

Gila River Casinos Team Member

Emergency Response Guide

INTRODUCTION

The purpose of the GRGE Emergency Response/Evacuation Plan is to provide a system for the protection of life and property at Gila River Casinos and to assign responsibility for emergency preparedness jointly with Enterprise Management and team members.

The Emergency Response/Evacuation Plan presents methods for the safe and efficient evacuation of guests and team members in case of fire, bomb threat, or other disasters requiring evacuation or sheltering in place. The maximum safety of guests and team members is paramount to emergency response procedures, along with securing and protecting the assets and facilities of the Enterprises. The Emergency Response/Evacuation Plan applies to all facilities operated by Gila River Gaming Enterprises.

All casino team members must be aware of their duties and responsibilities during emergency situations and/or during an evacuation of the facilities, as outlined and specified by these procedures.

Types of Emergencies

A. Human Caused Hazards:

Emergencies such as threats against individuals or groups; utility failures, chemical hazards, bomb and/or bioterrorist threats, Active Shooter incidents, fires or explosions.

B. Natural Hazards:

Natural Hazard Emergencies such as monsoon storms, tornadoes, floods, droughts and dust storms (Haboobs).

Reporting an Emergency

Immediately call Security Dispatch (*WHP- 520-796-7180 or ext. 7180, LB- 520-796-8963 or ext. 8745, VQ- 520-550-1940 or ext. 1940, STM- 520-418-4281 or ext. 4281*) and provide the following information:

- Your Name
- Your Location
- Type of Emergency
- Special Directions

**** Do not hang up until told to do so! ****

If reporting an emergency directly to 911, contact Security Dispatch to inform them of the emergency and that 911 has been called.

Executive Chain of Command (in order of responsibility)

Title	Name	Cell Number
Chief Executive Officer	Kenneth Manuel	480-221-3722 **
Chief Operations Officer	Richard Strafella	702-612-0185
Chief Financial Officer	Tony DeMark	480-242-3533
Regulatory Compliance Officer	Alexis Alvarez	505-589-6202 **
General Manager - LB	Denise Pfaff	602-920-6305
General Manager - VQ	Myron Sundust	602-653-6118
General Manager - WHP	Scott O’Gorman	602-677-9475
General Manager - STM	Blake Katsnelson	480-628-5211
Chief Security/Surveillance Officer	Doug Simpson	775-742-8665 **
Corporate VP of F&B	Majdi Kayyali	704-615-8591
Chief Marketing Officer	Dominic Orozco	505-238-3986

** = Emergency Response Team Members

Emergency Notification Procedure

During working hours Security Dispatch will notify the following individuals of an emergency:

Title	Name	Cell Number
Chief Security/Surveillance Officer	Doug Simpson	775-742-8665
Chief Operations Officer	Rich Strafella	702-612-0185
General Manager - WHP	Scott O’Gorman	602-677-9475
General Manager - VQ	Myron Sundust	602-653-6118
General Manager - LB	Denise Pfaff	602-920-6305
General Manager - STM	Blake Katsnelson	480-628-5211
Regulatory Compliance Officer	Alexis Alvarez	505-589-6202
Chief Marketing Officer	Dominic Orozco	505-238-3986
Director of Facilities	Joey Carey	913-972-6780
Corporate VP of F&B	Majdi Kayyali	704-615-8591

Risk Management	Jacqueline Mitchell	480-369-0597
Fire/Safety Manager	Charles Anderson	480-747-8952

After working hours Security Dispatch will notify the following individuals of an emergency

Title	Name	Cell Number
Chief Security/Surveillance Officer	Doug Simpson	775-742-8665
Chief Operations Officer*	Richard Strafella	702-612-0185
Fire/Safety Manager	Charles Anderson	480-747-8952
MOD	As Assigned	

* Contact COO if unable to reach Chief Security/Surveillance Officer.

The Manager on Duty will then contact the General Manager and advise him of the situation and have Security Dispatch contact any additional members of the Executive team per General Manager.

AUTHORITY TO DECLARE AN EMERGENCY OR ORDER AN EVACUATION

The decision to declare an emergency and/or to order an evacuation will be made by the Chief Executive Officer (CEO) of the Gila River Gaming Enterprises, Inc. In the absence of the CEO, notice to declare an emergency or to order an evacuation shall be made by the below individuals. If an emergency or disaster involving the Casinos warrants notification of/intervention by authorized outside agencies, i.e., Tribal Police Department, the Fire Department, the Department of Environmental Quality, the Office of Emergency Management, etc., Enterprise management will concede to their expertise and will cooperate in order to resolve the disposition of the emergency.

PRIORITY AUTHORITY TO DECLARE AN EMERGENCY OR ORDER AN EVACUATION:

1. Chief Executive Officer
2. Chief Operating Officer
3. Chief Security/Surveillance Officer
4. General Manager(s)
5. Chief Financial Officer
6. MOD

7. Fire/Safety Manager
8. Facilities Director
9. Security On-Duty Supervision

All parties with the authority to evacuate shall advise the Tribal Police Department and/ or the Tribal Fire Department immediately if an evacuation is to occur or is occurring.

1. Emergency Communications

In the event of an internal or external disaster, it is essential that team members and guests be kept informed about decisions or events that directly affect them. Any emergency that may indirectly affect team members/guests will be handled on case by case basis by senior management.

Communications with Gila River Casino personnel/guests will be accomplished by the following Methods:

- Fire alarm (audible and visual strobes) to provide immediate notification of potential emergency situations.
- Public Address/Intercom system.
- Automated Emergency Announcement System
- Security and other personnel dispatched to make announcements.

2. Management Notifications

In each emergency situation, it is essential all members of the Enterprise management/Executive Team receive timely notification. Depending on the type of emergency, key members of the Enterprise Management Team will make the following notifications:

- A. Emergencies involving the threat of injury: Bomb Threat, Fire, etc.
 1. Security will immediately be notified
 2. Security will contact the Chief Security/Surveillance Officer, Security Site Manager, and the site MOD where the emergency exists.
- B. Security Management will notify the appropriate Executive Management Team.

- C. The MOD will determine and notify all appropriate site-specific executive team members.
- D. Non-Life Threatening Emergencies: Bad Weather, Water Lines, Blackout, etc.
 - 1. Security will immediately be notified
 - 2. Security will contact the Facilities Director and the MOD for the site where the emergency exists.
 - 3. The Facilities Director will determine and notify the appropriate Enterprise Management Team.
 - 4. The MOD will determine and notify all appropriate site-specific executive team members.

3. Panic Alarms/Blue Phones

- There are panic alarms at all cashier windows; cash control windows and retail points of sale. To activate the alarm, push the red button. The button will remain in a locked position until it is reset. Security and Surveillance will determine if the panic alarm is valid and will respond within their procedures.
- Blue Phones are located on each floor of the WHP, VQ, and STM Parking Garages. When a person rings the service bell on one of these devices, a phone connection is made between the device and Security Dispatch. Security will determine if the Blue Phone activation is valid and will respond within their procedures.

4. Fire Emergency

Every team member must know the location of fire extinguishers and be familiar with the fire alarm system. If you see a fire, you will:

- 1. Immediately notify Security personnel and call Security Dispatch at the extension listed for your site on Page 18.
- 2. If possible and safely to do so, use available fire extinguishers to extinguish or contain the fire. If the fire is fueled by propane or propane gas leak, the gas supply should be shut off prior to extinguishing the fire.
- 3. Immediately evacuate the area should initial fire fighting attempts fail. Shut off gas supplies, etc. Close door to area to contain fire.
- 4. Follow instructions given by Security or over the public address system.

Proper choice of extinguisher is especially important. The National Fire Protection Association (NFPA) divides fires into four classes according to the fuel involved: wood and paper, flammable liquids, electrical equipment, and combustible metals.

- **Solvent Fires** - Solvent fires can usually be extinguished by the proper use of dry Chemical or carbon dioxide extinguishers. Fires in small containers of solvent can often be snuffed out by placing the lid on the container tightly enough to exclude air. If a lid is not available, a piece of sheet metal, or other similar non-combustible material will suffice.
- **Gas Fires** - The most effective means of extinguishing a gas fire is by closing a valve in the gas supply line, thereby shutting off the fuel. Building gas valves are identified by signs and arrows. Call Security to contact the Facilities Department to turn off building gas valves. Gas fires can also be extinguished by the proper use of carbon dioxide or dry chemical extinguishers. Serious consideration should be given to allowing gas fires to burn until the source of gas can be stopped to prevent possible explosions.
- **Electrical Fires** - If possible, first turn off the power to the electrical equipment. If power cannot be turned off, call Security to contact the Facilities Department. Use carbon dioxide, dry chemical or clean guard extinguishers on electrical equipment, **never use water.** Electrical equipment involved in fire should not be returned to operation until inspected or repaired
- **Grease Fires** - Grease fires can be controlled by covering the grease with a lid or a fire blanket and removing from the source of heat/flame. If the grease fire is too large to contain with a lid or fire blanket the use of a K-TEC fire extinguisher may be used to extinguish the grease fire. When in doubt activate the hood fire suppression system, **never use water** on a grease fire.

5. Medical Emergency

Gila River Casinos have Emergency Medical Technicians (EMT) on staff. Each EMT is trained in Basic Life Support, AED and CPR. The person observing a medical emergency should:

1. Notify Security Dispatch at the extension listed for your site on Page 18. Give complete information as to the nature of the emergency and the exact location. Security will respond and contact the on-duty EMT.
2. Security will direct the rescue units to the scene of the emergency.
3. If there is a person who has received first aid/CPR training nearby, he/she should be immediately contacted to give assistance.
4. Stay with the injured person, encourage them not to move and provide comfort until medical assistance arrives.

**PROMPT EMERGENCY MEDICAL RESPONSE IS DEPENDENT
UPON SECURITY BEING NOTIFIED WHEN A MEDICAL
EMERGENCY OCCURS.**

6. Natural or LP Gas Leaks

Immediately upon discovery of a gas leak:

1. Do not use light switches or other apparatus likely to produce a spark i.e., cell phones, two-way radios, etc.
2. Search your immediate area for a source and shut off gas supply if possible.
3. Notify Security Dispatch at the extension listed for your site on Page 18.

7. Adverse Weather Conditions (Dust Storms, High Winds etc.)

During severe weather, personnel should be alert to the possible hazardous conditions caused by severe weather conditions: rain, lightning, wind, dust, extreme heat, etc. The Gila River Casinos Safety Department will be notified by the Tribal Office of Emergency Management about any severe weather watches or warnings. When a severe weather warning has been

officially announced, Gila River Casino Department Directors will be alerted by the Safety Department.

8. Suspicious Letters and Packages.

Learn how to identify Suspicious Packages and Letters:

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect Titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sounds
- Marked with restrictive endorsements, such as **“PERSONAL”** or **“CONFIDENTIAL”**
- Shows a city or state in the postmark that does not match the return address.
- Has unrecognizable/unfamiliar words/symbols

We should be aware and use caution, but do not panic. Many of the letters/packages that we receive may have at least one characteristics of a “suspicious” letter or package. Exercise these guidelines with common sense. If you believe that a letter or package is suspicious OR if you are in doubt, CALL Security!

A. Suspicious Unopened Letter or Package Marked with Threatening Message such as the word **“Anthrax”**:

1. **DO NOT** shake or empty the contents of any suspicious package.

2. **PLACE** the envelope or package in a plastic bag or some type container to prevent the leakage of contents.
3. If you do not have any container, then **COVER** the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. **LEAVE** the room and **CLOSE** the door, or section off the area to prevent others from entering the room/area.
5. **WASH** your hands with soap and cold water to prevent spreading any suspected powder to your face.
6. **CONTACT** Security Dispatch at the extension listed for your site on Page 18. Wait for appropriate Gila River Casino emergency response personnel and GRIC Fire Department and Police.
7. **LIST** all people who were in the room or area when this suspicious letter or package was recognized. Isolate these people in a separate room away from other team members. Give this list to Security and GRIC Fire/Police for follow-up investigations.

B. Envelope with Spilled Powder on Surface:

1. **DO NOT TRY TO CLEAN UP THE POWDER. COVER** the spilled contents immediately with anything (e.g., clothing, paper, trashcan, etc.) and do not remove this cover.
2. **LEAVE** the room and **CLOSE** the door, or section off the area to prevent others from entering the room/area.
3. **WASH** your hands with soap and cold water to prevent spreading any suspected powder to your face.
4. **CONTACT** Security Dispatch at the extension listed for your site on Page 18. Wait for appropriate Gila River Casino emergency response personnel and GRIC Fire Department and Police.
5. **LIST** all people who were in the room or area when this suspicious letter or package was recognized. Isolate these people in a separate room away from other team members. Give this list to Security and the Medical Department for follow-up investigations.

9. Bomb Threats

A. Receipt of a Threat:

1. Any person receiving a phone call involving a bomb threat or a threat against an individual should attempt to obtain as much information as possible from the caller (see guidelines below). This information is invaluable in determining the validity, urgency, and nature of the threat, and consequently in determining what action is appropriate in response to that threat.
2. Of utmost importance are the **EXACT WORDS** of the caller and information concerning the location and expected detonation time of the explosive device(s). Write down the **EXACT WORDS** as soon as possible so they will not be forgotten or distorted.
3. The person making the threatening call could reveal enough information about himself so that the recipient of the call could later identify the caller.
4. Persons receiving such calls should be aware of the following guidelines and suggestions:
 - i. Be calm; listen; do not interrupt the caller; write down notes on any paper available, preferably on the Bomb Threat Report Form found in this plan.
 - ii. Try to keep the caller on the line as long as possible in order to obtain as much information as possible. If the phone has a display panel, record the information on the panel.
 - iii. Ask the caller to repeat the message. Attempt to ascertain the type of device, what it looks like, where it's located, what time it will go off, etc.
 - iv. Pay particular attention for any strange or peculiar background noises, such as a motor running, background music and the type of music, train whistle, sirens, jet planes, and any other noises that might provide clues as to the place from which the call was being made.
 - v. Listen closely to the voice (male/female) (young/mature) for voice quality, accents, speech impediments, words/phrases used repeatedly and characteristic comments and/or accent.

- vi. If time permits and the caller is talkative, ask questions such as “Who is this calling, please?”, or “What is your name?” In some instances, the caller may unthinking reply with his name.

B. After Receipt – What to Do!

1. Immediately notify Security Dispatch at the extension listed for your site on Page 18.
2. Immediately after the above notification, complete the Bomb Threat Report Form as completely and as accurately as possible. If the form is not available, record as much information as possible on paper.
3. Notify your immediate Supervisor of the fact that you received a threatening phone call and have already notified Security.
4. After completion of the Bomb Threat Report, remain at your location until Security arrives. The Security Officer and/or GRIC PD will interview you regarding the call and take your completed Bomb Threat Report.

C. Occupant Search – Prior to Evacuation

1. Building occupants shall respond as directed by Security. Team members will be directed to check their work areas for suspicious objects with the additional direction that they not touch or disturb such items if found. Evacuation orders, if warranted, will be given after building occupants have checked their areas and reported back to Security Dispatch.
2. Floor team members and Security shall check slot floor, corridors, closets, restrooms and in their respective areas. Maintenance will check their respective areas. Appropriate instructions will be given to personnel to ensure their safety by advising that when suspicious articles are found they should not be touched or disturbed.
3. Occupants are to post an all-clear sign on their door after it has been checked. “Post-it” note pads are excellent for this, but any sheet of paper will do. The sign should say, **“This area (room) checked.”** It should then be initialed or signed by the Supervisor or Manager on duty.

8. Evacuation Procedures

- A. Once an evacuation has been initiated by Security or an outside entity (Fire, Police), the evacuation of each department will proceed as directed by the senior team member of the department. The following evacuation steps should be done prior to leaving:
 - 1. Personnel should take all personal items, if possible.
 - 2. Close all doors.
 - 3. Leave the building as a group and move to the designated safety area. (See below.)
- B. Once at the designated safety area, the department supervisor shall account for all of their team members and notify Security that all team members are accounted for and safe. All personnel shall stay in the designated safety area and wait for further instructions from Security.
- C. Team members are not to leave the designated safety area until released by their supervisor. The Security Supervisor and the Safety Department will conduct a quick walk thru of the building to insure that everyone has left the building and will notify the Security Command Center that the building is clear.
- D. Designated Safety Areas per site:
 - Wild Horse Pass** – Primary – Team Member Parking area
Secondary – Parking area B
 - Lone Butte** – Primary – Team Member Parking area
Secondary - East Parking Lot
 - Vee Quiva** - Primary – Team Member Parking area
Secondary – North East Overflow Parking lot
 - Santan Mountain** – Primary – Team Member Parking area
Secondary – Parking Area A

9. Handling Public and News Media Inquiries

The purpose of this provision is to furnish the public and news media with accurate information and to assure that incorrect statements from uninformed sources do not precipitate additional bomb threat calls. All Gila River Gaming Enterprise team members are instructed not to discuss

the situation with news media, other outsiders, or other GRGE team members not directly involved in the situation. Inquires should be courteously and tactfully directed to the Marketing Director or their designee.

10. Active Shooter/Assailant

An Active Shooter/Assailant is any person actively engaged in killing or attempting to kill people using a firearm, knife, or other weapon.

In the event of an Active Shooter/Assailant incident, no team member will attempt to impede the shooter/assailant or impede the escape of the shooter/assailant.

1. **RUN, HIDE, FIGHT** and immediately notify Security.
2. Stay calm and use the nearest exit to get outside to an area of safety.
3. If your access to the nearest exit is blocked by the shooter/assailant, hide or find a secure area to seek shelter. Remain calm, remain quiet, silence the ringer to your cell phone, and wait for help to arrive.
4. After the shooter/assailant leaves, follow Security directions.
5. If faced with the shooter/assailant, FIGHT. Improvise and use objects around you to defend yourself such as a fire extinguisher, heavy objects, etc.

11. Robbery

In the event of a robbery, no team member will attempt to impede the robbery while it is in progress or attempt to impede the escape of the robbery suspects.

1. Stay Calm and follow the directions of the robber.
2. If the robbery takes place at a money handling position, activate the panic button as soon as you can.
3. Make mental notes of the description, distinguishing marks and clothing of the robber(s)
4. Immediately notify Security.
5. After the robbery suspect has left, follow the Security Supervisor directions. Do not discuss the incident with anyone except law

enforcement personnel and fill out the Suspect Description Form (example enclosed).

12. Utility Outage

A utility outage is defined as a partial or total loss of electricity, water, natural gas, propane or water supplying the Fire Suppression System.

1. A partial loss occurs when a portion of the utility system fails such as when a main water line breaks that provides water to one area of the casino and/or several bathrooms and those areas are without water. A total loss occurs when the source of supply to the facility is lost such as if the water main line breaks outside of the building before or after the meter.
2. If the nature of the utility outage results in extreme discomfort and creates a Health or Safety hazard to guests and team members, the Emergency Response Team may issue instructions for an evacuation.
3. In the event of an evacuation all team members will proceed as directed by the senior team member and will meet in the designated area according to your location. Personnel should take all personal items, if possible. Personnel should leave the building and move to their designated area for a count of all personnel and wait for further instructions from Security. Team Members are not to leave their designated gathering area until their Supervisor or Manager on duty releases them.

13. Shelter in place

In the event that the Casino(s) cannot be evacuated due to a hazardous situation natural disaster or request from the Fire Department and/or Police that will prevent guests and team members from leaving the building the following will take place;

1. Security will make an announcement making guests and team members aware of the situation. Security on the floor will secure all doors and not allow anyone to leave.
2. Facilities will shut down all air handlers and kitchen vents to the building (Only if a hazardous chemical/smoke situation is present).

3. All guests and team members will be moved to the farthest part of the Casino away from the on going situation.
4. All guests and team members will stay within the building until the Fire Department and/or Police give the all clear or ordered to evacuate the Casino.

14. Critical Operations

The following Departments and team members are considered part of the casinos critical operations and are the last to leave during an evacuation:

- a. Surveillance
- b. Security
- c. Safety
- d. CEO
- e. Operations

Team members who operate critical areas will continue to remain at their work stations or area of operation unless there is an immediate threat of loss of life or limb or they are told to leave their Director, Emergency Response team member and/or Security Supervisor.

Once all critical area departments and team members are evacuated the senior person for each department will report to Security that all team members are accounted for.

15. Fuel Spills / Hazardous waste Spills

Fuel Spills

A. In the event of a fuel Spill (Gasoline, Diesel) under 15 gallons, the following is to be accomplished by the responding team member(s):

1. Stop source of spill
2. Stop fuel from entering any nearby drains
3. Use absorbent material (dirt, sand) to soak up fuel
4. Using a shovel, place used absorbent material into metal container

5. If necessary, use more absorbent material and broom to move the absorbent material around to soak up any remaining fuel residue.
 6. If fuel spill is on the dirt, all discolored (contaminated) soil must be removed and placed in a metal container
 7. Contact Safety Manager
- B. In the event of a large fuel spill (gasoline, diesel), over 16 gallons the following is to be accomplished by the responding team member(s)
1. Stop source of spill
 2. Stop fuel from entering any nearby drains
 3. Use absorbent material (dirt, sand) to soak up fuel
 4. Contact Safety Manager

Hazardous Waste/Material Spills

Hazardous waste/material is any material/waste that can cause harmful effects to humans and the surrounding area immediately or after prolonged contact. Any vehicle that is marked with a placard on its side or back of vehicle is considered to contain hazardous material/waste.

- A. In the event of a hazardous waste/material spill of any size the following is to be accomplished by the responding team members:
1. Contact 911 and report a possible hazardous material leak
 2. Keep upwind of vehicle
 3. Keep people away from the area
 4. Do not approach vehicle
 5. Do not touch or breath in spilled fluid or powder
 6. Contact vehicle driver to find out what is in vehicle
 7. Follow Fire Departments directions
 8. Contact Safety Manager

16. Recovery Stage

Re-Entry Procedures:

- A. When the premises are deemed to be safe by the Emergency Response Team in mutual consent with applicable outside agencies, the decision to allow team members and guests back into the facilities will be determined by the Chief Executive Officer (CEO). In the absence of the CEO, the decision may be made by the entities shown below in descending order:
 - 1. Chief Operating Officer (COO)
 - 2. General Manager (GM)
 - 3. Chief Security/Surveillance Officer
 - 4. Fire/Safety Manager
 - 5. Manager on Duty (after hours)
 - 6. Facilities Director
- B. Once the evacuation is completed and Security has received permission to reenter the Casino, Security and Surveillance will be the first to enter the building. Once Security has secured the Casino and Surveillance is monitoring the Casino's money areas, the Security Manager/Supervisor will allow team members to reenter the Casino in the following order:
 - 1. Surveillance Management & personnel
 - 2. Managers and Supervisors of the Cage and Vault, Poker, Blackjack and all cashiers.
 - 3. Slot Managers/Supervisors
 - 4. Team members of Cage and Vault, Poker, Blackjack, Slots
 - 5. All other team members
 - 6. Guests and vendors
- C. Security will insure that any problems with departments and/or personnel that will delay or hamper the Casino reopening will be documented for future use by Senior Management to help improve these guidelines for future evacuations and the recovery stage of evacuations.

17. Casino Emergency Phone Numbers

Security Dispatch Control

- WHP 520-796-7180 or ext. 7180
- VQ 520-550-1940 or ext. 1940
- LB 520-796-8963 or ext. 8745
- STM 520-418-4281 or ext. 4281

Safety Department - WHP

Safety/Fire Manager -1985 Cell # 480-747-8952

Risk /Loss Control -7323 Cell # 480-369-0597

