



# 2021

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## ANNUAL ESG REPORT

Environmental, Social & Governance

NORTH AMERICA

Note that the data shown in this report reflects Century's North American operations and might be adapted if more accurate data is available. View the latest version on our [website](#).



# COMMITTED ACTION-ORIENTED RESPONSIBLE ECO-FRIENDLY SUSTAINABLE

CENTURY CASINOS IS COMMITTED TO INVESTING IN OUR COMMUNITIES, OUR TEAM MEMBERS AND OUR PLANET.

Century Cares is a program created to show our dedication to the well-being of our communities now and well into the future. From our contribution and support of non-profit organizations to a commitment to sustainable business operations, we are taking a stand for the things that matter most.

# “AT CENTURY CASINOS, WE BELIEVE IN BEING GOOD NEIGHBORS.

THIS MEANS, IN ADDITION TO DONATING FUNDS AND  
SUPPORT SERVICES TO COMMUNITY GROUPS, WE ALSO  
ENCOURAGE OUR EMPLOYEES TO BE ACTIVELY INVOLVED  
IN THE COMMUNITIES IN WHICH WE OPERATE.”

— Erwin Haitzmann & Peter Hoetzing  
*Co CEOs Century Casinos, Inc.*





## A LETTER FROM OUR CEOS

We're pleased to present our 2021 Environmental, Social and Corporate Governance Report. This report demonstrates our commitment to ESG, providing both overviews and data collected throughout the year. Here at Century Casinos, we strive to operate with the utmost integrity, with a strategic focus on improving our efforts to address ESG matters.

As a premier casino entertainment company, we are dedicated to elevating the experience for both guests and team members. To achieve this goal, we strive to provide stellar customer service, exciting gaming opportunities and world-class amenities. It also means we must reinvest in our properties, our employees and the communities we serve, invest in future growth and programs that will position us as responsible corporate citizens and leaders in the industry.

As we move ahead, we pledge to continue to track our performance while seeking new and innovative ways to improve our operations and support our environment, our people and our communities.

**Erwin Haitzmann & Peter Hoetzing**

*Co CEOs Century Casinos, Inc*

## VISION

CENTURY CASINOS' GOAL AND VISION IS TO BECOME THE LEADING COMPANY IN THE MID-SIZE CASINO MARKET IN NORTH AMERICA.

## MISSION


IN ORDER TO ACHIEVE THIS GOAL, WE STRIVE TO GROW OUR BUSINESS AND LOOK TO CONTINUE OUR FINANCIAL SUCCESS BY:

- Offering our guests excellent customer service and the latest exciting casino entertainment,
- Focusing on employee development and creating a positive work environment,
- Adding value to the local communities through responsible operations, employment and development of business associate relationships,
- And actively pursuing the development of new gaming opportunities and reinvesting in the success of our existing operations.

# UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Century Casinos is proud to support these ten United Nations Sustainable Development Goals through the efforts and initiatives outlined in this report.



A vertical photograph showing a close-up of a mossy log. The log is covered in vibrant green moss and has several thin, dark stems with small, delicate purple flowers growing from it. The background is a soft, light-colored sky. The image is oriented vertically, matching the page's layout.

**CENTURY CASINOS IS COMMITTED** to being good stewards of the environment. We feel it is our responsibility as one of the leading mid-sized casino operators in North America to protect global ecosystems and to limit our consumption of natural resources. In recent years, Century Casinos has been focused on implementing new energy-efficient power sources, limiting our water consumption and reducing waste. These efforts play a key role in fighting climate change and creating a sustainable environment for future generations.

# ENVIRONMENTAL EFFORTS

## ■ COMMITMENT

Climate change is one of the most challenging and pressing issues of our time. We recognize its critical importance to the future of our planet. At Century Casinos, we aim to create value for our guests and shareholders, and to have a positive impact on society.

In order to meet these expectations, we are currently expanding our local efforts and developing a company-wide ESG Strategy and Program.





## WATER CONSUMPTION

At Century Casinos, we see ourselves as responsible stewards of environmental resources— this includes water usage. We believe in a sustainable way of conducting business. This is why we strive to analyze and optimize various aspects of our water consumption. Water is a critical resource and its efficient use is essential for sustainable operations.

**9.6 MILLION  
CUBIC FEET  
OF WATER CONSUMED**



# ENERGY EFFICIENCY

We make energy efficiency the foundation of our commitment to addressing climate change because it can reduce both greenhouse gas (GHG) emissions and energy costs. We pursue efficiency opportunities throughout our facilities by using strategic energy management and reporting systems.

During the last few years, we executed several local projects to enhance our energy efficiencies such as LED upgrades, EV charging stations, smart thermostats and intelligent room climate procedures.

# 204 THOUSAND GIGAJOULES ELECTRICITY USED

**UP TO 30% RENEWABLE ENERGY**



## WASTE IN OPERATIONS

We are continually looking for new ways to be mindful of resource use at our properties. Recycling and composting awareness among staff and patrons is just one aspect to reduce our overall carbon footprint. Diversion of waste and reuse of biomass are integrated into our operations. We are continuing to analyze opportunities to reduce waste and emissions.

# 1.5 THOUSAND METRIC TONS\* OF TOTAL WASTE

### GREENHOUSE GAS EMISSIONS

SCOPE 1: 6,200\*\*

SCOPE 2: 27,000\*\*

\*Excluding Woodview Golf Course; horse manure

\*\*Metric tons CO<sub>2</sub>e

**AT CENTURY CASINOS, WE KNOW IT'S THE PEOPLE THAT DRIVE OUR SUCCESS.**

That's why the well-being of our team members and guests is always a top priority. Each person who walks through our doors is expected to be treated with the respect and dignity they deserve. For our team members, we want Century Casinos to be more than just a job. We want to provide careers where our employees can thrive. We do this by offering comprehensive health care, training programs and opportunities to advance within our company.

Century Casinos is also committed to making a positive difference within our communities. **In 2021, we donated over \$220,000 to local communities** through our Century Cares program. These funds go toward fighting hunger, supporting quality education and helping provide better access to healthcare in our communities.



FROM SUPPORTING CHARITY GOLF EVENTS TO PARTICIPATING IN HIGHWAY CLEANUP, THE CENTURY TEAM IS PROUD TO GIVE BACK TO THE COMMUNITIES IT SERVES.



## FOOD DONATIONS

Century Casinos is on a mission to fight hunger in our communities. During the past few years, we've provided food donations to people in need during the holidays and collected food for our local food banks. **Century Casinos donated 500lbs of food in 2021.** We're also working to raise awareness about the growing problem of domestic hunger through awareness projects that encourage our Century Casinos family to take action. Thanks to the generosity of our guests, team members and corporate team, we can help give back to local communities.



Century Casino Cape Girardeau team members wore orange attire to raise awareness about domestic hunger on National Hunger Day in September 2021.



The Century Casino Cape Girardeau team prepared and served 300 meals on Christmas Day 2021 to people in need in our community through Student Santas.



Century Casino Caruthersville donated to the Southeast Missouri (SEMO) Food Bank with funds raised through the team member Jean Day.



## HEALTH & WELLNESS INITIATIVES

At Century Casinos, the health and well-being of our team members is one of our highest priorities. During the pandemic, we've worked hard to ensure that all of our team members and guests remain safe and healthy while continuing to provide a world-class gaming experience. In addition, we pride ourselves in providing our employees with comprehensive medical benefits and wellness programs.

Century Casinos also works to promote health and wellness within our communities. In 2021, we provided health-authorized facilities for COVID-19 vaccination efforts. Initiatives like this help ensure that the people in the communities we serve have access to quality healthcare.

**MORE THAN 50% OF EMPLOYEES ENROLLED IN MEDICAL BENEFITS PLAN**

**PROVIDED HEALTH AUTHORITIES FACILITIES FOR COVID-19 VACCINATION EFFORTS**



## EDUCATION EFFORTS

Providing quality education is essential to create thriving communities. When people receive quality education it allows them to break the cycle of poverty, get higher-paying jobs and enjoy a better quality of life. Century Casinos is committed to supporting quality education within our local communities. One of our recent efforts to support education includes donating book bags and school supplies.



Mountaineer Casino donated book bags and school supplies to Allison Elementary School. Jason Pugh, General Manager of Mountaineer Casino, and Will Beaumont, VP of Human Resources for Century Casinos, presented the supplies to the school.



In April 2021, team members from Century Casino Cape Girardeau attended the Care to Learn dinner. Care to Learn helps students whose education is limited by the lack of basic needs, such as healthcare, hunger and hygiene.



## EQUALITY INITIATIVES

Century Casinos strives to create an inclusive work environment for all of our team members. We work hard to ensure that each team member feels valued and cared for and that our workforce is made up of people of diverse genders, ethnicities and backgrounds at every level within the company.

In recent years, we've expanded our training and mentorship programs. This allows team members to learn new skills, receive new opportunities and advance in their careers.

**Board of Directors: 20% female**

**Outside Directors: 33% female**

**Compliance Committee and Officers: 50% female**

**Compensation Committee: 50% female**







## OUR EMPLOYEES

At Century Casinos, we are aware that much of our success is based on our employees' combined talents, skills and ideas. As an international casino entertainment company operating in **multiple countries with diverse locations**, we cater to very different markets with different customer expectations.

In order to meet these expectations, we strive to build a workforce that's as diversified as our customers. Therefore, we look for talented people regardless of race, color, religion, sex, age and national origin.

### TRAINING & MENTORING

We are an Equal Opportunity Employer, providing training and employment for 2,300 people across a vast number of nationalities, races and genders.

We hire, retain and develop the best employees to be able to provide our customers with excellent customer service and the most exciting gaming experience.

As an international gaming operator, we also face different labor market regulations. Century Casinos does not only comply with these regulations but is striving to outperform them, and thus help people to improve their lives through employment and training.

### EMPLOYEE DEVELOPMENT

Focusing on employee development and creating a positive work environment is one of our first priorities. We have training and development programs in operation to ensure that everyone has the opportunity to tap their full potential.



## LOCAL PROJECTS

At Century Casinos, we believe in being good neighbors. This means, in addition to donating funds and services to community groups, we also encourage our employees to be actively involved in the communities in which we operate.

Every year we are supporting various local initiatives such as highway cleanup programs, fundraising or sports events as well as food banks or toy donations. We value our communities and have local businesses in our supply chain.

**Total Donations: \$221,410**



Century Casino Caruthersville participates in an Adopt A Highway program where team members volunteer to do a highway cleanup four times a year.



In August 2021, Century Casino Cape Girardeau team members attended the Safe House luncheon. The Safe House for Women is a non-profit organization that provides shelter and support for people who have experienced domestic abuse.



In December 2021, our Century Casino Cape Girardeau team collected toys and raised \$500 for Toys for Tots through our Century Cares program.

11 SUSTAINABLE CITIES AND COMMUNITIES



# LOCAL PROJECTS

## Charity Golf Events/Tournaments & Sponsorships



In June 2021, our team members participated in the Masonic Lodge Golf Tournament.



Century Casino Cape Girardeau team members participated in the Dream Factory of Southeast Missouri Golf Tournament in August 2021. This non-profit organization grants dreams to critically and chronically ill children in Southeast Missouri.



In August 2021, Century Casino Cape Girardeau team members participated in The Friends of Saint Francis Golf Tournament. Proceeds for this annual four-person scramble go to feed hungry children in Cape Girardeau.



Century Casinos team members participated in the Southeast HEALTH Foundation Golf Tournament in September 2021. Proceeds for the tournament benefit programs such as transportation for hospice patients, medications for low-income patients, bereavement and counseling services and more.



In October 2021, Century Casino Cape Girardeau team members participated in the annual United Way of Southeast Missouri Golf Tournament.

11 SUSTAINABLE CITIES AND COMMUNITIES



# LOCAL PROJECTS

Charity Runs for NPOs/foundations



Century Casinos participated in the Polar Plunge for the Special Olympics of Southeast Missouri in February 2021. Team members paid to have ice water poured over a designated team member's head. We raised nearly \$1,000,000 to support local Special Olympic athletes.



In October 2021, Century Casino Cape Girardeau team members participated in a Color Dash benefiting the Saint Francis Foundation—a non-profit organization that supports the efforts of the Saint Francis Healthcare System in meeting the medical needs of patients in the region.



In March 2021, our Cape Girardeau and Caruthersville properties participated in the Kenny Rogers Children's Center Walk/Run.

11 SUSTAINABLE CITIES AND COMMUNITIES



## LOCAL PROJECTS

Support of Southeast Missouri State University Athletics Department



In June 2021, Century Casino Cape Girardeau team members participated in the Redhawks Golf Tournament to support the Southeast Missouri State University Athletic Department.



Team members participated in Redhawks Trivia Night in May 2021 and October 2021 to support the Southeast Missouri State University Athletics Department.

11 SUSTAINABLE CITIES AND COMMUNITIES



# LOCAL PROJECTS

## CENTURY CASINOS IN THE NEWS

We're proud to be a leader in our local communities. Century Casinos contributes and participates in many community events throughout the year. Here are a few examples of the recognition we've received for our efforts.

### Breakfast with Santa



Breakfast with Santa will be held on December 7 from 8 a.m. until 11 a.m. at the Diane Sayre Recreation Center in Caruthersville hosted by Central Star #114.

Children under the age of 12 are free while those 13 and older are \$5. Breakfast will be served from 8 to 9:30 that morning with Donner's Delicious Eggs, Blitzens Bacon, Dashers Daylight Donuts, Winter Wonderland Waffles, Giving Grits, Ornament Orange Juice and Angel Apple Juice.

With crafts, gifts, breakfast and time with Santa, the event is sure to be undeniable fun! Children may get their p

### Casino donates



As part of the Century Cares Community Service program, Century Casino in Caruthersville has added a donation box on the casino floor where patrons can deposit any unwanted Tito tickets from the slots. These tickets can have anything from a few cents in winning to a few dollars.

The casino earmarks

• See Century, Page 3

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LADY LUCK CASINO  
LISA MCMAHAN  
PO BOX 1135  
CARUTHERSVILLE MO 63830



The winners of the 2021 Caruthersville Chili Cook off are: Chili - 1. Caruthersville Fire Department 2. Century Casino 3. Focus Bank Wings - 1. Arcosa 2. Sullivan's Auto & Tire 3. City of Caruthersville Dessert - 1. Church of God 2. About Life Nutrition 3. Al The Chamber would like to thank their cup sponsors this year. Caruthersville Ci teams and vendors. Hope everyone had a great time. They also want to give a

Amisot Press 10-13-21



### Wreaths Across America Ceremony Held

Pamiscot Press 12-22-21



Gayoso Chapter, NSDAR hosted the 4th Wreaths Across America Ceremony at Little Prairie Cemetery in Caruthersville followed by Wreath Laying in Little Prairie, Maple and Morgan Ridge Cemeteries on Saturday, December 18. In addition to Ceremonial Wreaths at all three sites, almost 900 Remembrance Wreaths were placed on Veterans' and First Responders graves as their names were spoken and they were each

thanked for their service. The Caruthersville Middle School Beta Club was there to help with the ceremony and the wreath laying and did an awesome job. Century Casino employees were there to help set up and take down the tent and participate in the ceremony and wreath laying. Father Dominic Ibok from the Sacred Heart Catholic Church and Missouri National Guard Chaplain gave the Invocation and Benediction. Craig Chambers played Taps at the end of the ceremony. Several veterans and veteran's families were in attendance and helped with the ceremony and the wreath laying as well, along with many other members of

• See Wreaths, Page 3

**11 SUSTAINABLE CITIES AND COMMUNITIES**

**LOCAL PROJECTS**  
CENTURY CASINOS IN THE NEWS

SOCIAL INITIATIVES

**More than 2000 vaccinated in drive through event** 2-5-21



The County Health Department and Pemiscot Memorial Hospital recently helped to administer over 2,000 COVID-19 vaccines at a mass vaccination clinic in Caruthersville outside the Century Casino alongside healthcare workers and MO National Guard troops from all over the state. Those in attendance said it was highly organized, incredibly efficient and very quick and easy.

**History Being Built at Century Casino**



A special ground breaking ceremony was held at Century Casino in Caruthersville Friday as they mark the transition of making the facility the first non-floating casino in Missouri. Construction has begun and the casino will continue to be open through the process. The group also celebrated a ribbon cutting at The Farmstead Hotel. This beautifully renovated hotel is now open for guests to come and enjoy!



**Leaders speak at Capitol**



Mayor Sue Grantham alongside Senator Jason Bean during a recent Capitol session.

**Century Casino gives back**



Century Casino in Caruthersville recently presented a donation to the Caruthersville Schools to help purchase school supplies for the year. The school says they are thankful for the many community partners who have stepped up to help give local students more this year despite all that they are battling.

*Pemiscot Press Wed 9-16-20*



*Pemiscot Press Wed 3-31-21*

City leaders, representatives and Century Casino members were on hand to speak to the State Lawmak-



## CORPORATE CITIZENSHIP

As a company, we strive to be community leaders and to add value through our products, services, social responsibility and sharing of our financial and human resources to achieve a positive impact on our employees, their families and our fellow citizens.

Our company has a great history of making meaningful contributions to charitable organizations both from a legislative and a good corporate citizenship point of view.

Century Casinos has developed numerous long-standing partnerships with charitable organizations in all jurisdictions we operate in. These partnerships include or have included donations and sponsorships to charities as well as having charities as shareholders of our casino operations.







## CORPORATE CITIZENSHIP

### Legislative Contributions to Charitable Organizations

In many countries, local gaming acts, rules and regulations require casino license applicants to demonstrate a commitment to support the local communities. The form of support can range from the payment of an annual lump sum to having charitable organizations as shareholders.

For example, in Edmonton, Alberta, Canada, where Century Casinos opened a casino and hotel resort in 2006, The Alberta Gaming and Liquor Commission ("AGLC") grants gaming licenses only to eligible charitable or religious groups. A charitable or religious group is eligible for a license to conduct gaming activities if the group actively delivers a program or service, which provides a benefit to a significant segment of the community. Once the casino is operative, the host charitable organization receives a certain percentage of the net win from table games, which are purchased and operated by the casino operator.

### Other Contributions

In addition to the legislative requirements, Century Casinos' management commits to supporting the local communities with their requests and needs in an effort to improve the lives of all people in these communities. The company strives to be fair-handed with the disbursement of contributions to charitable and non-profit organizations.

Century Casinos' management is confident that through working with charitable organizations we are able to make a positive difference to the lives of people living in the communities we have operations in.

**CORPORATE GOVERNANCE IS THE PRACTICES AND PROCEDURES** by which a company is run. For Century Casinos, integrity is at the core of our corporate governance. We believe it is our ethical responsibility to do the right thing for our shareholders, board members, executives, employees, customers and the communities we serve. Since our inception in 1992, Century Casinos has made it a priority to provide outstanding customer service, good jobs and to give back to the communities we serve. It is these values that have allowed us to grow into the leading casino entertainment company we are today.

[CENTURY CODE OF BUSINESS CONDUCT AND ETHICS](#)

[WHISTLEBLOWER POLICY](#)



# CORPORATE GOVERNANCE

## Responsible Gaming

In Alberta, Canada, the Alberta Gaming Liquor and Cannabis Commission (AGLC) promotes responsible gaming by providing policies, regulations, program tools and resources that educate and inform Albertans on responsible gambling through GameSense. Some GameSense mandatory requirements include posting of GameSense information such as encouragement of fun and making informed choices when gambling, as well as contact information for help support. Casinos and New Racing Entertainment Centers (REC) must also have a GameSense Information Center with minimum size requirements for AGLC GameSense staff to operate within the Casinos or REC.

Century Casino Cripple Creek and Century Casino Central City are committed to promoting responsible gaming as an integral part of our day-to-day operations. This commitment includes, but is not limited to newly hired gaming licensed employees receiving training on all areas of responsible gaming and resources being available at the casinos and on the websites. Additionally, self-exclusion from all gaming activities is provided.

# CORPORATE GOVERNANCE

## Responsible Gaming

In Missouri, the Missouri Gaming Commission (MGC) promotes a Responsible Gaming Program that establishes procedures to allow patrons (who are not on the List of Disassociated Persons) to enact self-limiting options; e.g. removal from the mail list, restricted check cashing or player card privileges, limit or suspend credit privileges, and elimination from other promotions, etc. These procedures shall be immediately available in hard copy for patrons, employees and Commission personnel at the following locations: players club, cage, security, or any other department identified by the Gaming Commission or the property's Internal Control System.

Century Casino Cape Girardeau and Century Casino Caruthersville are committed to promoting responsible gaming as an integral part of day-to-day operations.

In West Virginia, the West Virginia Lottery promotes the helpline number by printing it on their lottery tickets, website, and print material made available to patrons. The Problem Gamblers Help Network of West Virginia operates a 24/7 problem gambling helpline (1-800-GAMBLER).

Mountaineer Casino, Racetrack & Resort is committed to promoting responsible behavior among customers and employees and dedicating human and financial resources to educate and build awareness that deters underage and problem gambling.

For more information about Century's practices towards responsible gaming please visit [www.cnty.com/investor/esg/responsible-gaming/](http://www.cnty.com/investor/esg/responsible-gaming/).

# CORPORATE GOVERNANCE

## Gambling Problem Help Lines

For further information on problem gambling please visit the National Council on Problem Gambling's website. For additional information about local toll free help lines please visit our casinos' websites. "Gamble with your head not with your heart".

## Understanding of Problem Gambling

A visit to any casino and entertainment complex is seen as time for relaxation, enjoyment and socialization. Visitors come to casinos knowing how much money they can afford to spend, and only spend the predetermined amount.

This is the case for the majority of visitors to casinos around the world. However, there is a small portion of people who lose sight of the entertainment value of gaming which could lead to varying levels of addiction to one or more forms of gambling.

Problem gambling is a serious issue and we therefore believe that it is our social responsibility to attempt to identify problem gamblers under a problem gambling program and provide them with the assistance as well as support to rehabilitate from the various levels of addiction.

# CORPORATE GOVERNANCE

## Anti-Money Laundering (AML)

For all Century U.S. owned and/or operated properties, the gaming regulators promote AML programs that meet the applicable requirements under the United States Code of Federal Regulations, Title 31 and the United States Bank Secrecy Act ("BSA").

Century Casinos, Inc. has developed a comprehensive program and system of internal controls that ensure compliance with all federal and state regulations. The program is based on a risk assessment conducted for each casino property and is reviewed and updated at least every calendar year. The program represents the efforts to prevent, deter, detect, and report money laundering and other financial crimes.

In Alberta, Canada the Alberta Gaming Liquor and Cannabis Commission (AGLC) has assumed responsibility of acting as the compliance entity for ensuring that casinos and racing entertainment centers meet the obligations of the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC). FINTRAC has required through legislation that all entities conducting financial transactions, including casinos and racing entertainment centers, must be responsible to report all transactions meeting select criteria to detect and prevent money laundering and terrorist financing.

AML certification is the AGLC's Anti-Money Laundering training program. The program has been developed to educate all registered casino gaming workers within Alberta, including specified AGLC employees, on the topic of Money Laundering. The information in AML Certification provides all Registered Gaming Workers with exposure to the possibilities of money laundering related to cash transactions within a casino environment.

AML Certification is mandatory for all individuals exposed to the potential risk of money laundering or terrorist financing activities within a casino or REC. This includes Registered Gaming Workers who are employed in a casino or Racing Entertainment Centre and key personnel of the AGLC. It is conditional for all Registered Gaming Workers registration to have valid AML certification. All Registered Gaming Workers are required to recertify every 2 years.

For more information about Century's practices towards AML please visit [www.cnty.com/investor/esg/aml/](http://www.cnty.com/investor/esg/aml/).

# CORPORATE GOVERNANCE

## Anti-Harassment Policies

Century Casinos strives to provide a safe workplace for our employees.

All team members receive Workplace Harassment Training. Team members are provided a copy of the company harassment policy in their Team Member Handbook. The training and handbook provide information on what is considered harassment and how to report an incident. Additionally, the Company maintains a confidential reporting service, to allow team members to share sensitive information anonymously.

The Company prohibits unlawful harassment because of age, race, sex, color, religion, national origin, disability, genetic information, sexual orientation, genetic identity, or political affiliation, or any other applicable status protected by state or local law. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees, such as customers, clients, vendors, consultants, etc.



Note that the data shown in this report reflects Century's North American operations. All such data may be subject to change arising from new findings and calculation methods. View the latest version on our [website](#).

