lbs of food to the Food Bank of the Rockies. Estimated value of the donation was \$25,000.



M Resort Spa Casino

Las Vegas, NV

M Resort donated perishable food items to team members. Pre-loaded bags were given out by the management team to team members through a drive-up distribution process.

Medical Equipment Donations

Our properties also donated our stocked surgical masks and gloves to hospitals and first responders during the crisis

Hollywood Casino Toledo

Toledo, OH

Hollywood Toledo donated \$5,000 in perishable food items to local food banks and charities, including the Cherry Street Mission in Toledo, among others.

Hollywood Casino at Kansas Speedway

Kansas City, KS

Hollywood Casino at Kansas Speedway donated 3,628 pounds of dairy and produce to Harvesters-The Community Food Network.

Over 60

organizations & community centers helped

Ameristar Casino Hotel East Chicago & Hollywood Casino and Hotel Lawrenceburg

Chicagoland

Ameristar Council Bluffs donated \$9,600 in food items to MOHM's Place, which provides meals to single men, women, children, and families who are experiencing food insecurity.



Ameristar Casino Hotel Council Bluffs

Council Bluffs, IA

Ameristar Council Bluffs donated \$9,600 in food items to MOHM's Place, which provides meals to single men, women, children and families who are experiencing food insecurity.



Ameristar Casino Hotel Vicksburg

Vicksburg, MS

Ameristar Casino donated food to Salvation Army and Caffé Paradiso. Caffé Paradiso worked with other local restaurants, including Fit Chef and Gumbo Pot, to deliver meals from these donations to over 300 people in need per day.

75,000

pounds of food donated



Hollywood Casino & Hotel Tunica & 1st Jackpot Casino Tunica

Robinsonville, MS

Hollywood Tunica and 1st Jackpot donated over five pallets of food to Sacred Heart Southern Mission to help support them in their mission to provide critically needed assistance to families in difficult times.

Hollywood Casino St. Louis

Maryland Heights, MO

Hollywood St. Louis sent 7 pallets of goods amounting to more than \$8,600 to the St Louis Area Food-bank. In addition, they donated surplus food to various charities, including Mimi's Food Kitchen, and worked to facilitate food delivery to children in central Missouri.



Margaritaville Resort Casino & Boomtown Casino Hotel

Bossier City, LA

Margaritaville and Boomtown Bossier City donated two pallets of food to the Rescue Mission, LA, Providence House, the Bossier Council on Aging and NWLA Veteran's Home.

Hollywood Casino Hotel & Raceway Bangor

Bangor, ME

Hollywood Bangor donated \$3,000 in food to the Good Shepard Food Bank.

Hollywood Casino Columbus

Columbus, OH

Hollywood Columbus put together 200 boxes of perishable items (approximately \$25 in food items each) and distributed them to hourly and part-time team members. The total contribution was \$5,000.

Hollywood Gaming at Dayton Raceway

Dayton, OH

Hollywood Dayton donated \$2,500 in food items to the Dayton Food Bank.



Hollywood Gaming at Mahoning Valley Race Course

Youngstown, OH

Hollywood Mahoning Valley delivered everything from their kitchens that couldn't be frozen to Harvest Food Bank. In addition, they donated non-perishable items from their March food drive promotion.

Boomtown Casino & Hotel New Orleans

Harvey, LA

Boomtown New Orleans donated perishable foods to charitable organizations, including Grace Baptist Church.



Caring for Our Guests

Penn National recognizes that caring for our people and our communities includes caring for our valued guests. In conjunction with our Gold Level partnership with the National Center for Responsible Gaming (NCRG), our Company has established a comprehensive framework to promote a culture of responsible gambling throughout our organization.

Penn National maintains a Corporate Responsible Gaming Committee to oversee its responsible gaming programs and regularly consults with the NCRG and other partner responsible gaming organizations. The Committee's goals include:

- Promoting a culture of responsible gaming.
- Establishing minimum responsible gaming related policies and procedures including the establishment of programs to allow patrons to self-exclude and setting up financial restrictions and marketing restrictions.
- Overseeing ongoing reporting by property-based Responsible Gaming Committees at each Penn National property.
- Preventing underage gambling and unattended minors in casinos.
- Serving alcoholic beverages responsibly.
- Advertising responsibly.
- Training team members on responsible gaming.
- Supporting and promoting research-based policies on responsible gaming.
- Providing ongoing oversight and review of compliance with all responsible gaming policies and programs.

This Committee meets quarterly and consists of senior Penn National executives, including our President & CEO, Chief Legal Officer, Chief Compliance Officer, and senior executives in Human Resources, Marketing, Internal Audit, as well as its Senior Vice Presidents of Regional Operations.

The Penn National Corporate Responsible Gaming Committee has established a comprehensive Corporate Responsible Gaming Program ("Corporate RG Program") based on the American Gaming Association's ("AGA") Code of Conduct for Responsible Gaming to meet the goals described above and that governs all of its casino facilities and online products.

As required by the Corporate RG Program, each individual Penn National property maintains a property Responsible Gaming Committee, chaired by the property general manager, that sets property responsible gaming standards in accordance with Corporate RG Program standards, NCRG recommended practices and the AGA's Code of Conduct. In addition, Penn National's internal audit department conducts regular responsible gaming audits at each property to ensure compliance with established responsible gaming standards.



In addition, to address our Interactive Division's patrons, our Company has developed a robust responsible gaming program, including Ot registration. Part of a registrant's information is checked through a database of public records to confirm the individual's information and identity. Only upon

verifying an identity is an individual allowed to deposit into their sports betting or online casino account and wager when physically located in a legally approved jurisdiction. There is no anonymous gaming on our online gaming offerings.

Beyond its gatekeeping measures, Company online operations provide customers with a number of services to promote responsible gaming. Primarily, the online applications ("app") provide a number of resources and literature to players in its "Responsible Gaming and Patron Protection" and "Limits" sections. Players can set various monetary limits in an effort to stay within their budget. This includes deposit, single wager, and total wager (daily, weekly, or monthly) limits. Our online offerings further provide the option of setting time limits, which prevent players from logging into their account for 24 hours after the voluntarily set time limit is met. In addition, players can set a "check-in" alert that will notify a player when they have been active on the app for a certain amount of time.

To further promote responsible gaming, there are waiting periods of 24 hours, seven days, and one month to increase or remove limits, aimed at preventing a vulnerable player from changing responsible gaming settings impulsively. In addition, players can set a timeout

of at least 72 hours where they will not be able to log-in during this cooling-off period.

Further, consistent with the Penn National's omni-channel approach, Penn National and Barstool Sports are creating a cohesive, consistent message regarding responsible gaming across its interactive products, including the Barstool Sportsbook and Casino.

When the Barstool Sportsbook launched, it did so alongside an authentic public service announcement from Barstool Sports founder Dave Portnoy and lead talent Dan "Big Cat" Katz, reminding their audience that "if you have a problem, call 1-800-GAMBLER". In just seven months, seven months, that PSA has received



over 570,000 views. Moreover, Penn National and Barstool Sports launched Barstool Sportsbook responsible gaming platforms on Twitter and Instagram, providing dedicated platforms with the sole goal of delivering meaningful responsible gaming messaging under the Barstool brand.

Penn National and Barstool Sports incorporate the traditional, industry standard responsible gaming message in its gaming content, focusing on the 1-800-GAMBLER hotline number to provide its audience with the industry-leading, easily recalled, and nationally available avenue of support if in need. The app provides this number at several customer interaction points, from the account section, to the customer's bet slip, to an inactivity timeout. Moreover, because the bet slip provides the hotline number, any time a customer shares their bet slip with friends or on social media, that customer is joining our responsible gaming effort by sharing the 1-800-GAMBLER resource.

In addition, Barstool incorporates this messaging in its day-to-day content. For example, the nation's leading sports podcast, Barstool's "Pardon My Take", often reminds its multi-million-person audience that gambling should always be viewed as a form of entertainment. In Big Cat's own words, "Gambling

should be for entertainment. 1-800-GAMBLER if you have a problem....this...should be fun, entertainment. Don't bet more than you can afford

Barstool routinely shares daily win/loss records in shows, podcasts, and on social media. As Big Cat has said, "I'm still a bad gambler. Maybe I should put this into my Twitter bio. Don't follow my picks expecting to win. I lose. I am a lifelong loser. A Loser with a capital 'L.'"

Penn National and Barstool are improving the way we talk about responsible gaming to engage our entire audience in a meaningful way and will continue to focus on the well-being of our customers.

Barstool Sportsbook Responsible Gambling
@BarstoolRG

Gambling should be fun, it should be entertainment. When playing on the @BSSportsbook know your odds know your limits and play responsibly. Rumor has it even the Can't Lose Parlay can lose. @BarstoolBigCat #800GAMBLER



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