

CELEBRATING **5 YEARS** OF COMMUNITY
IMPACT AT MGM SPRINGFIELD

COMMUNITY IMPACT REPORT 2023





MGM Springfield's construction occurred from 2015 until the property's opening in 2018.

**CELEBRATING 5 YEARS OF
COMMUNITY IMPACT AT
MGM SPRINGFIELD**

2023 Community Impact Report

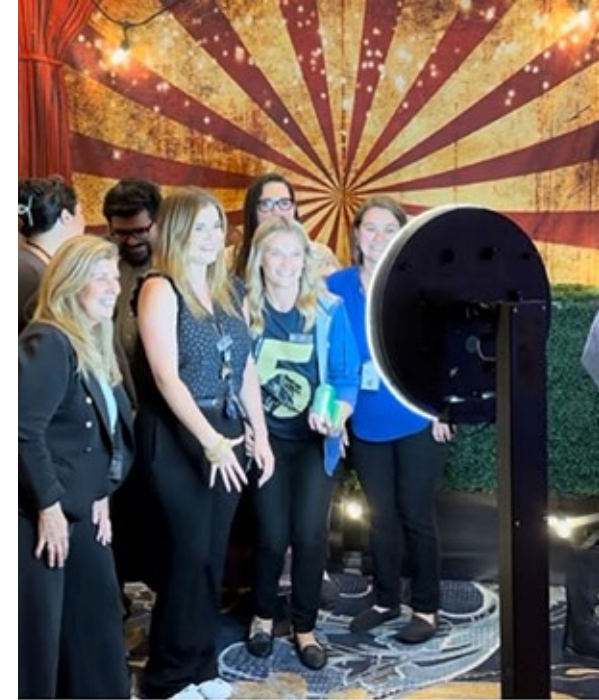
This Community Impact Report reflects operations and the subsequent socio-economic impact to Springfield and surrounding communities from 2018 through December 2023.

No third party shall claim rights or entitlement under this Report.

© April 2024; MGM Springfield
MGM Springfield
One MGM Way
Springfield, MA 01103
mgmspringfield.mgmresorts.com

This Report is produced for MGM Springfield by Laisar Management Group; NMSDC, WBENC certified; laisar.com

CELEBRATING 5 YEARS OF COMMUNITY IMPACT AT MGM SPRINGFIELD





CONTENTS

A Message from Our President and COO	3
A Message from CEO & President, MGM Resorts International	5
SMALL, LOCAL, AND DIVERSE BUSINESS	7
Supplier Diversity	8
Championing Small, Local, and Diverse Suppliers	10
Springfield's Local Stars	14
FOSTERING DIVERSITY AND INCLUSION	16
Employment	17
Outreach and Recruitment	21
Training and Development	25
INVESTING IN OUR COMMUNITIES	28
Our Impact by the Numbers	29
Our Neighborhood Partners	37
Springing into Action	38
PROTECTING THE PLANET	44
Sustainability at MGM Springfield	45
GLOSSARY	48

A Message from Our President and COO

Louis “Louie” Theros
President and COO
MGM Springfield



As we commemorate the fifth anniversary of MGM Springfield, I am filled with a deep sense of pride and gratitude. It feels like just yesterday when I was helping to open this magnificent property in 2018, and today, as its President, the journey seems even more remarkable.

What impresses me most about MGM Springfield is not solely its world-class facilities but the vibrant community we’ve built around it. We have not only established a leading entertainment destination but also played a significant role in rejuvenating the city’s tourism sector and economy.

A cornerstone of our success has been our commitment to being a good neighbor. We have contributed a total of \$405 million in taxes and fees to the state and city, including \$100 million to Springfield. Through our community partnerships, volunteering efforts, and giving initiatives, we have made a positive impact on countless lives.

Our recruitment of local residents and focus on workforce development has fostered economic growth and empowerment. We’re also proud to work closely with local businesses, further strengthening the community fabric.

As we step into the next year, I envision a future where we continue to exceed expectations, create unforgettable experiences for our guests, and contribute positively to our beloved Springfield community.

Thank you for being part of this exciting journey.



FOCUSED ON WHAT MATTERS

EMBRACING HUMANITY. PROTECTING THE PLANET.



As a key economic catalyst in Springfield and its neighboring communities, MGM Springfield has been committed to fostering sustainable growth for our employees, guests, shareholders, and the communities where we live, work, and serve. This year, as we celebrate our 5th anniversary, we reflect on the considerable community impact we've made and renew our focus on what truly matters to Springfield and its surrounding areas. Our 2023 Community Impact Report outlines our progress in achieving our goals for diverse

spend and local hiring. It also chronicles our community investments since we first opened our doors in 2018, marking five years of dedicated community service.

While data is crucial in defining success, we believe that the true measure of our accomplishments lies in the numerous lives we've positively impacted since MGM Resorts International chose Springfield as its destination resort. We're honored to share some of these inspiring stories here.

Our community efforts revolve around four key themes that are instrumental to our socio-economic impact. These pillars guide us as we continue to make a difference in the communities we serve:

- **Local, Small, and Diverse Business**
- **Fostering Diversity and Inclusion**
- **Investing in Our Communities**
- **Protecting the Planet**

A Message from CEO & President, MGM Resorts International

Bill Hornbuckle
CEO & President
MGM Resorts International

As we look forward to our sixth year in Western Massachusetts, I am filled with immense pride for what MGM Springfield has accomplished. This property stands as a testament to MGM Resorts International's ongoing commitment to build and sustain the communities where we work and live.

Since the beginning, we have invested \$1 billion to help revitalize this beautiful city, including a \$16 million contribution to help restore the historic 31 Elm Street building. This iconic fixture in the heart of downtown sat vacant for more than 30 years and is now home to more than 70 beautiful apartments and retail space.

In addition, our dedication to the City of Springfield extends beyond financial investment, as demonstrated by our incredible team members every day.

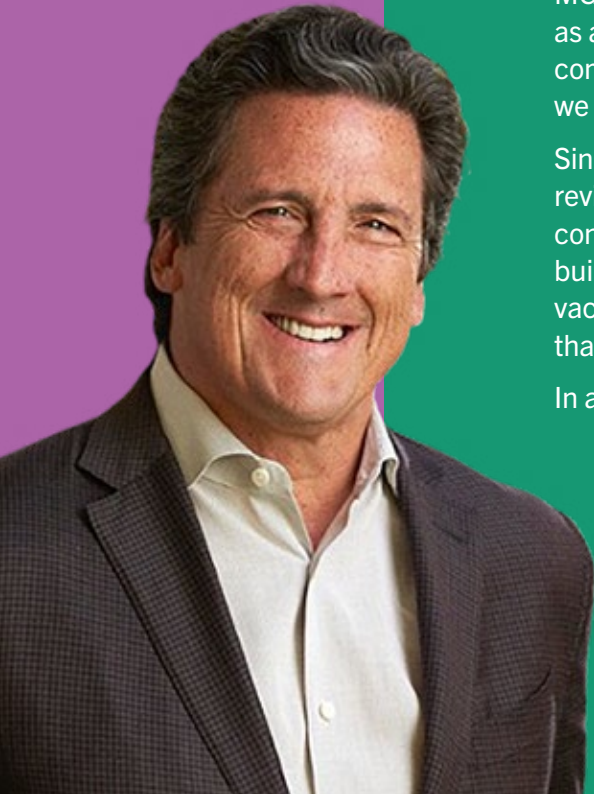
In 2023 MGM Springfield employees were more involved in the community than ever before, contributing more than 3,000 volunteer hours.

The region's continuous partnership has also been pivotal to our success. We have been committed to working together with our neighbors, allowing us to thrive and make meaningful contributions to the local economy. We strive to not only act as a resource, but to give back to the community that has so warmly welcomed us. To date since opening, MGM Springfield has distributed more than \$1 million in direct or in-kind donations.

We're proud to play a vital role in the continued economic resurgence of Western Massachusetts. From crucial economic initiatives like job creation to hosting world-class entertainment, the collective efforts of our team and this remarkable community have helped position MGM Springfield at the center of the region's bright and prosperous future.



MGM RESORTS
INTERNATIONAL™





SMALL, LOCAL, AND DIVERSE BUSINESS

SUPPLIER DIVERSITY

MGM Springfield aims to create a positive economic impact right here in our hometown. Our commitment to local, small, and diverse businesses is not just a policy—it's a promise to deepen and strengthen business relationships throughout our local supply chain.

We believe in the power of local businesses. Since our doors first opened, we've maintained our commitment to partnering with suppliers from Springfield and Western Massachusetts. We recognize the unique perspectives and contributions that minorities, women, economically disadvantaged individuals, veterans, LGBTQA+ individuals, and persons with disabilities bring to the table.

Through our Supplier Diversity program, we actively identify, advocate for, and connect certified diverse suppliers to opportunities within our operations.

Every day, we're working to ensure that the economic benefits of our presence are shared widely and fairly throughout our community.



In May, we teamed up with the Western Massachusetts Economic Development Council (EDC) to host a networking event designed to support local vendors, including minority-owned, women-owned, LGBTQA+-owned, and veteran-owned businesses.

The goal was to bring regional anchor institutions and local vendors that provide goods and services together. Vendors had the opportunity to meet directly with the MGM Springfield sourcing team and learn about future vendor contracts. Support was also available to prepare and scale potential vendors for contracts.



Together, we're making Springfield not just a place to do business, but a place where businesses thrive.

Business utilization highlights 2018-2023

BIDDABLE SPEND IN MASSACHUSETTS

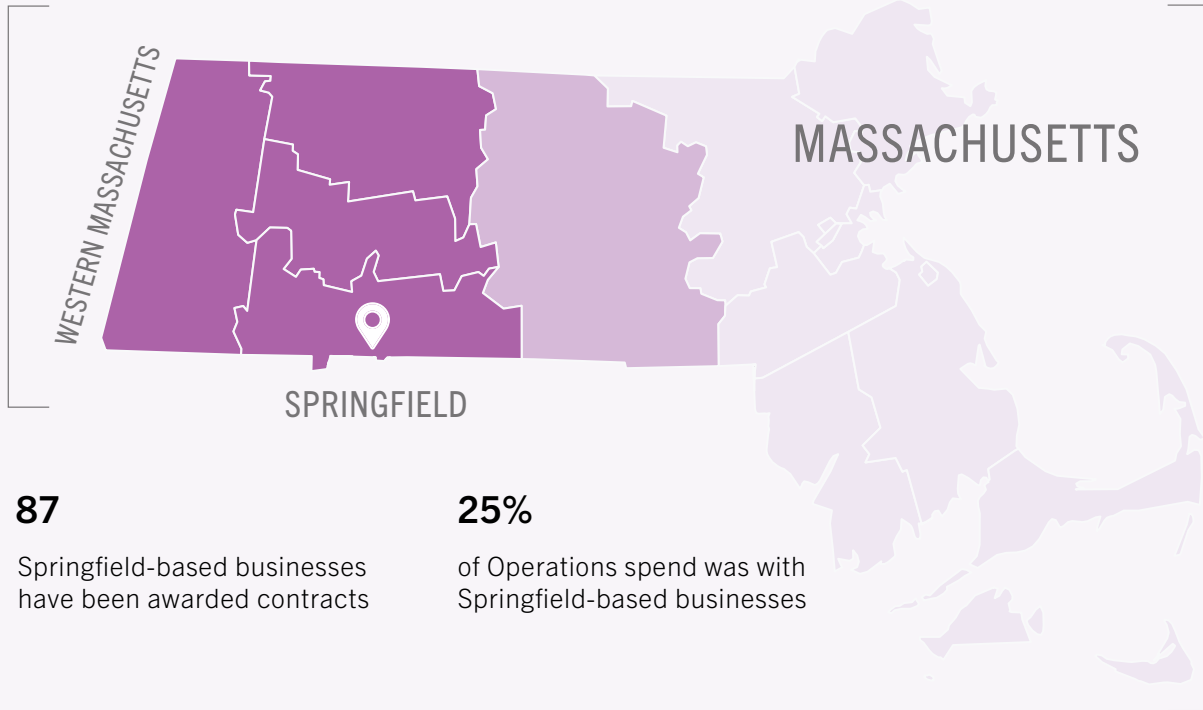
\$83m has been paid to Massachusetts-based businesses

\$68m has been paid to Western Massachusetts-based businesses

\$40m has been paid to Springfield-based businesses

43%
of Operations spend was with Western Massachusetts-based businesses

231
Western Massachusetts-based businesses have been awarded contracts



52%
of Operations spend was with Massachusetts-based businesses

344
Massachusetts-based businesses have been awarded contracts

87
Springfield-based businesses have been awarded contracts

25%
of Operations spend was with Springfield-based businesses

DIVERSE BUSINESS HIGHLIGHTS

\$25m has been paid to diverse businesses (MBEs, WBEs, VBEs)*

104 Diverse Businesses have been awarded contracts**

MBE **51** have been awarded contracts | **\$6.2m** has been paid

WBE **69** have been awarded contracts | **\$14.8m** has been paid

VBE **7** have been awarded contracts | **\$5.7m** has been paid

*Businesses may fall under multiple diverse classifications (MBE, WBE, and/or VBE), but are only counted once in the total amount paid to diverse businesses.
**Businesses may fall under multiple diverse classifications (MBE, WBE, and/or VBE), but are only counted once in the total of diverse businesses.

CHAMPIONING SMALL, LOCAL, AND DIVERSE SUPPLIERS

Featured Suppliers:

C&D Electronics

Diversity Resource Group

Park Cleaners



Justin Glinski
Manager of Warehouse,
Receiving and
Procurement

“Every day is unique,” says Justin Glinski about his position as Manager of Warehouse, Receiving, and Procurement. In his role, he manages MGM’s 100,000-square-foot warehouse in Chicopee and works with local chapters of the Greater New England Council to establish connections with vendors and secure products for the casino.

As a Springfield native, Justin felt a personal commitment to invest in the community when he started working at MGM. “When MGM came in, a lot of us were excited to see such a large conglomerate take notice of Springfield. When I got hired, I decided to do the best I could to foster the success of this company in this community.” In Justin’s words, “a rising tide raises all boats,” so it’s important to him to ensure money is reinvested into the community by establishing relationships with local vendors.

These relationships are mutually beneficial because Justin can get what he needs quickly and efficiently. One of those relationships is with C&D Electronics of Holyoke, run by Mark Cutting. Working with Mark has helped secure flooring, slot machine parts, washers and dryers, and other miscellaneous items for the casino. Another local relationship is

with Diversity Resource Group (Diversity RG), a cleaning supply company run by Frederick Smith. Through their partnership, Justin can get urgently-needed supplies, and he appreciates Fred’s dependability.

Justin’s ability to build relationships is key to his success as a manager. He calls his team of supervisors, receivers, and selectors a “well-oiled machine,” and says that he fosters relationships with them as well as vendors by finding common ground.

“We’re all just people. We all undergo the same struggles in life, so I just try to find commonality and establish relationships based on that.”

“When MGM came in, a lot of us were excited to see such a large conglomerate take notice of Springfield. When I got hired, I decided to do the best I could to foster the success of this company in this community.”



Mark Cutting
President
C&D Electronics

LOCAL SUPPLIER SPOTLIGHT

C&D Electronics is a local Minority Business Enterprise and distributor of maintenance, repair, and operations (MRO) products that service the gaming, healthcare, industrial, and commercial markets.

As an authorized reseller partnered with Grainger, C&D supplies appliances, slot machine parts and supplies, promotional items, furnishings, vehicles, and more to MGM. “Our relationship with MGM Springfield has afforded us the opportunity to grow our footprint across other MGM facilities, including corporate and also into other casinos in other states,” shares C&D Electronics President, Mark Cutting.

Mark also notes that their experience within the gaming and hospitality industries has improved sales, increased employment, expanded product offerings to their customers, and allowed them to invest in technology to streamline processes.

C&D has served Western Massachusetts for over 42 years and appreciates MGM’s commitment to the community. “MGM has been a lightning rod for the Western Massachusetts community, from construction to job creation to local events and capital investments.

They continue to grow with their additional gaming offering and entertainment venues while creating opportunities for social equity, small, diverse, women-owned, veteran, and LGBTQA+ businesses.”

“Mark’s breadth of knowledge and his whole team's ability to find items for us as a redistributor has been monumental for us. C&D is just a one stop shop for so many things.”

– Justin Glinski



Frederick Smith
President
Diversity Resource Group

LOCAL SUPPLIER SPOTLIGHT

A single-source supplier, Diversity Resource Group offers a comprehensive range of chemicals, consumables, equipment, and food and beverage supplies. Currently, they are shipping a wide range of nitrile and vinyl disposable gloves, along with several different paper to-go bags.

Working with MGM over the past year, Frederick Smith, President of Diversity Resource Group, has enjoyed collaborating with Justin Glinski. “Justin’s transparency and expertise have made the relationship truly remarkable. Justin recognizes the significance of supporting small minority businesses for the benefit of the local community.”

In a short amount of time, Diversity Resource Group has expanded its business with MGM Springfield by continuously providing quality products, competitive pricing, and swift

delivery times. “MGM initially laid out their blueprint to us, so we aligned our services with MGM’s expectations,” Fred shares.

The partnership has been transformative for Diversity Resource Group, opening doors to new business opportunities and instilling confidence in other large establishments to engage with them. Furthermore, it’s been pivotal in driving growth and positive change both within the company and the Springfield community. “MGM’s support has allowed Diversity Resource Group to give back to the community by sponsoring children and individuals in need.”

Ultimately, Fred is grateful that MGM gave his company an opportunity. “Usually, it’s tough for small local minority businesses to get their foot in the door,” he says. “But MGM took a chance on us.”

“Fred delivers consistently. He shows up on time and is always there to execute when needed. His contribution has been phenomenal in helping this property maintain its success.”

– Justin Glinski



Rebeca Merigian
CEO
Park Cleaners, Inc.

LOCAL SUPPLIER SPOTLIGHT

“I would say we’re probably one of the biggest, if not the biggest, dry cleaners in the state of Massachusetts right now,” shares Rebeca Merigian, owner of Park Cleaners. She has been working with MGM Springfield since 2014 when she was awarded the uniform cleaning contract after attending an initial meet and greet prior to MGM’s grand opening in 2018.

“Rebeca now does all of the terry, pillowcases, sheets and more. Her team has been phenomenal in adjusting to that kind of volume. It's a lot all at once and they've handled it very well.”

– Justin Glinski

In 2023, MGM made Park Cleaners its sole dry-cleaning provider, allowing Rebeca to expand from local to commercial laundry, purchase new machinery, and double her workforce from 17 employees to 34.

“My capabilities have increased to the point where I am now able to bid on other contracts in the area,” Rebeca says, noting that the certification she received through the MGM Resorts Supplier Diversity Mentorship Program was a major factor in her landing a new contract with the Massachusetts State Police. And as her business grows, Rebeca ensures a high level of excellence is maintained across the board.

In addition to working with MGM, Rebeca pours back into her community through a partnership with the Springfield Public School System. Students who have difficulty in the classroom can log hours at Park Cleaners that count towards earning their high school diplomas, learning life skills they can apply to their real-world experiences.

“We hired our first student and are amazed with his enthusiasm every day. He’s here four days a week with a big smile on his face and helps tremendously.”

Rebeca takes pride in being local to the Springfield area and in the stellar service her business has provided to MGM Springfield over the years, a relationship that has been mutually beneficial from the onset.

SPRINGFIELD'S LOCAL STARS

As MGM Springfield celebrates local business, we are grateful to the local artists and musicians who are the heartbeat of our community and add a unique flavor and vibrancy to our establishment. Their creativity not only enhances our guests' experiences but also instills a sense of local culture and pride, making MGM Springfield a true reflection of the dynamic Springfield arts scene.



Brass Attack Chicopee

“MGM Springfield provides the area with world class venues to support local, regional and national live music. Brass Attack of Springfield, as a regional band celebrating our 30th season and calling Springfield home, is proud of our association with MGM Springfield!”

– Carl Sittard, Founder of Brass Attack Chicopee

Alex Rohan Music

“Performing at MGM has been so positive to my business as a traveling musician. The constant built-in crowds with a wide range of lifestyles come through the casino—it’s amazing for organic growth. Also a great way to treat new fans & loyal local following with great sound engineering & upscale lounges and outside stages for big events as well! Making us musicians sound on point & looking the part!”

– Alex Rohan, Owner and Operator of Alex Rohan Music



Malado Music - Gary Smith

“Myself and my band MALADO! have enjoyed playing at MGM Springfield. This is one venue our supporters continue to ask, ‘When will you be back?’ We love the high-energy and diverse crowd we receive every single time! We continue to bring out supporters that have been with us since the beginning while obtaining new supporters each time we visit.”

– Gary Smith of Malado Music



FOSTERING DIVERSITY AND INCLUSION

1,495
Total Gaming Establishment Employees

1,146
Western Massachusetts
Residents

1,171
Massachusetts
Residents

566
Springfield Residents

752
Minorities



610
Women



63
Veterans



EMPLOYMENT

MGM Springfield is deeply committed to recruiting and retaining talent from our local communities. We believe in the power of diversity and inclusion, striving to reflect the rich tapestry of individuals that make up Springfield and Western Massachusetts in our workforce.

We are steadfast in our commitment to providing opportunities for every employee to grow, develop, and succeed in a work environment where they can truly shine.



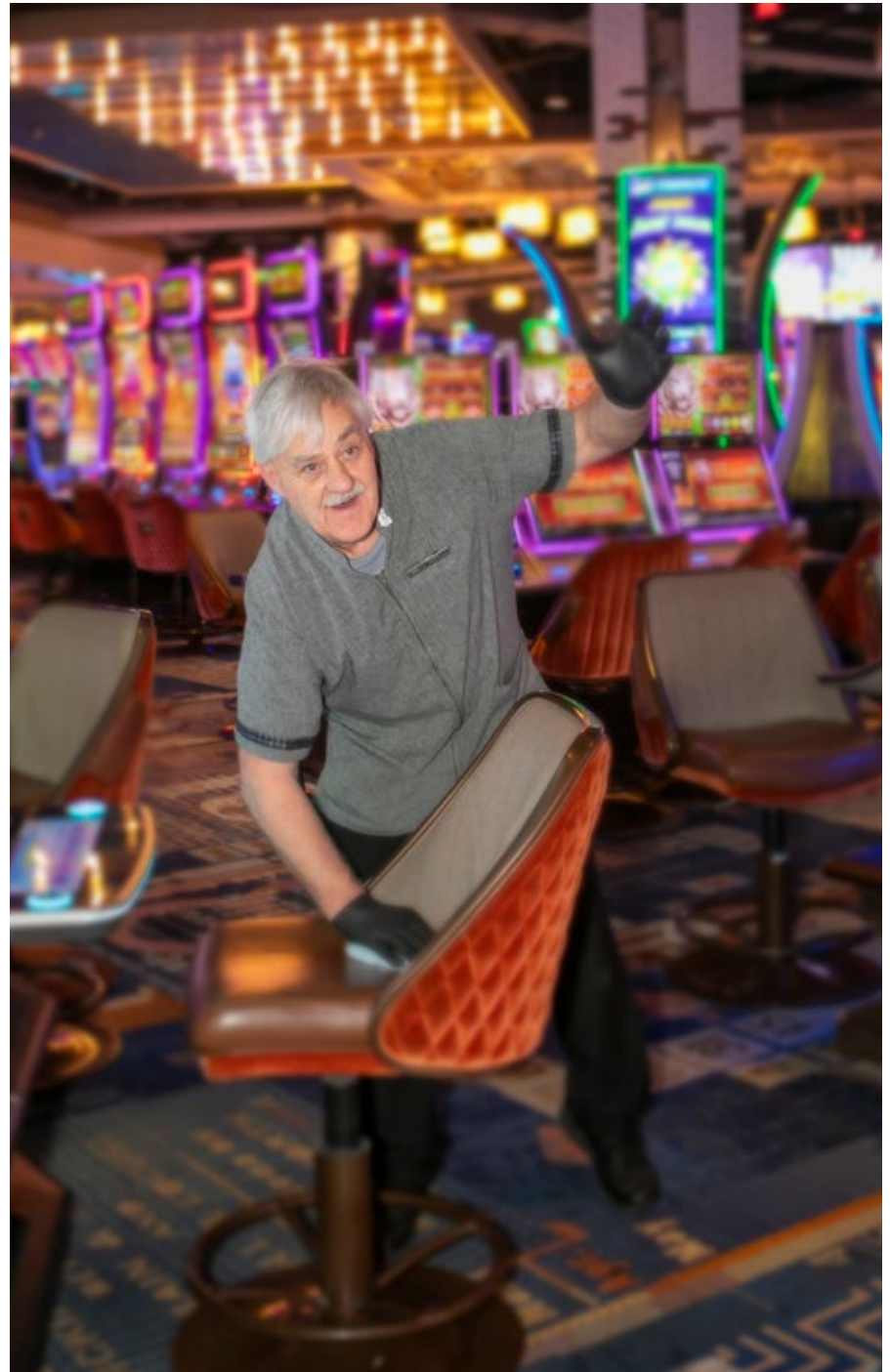
In 2023, our workforce grew by **113** more employees than the previous year.

This included **41** more minorities, **49** more women, and **106** more Western Massachusetts residents.

In 2023, MGM Springfield was also recognized by Viability as an employer inclusive of people with disabilities.

We invite you to explore our job opportunities. Join us in making a positive impact on Springfield and Western Massachusetts, while building a vibrant and inclusive community within MGM Springfield.

careers.mgmresorts.com/springfield





Jorge Burgos Strategic Sourcing Partner



MGM’s Strategic Sourcing Partner, Jorge Burgos, was featured in the Summer/Fall 2023 issue of Hispanic Career World for being a leader in supplier diversity. In the feature, Jorge says there’s “no better feeling” than working with diverse suppliers and at MGM, he makes it a priority to support local vendors.

Jorge is a veteran of the U.S. Army and says his commitment, integrity, and dedication opened doors for him to take on other challenges, roles and responsibilities.

“MGM has provided me with an opportunity to grow within the company, from being a warehouse attendant to inventory control supervisor, and then to a sourcing manager.”

Jorge says the same opportunities afforded to him are available to everyone at MGM Springfield. “We are a community with people from different ethnicities and backgrounds and we value what everyone in our community has to offer.”





Showing Up, Showing Out

Durrell Pierson Guest Experience Manager

Durrell is proud to bring his diverse personality and perspectives to his role as MGM Springfield's Guest Experience Manager. "I'm Black and I'm queer," he shares. "I wanted to make sure that's the first stamp you see when you see me, and then I bring my skillset as well." In his role, Durrell works to enhance guest experience by utilizing guest feedback to develop action items with his team. He also works internally to ensure MGM staff have the best work experience possible.

After joining MGM Springfield in 2021, Pierson got involved with the Social Impact and Sustainability (SIS) Council and later became Chair of the Diversity and Inclusion Committee, which is comprised of staff members across all of MGM Springfield's departments.

As chair, Durrell helps develop programs and events to foster greater appreciation and understanding among staff about different backgrounds, heritages, and cultures. "When I stepped into this role, it was important to me to ensure everyone had some sort of representation."

Durrell says that Springfield's Pride Parade is one of the most memorable events he's been a part of. After attending the first one in 2022, he has worked with the committee to ensure the parade is a huge event each year.

To Durrell, the display of support signaled that MGM's commitment to diversity and inclusion is rooted in action.

"I'm proud that we're hitting record numbers with our volunteer hours, bringing on more volunteers, and doing more events to impact the community. It really speaks volumes on how much MGM cares about the Springfield community."

"When I stepped into this role, it was important for me to ensure everyone had some sort of representation."



Durrell and the MGM team at Springfield's 2022 Pride Parade

OUTREACH AND RECRUITMENT

At MGM Springfield, we actively foster relationships with local educational institutions, community organizations, professional networks, and various group associations. Our goal is to tap into the rich, diverse talent pool that Springfield and the surrounding areas have to offer.

This commitment is not just about filling positions—it’s about enriching our team with the unique perspectives and skills that our vibrant local community has to offer.

From May to December 2023, we participated in:



27 job fairs and hiring events



16 property tours



18 outreach meetings



12 workforce development presentations

LOCAL PARTNERSHIPS

HOLYOKE COMMUNITY COLLEGE (HCC)

UMASS AMHERST

DRESS FOR SUCCESS OF WESTERN MASSACHUSETTS

LOCAL VOCATIONAL/TECHNICAL HIGH SCHOOLS

HAMPDEN COUNTY SHERIFF’S DEPARTMENT

MASSHIRE SPRINGFIELD AND MASSHIRE HOLYOKE

SPRINGFIELD PUBLIC SCHOOLS

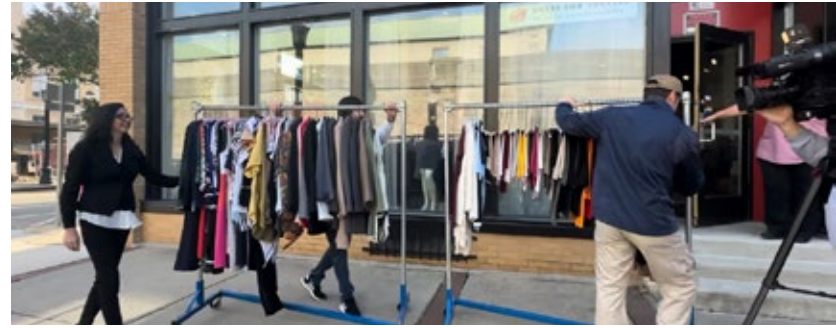
SPRINGFIELD WORKS

VETERAN’S ADMINISTRATION



Community Job Fair

In September, MGM Springfield took our “Show on the Road” and hosted a community job fair at the Rebecca Johnson School in Springfield’s Mason Square neighborhood. Applicants were invited to meet our hiring team and explore career opportunities available throughout the casino resort. The event was held with the support of MA State Representative Bud Williams, and was a big success with a tremendous turnout from the community.



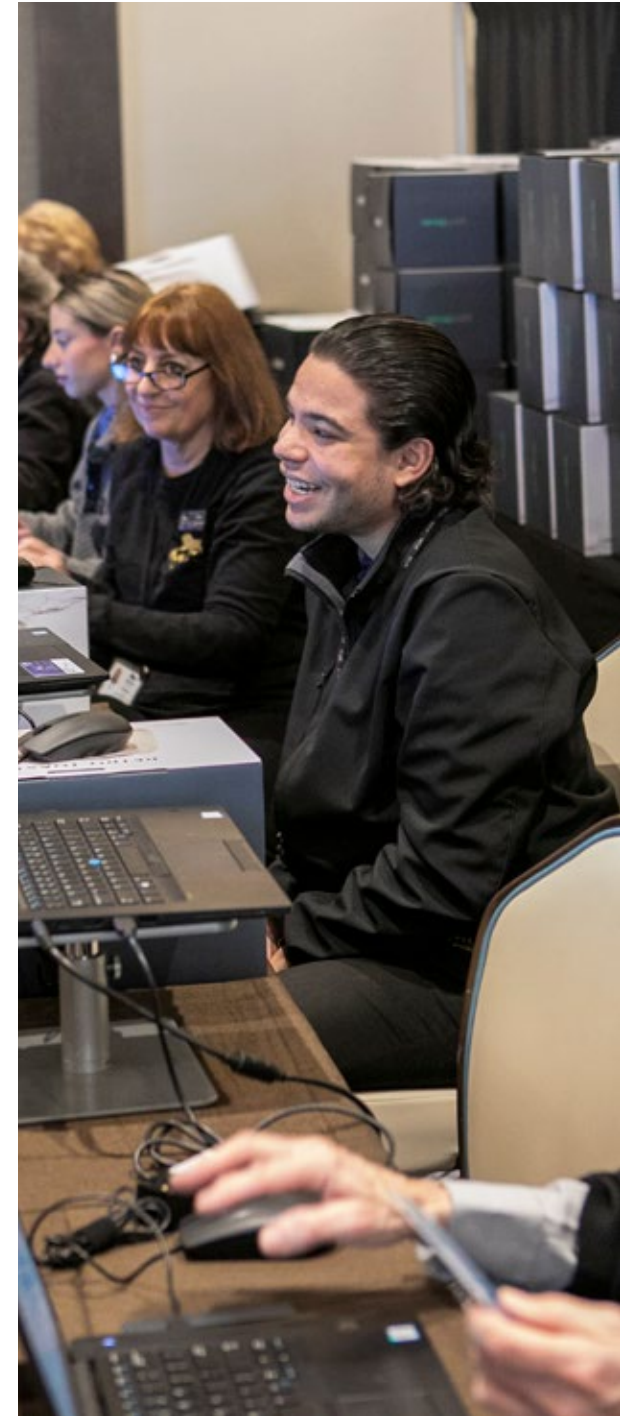
Dress for Success and Suit up Springfield Donation

MGM Springfield gathered donations of professional attire to empower local women and men of Springfield to achieve economic independence. We also held a job fair at Dress for Success of Western Massachusetts to hire for a variety of positions, aiming to lower the unemployment rate and provide professional support, especially for single mothers.





MGM Springfield collaborated with Home City Development, Inc. to host a job fair at Elias Brookings Apartments in July.



TRAINING AND DEVELOPMENT

At MGM, we encourage learning and development. It's how we invest in our employees, engage them more deeply, and help build their skills. Through the Jumpstart program, employees have been able to prepare for advancement into supervisory roles. Through the College Opportunity Program, they have access to online certificate and college degree programs, at no cost. Our employees can also participate in the MGM mentorship program, which connects them to mentors across MGM Resorts International properties so that they can learn and grow from their peers in other roles, departments, and communities.



When Tory Atkins was looking to transition out of higher education and into a different field, becoming a Learning and Development Partner at MGM Springfield felt like the next natural step.

“I saw a lot of overlap between what I was doing in student affairs and leadership development and how I could use those skills with a new population.” Plus, she wanted to work for a company that made a positive impact on the community, which she “certainly found at MGM.”

Tory joined MGM Springfield in 2022 and in her role, she facilitates Showtime (MGM's two-day new hire orientation), conducts alcohol awareness and new manager trainings, and assists staff members at all levels on a trajectory of success through career development opportunities.

Tory Atkins Learning and Development Partner

“I see people start in these positions and watch them grow and flourish with the company,” she says. “I really do love that part of my job.”

Of MGM's core four values, Tory says inclusion is especially important to her, crediting the volunteer and community impact opportunities available through MGM as one of the ways she's able to maximize her impact. Accompanied by her service dog, Tory also volunteers at the local Springfield library for weekend children's book readings.

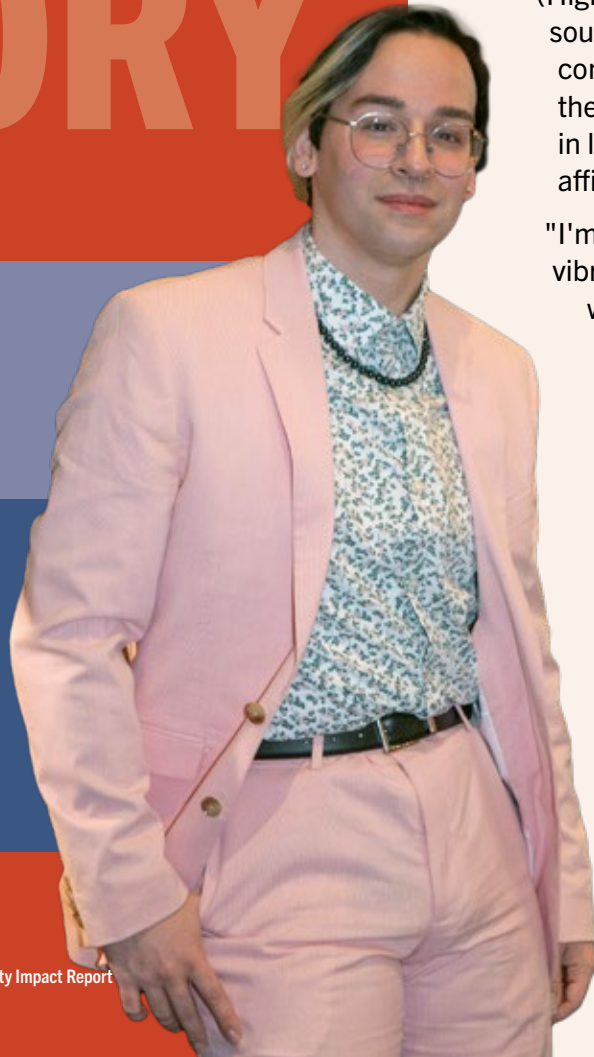
She's grateful that MGM has served as a launching pad for her to give back in her own way. “It has reinvigorated the passion for community work that I had when I worked with AmeriCorps,” says Tory. “Springfield has grown so much, and it's nice to know that I get to play a small role in that.”

“I see people start in these positions and watch them grow and flourish with the company – I really do love that part of my job.”

MY MGM STORY

Jean Vasquez

Assistant Shift
Manager of Slot
Operations



THE POWER OF INCLUSION

How Jean Vasquez overcame adversity and built a successful career at MGM Springfield.

People need safe spaces to thrive. This notion always rang true for MGM Springfield's Assistant Shift Manager of Slot Operations, Jean Vasquez. As a queer teenager, Jean was subjected to extreme bullying in high school due to his sexuality. This experience led to intense social anxiety and depression. For his safety, Jean made the decision to drop out and join a work readiness program as a pathway to completing the HiSET (High School Equivalency Test). The program later partnered with MGM and Jean sought out an opportunity to work at MGM since his time with the program was coming to an end. After going through the interview process, he was hired on the spot and became a slot guest service representative. Jean immediately fell in love with MGM's exciting, diverse, and community-driven landscape, which affirmed his identity and allowed him to be himself—out loud.

"I'm very open about who I am," he says, referencing his tattoos and love of vibrant hair colors. "It's never been a problem here. I get to be who I am and work with so many amazing people. Seeing someone like me in the position I'm in right now would have meant a lot to me when I was younger."

MGM's focus on inclusion has been paramount in Jean's quest to reach his goals. He secured a management position in just two years and is a rising leader at MGM Springfield. In his role, he oversees slot guest service representatives, handles guest disputes, and ensures effective communication between senior managers and line-level employees. A natural leader, Jean has also trained the other assistant shift managers currently on staff.

"I have always taken the initiative to do more and try to learn as much as I can," he says. "I'm lucky to have a great leadership team that is willing to go that extra mile. They're so amazing and supportive." Jean credits programs like MGM's Jumpstart and MGM's mentorship program for helping him hone his skills and advance his career. He's also participated in MGM's College Opportunity Program (COP) and recently earned his associate degree in casino management.

Paying It Forward

Jean is proud of his accomplishments and that he can now provide for his mom the way she did for him. As a single mother, Jean's mom moved to the United States from Puerto Rico and made tremendous sacrifices to give Jean and his sister a better life. Growing up, Jean promised his mom he would buy her a house one day and at 27, he was able to do just that. He now owns a home that he shares with his mother, sister, and nieces. "Because of MGM, she doesn't have to work. It's been great to be able to take care of her."

One of Jean's goals is to help others feel welcome and discover a path to success for themselves, too. As co-chair of the Employee Networking Group (ENG), he helps plan activities like DEI storytelling panels, networking outings, and community outreach events like the MGM-sponsored Pride Parade to foster greater connection and understanding among MGM Springfield's diverse workforce. "It's good to know you have a part in it," Jean shares about planning the MGM segment of the parade, "But seeing the support is another thing."

Jean is a shining example of the power of inclusion and determination. "I've grown so much here," Jean reflects on his time at MGM. "When I started, I thought this was going to be just a job. It has evolved into my career. I see myself continuing to grow here and being with MGM for a very long time."



"I've grown so much here. When I started, I thought this was going to be just a job. It has evolved into my career. I see myself continuing to grow here and being with MGM for a very long time."



INVESTING IN OUR COMMUNITIES

OUR IMPACT BY THE NUMBERS

Local and State Contributions

Since 2018, MGM Springfield has contributed the following in taxes and fees to the community:



Every MGM employee has access to **Focused on What Matters**, a volunteering portal within My MGM that makes it easy to sign up for community events. For every 20 hours MGM Springfield staff volunteers, they receive a \$100 check donated to the nonprofit of their choice with a cap of \$1,500 a year. MGM Springfield also has a quarterly volunteer service award. The winner receives a \$2,500 check to the nonprofit of their choice.

Volunteerism and Charitable Giving

In 2023, the MGM Springfield team was more involved in our community than ever. With each day, we aim to make a positive difference in the lives of our neighbors, whether through employee volunteering or charitable giving. Together, we're working to make Springfield a better place for all who call it home.



\$1 million+



of direct and in-kind donations

3,001
volunteer hours

a total of **125 full days of service**, an increase of 139% over the prior year

an increase of **76%** from 113 the prior year

199
volunteers

VOLUNTEER SERVICE AWARD



Karen Phillips is no stranger to making an impact – since starting with MGM in 1996, she’s done just that. Now, as Director of Hotel Operations at MGM Springfield, she oversees the front desk, housekeeping, guest services, the environmental services team, and retail.

Growing up, both of Karen’s parents were in the Air Force, inspiring a love for travel that prompted her to study hotel management at the University of Houston. After graduating, she moved to Las Vegas and embarked on her career with MGM. 18 years later, when MGM approached her to help open a new property in Springfield, Massachusetts, she agreed, and has since come to love the area, the smalltown feel, and the huge team she has the pleasure of leading. “It’s just a whole lot of different personalities and I enjoy talking to all of them and helping them change for the better.”

Karen Phillips Director of Hotel Operations 2023 Volunteer Service Awardee

“It’s just a whole lot of different personalities and I enjoy talking to all of them and helping them change for the better.”

With her guidance and support, many of Karen’s team members have gone through Jumpstart, an MGM workforce development program that prepares hourly employees to pursue supervisory positions.

Beyond her role, Karen is a people person whose inviting personality has helped MGM strengthen relationships with the local business community.

When MGM was struggling to meet the demands of its linen operations, it was Karen who spoke to Rebeca at Park Cleaners on MGM’s behalf. At the time, Park Cleaners was primarily responsible for hotel guest laundry, and Karen asked if they could handle more work. Ultimately, because of the role Karen played, Park Cleaners became MGM Springfield’s sole laundry and dry-cleaning provider.



Rebeca Merigian, CEO of Park Cleaners, welcomed the expansion of their contract with MGM Springfield in 2023 thanks to Karen's assistance.

Karen's eagerness to help in any way she can shows up in the way she serves the Springfield community. Because of her commitment to volunteering throughout her community, she was recently honored with the 2023 Volunteer Service Award. The award, presented to only three MGM staff members nationwide, comes with a \$2,500 donation to a nonprofit of choice. Karen selected In Honey's Memory, a local cat rescue center that introduced her to her cat, Jenny, when she moved to Springfield.

"When I told the owner what was coming, she started crying," Karen recalls about the experience.

Those are the moments that stand out for Karen, and she's happy to work at a place that celebrates diversity and invests in its people. "We let employees be themselves here," she says, noting that MGM opened up job opportunities for people who wouldn't have had an opportunity to work in a place like this.

Many of Karen's team came to MGM without a background in hospitality, and what Karen loves most about her job is equipping them to thrive. "Just come, be your shining self, and succeed. And many of them have."

"We let employees be themselves here. Just come, be your shining self, and succeed."



In Honey's Memory Kitty Cat Shelter

"Small but mighty" is how people describe In Honey's Memory Cat Shelter, the no-kill, cage-free 501c3 organization Karen Phillips chose as the recipient of the \$2,500 donation to a nonprofit of her choice when she won MGM's 2023 Volunteer Service Award.

The gesture made a tremendous impact on the owner, Anna Zina, who puts all proceeds towards the shelter and hasn't taken a salary since opening in 2013. "All costs—my veterinary bills, food, heat, and cat litter come from my fundraising efforts making catnip-filled beds and toys, from donations, and from both my husband and I working."

Anna expressed how moved she was that Karen chose her out of hundreds of other nonprofits. "I immediately called her crying. Karen adopted from me a few years ago, and I just never expected this kind of surprise. She understood and saw me. Everyone needs a time in their life to be seen."



The Academy at Kiley

In partnership with Springfield Public Schools, MGM Springfield has “adopted” the Academy at Kiley Middle School for the 2023-2024 school year. This partnership is designed to help meet the needs of Springfield Public School’s students, teachers and staff by volunteering and sponsoring donations throughout the school year.

The kickoff event included MGM Springfield team members delivering hundreds of collected school supplies along with a check donation.

The Academy at Kiley received a check for \$5,000 to support their Community Room and Teacher’s Lounge, in addition to in-kind donations of two 55” TVs and a courtyard cleanup, culminating an additional \$2,500 in value from MGM Springfield.

Mayor Sarno, a proud alum of the Kiley Academy, shared some stories and photos from a school yearbook of him and his classmates with the Kiley staff and MGM Springfield after the check presentation.



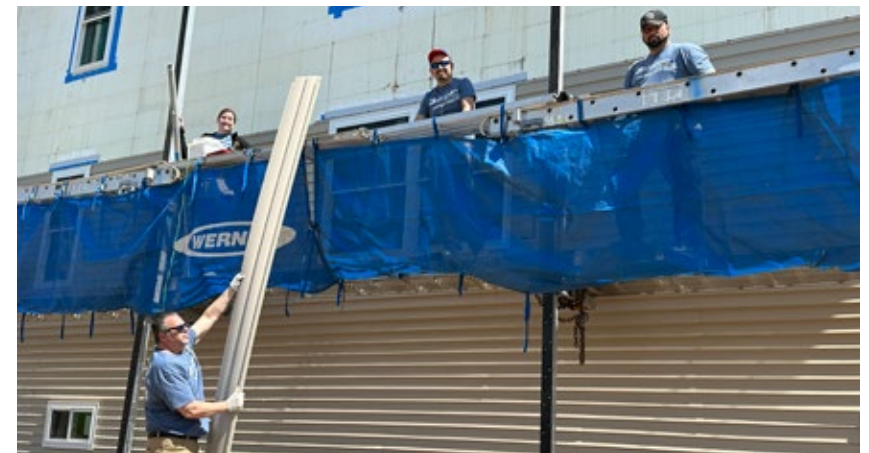


YMCA of Greater Springfield

During our season of giving, MGM Springfield gave a surprise donation of \$5,000 dollars to the YMCA of Greater Springfield. MGM Springfield volunteers presented the specially gift-wrapped check in-person and came bearing sweet festive treats for a holiday party for staff and students. The money donated will directly impact the YMCA's youth programming and educational initiatives.

Habitat for Humanity

MGM Springfield team members were proud to continue our longstanding partnership with the Greater Springfield Habitat for Humanity by spending the day helping to build a home for a deserving local family. The team was also thrilled to provide a check for \$5,000 to help our friends at Habitat carry on their tradition of bringing people together to "build homes, communities and hope."





"Phenomenal."

That's the word Beth Ward chose to describe her experience serving as the Director of Community Affairs of MGM Springfield since 2021. "I have never in my career worked with a group that so much feels like family and a team."

Beth dons several hats on behalf of MGM Springfield: spokesperson, media liaison, and Social Impact and Sustainability (SIS) Council advisor, in addition to overseeing strategic communications, media relations, community engagement, and corporate social responsibility (CSR) initiatives.

Beth Ward **Director of Public Affairs**

Beth is incredibly proud that MGM Springfield staff contributed over 3,000 volunteer hours to area nonprofits and over \$1 million of direct and in-kind support in 2023. She shares that the impact her team has made is because MGM is such a welcoming, supportive, and diverse place to work.

Having worked in Springfield for more than 30 years, Beth appreciates serving the community that she loves. "This job allows me to shine a light on how fantastic our team is at volunteering and our company is at giving, and to highlight community partners and nonprofits who do such a great job that often goes unnoticed."

One of those partners is Western New England University School of Law, whom MGM Springfield worked with for a free criminal record expungement and sealing event where members of the community could apply to get minor offenses expunged or sealed from their criminal records, helping to increase opportunities for employment, housing, and more. "There were so many people who came in to get help with this, who could otherwise not afford to do it or didn't know how to do it. From what I understand from our partners at the law school, this was the most successful event that they have ever had."

Beth says that while Springfield is small in comparison to surrounding cities, its size is what makes people show up for one another. "This community comes together in a way I have never experienced before. Because Springfield is uniquely small, we have to work together in order to get things done and to be recognized."

Furthermore, she's proud of the part MGM Springfield has played in that. "We have really done some strong work together in the community and are getting more team members involved every day and setting records. I'm just really proud of that."

"This community comes together in a way I have never experienced before."





Community, nonprofit, giving, fundraising— these are the factors that drew Jen McGrath to the role of Director of Philanthropy and Community Engagement and Chair of the Social Impact and Sustainability (SIS) Council at MGM Springfield, a position she’s held since August 2023.

“We really are a group of people that come together in times of adversity or challenge—being resilient, rising above, and helping one another.”



Jennifer McGrath Director of Philanthropy and Community Engagement

Because Jen is passionate about people, she was eager to work for a company that is synonymous with giving and creating impact. She has worked in Western Massachusetts for more than 20 years, and leverages her relationships with key players in the area to support the needs of the Springfield community.

An advocate for nonprofits and for those who need “a hand up,” Jen acts as a liaison between nonprofits, organizations, and the people they serve by exploring how MGM Springfield can help via monetary donations, in-kind donations, volunteering, or through community philanthropic efforts.

“We are a community partner. Whether it’s ribbon cuttings or potential events that impact children, education, workforce development, or hunger, we want our presence to be there.”

Jen’s biggest goal coming in was to make volunteering accessible, fun, and inspiring. “When volunteering is fun, you’ll want to come back and do it again.”

Jen says that while some of the work they do pulls on your heartstrings, the impact still puts a smile on your face.

Outside of her role, Jen is personally active in her community and advocates for health, wellness, and body positivity from a young age.

Jen brings that same energy and passion to her work at MGM Springfield and is proud of what the MGM brand has been able to accomplish in the area. From day one, she’s been a cheerleader for the MGM brand and for the residents and community of Springfield.

“We really are a group of people that come together in times of adversity or challenge—being resilient, rising above, and helping one another.”



OUR NEIGHBORHOOD PARTNERS



Laurie Flynn | Link to Libraries
President & Chief Executive Officer of
Link to Libraries

“MGM Springfield’s generous and continued support of Link to Libraries over the years has meant the world to our organization. The funding they have provided has enabled us to purchase more than 10,000 books for children and schools in need throughout our Western Massachusetts community. But MGM Springfield does more than just write a check, which is what makes them a uniquely impactful community partner. Whether it is members of their team volunteering their time to help us label and process the books we distribute to generously donating items for major fundraising auctions, they are always there ready to lend a helping hand. We are so grateful for all that MGM Springfield does for Link to Libraries and for so many other organizations working hard to better the lives of those in need.”



Christine Judd | ROCA Inc.
Vice President of Individual and
Corporate Giving

“MGM Springfield’s commitment to the Springfield community goes beyond its impressive entertainment offerings. Roca Springfield is proud to collaborate with MGM Springfield in a transformative partnership centered on workforce development. MGM Springfield’s unwavering commitment to hiring Roca’s young people and supporting our programmatic initiatives is a testament to their dedication to the well-being and prosperity of our community. Together, we are forging pathways to brighter futures, investing in young people, and building a more vibrant and inclusive Springfield for all.”



SPRINGING INTO ACTION

Revitalize CDC Neighborhood Cleanup

In April, MGM Springfield volunteers braved the chilly, rainy New England spring weather to volunteer with longtime community partner, Revitalize CDC, for a massive neighborhood clean-up in a community located just blocks from the resort. All homes were owned by seniors, including one U.S. Air Force military veteran. The team joined about a thousand other volunteers for the annual Revitalize CDC Green-N-Fit Neighborhood Rebuild. MGM Springfield was also proud to supply all volunteers with a boxed lunch, along with sponsoring the daylong event. Due to the inclement weather, three homes slated for painting could not be completed – but in August, on a sunny summer day, our MGM Springfield volunteers returned to the neighborhood to finish up the job they had started in the spring.



Valentine's Day Lunch

In February, MGM Springfield provided South End Middle School teachers and staff with Valentine's Day lunch.



Criminal Record Expungement Event

MGM Springfield held two criminal record expungement and sealing events on property as a free service to the community in the fall of 2023. This event was a partnership between MGM Springfield and volunteers with Western New England School of Law's Center for Social Justice. Attorney volunteers provided free legal advice and an opportunity for those with a criminal record to learn about and apply for criminal record expungement and record sealing. (This event coincides with the American Bar Association's Pro Bono Week of October 22-28th). Criminal record expungement unlocks a meaningful second chance and builds a critical pathway toward enhanced workforce, housing, and other opportunities. The process can offer a fresh start and act as the first step in removing obstacles of the past to create brighter futures. Our workforce development team also held a job fair with the event.



Festival of Trees

MGM sponsored the annual Festival of Trees fundraiser for the Springfield Boys & Girls Club. Our employees also volunteered at the event, which raised money for education, services, and opportunities for youth at the SBGC.



Winter Walk

Our team members participated in the two mile Winter Walk, which expanded to Western Massachusetts for the first time in 2023. All of the funds raised go directly to local homeless service providers.



Rays of Hope Walk

MGM Springfield was a sponsor of the 30th annual Rays of Hope Walk & Run Toward the Cure of Breast Cancer, which raised over \$500,000 this year that will remain local in Western Massachusetts.



Veteran's Flagging

Team members at MGM Springfield helped place American flags on the graves of veterans in the Saint Aloysius Cemetery for the fourth year in a row. The flagging is done by community volunteers on Memorial Day and Veterans Day.

Square One Dr. Seuss Reading Event

Celebrating the birthday of famous Springfield native Dr. Seuss, the MGM Springfield team read to preschoolers at Square One nursery school.



Holyoke St. Patrick's Parade

MGM leadership marched in the 70th annual Holyoke St. Patrick's Day Parade honoring Irish heritage in Holyoke.





Toys for Tots

MGM Springfield helped to brighten the holiday season for local children by collecting donations for Toys for Tots in November and December.

MGM employees “Stuffed the Bus” with over 2000 toys in December.



MAYFLOWER MARATHON

A RECORD-BREAKING YEAR

For the second time, MGM Springfield partnered with ROCK102 and DJs Mike Baxendale and Steve Nagle (Bax & Nagle) to host the radio station's annual, three-day, 24/7 Mayflower Marathon food drive to benefit the Open Pantry of Springfield. This iconic event celebrated its 30th year in November 2023. The prior year, the event lost its longtime home at the Basketball Hall of Fame. MGM Springfield stepped up to provide a new location for the drive directly in front of the casino.

The event was a huge success, setting a new record in its 30th year by raising over \$230,000 in food and cash donations. Dozens of MGM Springfield volunteers took part in the 52-hour event which saw an unprecedented amount of community support, filling five 53-foot-long trailer trucks with non-perishables that will help the Open Pantry serve those struggling with food insecurity for months to come.



\$230,000+
raised in food and cash donations



5 trailer trucks filled with non-perishable donations



“Our own team members were here to accept donations and we had a lot of community members who volunteered. We had record amounts of food and monetary donations that will all go to help our long-time community partner, Open Pantry Community Services of Springfield.”

–Beth Ward, Director of Community Affairs

“We had individuals show up on bikes, scooters, in wheelchairs, on foot, and by vehicle. If that doesn't show the power of our brand and the power of giving in this area, I don't know what does.”

–Jen McGrath, Director of Philanthropy and Community Engagement

“My favorite part of the experience is you can volunteer to collect donations from guests, and you can also volunteer to unload those donations, which I found even more impactful. You can really see the difference that it's made. It's incredible.”

–Tory Atkins, Learning and Development Partner



Nicole Lussier
Agency Director with Open Pantry
Community Services, Inc.



“ Our relationship with MGM Springfield is instrumental in keeping our Emergency Food Pantry stocked and running. MGM Springfield allows the Mayflower Marathon to use their property for 52 hours straight (plus setup and take down) in order to have a food drive which solely benefits our Emergency Food Pantry. During the 52 hours, food is donated all hours of the day, as well as financial donations. These food donations typically allow us to feed our neighbors for up to nine months. In addition to donating their space, staff who volunteer during the event, and heaters for when it’s cold; they also gave us a financial donation which in turn will assist us with buying things like meat and produce for our EFP program. Without MGM, we would not have nine months of food to distribute! We are eternally grateful for our relationship with MGM Springfield.”



PROTECTING THE PLANET

SUSTAINABILITY AT MGM SPRINGFIELD

At MGM, one of our core values is to positively impact and sustain the communities in which we operate. A significant portion of this commitment is channeled into our sustainability efforts. MGM Springfield has been particularly dedicated to fostering a more environmentally friendly future, making a difference in the lives of our employees, guests, stakeholders, and local communities.

Our sustainability initiatives are focused on managing energy, water, and waste, as well as promoting the diversion of materials from the landfill. We strive for environmentally sustainable operations. Since its inception in 2018, MGM Springfield has been a beacon of sustainability within its community, earning numerous Leadership in Energy and Environmental Design (LEED) certifications from the United States Building Council.



76%
Total Recycling rate



Less than ¼
of material
makes it to
the landfill



Significant
electrical
reduction across
the property



LEED Gold for Neighborhood Development:
MGM Springfield Overall Site

LEED Platinum for New Construction:
MGM Springfield Resort

LEED Platinum for Commercial Interior:
MGM Springfield Armory

LEED Gold for Commercial Interior:
MGM Springfield Chapel

In 2023, the MGM Springfield team elevated our sustainability standards even further. Through diligent on-site initiatives, the property achieved a remarkable 76% total recycling rate and managed to significantly reduce its overall electrical consumption.

This high recycling rate was made possible by our dedicated waste management service, which meticulously sorts through all bottles, paper, and plastic waste before it leaves the property, ensuring every recyclable item is processed correctly. To reduce our electricity usage, we have reduced loads on our heating/cooling systems, and installed new sensors and automated controls on electrical fixtures to save energy. These changes underscore the property's unwavering commitment to sustainability.



MGM Springfield volunteers cleaning up and doing yard work at a local Square One Family Center.



The MGM Springfield property diverted more than 1,000 tons of waste from going to landfills in 2023.



CELEBRATING 5 YEARS OF PUTTING SPRINGFIELD FIRST.



GLOSSARY

DB—"Diverse business," a minority business enterprise, women business enterprise, veteran business enterprise, service-disabled veteran-owned business enterprise, disability-owned business enterprise or lesbian, gay, bisexual and transgender business enterprise, and any other certification category as established by statute or executive order.

DBE—"Disadvantaged business enterprise," a disadvantaged business enterprise as defined by the United States Department of Transportation in 49 C.F.R. § 26 et seq. and as certified by the Massachusetts Department of Transportation.

MBE—"Minority Business Enterprise" or "MBE," for the purpose of receipt of services from Supplier Diversity Office, means a business enterprise that is owned and controlled by one or more socially or economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to, African Americans, Cape Verdeans, Western Hemisphere Hispanics, Asians, American Indians, Eskimos, and Aleuts.

VBE—"Veteran Business Enterprise" or "VBE," for the purpose of receipt of services from Supplier Diversity Office means a business enterprise that is both owned and controlled by one or more veterans, as defined in section 7 of chapter 4, who has invested in an ongoing business free of conversion rights.

WBE—"Women Business Enterprise" or "WBE," for the purpose of receipt of services from Supplier Diversity Office means a business enterprise that is both owned and controlled, by one or more women who have invested in an ongoing business free of conversion rights.



Photos © 2024 Erin Chrusciel Photography (front cover, 2, 4, 6, 8, 17, 20, bottom of 21, top of 22, 26-28, bottom of 29, 32, 36, 38, 50-51).

Photos © 2024 Don Treeger / The Republican; for Louis Theros (5), and Park Cleaners (15, 33)



COMMUNITY IMPACT REPORT 2023

MGM Springfield
One MGM Way
Springfield, MA 01103
mgmspringfield.mgmresorts.com