

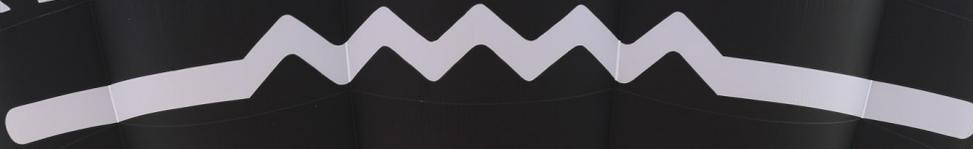
MARCH 2023

RS

RIVER SPIRIT

GILA RIVER[®]

RESORTS & CASINOS



HOT AIR BALLOON
MOMENT MAKERS
BEST CASINO



RIVER SPIRIT

MARCH - CEO LETTER

Dear Team Members,

March marks the beginning of spring! With countless events in the Valley and perfect weather, we could not be more excited to welcome guests to enjoy the amenities at our casinos and resorts. I truly appreciate everything you do to create memorable experiences for all of our guests.

Last month, we kicked off our Moment Makers campaign highlighting our wonderful team members. When you are driving around town or watching television, keep an eye out to see our wonderful friends who are showcased in the campaign.

With beautiful weather, we have lots of fun activities planned with the Wellness Program. The wellness of every team member is essential to us and we hope you can make it to an activity this month.

Sincerely,



Kenneth Manuel

Gila River Resorts & Casinos
CEO



HOT AIR BALLOON

Gila River Resorts & Casinos is elevating the game! We want to rise above the competition in the Valley – literally.

It's a bird! It's a plane! No, it's the Gila River Hot Air Balloon. That's right, we have taken to the skies. Last month, the hot air balloon flew over major events in the Valley including the Waste Management Phoenix Open and Super Bowl.

Next time you are out around town, don't be surprised if you see the Gila River hot air balloon floating along the skyline.



MOMENT MAKERS

Gila River Resorts & Casinos recently launched the new “Moment Makers” campaign highlighting our incredible team members for all of their hard work and dedication. The campaign features outstanding team members and can be seen in commercials, billboards and around the properties.

Everyone at Gila River is a moment maker. Our amazing team members strive to be their best and turn a simple guest experience to a lifelong memory. We thank all of our moment makers for shining bright every day and making the enterprise the best gaming destination in the Valley.

MOMENT MAKER



BEST CASINO

Gila River Resorts & Casinos - Wild Horse Pass was voted "Best Casino" by the Phoenix New Times readers for 2022. Congratulations to all the team members at Wild Horse Pass! It is because of your first class service and dedication to the Gila Way that made this recognition possible.



RISK MANAGEMENT

Active Shooter Preparedness

Active shooter and violent events have unfortunately become a regular occurrence in society. An active shooter is an individual actively engaged in gunfire attempting to harm people in a populated area. With shooting events on the rise it is in everyone's best interest to revisit the active shooter response-training course in your UKG, Pro learning section. This course will help you prepare for potential occurrences at home, work or in public.



FUN FACT - Two Guinness World Records:

The largest bingo card/ticket and the largest bingo balls was achieved by Gila River Hotels & Casinos



WELLNESS

The enterprise-wide Wellness Program kicked off 2023 with several events that brought our team members together for fun, physical, and mental health wellness!

In January, more than 60 team members participated in “The Major” golfing for wellness. In February,



we hosted the annual kickball challenge with VQ coming out on top as champions with a big win over Lone Butte in the championship game.

Most recently, team members participated in the Suns Basketball Fantasy Camp where they showed off their exceptional basketball skills. Wild Horse Pass graphic designer, Trenton Worden, won MVP of the event!



FUN FACT - Camels have three eyelids. The transparent lid helps keep out sand and dust. Many animals, including dogs, cats, sharks, some birds as well as amphibians have third eyelids.



SOCIAL ENGINEERING

Social Engineering Red Flags

FROM

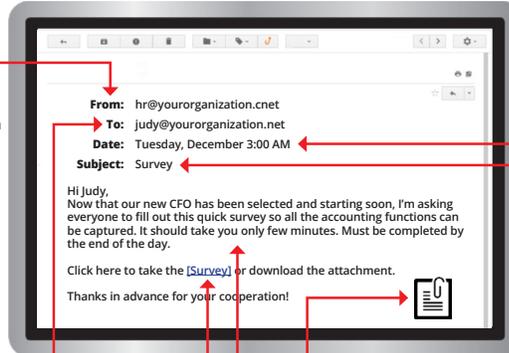
- I don't recognize the sender's email address as someone I **ordinarily communicate with**.
- This email is from **someone outside my organization and it's not related to my job responsibilities**.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character**.
- Is the sender's email address from a **suspicious domain** (like micorsoft-support.com)?
- I **don't know the sender personally** and they **were not vouched for** by someone I trust.
- I **don't have a business relationship** nor any past communications with the sender.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment** from someone I haven't communicated with recently.

TO

- I was cc'd on an email sent to one or more people, but I **don't personally know** the other people it was sent to.
- I received an email that was also sent to an **unusual mix of people**. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.

HYPERLINKS

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link-to address is for a different website**. (This is a **big red flag**.)
- I received an email that only has **long hyperlinks with no further information**, and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known website. For instance, www.bankofamerica.com — the "m" is really two characters — "r" and "n."



DATE

- Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?

SUBJECT

- Did I get an email with a subject line that is **irrelevant or does not match** the message content?
- Is the email message a reply to something I **never sent or requested**?

ATTACHMENTS

- The sender included an email attachment that I **was not expecting** or that **makes no sense** in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly **dangerous file type**.

CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence** or to **gain something of value**?
- Is the email **out of the ordinary**, or does it have **bad grammar** or **spelling errors**?
- Is the sender asking me to click a link or open up an attachment that **seems odd or illogical**?
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?

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Human error. Conquered.

G.E.T HEARD



WILD HORSE PASS

Question: Could we have breakfast foods for lunch again at least once a month? Thank you.

Reply from WHP General Manager, Scott O'Gorman: Thank you. We will be doing Breakfast All Day at least twice a month starting back up in March.



FUN FACT - The Pygmy Marmoset is the world's smallest monkey.

2023 SPOTLIGHT AWARD

WE WANT TO RECOGNIZE YOU!



St. NICHOLAS CHANG

SURVEILLANCE OFFICER
Wild Horse Pass

Nick is a recent new hire with prior surveillance experience and is a great asset to our Surveillance Department. Nick's experience makes him a great role model; he takes the time to assist team members with verifications and helps develop their knowledge and understanding of games. He has numerous live, caught observations for dealer errors, mis-pays and most recently bet capping. Last month Nick conducted a player evaluation on one of our blackjack players and deemed him an advantage player. Table games management was informed and the player was backed off from further play. Nick takes the initiative to complete multiple manual counts/audits to make sure there are no threats to our house bankroll. He always completes all his daily tasks as well as taking on any additional tasks to keep the shift running smoothly. I am sure that with his knowledge, experience and initiative, Nick will continue to grow with in the department.



YVONNA COOPER

SLOTS FLOOR ATTENDANT
Vee Quiva

Yvonna Cooper is one of the best slot attendants we have at Vee Quiva. She demonstrates this through her solid work ethics and exceptional performance by being present and ready to work, day in and day out. She is a team member that will step up and support in any manner necessary, which is an asset to the department and her team. Yvonna is productive when dealing with her job duties on the slot floor, she demonstrates this high level of productivity by picking up and completing calls in a timely manner. She does not shy away from challenging situations, but instead takes them head on. She helps other team members when needed and will go out of her way to assist management when the floor gets busy. Yvonna is dependable and reliable; she is always ready and prepared to work when she steps on the floor. She has an effective work relationship with all her peers and is admired and respected on the slot floor for her knowledge and strong work ethic.



ELIZABETH MCLENNAN

CAGE / VAULT SUPERVISOR
Lone Butte

On the week of December 12-17 the cage had minimal supervisors available. Without hesitation, Elizabeth took it upon herself to come in several hours early to cover shifts, which extended her work day by 2-3 hours. She did this multiple times during the week without a complaint. When Chase Bank showed a shortage to a bank deposit, Elizabeth tracked down the source of a bank deposit, completed a review of all the documents, submitted a surveillance request for photos to document that the deposit was made and sent out via armored car service. During all this, she remained positive and kept the cage operating by herself during the day shift. Elizabeth is without a doubt a dedicated team member that really understands and enjoys her job. She likes working with all her team members and supervisors. She consistently has a smile on her face and practices the GILA WAY on a daily basis. Thank you Elizabeth for being a great team member.

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 March 10 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. What is the smallest monkey in the world?

2. Who is the MVP from the wellness Suns Basketball camp?

3. GRRRC is using what to elevate our game?

3. Who took the championship win from the kickball challenge?

FEBRUARY RIVER SPIRIT WINNERS

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

Last month's winners must contact Manuel Hernandez at manuel.hernandez@gila.casino or extension 7347 to pick up their Amazon gift card.



CONGRATULATIONS

STACY YOUYETAWA
TABLE GAMES, WILD HORSE PASS

HEATHER KARPOWICZ
TABLE GAMES, VEE QUIVA

STEPHEN CHRISTY
SLOT TECHNICIAN, LONE BUTTE

NAME:

DEPARTMENT:

PHONE:

LB VQ WHP