

JANUARY 2023

RS

RIVER SPIRIT

2023

HAPPY NEW YEAR

TOY DRIVE

GILA'S GOT TALENT

DOOR DECORATING CONTEST

RIVER SPIRIT

JANUARY - CEO LETTER

Dear Team Members,

Happy New Year! We are excited to ring in 2023 with all of you! Thank you so much for making 2022 a successful, fun and memorable year. We could not have accomplished all of our wonderful milestones without you all.

As we kickoff the New Year, we are looking ahead to all of the exciting things we have coming up this year including Super Bowl and the opening of Santan Mountain Casino. This year will bring new beginnings, opportunities and fun.

We would like to wish long time Poker Room Manager Susan Pendarvis a happy retirement. After 25 years with the enterprise, she is embarking on a new journey. Susan, thank you for all you have done for Gila River. Your hard work, dedication and friendship will be missed.

Let's celebrate new beginnings and all that Gila River Resorts & Casinos has to offer!

May the New Year bless you with health and happiness.

Sincerely,



Kenneth Manuel

Gila River Resorts & Casinos
CEO



TOY DRIVE

Gila River Resorts & Casinos closed out the holidays highlighting our giving heart. Countless team members donated toys to make the annual toy drive a huge success. The Gila River Indian Community's Social Services Department team would like to send a heartfelt "THANK YOU" for providing toys to the kids in their care. Your toy donation made a child's holiday so much brighter.



POKER ROOM

Part of the success of the toy drive was thanks to Lone Butte's Poker Room. Poker Room Manager, Susan Pendarvis and her team hosted the fourth annual Santa's Helpers Tournament. To participate in the poker tournament, each player must donate one toy. Guests donated more than 80 toys, bikes and books. Susan said, "Guests were very excited to donate toys knowing that they would be going to the children of the Gila River Indian Community".



RETIREMENT



After 25 years with the enterprise, Susan Pendarvis is ready to kick back and start a new life journey. Susan said, "Life isn't about what you are given, it's about what you create." Susan started as a dealer and worked her way up into management. She has been the poker room manager for the past five years and she is leaving behind a legacy of one of the most successful poker rooms in the Valley. Working for Gila River for more than two decades says something about Susan. She wanted to build something bigger than herself working to ensure the enterprise, colleagues and friends were set up for success. Thank you Susan for your hard work and dedication. We will miss you!

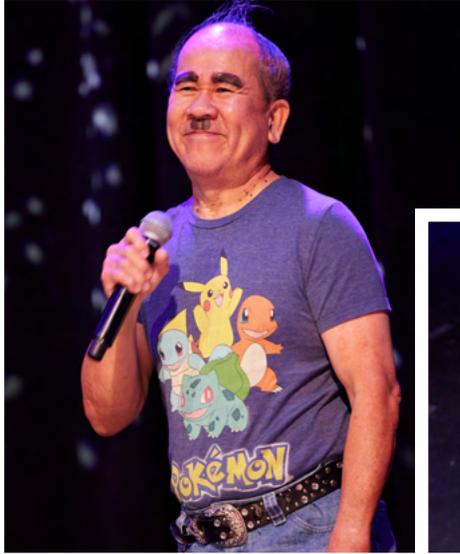
GILA'S GOT TALENT



December was full of holiday cheer and unexpected talent! Team members from all three properties had a chance to show off their skills during the first ever Gila's Got Talent show. World class MC Joe Trombley, Marketing Manager from VQ, hosted the enterprise-wide talent show.

Team members showcased their talents through song, dance, stand-up comedy, and other fun performances that brought laughter and joy to everyone in attendance. Thank you to everyone who performed!





DOOR DECORATING CONTEST

The Judges had a tough time choosing the winners from all the great door decorations.

Here are your winners:

Wild Horse Pass - Corporate Marketing, Grinch inspired door

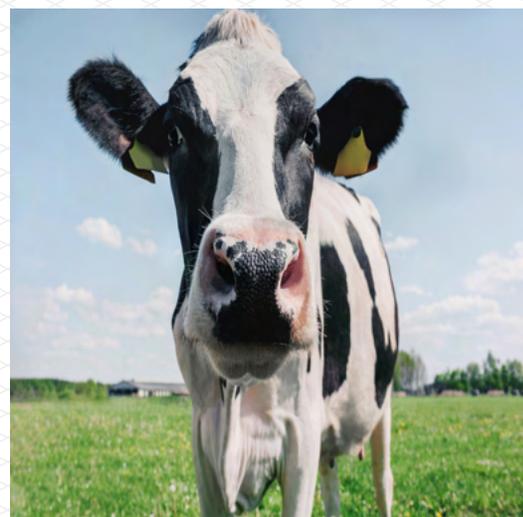
Lone Butte - Players Club, Nightmare Before Christmas themed door

Vee Quiva - Security Departments, Star Wars, May the force be with you door

Thank you to all for the Holiday Cheer



FUN FACT - Cows don't actually have four stomachs; they have one stomach with four compartments.



PHOENIX SUNS RECOGNITION

Mentee Assistant Director Norma Perez, was selected as a Gila River Resorts & Casinos Spotlight Hero and was recognized on court at the Suns vs Rockets game in December for her ongoing dedication and leadership in the enterprise.



FUN FACT - In 1968, locals submitted suggestions to name the new Arizona franchise. Potential names included Suns, Scorpions, Rattlers and Thunderbirds. Then General Manager Jerry Colangelo selected the Phoenix Suns.

WELLNESS



There is a new way to see what is coming your way from the Wellness Team. Television, yes that's right, TV's have been placed around team member dining room areas to keep you updated on upcoming wellness events. Be sure to stop and get information on how to stay fit and get the scoop on fitness activities.

RISK MANAGEMENT

Knife Safety

Wear proper personal protective equipment (PPE), including eye protection, gloves, and long sleeves.

Do not use knives to cut open bags or do other jobs not intended for knives.

Use a sharp blade; a dull blade means increased force when cutting, increasing the risk of an injury.

Do not leave knives unattended in a work area.

Do not put any knives in a sink full of water, clean after use.

Never try to catch a falling knife.



INFORMATION TECHNOLOGY OF THE MONTH

What is Social Engineering?

The art of manipulating or deceiving you into taking an action or divulging sensitive information.

Watch out for these three types:



DIGITAL ATTACKS

Phishing
Email-based social engineering targeting an organization.

Spear Phishing
Email-based social engineering targeting a specific person or role.



YOUR ROLE

STOP, LOOK, and THINK before clicking on a link or opening an attachment.



IN-PERSON ATTACKS

USB Attacks
An attack that uses a thumb drive to install malware on your computer.

Tailgating
When a hacker bypasses physical access controls by following an authorized person inside.



YOUR ROLE

STOP, LOOK, and THINK before complying with requests from strangers who prey on your social nature. It is better to be firm than insecure.



MOBILE/PHONE ATTACKS

Smishing
Text-based social engineering.

Vishing
Over-the-phone-based social engineering.



YOUR ROLE

STOP, LOOK, and THINK before clicking on a link in a text message or divulging sensitive information over the phone.

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FUN FACT - If a Donkey and a Zebra have a baby, it is called a Zonkey



2023 SPOTLIGHT AWARD

WE WANT TO RECOGNIZE YOU!



MARIO TOLANO

Buyer
Lone Butte

Mr. Tolano received a notification that workers were on strike from our largest food provider (Sysco), and would not be delivering. Mario had already processed orders for Monday deliveries when he received this notification, so he immediately notified his management team and went into action. He cancelled all orders, and located the product at other sources and processed new orders. By doing so, he made certain that the food outlets at all 3 properties had food items for the start of the new week. Thank you Mario your outstanding job performance and dedication to the Enterprise.



MELISSA JONES

FOOD SERVER
Vee Quiva

Melissa Jones exemplifies the core values of Gila River Resorts & Casinos. She continually exhibits and maintains effective work relationships with fellow team members. Melissa sustains a high level of productivity and is willing to help train new team members. We receive positive feedback daily from guests whether it be a verbal comment, a comment card or a note on the guests receipt stating "Excellent Service!" Thank you Melissa for the positive attitude and for providing great guest service!"



MATTHEW HAAG

**IT GAMING APPLICATIONS
SUPPORT SPECIALIST**
Wild Horse Pass

Matthew went above and beyond his regular duties to assist the casino marketing teams at all three properties to set up the Big Draw promotion. He worked with our vendor, Odds On Promotions to learn what capabilities would be needed in order to successfully integrate this complex promotion with our IGT system. Matthew created detailed instructions, and went to each site and personally trained the teams on the function of the kiosks. The information and training was incredibly helpful, giving all departments the confidence to carry out this new process and promotion successfully. On behalf of the Marketing Departments thank you.

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



Send your answers to Manuel Hernandez, Public Relations Coordinator, before January 13 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.

1. How many toys were donated through the poker tournament?

2. Who chose the Phoenix Suns name?

3. What is the new way to get wellness information?

4. When should you try to catch a falling knife?

DECEMBER RIVER SPIRIT WINNERS

Thank you to everyone who participated in the December 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

LORETTA BENITEZ,
TABLE GAMES, WILD HORSE PASS

KENNEDY POSEY
PLAYERS CLUB, LONE BUTTE

DEBBIE VALDEZ
MARKETING COORDINATOR, VEE QUIVA

NAME:

DEPARTMENT:

PHONE:

LB VQ WHP