

## LUCKY EAGLE CASINO

EFFECTIVE: March 2023  
SUPERSEDES: June 1995  
APPROVED: March 2023

POLICY: Responsible Gaming Policy

PURPOSE: Confederated Tribes of the Chehalis Reservation d/b/a Lucky Eagle Casino & Hotel (the "Company") complies with the American Gaming Association's ("AGA") Code of Conduct for Responsible Gaming (the "Code") as well as regulations issued by the Confederated Tribes of the Chehalis Reservation Tribal Gaming Agency.

PROCEDURE: Lucky Eagle Casino and Hotel policy addresses employee assistance and training, alcohol service, casino games in person and online, advertising and marketing of casino gambling, underage gambling and unattended minors in casinos. The policy details are described below.

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### **POLICY:**

Confederated Tribes of the Chehalis Reservation d/b/a Lucky Eagle Casino & Hotel (the "Company") complies with the American Gaming Association's ("AGA") Code of Conduct for Responsible Gaming (the "Code") as well as regulations issued by the Confederated Tribes of the Chehalis Reservation tribal Gaming Agency.

Our pledge to our Team Members, our patrons, and the community is to make responsible gaming an integral part of our daily operations. Lucky Eagle Casino and Hotel policy addresses employee assistance and training, alcohol service, casino games in person and online, advertising and marketing of casino gambling, underage gambling, and unattended minors in casinos.

### **Guidelines**

#### ***Responsible Gaming Communications***

- Responsible Gaming brochures (Company approved responsible gaming collateral) and Problem Gaming brochures (e.g., Problem Gambling Information and Resources brochure or other Company approved problem gambling collateral) will be available upon request at the Lucky Star Rewards desk, tables games pit podiums, and the sports book.
- The Responsible Gaming brochures and Problem Gaming brochures include the toll-free help line number for the Evergreen Council on Problem Gambling, 1-800-547-6133.
- The Problem Gambling brochure includes the nature and symptoms of problem gambling. Responsible Gaming signage or other suitable display bearing the Evergreen Council on Problem Gambling toll-free help line number will be posted at a visible place where employees congregate to include the employee dining room, near employee entrances, employee break areas, and the Human Resources. Alternatively, signage will be posted, or a message displayed on TV monitors at those locations information employees where such brochures can be obtained.
- Problem Gambling brochures will be made available at Human Resources.
- Gaming-related websites will include information describing responsible gaming, policies and

practices related to responsible gaming and where to find assistance (See Appendix A).

- The Company maintains a self-limit policy and procedures that will allow patrons to request in writing the revocation of their privileges for specific services (e.g., casino-issue markers, player club/card privileges, on-site check-cashing, and cash services, complimentarys and gambling promotions). These requests can be made at the Lucky Star Reward Desk.
- Self-exclusion request may be made with the Security and processed with TGA.
- The Company will make reasonable efforts (i.e., flagging a patron's reward account) to honor a patron's written request to be self-limited from gaming activities. The Company reserves the right to exclude a patron from gaming without a request from the patron.
- Newly hired employees will receive training on the Company's responsible gaming program during New Hire Orientation, and annually via the online learning system. This general training will include the difference between responsible gaming and problem gambling, as well as the nature and symptoms of problem gambling. Additional training based on the department and job function will be conducted by individual departments.
- Gaming floor employees will be trained on responsible gaming and provided periodic refresher training that highlights the differences between responsible gaming and problem gambling. Periodic refresher training will be performed via department pre-shift meeting, Responsible Gaming Week, and/or online training modules. During periodic refresher training, employees will receive responsible gaming materials (e.g., brochures, policies, Marketing).

#### ***Underage Gambling and Unattended Minors in Casino***

- The Company will make diligent efforts to prevent underage individuals from participating in any gambling or sports betting, loitering in the gaming area of the casino, or from gaining access to online, mobile, or in-room gambling opportunities. Policies and procedures specifically related to underage gambling are addressed in the Company's Underage Gaming Policy.
- The Company will post notices stating the legal age to gamble at or near the casino entrances.
- Where reasonable, any gambling related messaging (online or print) should include a notice of the legal age to gamble.
- If a child appears to be unsupervised or in violation of local curfews and other laws, casino staff should contact security personnel to handle children/minors, and security personnel will take reasonable steps to locate a parent or responsible third party (e.g., police department) for transfer of children/minors.
- Annual training is provided to relevant employees related to underage gambling, minor identification, and unattended minors, and the purchase and consumption of alcohol and tobacco by minors.

#### ***Responsible Service of Alcoholic Beverages***

- The Company maintains a separate Responsible Beverage Service Policy that includes, at minimum employees are prohibited from: (1) knowingly serving alcoholic beverages to a minor; (2) knowingly servicing alcoholic beverages to a visibly intoxicated patron; and (3) knowingly permitting a visibly intoxicated patron to gamble.
- Employees in relevant positions will be trained in the Responsible Beverage Service Policy at the time of hire and will receive periodic refresher training annually.

**Responsible Advertising**

For the purposes of this Policy, advertising and marketing includes, among other media: radio, television and print ads, direct mail, social media, billboards, and internet promotions.

Casino gambling advertising and marketing will:

- Contain a responsible gaming message and/or a toll-free helpline number where practical.
- Reflect generally accepted contemporary standards of good taste.
- Strictly comply with standards to make no false or misleading claims or create a suggestion that the probabilities of winning or losing at the various games offered by the casino, or by betting on sports contests, are different than those actually experienced.


Casino gambling advertising and marketing will not:

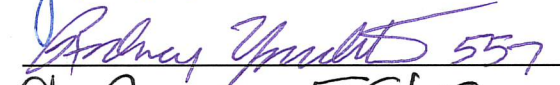
- Contain images, symbols, celebrity/entertainer endorsements, and/or language designed to appeal specifically to children and minors.
- Feature anyone who is or appears to be below the legal age to participate in gambling or sports betting activity or imply that underage persons engage in casino gambling or sports betting.
- Depart from contemporary standards of good taste that apply to all commercial messaging, as suits the context of the message or the medium utilized.
- Be placed with such intensity and frequency that they represent saturation of that medium or become excessive.
- Contain claims or representations that gambling activity will guarantee an individual’s social, financial, or personal success.
- Be placed before any audience where most of the audience is ordinarily expected to be below the legal age to participate in gambling or sports betting activity.
- Imply or suggest any illegal activity of any kind.
- Be placed in media specifically oriented to children and/or minors.


**Research, Oversight, and Review**

- The Company will conduct annual reviews of its Responsible Gaming Policy.

**APPROVED:**

CEO:  #1035 Date: 3-17-23

CCRO:  557 Date: 3-17-23

CFO:  55109 Date: 3-17-23

## **APPENDIX A**

### **RESPONSIBLE GAMING INFORMATION – GAMING RELATED WEBSITES STATEMENT**

Lucky Eagle Casino and Hotel complies with this policy for Responsible Gaming as well as regulations issued by the Chehalis Tribal Gaming Agency. Our pledge to our employees, our patrons, and the community is to make responsible gaming an integral part of our daily operations.

You may request at any time to be removed from any promotional mailings and for revocation of casino-specific privileges such as access to markers, player card privileges, on-site check cashing and cash services, complimentaries, and gambling promotions. We reserve the right to exclude a patron from gaming without a request from a patron.

We provide current education to new employees on responsible gaming and provide periodic refresher training.

We advertise responsibly by including a responsible gaming message and/or a toll-free help line number in advertising messaging where practical. We place media where most of the audience is reasonably expected to be above the legal age to participate in gaming activity. We do not feature collegiate athletes or persons designed to appeal to those under the age of 21.

If you or anyone you know may have a problem gaming responsibly, please call the 24-hour Problem Gamblers Help-Line at 1-800-547-6133 or visit [www.evergreencpg.org](http://www.evergreencpg.org) for more information or assistance.