



Laguna Development Corporation

Committed to Responsible Gaming

Mission:

“The Road to Fun & Safe Gaming Entertainment”

- LDC is part of the Indian gaming-entertainment industry of New Mexico. LDC Recognizes that most individuals who enjoy gaming entertainment do not experience problem gambling, but there are some who do. Therefore, LDC considers problem gambling a legitimate concern for both our company and the public.
- To address problem gambling, LDC will strive to ensure that responsible gaming is an integral part of LDC’s daily gaming operation and will integrate programs and practices into LDC’s gaming business, including providing referral assistance and training to employees, providing information and referral resources to customers, and in advertising and marketing to the general public.
- LDC commits to promoting public awareness of problem gambling and will not promote underage gambling.
- To guarantee the effectiveness of our responsible gaming program, the highest levels of management within LDC shall lead, direct, implement, and monitor LDC’s program.

LDC's Responsible Gaming Goals are to:

- Provide education, assistance and treatment referral information to LDC employees & customers.
- Establish and carry out a financial contribution program consistent with the requirements of the Pueblo of Laguna's Tribal-State Class III Gaming Compact to ensure the availability of treatment services to customers with problem gambling issues.
- Promote public education and awareness with the purpose of preventing problem gambling behavior.
- Implement & enforce policies throughout LDC's gaming operations that are sensitive to topic of problem gambling.



Responsible Gaming Leadership Committee

Purpose:

- Provides oversight and guidance to LDC's RG program
- Strives to ensure the program's spirit, effectiveness, and quality

Members:

- Chief of Gaming Operations
- Chief Financial Officer
- Chief of Retail Operations
- Chief Operating Officer
- Chief of Risk Management
- Chief of Human Resources
- Chief of Government Affairs
- Chief of Sales & Marketing
- Chief of Food & Beverage
- Responsible Gaming Coordinator/Liaison to RGANM



LDC's Role

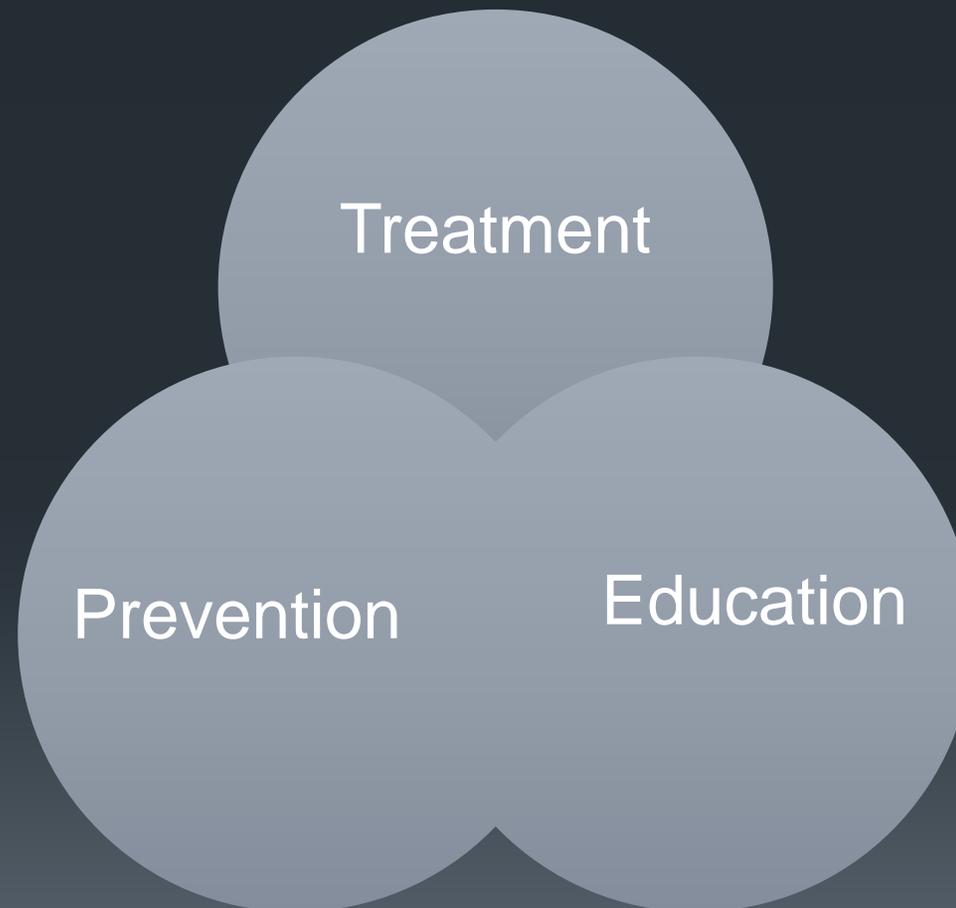
- Employees take on a role of a reference provider never a junior psychologist
- We encourage patrons and employees to seek professional assistance.

Program Administration

- Works with the RGC members to monitor the quality of the RG program within LDC properties
- Provide an annual report to LDC Chief Executive Officer on plan accomplishments, implementation, modifications, and progress
- Gather research, data, statistics, models, best practices, and other pertinent information needed by the RGC to develop, implement, monitor, and improve the RG program
- Facilitate a process by which the RGC solicits, evaluates, and determines annual contributions for responsible gaming as required by the POL Tribal State Class III Gaming Compact
- Ensure that the plan is consistent with the POL Tribal State Class III Gaming Compact and any applicable rules or regulations of the Laguna Gaming Board



LDC Program Overview





LDC Employee Education

- Ensures that training is qualitatively superior and credentialed.
- Ensures that employees are made aware that problem gambling could become a serious issue.
- Educates employees on resources available to them, co-workers, patrons, family, and friends.
- Introduces a Responsible Gaming module during New Hire Orientation.
- Provides on-going workshops, posters and reference materials in high traffic areas, break rooms, & prominent back of the house locations.
- Workshop date, time, and location are included in the LDC company Newsletter



Responsible Gaming Training Module:

Includes but not limited to:

- Types of Gamblers
- Phases of Compulsive Gambling
- Impact of Compulsive Gambling
- Characteristics of Problem Gamblers
- The role of a front-line employee, supervisor/manager, and security.
- Guidelines for Approaching a patron
- Guidelines for Approaching a fellow employee
- Resources include treatment providers, brochures, and informational cards



Customer Education & Awareness

- Responsible Gaming message is placed in high traffic locations throughout the gaming floor such as:
 - Security podiums
 - Hotel Front Desk
 - Players Club
 - Box Office
 - Restrooms
 - Cage & Bingo windows
 - ATM machines
- (i.e. Brochures, Posters, information cards in card holders)



LDC Self-Exclusion Policy:

- Customers who wish to voluntarily exclude themselves from LDC gaming properties may approach LDC Security personnel and request this exclusion, by following steps will follow:
 - Information sheet is to be completed by the customer
 - Permit a copy of a driver's license or legal identification
 - Allow his/her picture to be taken which is kept on file for reference
 - Customer is informed of life-time exclusion and if found on a gaming property they risk possible trespassing charges
 - Customer is provided with treatment resources
 - Customer will be removed from all Marketing mail outs and Player's Club membership



LDC Financial Assistance Program

- As required by the Pueblo-State Gaming Compact, LDC has implemented a financial assistance program to support projects, programs, and agencies, that develop or provide research, prevention initiatives, education, training, or treatment pertaining to problem gambling.
- LDC will solicit, and review proposals of agencies requesting funding.
- The selection of recipients to receive LDC responsible gaming funds will be made prior to the end of each LDC fiscal year.
- Quarterly reports will be requested of recipients and quarterly distribution will be made upon receiving reports.
- Quarterly reports to the Pueblo of Laguna Tribal Gaming Regulatory Authority will be provided for audit purposes.



Criteria for LDC Financial Support

Completion of LDC's RFP packet.

- RGP must be submitted with all supporting documentation prior to November 30th every year.
- Provide credentials, certifications, and must demonstrate qualifications for providing problem gambling counseling/treatment.
- Free of any complaints or judgments concerning the ethical conduct of counselors or treatment providers.

Authorities

- **Tribal-State Class III Gaming Compact, amended July 30, 2007, § 4.B.16: “...the Tribe shall adopt laws...requiring the gaming enterprise to spend an amount that is no less than one-quarter of one percent (.25%) of its net win as that term is defined herein annually to fund or support programs for the treatment and assistance of compulsive gamblers in New Mexico or who patronize New Mexico gaming facilities, and for the prevention of compulsive gambling in New Mexico; and requiring that a substantial portion of such funds be distributed to an organization that has expertise in and provides counseling services, intervention, or other services for compulsive gamblers in New Mexico, and whose services are available to all persons without regard to race or tribal affiliation; and provided that any information existing as a result of this Section, not including information that may identify or contain information referring to any gambling patron, shall not be subject to the confidentiality provisions of Section (E)(4) of this Compact and shall be made available for inspection and publication without restriction or limitations;”**



Pueblo of Laguna TGRA

- Pueblo of Laguna Tribal Gaming Regulatory Authority Casino Minimum Internal Control Standards, § 20.VI.A. (Rev.12/14/07):
“The gaming enterprise shall develop procedures approved by the TGRA, documenting timely expenditures per New Mexico State Compact (2007) § 4.B.16.”



Thank you for your time!

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