

Fantasy Camp

GILA RIVER

Fantasy Camp

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MOMENT MAKER MAGAZINE MARCH 2024



- UKG MOBILE APP
- SUNS FANTASY CAMP
- DIGITAL IDS



Hello Team Members,
 I want to thank everyone that assisted in the launch and execution of the UKG Dimensions (Workforce Management) project. In order to replace the Novatime system it took an Enterprise wide coordination of multiple departments to implement the UKG (WFM), this was no small achievement, and could not have been accomplished without a huge team effort. I would like to extend a special thank you to the Human Resources, Information Technology, and the Payroll team members who supported this project, especially Gordon Cheung, Corporate Controller, and Fay Yesk, Acting Payroll Manager who went above and beyond to achieve our operational implementation date. We truly could not have done it without you. The UKG system is up and operational and allows for a quicker clocking in process as well as permitting for better scheduling and attendance. I want to remind you to download the UKG Pro app, the app will allow team members to check pay, look at schedules or request time off anywhere on any device.

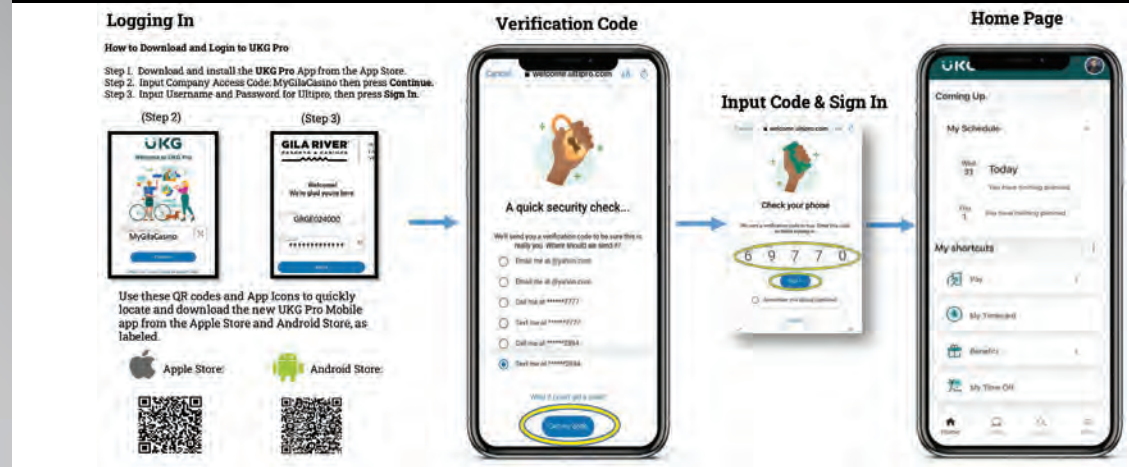
We have setup a Hotline (520-796-7288) to provide support in answering questions for Team Members. HR and Payroll Teams will answer the calls between 7AM and 6PM. IT will answer and provide support between 6PM and 7AM. The Hotline will stay in place until further notice.

Thank you team for a flawless execution.

Tony DeMark
 Chief Financial Office

UKG MOBILE APP

This is the newest mobile app from UKG (UKG PRO) it will be replacing the UKG Classic mobile app. Ensure that you download this mobile app to get real time access to your Time card, Pay, Time off and Benefits.



CHEYENNE
HEDRINGTON
 MVP

SUNS FANTASY CAMP

The Wellness Team in conjunction with our sport partner the Phoenix SUNS put together another great Team Member wellness event! The second annual Gila River Resorts & Casinos Suns Fantasy Camp. Team members tested their hoop skills in a scrimmage game coached by Suns alumni coaching staff Mark West and Cedric Ceballos. There can only be one Most Valuable player of the game and that honor goes to Cheyenne Hedrington, Human Resources, Talent Acquisition Manager.





CORPORATE POLICY FOR DIGITAL IDS

Gila River Gaming Enterprise has approved the use of Digital IDs

1. Only IDs from authorized apps are accepted, digital photos on a smartphone are not acceptable.
2. Any transaction involving cash, jackpot payouts, or opening of a PRC account must provide a physical ID. Digital IDs are not acceptable.

Approved policy:

CORPORATE POLICY

- Corporate policy-OPERATIONAL
- 1.98 - ACCEPTABLE GUEST IDENTIFICATION POLICY

DIGITAL IDENTIFICATION

Digital IDs are acceptable for a limited type of transactions. The application must be from a Department of Motor Vehicle of the issuing State. The following transactions are acceptable when providing a Digital ID:

1. Age Verification
2. Alcohol Service
3. Gaming Activity
4. Hotel Check-In
5. Player's Club Transactions

Physical IDs are still required for the transactions below:

1. All Cage Transactions
2. Jackpot Payouts (Taxable)
3. Promotional Payouts
4. PRC Cashback Requests
5. PRC Account Opening

If you have any questions, please reach out to the RCO department via email or telephone.

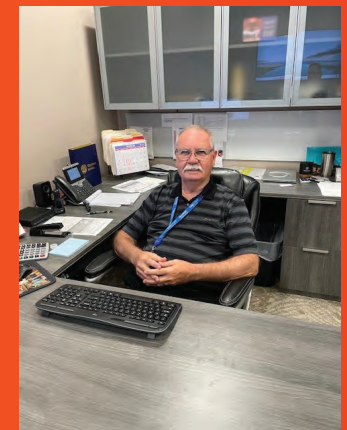
The Wellness Program kicked off this year's "KICKBALL with WELLNESS" event at the end of February. The event brought Team Members together from all properties for a fun, physical and mental wellness day, and maybe a little competition. There was an amazing turn out this year! The camaraderie and sportsmanship between team members was truly a testament to living the GILA Way. Lone Butte came away with a victory in the final round to claim the top spot, and bragging rights for the year, runner up in second place was Vee Quiva.



TEAM MEMBER RETIRES



Long time Team Member and all round good guy, David Baughn, Director of Facilities, Santan Mountain is turning in his tool belt for a plot of land and a work shop. David Started with Enterprise in 2015 and will be retiring on April 2, 2024. David, thank you for supporting Gila River Resorts & Casinos.



CYBER SECURITY

There have been sightings of USPS smishing (text message) attacks. If you receive an unsolicited mobile text message with an unfamiliar or strange web link that indicates a USPS delivery that requires a response from you and you never signed up for a USPS tracking request for a specific package, do not click the link! This type of text message is a scam called smishing.

USPS will not send customers text messages or e-mails without a customer first requesting the service with a tracking number, and it will NOT contain a link. So, if you did not initiate the tracking request for a specific package directly from USPS and it contains a link: don't click the link!

If you receive a USPS related smishing message on a GRGE cellphone, please send relevant details and a screenshot of the message, including the phone number of the sender and your GRGE cellphone number to cyberteam@gila.casino.



Stay vigilant!

KC Thomas IT Security Manager

MOMENT

SUNIGH ANTONE

WILD HORSE PASS | DROP COUNT ASSISTANT SUPERVISOR

SuNigh has never missed a single day of work. She has taken on the role of training new team members in order to set them up for success. Through her knowledge and experience, she patiently executed training on standard operating procedures (SOP's) and Enterprise policies for the drop count team. Now that everyone is trained, she leads, observes, and guides the drop team at Wild Horse Pass. Her positive attitude makes for a very cohesive team environment. She deserves recognition for the hard work she puts in, which can be easily over looked because of the hours she works. Thank you SuNigh for your hard work.

MELISSA MCJUNKIN

WILD HORSE PASS | BEVERAGE ASSISTANT MANAGER

Melissa is more than a Moment Maker. She is the first manager in and always stays the longest. She is never late, never calls out, and is the most reliable person on the team. Melissa always wants to learn more and is the first to attack a new project. She says hello to everyone that passes her way and is a true example of the GILA Way. Melissa never backs down from chaos, as she is the first to run towards it. She has taken on more and more responsibility and is always seeking new challenges. She is quick to assist anyone with any task and is always willing to stay late, and never leaves her team behind.

GABRIEL MEDINA

LONE BUTTE | DROP TEAM SUPERVISOR

Gabriel is a reliable member of the drop team. He has consistently displayed a high degree of reliability and efficiency in his current position. His rapid response and proactive approach in handling responsibilities have significantly contributed to the smooth efficiency of our operations. Gabriel's deep understanding of the poker department's dynamics and his willingness to go the extra mile to assist colleagues make him a true asset. Thank you Gabriel.

DEANNA ZAKRO

LONE BUTTE | CAGE SUPERVISOR

Deanna is kind, friendly, helpful and always in a good mood. She is an amazing listener and gives great advice to her co-workers and cashiers. She always shows the GILA Way to her fellow team members and guests. She is a solid, dependable and knowledgeable mentor; she is a great representation of what a person should inspire to be. She has been an essential part of the team's success. She has taken the time to help train new team members in cage operations, in a respectful and professional manner. She simply makes all of our shifts better by being there. Lone Butte is proud and lucky to have her here.

MAKERS

CINDY VILLEGAS

VEE QUIVA | SURVEILLANCE OFFICER

Since joining the Surveillance team in September, there has not been a day Cindy has come to work without a smile on her face. Her phone etiquette is always polite and she has been a prime example of the GILA Way. This Valentine's Day she went out of her way to purchase Starbucks gift cards, which she distributed with handcrafted roses to her coworkers, in both the Surveillance and Security Departments, because she genuinely likes the people she works with on a daily basis. She said it was an expression of her thanks to all of us for working with her. I truly believe that Cindy has proven, in a short time, that she is an exemplary team member within our organization.

JACQUELINE SMITH

VEE QUIVA | FLOOR PERSON

Jaqueline has consistently demonstrated exceptional dedication, versatility, and a remarkable commitment to excellence in her role in the department. She has undertaken new responsibilities, notably, she has taken on the role of Backup Pit Manager, displaying her ability to adapt to new challenges and thrive in a leadership position. She approaches her duties with enthusiasm and professionalism, ensuring seamless operations and contributing significantly to our team's success. Her positive attitude and spirit make her a valued team member and an inspiration to others. What truly sets Jaqueline apart is her unwavering willingness to go above and beyond to support her team. Thank you for being a shining example of the Gila Way.

NICOLAS GUERRA

SANTAN MOUNTAIN | WAREHOUSE TECHNICIAN

Nicolas has six months at the warehouse with perfect attendance, he shows up every day with a positive outlook and a ready to work attitude. He is continuously respectful to everyone around the facility and he is always willing to help get a job done no matter what it takes. It has been a pleasure to work with him at the Santan Mountain Casino warehouse facility. He represents the team well with his positivity and great attitude. Nicolas, thank you for all your hard work.

CHAD KIDDER

SANTAN MOUNTAIN | SLOT TECHNICIAN I

Chad has participated in the successful install and relocation of over 200 slot machines. He assisted in the pre-install preparations, game programming, false floor relocations, and A/C ventilations. He adjusted his schedule to meet Enterprise needs during this increased workload. He showed great accountability arriving to each altered shift on time and ready to work. Chad has been with the department for less than a year, but he has jumped right in, and works as a new member of our family. His work ethic and performance display high competence and character. His adoption of the Gila River Standard of Excellence makes him an ideal Santan Mountain Ambassador.

POP QUIZ!

Read all the stories and get the answers.

1. What App is taking the place of the old UKG classics mobile app?

2. Which property won the Kickball Wellness Tournament?

3. What is the hotline number for UKG questions?

Send your answers to Manuel Hernandez, Public Relations Coordinator, 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.

CONGRATULATIONS!

WHP

CANDACE GASBARRE

REVENUE AUDIT

VERONICA OTERO

GUEST SERVICE AGENT

VQ

LB

STEVEN MULLER

TABLE GAMES

JERRY MACIAS

SECURITY SHIFT MANAGER

STM

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

Print Name

Dept.

Phone Ext.

WHP LB VQ STM

The Moment Maker is published monthly by Gila River Resorts & Casinos Public Relations Department for Team Members only, and is designed to provide informative material of interest to our readers. Information in this publication is current as of the issue date. For additional information, or to submit an article, please contact Manuel Hernandez at manuel.hernandez@gila.casino