

# RESPONSIBLE GAMING

## Corporate Policy & Programs

Jim Baldacci

Deputy Chief Compliance Officer



# Responsible Gaming

- Overseen by the Penn Corporate Responsible Gaming Committee consisting of:
  - Tim Wilmott – President/COO
  - Jordan Savitch – SR VP/CLO
  - Gene Clark – SR VP, Human Resources
  - Robert Ippolito – VP/Secretary/Treasurer
  - Tom Auriemma – VP, Chief Compliance Officer
  - Gregg Hart – Corp VP, Internal Audit
  - Tom Burke – Senior VP of Regional Operations
  - John Finamore - Senior VP of Regional Operations
  - Dennis Brown – Director, Quality Assurance
  - Jim Baldacci – Deputy Chief Compliance Officer
- Meets at least quarterly



# Responsible Gaming

- The Corporate Responsible Gaming Committee exists to:
  - Develop minimum Responsible Gaming (RG) requirements for Penn properties.
  - Monitor compliance with property RG programs.
  - Keep Senior Management aware of property RG issues and incidents
  - Consider corporate support for problem gambling charities (NCPG, NCRG, etc).



# Responsible Gaming

- **Property Responsible Gaming Committee:**
  - Consists of senior property management including the GM and department heads (VP or Director) of the major casino departments.
  - Develops, implements and oversees the property responsible gaming programs.
  - Ensures proper training is completed
  - Evaluates new problem gambling initiatives
  - Submits a quarterly report to the Corporate Responsible Gaming Committee
  - Meets at least quarterly.



# Responsible Gaming

- What are the areas covered by the Responsible Gaming Program at Penn National?
  - Problem/Compulsive Gambling
  - Responsible Alcohol Service
  - Unattended Minors
  - Underage Gambling



# Responsible Gaming

- Penn National Follows the AGA Code of Conduct for Responsible Gaming:
  - *To Promote Responsible Gaming*
  - *To Prevent Underage Gambling and Unattended Minors in Casinos*
  - *To Serve Alcoholic Beverages Responsibly*
  - *To Advertise Responsibly*



# Responsible Gaming

- Employee Training (Problem/Compulsive Gambling)
  - *All employees are trained on responsible gaming in orientation*
  - *Training includes:*
    - Description of the nature and prevalence of problem/compulsive gambling;
    - Typical behavioral characteristics and warning signs associated with problem/compulsive gamblers;
    - Resources and programs available to help problem/compulsive gamblers;
    - Appropriate response to someone overtly inquiring about problem/compulsive gambling matters;
    - Appropriate response to someone who does not overtly request assistance but who is suspected of having a gambling problem.
  - Annual retraining covers these same topics
  - Personnel trained to assist third parties inquiring about the gambling problem of a loved one.



# Responsible Gaming

- Minimum Property Programs (Problem/Compulsive Gambling)
  - *Each Penn property offers the following programs:*
    - **Self Exclusion Program** – If the state does not offer a self exclusion program, then the property offers a property only self exclusion program.
    - **Financial Restrictions Program** - Patrons can become ineligible to cash checks, or obtain credit
    - **Mail Restriction Option** - Guests can stop the casino from sending them mail or e-mail



# Responsible Gaming

- Responsible Gaming Information
  - All advertising and marketing material will include a responsible gaming message.
  - Signage that advertises where to get help for a gambling problem will be located at entrances, exits, ATMs and cages (at a minimum).
  - Brochures available that discuss the signs and symptoms of a gambling problem as well as where to get help.
  - Brochures available that explain the probability of winning or losing at various games.



# Responsible Gaming

- Additional Out Reach Effort
  - Penn supports research into compulsive pathological gambling by contributions to the National Center for Responsible Gaming (NCRG)
  - Penn supports and contributes to the National Council on Problem Gambling (NCPG)
  - Individual Penn properties contribute and support state responsible gaming councils
  - Penn National was instrumental in assuring that the Ohio constitution included significant funding for addiction programs through the casino gross gaming receipts tax.
    - 2% of CGR tax estimated to be \$10-12 Million annually



# Responsible Gaming

- Additional Out Reach Effort
  - Penn National encourages its casino properties to place special emphasis on responsible gaming during Responsible Gaming Education Week (RGEW)
    - Penn Responsible Gaming Challenge
      - Annual contest that awards \$30,000 in prizes to those properties that most effectively promote responsible gaming during RGEW
      - Photos of property RGEW activity



# Responsible Gaming

- Recovery Must Come from the Individual with Support from the Industry and State
  - *We have described the programs, and resources available to a compulsive gambler to assist them in recovery*
  - *Like most addictions however, to really be successful, the patron has to admit they have a problem and has to want to change.*
  - *A person who self-excludes or is involuntarily banned still has options to gamble*
    - *Neighboring states*
    - *Horseracing*
    - *Lottery*
    - *Stock market*
    - *Charity games*
    - *Illegal gambling options (sports betting, internet) .*
  - *While property management is authorized to unilaterally ban someone showing signs of a gambling problem we believe such action has limited usefulness in regards to the patron's ultimate recovery.*



# Responsible Alcohol Service

- Penn has specific requirements for Responsible Alcohol Service training:
  - *Require all of the following positions to attend a certified Responsible Alcohol service training program before they can start work:*
    - Servers/Bartenders - Any position serving alcoholic drinks to a patron as well as the direct supervision of those positions.
    - Valet - Any position in valet as well as the direct supervision of those positions.
    - Security - Any customer contact position in the security department as well as the direct supervision of those positions.
    - Credit - Any position approving credit lines or credit line increases.
  - *Penn will reach out to the Ohio Department of Public Safety's Investigative Unit to synchronize our Responsible Alcohol Service training to the State's best practices.*



# Responsible Alcohol Service

- Penn has specific requirements for Responsible Alcohol Service training:
  - *Require all of the following positions to attend a certified Responsible Alcohol service training program within 45 days of starting their position:*
    - Player Development - Any casino host/player development executive position as well as the direct supervision of those positions.
    - Table Games – Director/Manager, Shift Manager, Assistant Shift Manager, Games Supervisor.
    - Slots – Director/Manager, Shift Manager, Assistant Shift Manager, Slot Supervisor.



# Responsible Alcohol Service

- Responsible Alcohol Service Training Includes:
  - Recognizing the signs of alcohol intoxication.
  - Practical service strategies to prevent a person from being over-served
  - The obligation to refuse to serve intoxicated patrons and to prevent a visibly intoxicated patron from gambling.
  - Recognizing false or altered identifications.
  - Training typically takes 2 to 5 hours using CARE or TiPS.
  - Periodic refresher training



# Responsible Alcohol Service

- Penn's general alcohol service policy is simple and to the point:
  - A visibly intoxicated patron will be denied entry to the facility;
  - A visibly intoxicated patron will not be knowingly served alcoholic beverages;
  - Casino staff will not allow a visibly intoxicated patron to gamble;
  - Food & Beverage personnel will not knowingly serve a patron alcoholic beverages to the point where the patron becomes visibly intoxicated;
  - Food & Beverage personnel will not knowingly serve alcoholic beverages to a minor (under 21);
  - Casino staff will make a diligent effort to prevent an intoxicated person from driving.
- Employees violating these policies are subject to disciplinary action



# Unattended Minors

- Penn is committed to providing a safe and secure environment at its properties:
  - All employees are trained on what to do if they discover an unattended child.
  - Once discovered such minors are kept under constant supervision until parent or guardian is identified and reunited with the child.
  - Depending on age of child and specific incident circumstances
    - Police or child protective services are notified
    - Parent or guardians may be evicted from the property



# Responsible Gaming

- **Final Comments:**

- Penn National Gaming believes it has established a comprehensive set of minimum responsible gaming standards for all of its casino and pari-mutuel properties. These standards will also be applied to our Ohio casino facilities and are designed to provide programs and policies that provide help to those individuals who need it while not imposing undue burdens on the vast majority of our customers who act responsibly.
- While the ultimate responsibility for gambling responsibly and consuming alcohol in moderation rests with our patrons themselves, this Responsible Gaming Program has been developed to minimize the negative impacts of those few patrons who will not or cannot act responsibly.



# Responsible Gaming

- Questions/Comments?