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Colonial Downs Group, LLC

2023 Responsible Gaming Report

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Submitted January 2, 2024, by Brian J Snell, Director of Compliance

## **Responsible Gaming Yearly Report for 2023**

Colonial Downs Group, LLC d/b/a Rosie's Gaming Emporium® ("Rosie's") opened four properties in Virginia in 2019. These are in New Kent, Vinton, Richmond, and Hampton. The Dumfries Rosie's was added in 2021, and a new brand, Rosie's Game Room, opened in July 2021 in Collinsville. We opened our seventh location in Emporia in 2023. Rosie's remains committed to social responsibility. Our fundamental mission remains to "exhibit an industry-leading responsible gaming program in conjunction with the Virginia and National Councils on Responsible Gaming organizations. A summary of our social responsibility activities for 2023 is listed below, prefaced with the verbiage from the Problem Gaming Collateral, which is available to all Rosie's guests and team members.

**Responsible Gaming Program Includes:** Distributing pamphlets with complete program information and cards containing the toll-free phone number for Virginia's problem gambling helpline to the public, Rosie's guests, and 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 who visits any Rosie's location and are conspicuously located in plastic holding brackets at each property's Player's Club counter. In 2022, a QR code was added, which allows guests to get the information without handling the provided collateral. Furthermore, 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 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. CDG uses Vector Solutions to provide this training, and it has an accompanying quiz, which must be passed with 80% accuracy. As each Rosie's location has a Virginia Alcohol Beverage Control License, additional training is included to identify guests who have

consumed excessive amounts of alcohol to prevent such guests 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 guests to have a Players Card to conduct a transaction. The card allows team members to access the guest's account, where concerns would be included in the compulsory notes section.
- Rosie's has a cash limit of \$1,000 per gaming day for check cashing.
- The Ticket Redemption Units are not available to anyone under twenty-one.
- Guests 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 guests to block access to cash across the company's national network of ATMs, cash access kiosks, and booth services. The program works with a casino's [gaming facility's] own exclusion program. Guests 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: <https://www.everi.com/about-us/corporate-social-responsibility>)

### **Enforcing Underage Gaming Policies and Practices**

- In 2022, 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 guests and provide details to the commission. At a minimum, such a program shall require routine auditing of guest activity to identify guests who have suffered significant financial losses in repeated visits to the licensee's facilities and provide such guests with information on organizations that assist problem gamblers." Compliance identifies these individuals.

- Guests with children can visit the New Kent location in designated areas during live racing only, and guests under twenty-one 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, as volume permits, of any guest that wishes to enter the gaming floor. Guests who appear to be 35 or younger and do not have photo identification to verify their age are not allowed entry into our gaming establishments.

**Offering a Self-Exclusion Program:** The Self-Exclusion program allows people with a gambling problem to voluntarily exclude themselves from participating in certain types of 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 offered through TwinSpires). CDG is committed to maintaining a confidential list of all voluntary self-exclusions and prohibiting these individuals from gaming and placing wagers.

- At Rosie's property, any guest interested in self-exclusion is directed to speak with the property's Security Manager to initiate the process. The guest will then complete the 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 in addressing problem gambling activity. Self-excluded guests are also removed from our marketing system so they do not receive any promotional materials.
- In the summer of 2022, 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 with VA Lottery to add these individuals to the CDG Self-Exclusion list.
- As of December 31, 2023, there were 933 names on the CDG Self-Exclusion list.

# 10 Rules of RESPONSIBLE GAMBLING

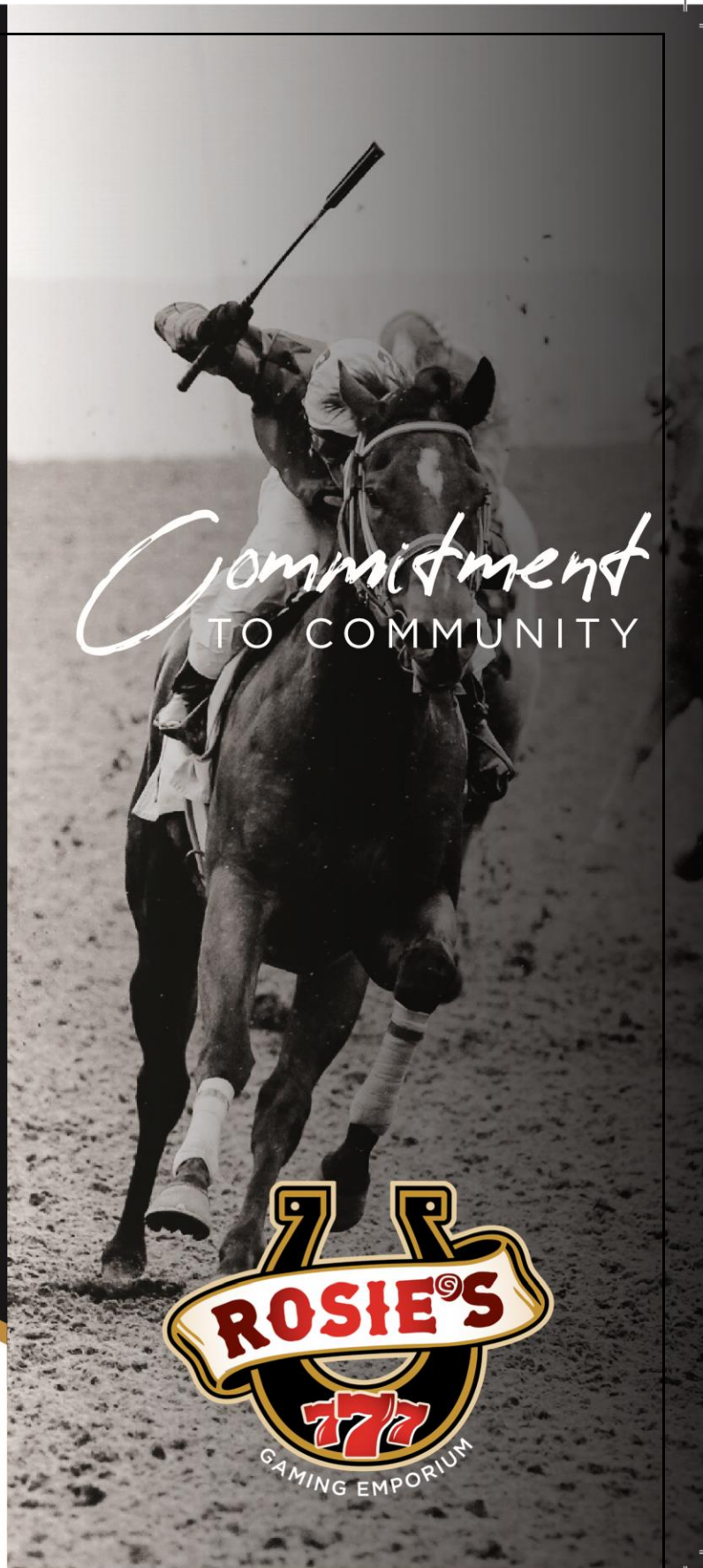
- 1 If you choose to gamble, do so for entertainment purposes. If your gambling is no longer an enjoyable activity then ask yourself why you're still "playing."
- 2 Treat the money you lose as the cost of your entertainment. Treat any winnings as a bonus.
- 3 Set a dollar limit and stick to it. Decide before you go not only what you can "afford" to lose, but how much you want to spend. Do not change your mind after losing.
- 4 Decide how much of your time you want to allow for gambling. Leave when you reach the time limit whether you are winning or losing.
- 5 Not every play wins a jackpot. Play for the entertainment experience and anticipate losses.
- 6 Do not borrow money to gamble.
- 7 Create balance in your life. Gambling should not interfere with or substitute for friends, family, work or other worthwhile activities.
- 8 Avoid "chasing" lost money. Chances are the more you try to recoup your losses the larger your losses will be.
- 9 Don't gamble as a way to cope with emotional or physical pain.
- 10 Become educated about the warning signs of problem gambling. The more you know, the better choices you can make.



Virginia Problem Gaming Help Line  
1.888.532.3500 (24/7 Free & Confidential)  
730 E. Broad Street, rm 3080  
Richmond, VA 23298

National Problem Gambling Helpline  
1.800.522.4700

If you or someone you know needs help,  
please contact the Virginia Council on  
Problem Gaming at 888.532.3500 for help.



# What is

## RESPONSIBLE GAMBLING?

### Commitment

#### Responsible gambling for individuals means:

The player has the general understanding that gambling is for pleasure and entertainment but is aware of the likelihood of losing and understand the associated risks.

Is able to exercise control over, control over their gambling activity, and responsible gambling occurs in balance with other activities in their lives and is not causing problems or harm for themselves or others.

While most guests gamble for fun and entertainment, there is a small percentage that will experience problems.

We are committed to ensuring that every effort is made to prevent the development of gambling problems and to promote Responsible Gambling practices. Additionally, when interventions are appropriate we will initiate customer service practices that support the individual and protect other guests from the consequences of Problem Gambling.

#### Responsible gambling for gambling providers requires:

Shared responsibility of generating awareness for the risks associated with gambling.

Creating and promoting environments that prevent or minimize problem gambling.

Being responsive to individual and community concerns pertaining to gambling.

#### Our Commitment and Responsible Gambling program involves:

Implementing Responsible Gambling policies

Enforcing underage gambling policies and practices

Offering a self-exclusion program

Providing information and messaging

Supporting informed decision making

Assisting guests who may have problems with gambling

Limiting access to money

Training employees on problem gambling