



Rivers Casino Philadelphia Diversity Plan

Updated July 2024

CULTURE COUNTS

Sugarhouse HSP Gaming, LP

Diversity Plan

Sugarhouse HSP Gaming, LP (d/b/a “Rivers Casino Philadelphia”) is committed to ensuring that culture counts in every aspect of our business – our Team Members, our property and our community.

Each component of Rivers Casino’s diversity plan (the “Diversity Plan” or “Plan”) prioritizes Diversity, Equity and Inclusion (DEI); taking a robust approach to capitalize on opportunities for organizational growth, business vitality and community impact.

Diversity, Equity and Inclusion Mission Statement

The following mission statement summarizes Rivers Casino Philadelphia’s commitment to DEI and communicates our foundational principles to Team Members, guests, vendors/suppliers, and our community:

Rivers Casino Philadelphia is committed to fostering a culture where our team members are supported and celebrated, our guests enjoy a welcoming and inclusive entertainment experience, and our partnerships and philanthropic efforts drive equitable impact throughout the Greater Philadelphia region.

- *Rivers strives to recruit and retain a dynamic workforce that reflects the diversity of our guests and surrounding communities. By prioritizing workplace culture and team member experience, Rivers has established itself as a preferred employer of choice.*
- *Rivers recognizes the success of Minority, Women-Owned Businesses is essential to economic growth and vitality throughout the Greater Philadelphia region. Connecting with small and diverse businesses, partnering with advocacy organizations and aligning with like-minded peer businesses adds tremendous value to our property and empowers those businesses to thrive.*
- *Philadelphia has a vibrant ecosystem full of rich history and distinct character and we pour back into communities throughout the city in a thoughtful manner. Aligning our efforts with the City's primary areas for growth (Public safety, economic & workforce development and health & wellness,) serve as a guide for our support and resource allocation.*

Culture Counts: Leadership

Rivers Casino Philadelphia's Director of Diversity, Equity & Inclusion is spearheading DEI efforts, providing leadership, vision and counsel; strategic planning, research, training and professional development, communication and the implementation of a DEI Strategic plan.

The strategic plan will have support from leadership and buy-in from different departments to ensure holistic impact. The Director of DEI will serve as the lead for Rivers Casino Philadelphia's Diversity Task Forces, which includes an executive committee and subcommittees.

Culture Counts: Diversity Task Forces

Executive Committee

- Participants include the GM, VP's and Director of DEI
 - Review quarterly and annual reports and documentation for submission to the Pennsylvania Gaming Control Board (PGCB) as required.
 - Review quarterly updates from the Diversity Taskforce Subcommittees
 - Provide feedback/recommendations
- Quarterly cadence

Subcommittees

- Participants include managers, supervisors, salaried professionals and administrative-level team members
- Responsibilities include:
 - Assessment and analysis (Gather and review data)
 - Strategy (Develop and prioritize actionable strategies and initiatives)
 - Professional Development (Programs, events, education and training)

- Collaboration (Interdepartmental connectivity)
- Measurable outcomes (Quarterly progress reports and annual data/metrics)
- Monthly meeting cadence

Culture Counts: Team Member Diversity

Noteworthy Statistics

- 64% Minority Team Members in 2023 (#1 for all PA casinos in 2023 Pennsylvania Control Board Diversity Report)
- 42% Woman Team Members in 2023
- 4% increase for overall improvement in diversity numbers in 2023 (#2 for all PA casinos in 2023 Pennsylvania Gaming Control Board Diversity Report)

Rivers Casino Philadelphia will implement a number of steps to ensure that the DEI Plan is followed in the recruitment and retaining of team members:

- Open communication between Human Resources and Managers/Supervisors regarding vacant positions.
- Distribution of job listings to recruitment sources, including workforce development agencies and community-based organizations that are equipped to reach under-resourced populations.
- Distribution of job listings to local colleges, universities, community colleges, trade schools and other organizations that are involved in higher education.
- ESL Employment Support
 - Work with Human Resources to identify primary English as a Second Language (ESL) prospective and current team members.
 - Provide support and resources for ESL speakers.
- DEI @ New Hire Orientation
 - Director of DEI attends new hire orientation to provide overview of why Culture Counts at Rivers
- Celebrate and recognize Holidays and Heritage Days/Months with events, programs and initiatives for Team Members
- Team Member Scholarship Program
 - Assists Team Members and their eligible children and grandchildren who plan to pursue or continue education in college or vocational school programs.
- Employee Recognition Programs
 - Programs and initiatives that reward Team Members for their performance, attendance, tenure, enthusiasm, etc.

College Recruitment

The Human Resources Department will issue notices to career service departments of colleges and universities on a local, state and national level, informing them of our Diversity and Inclusion Mission Statement and initiatives to promote a diverse workforce and will inform them of Rivers

Casino Philadelphia's interest in interviewing students and graduates whose educational training and background have prepared them for opportunities within our industry.

Leadership Development

Rivers Casino Philadelphia provides internal development opportunities for all team members. Each team member has the opportunity to continue to develop as part of their career path and succession planning for progressive responsibilities. Each Department Leader will have the responsibility to develop Team Members for advancement within the company and encourage each team member to take advantage of the necessary training that will enable them the opportunity to qualify for a current or future open position. The Vice President of Human Resources/Task Force/ Director of Diversity, Equity & Inclusion will monitor each department to ensure that all Team Members are given the opportunity to participate in all programs for advancement.

Diversity Awareness Training for Team Members

As part of Rivers Casino Philadelphia's core courses, all team members will be required to complete the Diversity Awareness Training Program during employee orientation. This Diversity training will focus on building an awareness of the valued differences of fellow team members and guests. Our diversity training efforts will be designed to ensure that all team members are aware of the company's diversity philosophy, and incorporate this philosophy in their day to day practices within the workplace. In order to provide the very best guest service, it is necessary for our team members to understand the importance and have an appreciation of people's differences.

Complaint Resolution Process

Rivers Casino is committed to maintaining a productive work environment, free of any conduct in violation of the Anti-Harassment and Anti-Discrimination policy. Rivers Casino Philadelphia will encourage fair treatment of all Team Members and discourages the harassment, intimidation or coercion of any Team Member. The following process to resolve discrimination and harassment complaints will be as follows:

- In the event that any conduct perceived to be in violation of the Anti-Harassment and Anti-Discrimination policy occurs, Team Members are encouraged to immediately report the matter to their department supervisor/manager or any other supervisor/manager with whom the Team Member feels comfortable. If a Team Member is unsure of with whom to raise a concern, or if a

If a Team Member has not received a satisfactory response within five business days after reporting any incident of what the Team Member perceives to be a violation of the Anti-Harassment and Anti-Discrimination policy, they should immediately contact the Vice President of Human Resources or a management level HR Team Member. Team Members also have the option of contacting River's Casino's Ethics Hotline at (866) 934-2417 to report any such concerns.

- Human Resources will see that an investigation is timely conducted. Every report of perceived harassment will be appropriately investigated, and corrective action will be taken where appropriate. Rivers Casino will attempt to protect the confidentiality of harassment complaints to the extent consistent with an appropriate investigation and within the

constraints of applicable law.

- Violation of this policy will result in disciplinary action, up to and including discharge for any Team Member who violates this policy. In addition, Rivers Casino prohibits any form of retaliation by any individual against individuals who in good faith report a perceived violation of this policy or who cooperate in the investigation of such reports in accordance with this policy and Rivers Casino will take appropriate disciplinary action for any such retaliation.
- Any supervisor or manager who becomes aware of conduct in violation of the Anti-Harassment and Anti-Discrimination policy must immediately advise the Human Resources Department so it can be investigated in a timely manner. If requested, all Team Members are required to provide assistance in any investigation. Failure to participate may be grounds for disciplinary action, up to and including termination, unless the refusal to participate is legally protected.

Culture Counts: Diverse Suppliers and Vendors

Noteworthy Statistics

- 29% Minority or Women-Owned Business Enterprise (M/WBE) spend in Q1 2024 (Highest percentage since Q1 2018)
- 49.6% Local Business Enterprise (LBE) spend in Q1 2024
- 60% M/WBE spend on hotel construction (2023)

The Vice President of Finance and the Director of Diversity, Equity & Inclusion will share the responsibility for identifying and encouraging the participation of minority and women-owned business enterprises.

The Director of Diversity, Equity & Inclusion and Vice President of Finance will encourage representation and participation of diverse groups in the ownership and operation of businesses that will serve the facility and provide goods and services to the facility. We are committed to procuring goods, products, and services from a diversified pool of vendors and professional service providers. Our strategy is to work with a broad range of suppliers that are competitive in quality, service, and price. All suppliers are encouraged to support diversity efforts through the use of second-tier supplier programs.

Rivers Casino Philadelphia will take the following actions:

- Rivers Casino Philadelphia will utilize the list of the minority and women's business enterprises that are pre-qualified by the Bureau of Minority and Women's Business Enterprises of the Pennsylvania Department of General Services to seek goods and services from diverse vendors.
- Rivers Casino Philadelphia will "partner" with local organizations within the Greater Philadelphia Metropolitan area, including but not limited to, the City of Philadelphia Office of Economic Opportunity, the African-American Chamber of

Commerce of PA, NJ and DE, the Asian-American Chamber of Commerce of Greater Philadelphia, the Greater Philadelphia Hispanic Chamber of Commerce, the Minority Supplier Development Council of PA, NJ and DE, the Women's Business Enterprise Council of PA, DE, and NJ, and the Pennsylvania Minority Business Enterprise Council.

- Rivers Casino Philadelphia will have a submission form on its website www.riverscasino.com/philadelphia/vendors so that vendors can communicate directly with the Procurement Team. Additionally, the company's website provides informational assistance, such as vendor licensing requirements and vendor Terms & Conditions.
- Rivers Casino Philadelphia purchasing personnel will help qualified vendors and suppliers (as defined by the Pennsylvania Department of General Services), where necessary, by providing pertinent information and feedback so that they can compete effectively on price, service and product quality.
- Rivers Casino Philadelphia personnel will track dollar volume and performance of suppliers and vendors and provide reports/data to the Director of Diversity, Equity & Inclusion to monitor compliance with the Diversity Plan.
- Rivers Casino Philadelphia through the Director of Diversity, Equity & Inclusion collects data and issues reports needed for periodic diversity reporting, including quarterly participation reports as defined and required by PGCB.
- The Vice President of Finance and Director of Diversity, Equity & Inclusion continuously work on developing a MWDBE network and the implementation of the Diversity Plan.
- Rivers Casino Philadelphia purchasing personnel and internal end-users are trained on supplier diversity policies and procedures and compliance requirements.

Culture Counts: Our Community

Noteworthy Statistics

- Distributed \$1.2 Million to Community Partners in 2023
- Donated more than 500 turkeys to two dozen local organizations for our annual turkey drive
- 100+ volunteers for 1,000+ hours of service in 2023
- Raised more than \$70,000 for Philadelphia nonprofit organizations through our Change Makes A Difference campaign
- Philadelphia First
 - Major investments in 1-2 large-scale events.

- Prioritize partnerships with organizations founded and/or headquartered within Philadelphia County, ensuring identifiable impact of allocated resources.
- Rivers Gives
 - Identify under-resourced populations and groups as recipients of partnerships, sponsorships, volunteerism and general support.
 - Branding our efforts (clothing, signage, etc.) for internal alignment and external recognition - Galvanize team members to volunteer and/or support charitable causes.
 - Create annual content wrap-ups that highlight Rivers Gives efforts for internal and external visibility.
 - Track volunteer hours and dollars allocated.
- Change Makes a Difference Program
 - Identify local organizations as monthly and quarterly recipients.
 - Create a multiyear recipient calendar that incorporates new organizations annually.
 - Celebrate partnerships with visits to the recipients' sites and/or invitations to our property.
 - Use the program as a stepping stone for more impactful partnerships with respective recipients.
- River Wards Orgs/Registered Community Organizations (RCO)
 - Cultivate a collaborative relationship with the Penn Treaty Special Services District, in accordance with the Community Benefits Agreement.
 - Partner with local organizations (Fishtown Neighbors Association, Northern Liberties Neighbors Association, Olde Richmond Civic Association, South Kensington Community Partners) to align community goals for collective benefit.
 - Align with Philadelphia RCO's that take a grassroots approach towards advocacy, engagement and impact.

Culture Counts: Audit and Reporting System

Internal Progress Reports

The Director of Diversity, Equity & Inclusion and Task Force shall monitor company progress to carry out the Diversity and Inclusion Plan. The Director of Diversity, Equity & Inclusion/Task Force shall receive employment and procurement activity reports for each department and M/W/DBE participation reports, at a minimum on a quarterly basis. These reports shall be used to compile a periodic progress report to be submitted to the Diversity Task Force for review and comments. The Task Force shall assist department managers and supervisors and project site managers by recommending specific actions.

Report of Participation

Rivers Casino Philadelphia shall file a quarterly report with the PGCB which sets forth the Company's performance in fulfilling the goals of this Diversity and Inclusion Plan. The report shall contain all of the following:

- Employment data, including information on minority and women representation in the workforce in all job classifications; average salary ranges; and recruitment and training

information, including executive and managerial level recruitment and training; and retention and outreach efforts.

- The total number and value of all contracts and/or subcontractors awarded for goods and services.
- An identification of each subcontract actually awarded to a minority or women-owned business enterprise under contracts containing a participation plan during each calendar quarter and the actual value of each such subcontract.
- A comprehensive description of all efforts made by the licensed entity or applicant to monitor and enforce the participation plan.
- Information on minority and women investment, equity ownership, and other ownership or employment opportunities initiated or promoted by the licensed entity.
- Other information deemed necessary or desirable by the PGCB to ensure compliance with the rules and regulations governing gaming in Pennsylvania.