

SEPTEMBER 2022

RS

RIVER SPIRIT



PATHWAYS PROGRAM

THE 10 BEST CASINOS IN THE U.S.

BASKETBALL FOR WELLNESS

RIVER SPIRIT

SEPTEMBER - CEO LETTER

Dear Team Members,

It's officially the first month of fall, marking the bittersweet end to "120 Ways to Summer". We are celebrating the end of summer with one final pool party at Wild Horse Pass. I would like to thank all of our team members for making this a successful summer season and ensuring all of our guests had an unforgettable experience at all of our properties.

While "120 Ways to Summer" is coming to an end, we are proud to provide memorable guest experiences at our properties all year long.

The endless experiences that we provide our guests have earned us recognition as one of Yahoo! Life's best casinos in the U.S. for gambling. To be named a top 10 destination in the U.S. is an honor; we'll share more about the recognition in this edition of River Spirit.

As we head into football season, we are excited to amp up the fun for our guests at each property. This will be the first NFL season kickoff in our BetMGM sportsbooks, as well as offering mobile sports betting in our casinos using our BetGila app.

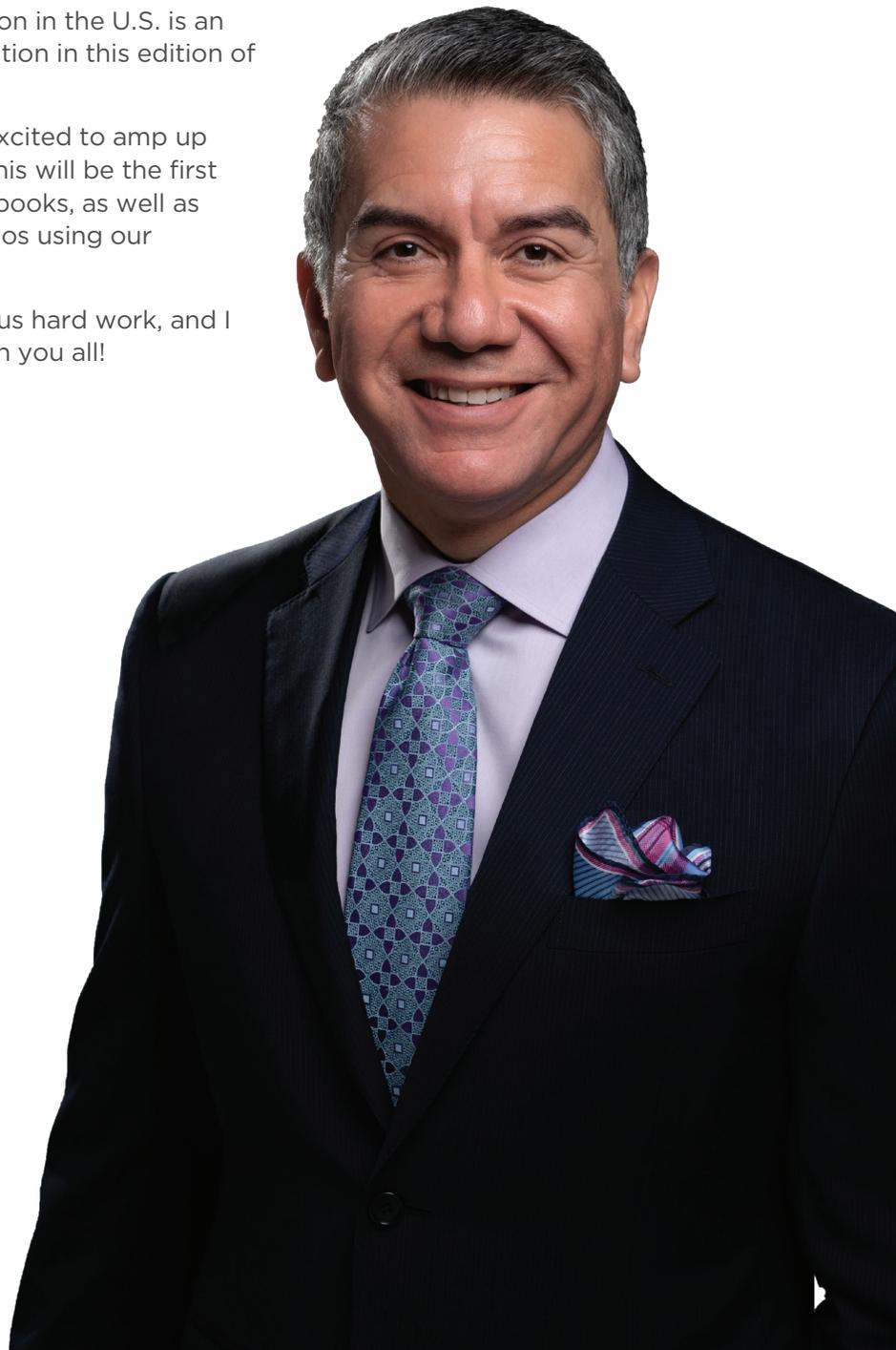
I am so proud of you all for your continuous hard work, and I look forward to starting a new season with you all!

Sincerely,



Kenneth Manuel

Gila River Resorts & Casinos
CEO



THE 10 BEST CASINOS

Yahoo!life shared its picks for "The 10 Best Casinos in the U.S. If You Love to Gamble" and selected Gila River Resorts & Casinos – Wild Horse Pass as number six on the list. Gila River came out on top in Arizona ahead of Talking Stick Resort. The list included prestigious gaming establishments including Aria and Foxwoods. This recognition highlights our top tier gaming, resort accommodations and amenities.

This ranking would not be possible without our wonderful team members and the commitment they give to providing the best service to each and every guest that comes through our doors. Click the link to view the entire list. Thank you for all you do!

The 10 Best Casinos in the U.S. If You Love to Gamble (yahoo.com)
<https://www.yahoo.com/lifestyle/10-best-casinos-u-love-140400737.html>

PATHWAYS

Executives and team members gathered on August 17 to congratulate Amerissa Mendoza on her successful completion of the Pathways Mentorship Program, as Assistant Restaurant Manager. CEO Kenneth Manuel introduced her as the 51st Gila River Indian Community member to go through this challenging process, and reminded her of the legacy she is now part of here at Gila River Resorts & Casinos.

Mr. Manuel, who has been with the casino from the beginning of the enterprise, helped create the Pathways Program. He understands firsthand how challenging the program can be as he had the privilege of going through the program. In the past year, Amerissa has embraced all avenues of Food & Beverage at Wild Horse Pass and Lone Butte Casinos. She took ownership in Food & Beverage operations for multiple areas and adapted well to business levels and mastered the fundamentals of ordering for all property venues.

Amerissa worked directly with Sera Ribble, Director of Food and Beverage Operations, on Prime, A Shula's Steakhouse, and was able to join meetings and speak directly with the corporate Shula's team to excel her progress while learning the fine dining culture. Overall, the last year was filled with a multitude of experiences and growth and she showcased her commitment to the Food & Beverage Department. Her hard work paid off as she is now the new Assistant Manager at Ling & Louie's. Congratulations, Amerissa!



BASKETBALL FOR WELLNESS

Another great event put on by the fabulous Human Resources Wellness Team. Everyone who attended the basketball game enjoyed the sportsmanship, teamwork, and workout. The program, "Joining Together in Wellbeing" aims to provide unique experiences and platforms for team members to improve their physical health, relationships, and overall wellbeing.



1st Place - Lone Butte- Recess Rejects (Light blue)

2nd Place - Wild Horse Pass- High Rollers (Red)

3rd Place - Vee Quiva - All Net (Purple)

Human Resources / Distribution Center - Nitro 925er's (Black)



TABLE GAMES

Reba Manuel, Pit Manager at Wild Horse Pass, wanted to help Gila River Indian Community members excel in their careers in the Table Games Department to transition to full time or dual-rates dealers. Reba worked with Aaron Bayne, the Director of Casino Games, to support tribal members who were interested in becoming dual-rates.

They created a training program to mentor individuals to help them reach their goals. Reba selected candidates, Lakota Dixon, Yolanda Perteet and Kateri Rovaes for the inaugural training group. The program provided training materials that would help them excel in their new positions. Additionally, they were trained in casino policy and procedures for the Table Games floor.

As the program progressed, the new acting dual-rates were paired with a qualified team member to gain experience on the floor which allowed for immediate support and guidance. Reba mentored the individuals to ensure they applied their new skills to be successful on the job. Reba said “the three original members of this program have finished their training and are now considered Dual-rates. They were all very nervous at first, as we all are when we get out of our comfort zones. I knew these team members had it in them to do the job. They just needed someone to motivate them and guide them. I hope this program will open the door for other tribal members to have the same opportunity to learn and develop for advancement within the department and the enterprise.”



PHOENIX BUSINESS JOURNAL BEST PLACES TO WORK

Gila River Resorts & Casinos was nominated as one of the Best Places to Work by the Phoenix Business Journal. Help us secure this award by completing a quick survey to share why we are the Best Place to Work in the Valley! Vote at the below link through Wednesday, Sept. 21. Let’s showcase why Gila River is a fun, rewarding and innovative place to work and play. Thanks for your support!

https://survey.quantumworkplace.com/bpsurvey/oc_DYHC14525

GILA RIVER CARES

Team members from Table Games, Human Resources and Casino Marketing Departments volunteered to answer phones to help raise much needed funds on August 18 at the annual KTAR News and Arizona Sports Station Give-A-Thon, benefiting Phoenix Children’s Hospital. The event raised funds to help support hospital programs for children.



GET HEARD



G.E.T. HEARD Frequently Asked Questions

Q. How do I make a comment?

A: Simply fill out a comment card and drop in the box located near the Team Member Dining Room.

Q. How often do the comment cards and emails get checked?

A: Comment cards and emails are checked daily, Monday – Friday.

Q. What happens to my comments that I drop in the box?

A: Your comments are collected and shared with the senior leadership team to identify the best resolution to your question/concern. Their responses are then shared with you directly. However, if the comment card is anonymous, the answers are shared via the G.E.T. HEARD Teamworks page, under the Comment Cards section.

Q. Why should I leave a comment?

A: Your comments/concerns are valued greatly by the guest service and leadership teams. We welcome your thoughts, concerns, or feedback whether you choose to share your identity, or leave an anonymous comment card. Your feedback helps us continuously improve the organization to be the best place to work. We want you to love where you work!

GILA RIVER WANTS TO HEAR FROM YOU. Reach out, ask questions and G.E.T. Heard.

GetHeard@gila.casino

RISK MANAGEMENT

FIGHT THE BITE

After the Monsoon rain, be sure to guard against mosquito-borne illness.

While the rain is welcome in so many ways, the standing water that follows can become a breeding ground for mosquitoes and the diseases they carry.

The most common mosquito-borne disease is West Nile virus. West Nile is a disease caused by a virus that is spread through mosquito bites.

What can you do to fight the bite!

REPEL - mosquitos using insect repellent

REMOVE - standing water from your home and yard

REPAIR - replace damaged window and door screens

REMIND - family, friends and neighbors about mosquito safety



FOOD & BEVERAGE NEWS FLASH

FOOTBALL SEASON BRINGS BIG CHANGES TO TOPGOLF AND SPORTSBOOK AT WILD HORSE PASS

- TopGolf will now be open on Monday's 5pm-10pm
- Sportsbook will once again have food offerings starting September 1, service will follow TopGolf hours of operation.
- Beginning on September 3, we will be featuring breakfast items in both TopGolf and Sportsbook starting at 9AM on Saturdays and Sundays.
- Fullhouse at Wild Horse Pass, now serving alcoholic beverages, including beer and wine, and is now open 7 nights a week and open until midnight on Fridays and Saturdays,
- Remember to use "Get Heard" to let us know your favorite food.

HUMAN RESOURCES NEWS

GILA RIVER RISE UP PROGRAM

Who is eligible to participate in the Program?

- All Gila River Resorts & Casinos employees are eligible for the program as of their hire date.
- Members of the Gila River Indian Community should contact the Tribal Education team to learn more about the benefits available to them.

Ranked #1 in the U.S. for innovation for seven consecutive years, Arizona State University empowers students with personalized support and innovative tools that are available to you from enrollment through graduation, and beyond.

ASU uses over 200 state-of-the-art technologies and tools to design the best online learning environment along with a suite of personalized support.

- The ASU Rise Up program provides all Gila River Resorts & Casinos team members with an up-front 20% tuition scholarship for a variety of degrees (starting your first day, for both part-time and full-time team members), all offered 100% online from Arizona State University.

Get started today!

- Enrollment is now open for the fall semester, with Fall B starting on October 12th!
- Explore all learning options and request information to connect with an ASU enrollment coach at GilaRiverGaming.InStride.com.

**Ready, set,
register!**



Apply now to start advancing your education, and your career, this fall!



SECURITY AWARENESS NEWS

Ransom ware is an ever-evolving form of malware designed to encrypt files on a device, rendering any files and the systems that rely on them unusable. Cyber attackers then demand ransom in exchange for decryption, and place organizations in a position where paying the ransom is the easiest and cheapest way to regain access to their files. Malware can start collecting other sensitive data from victim computers before encrypting it, and if the ransom demands are not met, the data will be publicly exposed or sold to the highest bidder.

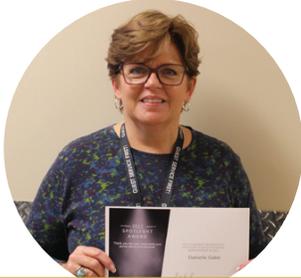
Hackers use phishing emails, a malicious email that contains a link to a website hosting a malicious download or an attachment that has downloader functionality to gain access to computer systems.

To help combat ongoing phishing attacks, GRGE enrolled our team members in a comprehensive Cybersecurity Awareness Program. We need to defend our enterprise against cybercrime, and security is everyone's job. You are the last line of defense for keeping our enterprise safe!

If you are not sure about an email, use the "Phish Alert Button". The Phish Alert Button (PAB) is an email add-in that will allow you to easily report unsafe emails to our Cyber Team for immediate analysis.

2022 SPOTLIGHT AWARD

WE WANT TO RECOGNIZE YOU!



DANIELLE GABE

Surveillance Officer
Vee Quiva

I am nominating VQ Grave Shift Surveillance Officer Danielle Gabe for the Spotlight Award for her recent observation on July 7 and subsequent arrest of a person conducting fraudulent activity. Danielle has been with the department for a little over five months, but she is no stranger to casino surveillance operations. In the early hours of July 7, there was a wellness check conducted on a guest in the parking lot. After the check was concluded, a visual was maintained to ensure the guest was okay until she left property. During this time, Danielle observed and reported, a male occupant filling out paperwork and using a rubber stamp to mark the document so that the female could bring it in the casino. Later it was learned that the two people were trying to defraud the casino by providing false documentation to claim a jackpot that was on hold. This activity prompted security to contact the Gila River Police Department. GRPD arrived and questioned the female who admitted to the activity and was arrested. Because of Danielle's diligence to maintain her observation and her natural instinct to keep watch to ensure safety and wellbeing of guests. This instinct paid off in a different way by catching the fraudulent activity and protecting casinos assets. Danielle has been a huge asset to the department and continues to show her knowledge and skill on a daily bases. Great job, Danielle!



WILLIAM GORDON

Technician
Wild Horse Pass

We would like to thank Willie for his never ending support of Information Technology issues during the rollout of the new 'Symphony' program for the Food & Beverage Department, Willie was always within reach to answer all questions. Team members often stopped him to ask for assistance, he would even help during his lunch break. He always maintained his wonderful composure and willingness to help, never turning down anyone's ask for help. When there was any point of sale issues on the weekends in our F&B outlets, Willie was there to assist, even on his days off he would stop by to ensure the problems were taken care of, no matter if it was in the front of house or kitchens. Willie has the best attitude and is always smiling, he jokes around with the staff and makes them laugh, even when the team is stressed out over POS issues. Thank you, Willie, for your 24/7 support and for your great attitude, we could not perform our daily duties without your help.



MICHAEL MCCOY

Beverage Server
Lone Butte

Michael is a great candidate for the Spotlight Award because of his great representation of the "Guest Service First" moto. He arrives for his shift with a big smile on his face and with extra pep in his step. He acknowledges both internal and external guests with the same enthusiasm which creates a positive and memorable experience for everyone. On many occasions he has gone above and beyond for our high worth and loyal guests. Most recently, he was speaking with a guest who mentioned she was going to ask a host for a comp to cover her drink. Michael took it upon himself to ask the host for the comp and returned to the guest with a complimentary beverage and an additional comp for her next beverage. The guest was thrilled and greatly appreciated Michael's assistance. He is a valued asset to Gila River Resorts & Casinos and should be rewarded and recognized for representing the GILA WAY.

All leadership positions from assistant supervisor and above can nominate any Team Member for the Spotlight Award. To participate, your nominee must have no attendance violations for the past 30 days. Let's celebrate our outstanding Team Members and give them the recognition they deserve! To nominate a qualified Team Member, please email spotlight@wingilariver.com.

POP QUIZ!

FIND THE ANSWERS
IN RIVER SPIRIT



1. Who won first place in the wellness basketball event?

2. How do you repel mosquitos?

3. What is the "Get Heard" email Address?

4. What do hackers use to gain access to computer systems?

Send your answers to Manuel Hernandez, Public Relations Coordinator, before September 18th for your chance to win a \$20 Amazon gift card. One winner from each property will be drawn each month. Only current Gila River Team Members qualify.

AUGUST RIVER SPIRIT WINNERS



Thank you to everyone who participated in the August River Spirit POP Quiz.

The winners listed below must contact Manuel Hernandez at manuel.hernandez@gila.casino or extension 7347 to pick up their Amazon gift card.

CONGRATULATIONS

MARIA MCELROY
BUSINESS CENTER, WILD HORSE PASS

SUSANA GOYTIA
CAGE, LONE BUTTE

YOLANDA BEGAY
TABLE GAMES, VEE QUIVA

NAME:

DEPARTMENT:

PHONE:

LB VQ WHP