



Colonial Downs Group, LLC

Yearly Responsible Gaming Report

January 2021

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Responsible Gaming Yearly Report for 2020

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. In January 2021, the newest property was opened in Dumfries, VA. Within these five documents, each application addressed Rosie's commitment to social responsibility. Furthermore, we promised 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 2020 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 both the Cashiers Counter and the Players Club. Most recently, a QR code has been added, which allows patrons to get the information without handling the provided collateral (see Appendix A). 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: Colonial Downs Group partners with the National Council on Problem Gambling (NCPG) and has three designated members. These three members are representatives of CDG and have voting rights at NCPG. This partnership is valuable to Colonial Downs Group, as it is utilized to promote best practices for preventing problem gambling.

Training Employees on the Signs of Problem Gambling: All team members receive a Team Member Handbook. Responsible Gaming is prominently addressed in the handbook. The goal is still for newly hired team members to undergo a 60-minute training session on Responsible Gaming; however, because of the pandemic we withdrew from in-class training. The hope is to return to this program in the future. In an effort to capture the individuals missed we have developed a video based online training. This is in the process of being created and rolled out. Mindi Townsend, Compliance Manager; Steve Smith, Human Resources Communications & Development Manager; and property Human Resources Business Partners are the trained instructors who provide this training. 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 Cage Department requires all patrons to have a Players Club Card to conduct a transaction. The card allows the Cage 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

- Guests under the age of 18 are not permitted on the gaming floor at any time.
- Guests with children can visit the New Kent location in designated areas during live racing only.
- 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. This is part of our Extra Care commitment and helps with recognition of mask wearers and additionally aids in contract tracing efforts.

Offering a Self-Exclusion Program: Any patron who wishes to self-exclude 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
 - Applicable to all Rosie's locations
- In 2020 seven (7) patrons completed the Self-Exclusion paperwork at the following locations:
New Kent: 2; Vinton: 1; Richmond: 2 Hampton: 2 and Dumfries: 0.

Appendix

