



Colonial Downs Group, LLC

2021 Yearly Responsible Gaming Report

Submitted January 2022 by: Mindi Townsend, Compliance Manager

Responsible Gaming Yearly Report for 2021

Colonial Downs Group, LLC d/b/a Rosie's Gaming Emporium® ("Rosie's") opened four Rosie's properties in 2019. These gaming emporiums are located in New Kent, Vinton, Richmond, and Hampton. The Dumfries Rosie's was added in 2021, and a new brand, Rosie's Game Room, opened July 2021 in Collinsville, VA. As our track record illustrates, Rosie's has a commitment to social responsibility. A key mission remains to "exhibit an industry-leading responsible gaming program in conjunction with the Virginia and National Councils on Responsible Gaming organizations", which is "one form of social responsibility". A summary of our social responsibility activities for 2021 is listed below, prefaced with the verbiage from the Problem Gaming Collateral available to all Rosie's patrons and team members.

Responsible Gaming Program Includes: Distributing Responsible Gaming pamphlets with complete information about the program and cards that contain the toll-free phone number for Virginia's problem gambling help line to the general public, Rosie's patrons, and ALL team members. These documents have been previously submitted to the VRC and there have been no updates or changes. Cards and Pamphlets are accessible to everyone that visits each Rosie's location and are conspicuously located in plastic holding brackets at each property's Players Club counter. In 2021, a QR code was added, which allows patrons to get the information without handling the provided collateral. Furthermore, there are signs in visible locations at each property advertising the toll-free number for Virginia's Help Line, which is 888-532-3500.

NCPG and VACPG: Colonial Downs Group partners with both the National Council on Problem Gambling (NCPG) and the Virginia Council on Problem Gambling (VACPG). Collaboration with these organizations helps demonstrate CDG's commitment to supporting safer gambling practices as they showcase services for problem gamblers.

Training Employees on the Signs of Problem Gambling: All team members receive a Team Member Handbook and Responsible Gaming is prominently addressed in this handbook. All newly hired team members undergo Responsible Gaming training. The CDG Responsible Gaming training video can be found on You Tube at: <https://www.youtube.com/watch?v=e0mOgFSFIOM> and has an accompanying 10 question quiz, which must be passed with 80% accuracy. As each Rosie's location has a Virginia Alcohol Beverage Control License, there is additional training included to cover the symptoms to identify patrons who have consumed excessive amounts of alcohol to prevent such patrons from continuing to engage in wagering activity, while impaired.

Limiting Access to Money: The following elements address this aspect of the Responsible Gaming program.

- The Players Services Department requires all patrons to have a Players Card to conduct a transaction. The card allows team members to access the patron's account, where concerns would be included in the compulsory notes section.
- Rosie's complies with CFR Title 26, Commerce and Foreign Trade which prescribes a cash limit of \$1,000 per gaming day for check cashing.
- The Ticket Redemption Units are not available to anyone under the age of 18.
- Patrons have the option to call and self-limit themselves with Colonial Downs check cashing vendor, Everi Holdings, Inc. Everi describes its self-limit program as follows: "Everi's Personal Self Transaction Exclusion Program (STeP) is a way for patrons to block access to cash across the company's national network of ATMs, cash access kiosks, and booth services. The program works in conjunction with a casino's [gaming facility's] own exclusion program. Patrons who believe they have a problem can download a form to Request to Block Transactions and indicate what cards and accounts they wish to block. Once Everi processes the form, the identified account is blocked at participating Everi access points for at least one year." (Source: everi.com/we-are-everi/social-responsibility/responsible-gaming/)

Enforcing Underage Gaming Policies and Practices

- In 2021, CDG implemented a policy to remain compliant with Virginia regulations. It is required that "A licensee shall implement a program to promote responsible gaming by its patrons and provide details of the same to the commission. At a minimum, such program shall require: Routine auditing of patron activity to identify patrons who have suffered significant financial losses in repeated visits to the licensee's facilities and providing such patrons with information on organizations that provide assistance to problem gamblers". Marketing and Compliance work in conjunction with Revenue Audit to identify these individuals. In 2021, two (2) patrons received notification of meeting this threshold.
- Guests with children can visit the New Kent location in designated areas during live racing only and guests under the age of 18 are not permitted on the gaming floor at any time.
- Security Officers are stationed at the main entrance podium at each location to check IDs for any guest appearing to be 30 or younger. Guests who appear to be 30 years old or younger and do not have photo identification to verify their age are not allowed entry in our gaming establishments. In July 2020 CDG Security staff began to require identification of all individuals entering property.

Offering a Self-Exclusion Program: The Self-Exclusion program allows people with a gambling problem to voluntarily exclude themselves from participating in certain legalized gambling in Virginia, whether regulated by the Virginia Lottery, the Virginia Office of Charitable and Regulatory Programs, or the Virginia Racing Commission. This includes account-based Virginia Lottery games; online sports betting, charitable gaming (raffle, bingo, network bingo and instant bingo); and betting on horse racing (live racing, off-track betting, historical horse racing, and advance deposit account wagering). CDG is committed to maintaining a confidential list of all voluntary self-exclusions and to prohibit these individuals from gaming and placing wagers.

- At the Rosie's property's any patron interested in self-exclusion is directed to speak with the property's Security Manager to initiate the process. The patron will then complete the applicable paperwork to ensure the request is honored. This discussion and subsequent documentation are completed to prevent such individuals from continuing to engage in pari-mutuel wagering and to aid these individuals to address problem gambling activity. Guests may elect to self-exclude from gaming. This includes:
 - Not allowing entry into gaming areas / facility (including racing)
 - Revoking gaming privileges
 - Removing patron from the promotion mailing lists
- Summer of 2021 the VA Lottery adopted a state-wide Self-Exclusion program. Individuals can access this program by logging on to:
<https://www.valottery.com/playingmatters/voluntaryexclusionprogram>. CDG works in partnership with VA Lottery to add these individuals to the CDG Self-Exclusion list. Should a CDG patron self-exclude utilizing this avenue, they are mailed a letter advising them their Players Account has been locked. The Responsible Gaming collateral is also included. In 2021, thirty-one (31) letters were mailed.
- As of December 31, 2021, there were 214 names on the CDG Self-Exclusion list.