

ON-SITE RESOURCES FOR PROBLEM GAMBLING

EXHIBIT X. A.1

All relevant Sterling Forest Resort staff will complete approved responsible gambling training through the New York Council of Problem Gambling via our Human Resources Department. Training will be regularly reviewed and updated to ensure that customers, employees, and the community at large will be provided the most appropriate service(s) for their individual circumstances. On-site responsible gambling resources will also include:

Sterling Forest Resort's Responsible Gaming Support Center (SFRRGSC)

The SFRRGSC will be strategically located away from the gaming floor and provide a unique array of services and resources for customers with potential gambling problems. Staffed with trained professionals, this center will be the focal point of Sterling Forest Resort's commitment to providing support for troubled gamblers. Specifically, the SFRRGSC will:

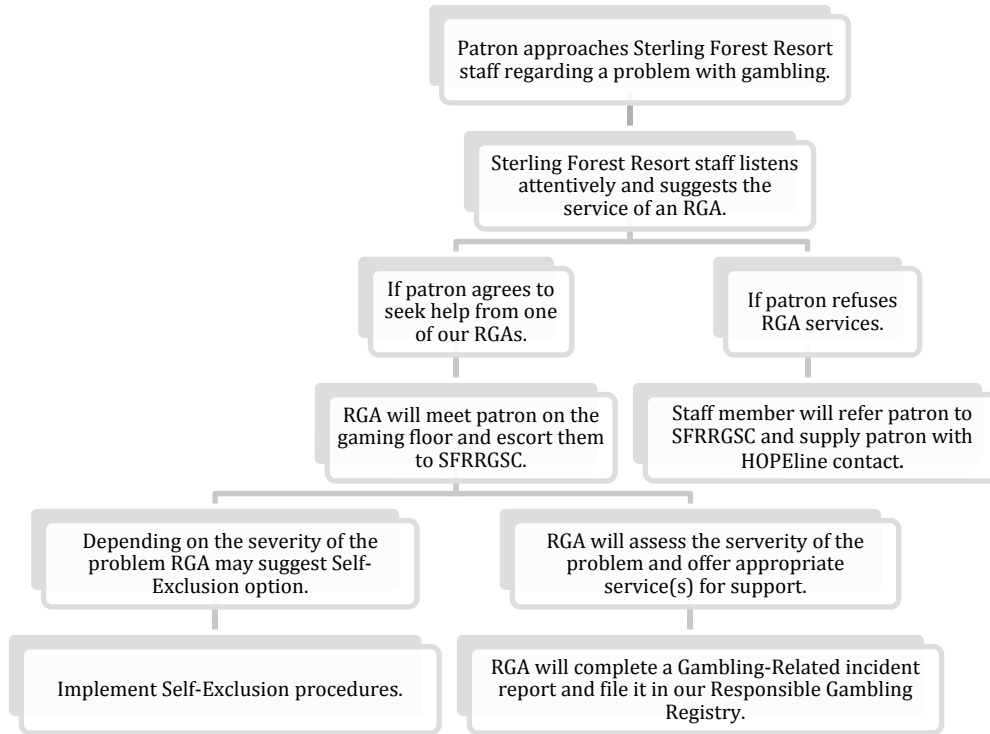
- Facilitate referrals to problem gambling and financial counseling support services and welfare organizations and provide contact(s) with and information about these bodies;
- Ensure that assistance and referral services are conducted in strict confidence;
- Provide information regarding self-exclusion for customers who wish to exclude themselves from the casino and help to manage Sterling Forest Resort's Self-Exclusion Program;
- Provide strategies to assist customers in managing their gambling behaviors, foster responsible gambling, and prevent difficulties from arising; and
- Provide all services free of charge during all hours of operation

Responsible Gaming Ambassador (RGA)

As part of delivering exceptional customer service, Sterling Forest Resort's staff will be encouraged to engage with our customers. A customer displaying signs of distress or erratic behavior will be approached by a staff member who will offer assistance and refer the matter to our Responsible Gaming Ambassadors (RGAs) for support, as required. Sterling Forest Resort RGAs will receive advanced responsible gambling training through the New York Council on Problem Gambling and will be at the forefront providing support services and resources to those individuals in need of help. The procedures for escalating an incident/complaint are outlined in the **Problem Gambling Escalation Flowchart** below (Figure X. A.1-1).

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Figure X. A.1-1. Problem Gambling Escalation Flowchart

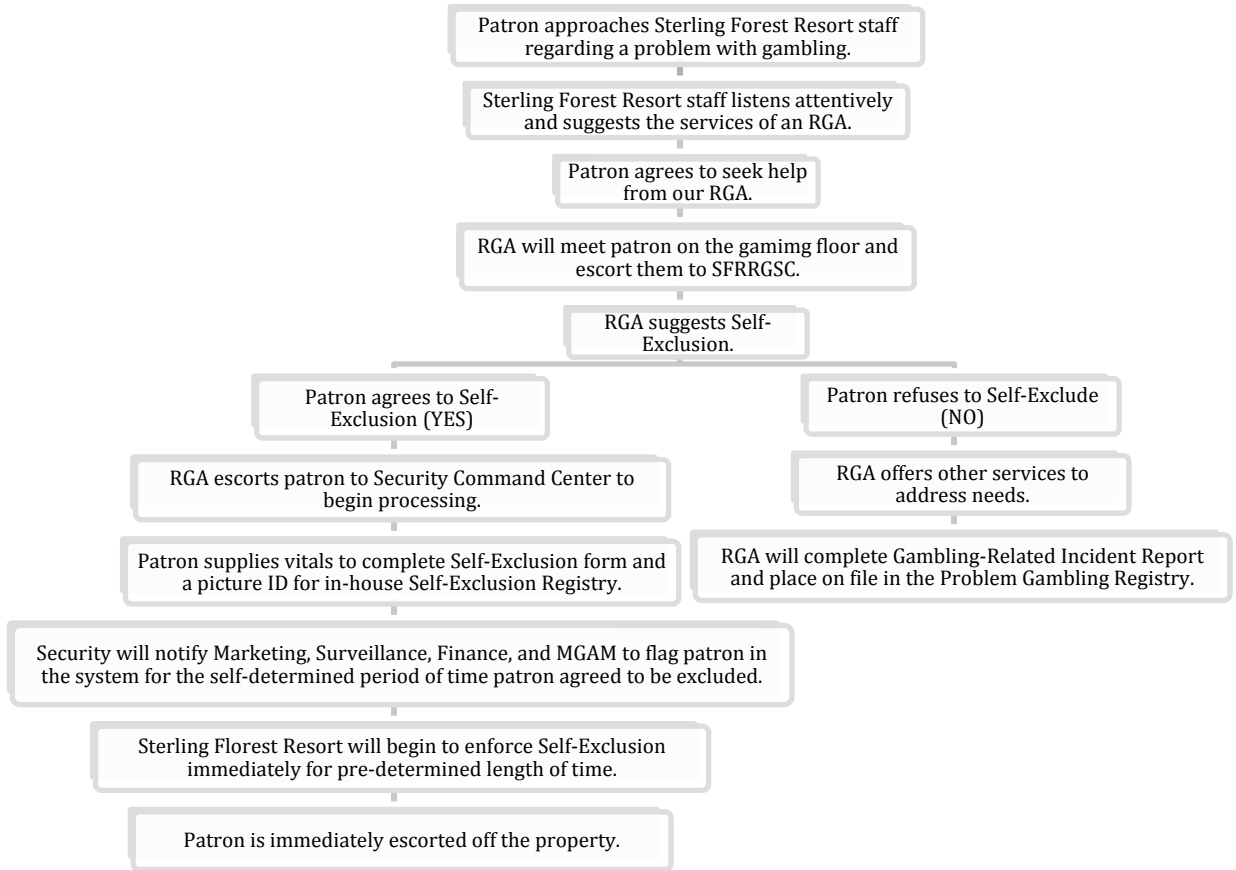


Self-Exclusion

Self-Exclusion is a process available to customers to ban themselves from the casino. We will offer this option as a safeguard to individuals who exhibit signs of a problem gambler. Trained staff in the SFRRGSC will be able to assist 20 hours a day, 7 days a week to facilitate self-exclusions. Sterling Forest Resort will not disclose information gathered during the facilitation of a Self-Exclusion to any third party unless legally obligated to do so or with a customer's consent. Sterling Forest Resort will not knowingly send any advertising or other promotional materials related to gaming to Self-Excluded or Excluded customers. Upon request, brochures containing information about Self-Exclusion will be given to patrons who are actively seeking help. The procedures for Self-Exclusion are outlined in the **Self-Exclusion Flowchart** below (Figure X. A.1-2).

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Figure X. A.1-2. Self-Exclusion Flowchart



Responsible Gambling Marketing Materials

Sterling Forest Resort is committed to providing responsible gambling services by making available education, information, assistance, and resources concerning responsible gambling matters. Every slot machine and Electronic Table Game on the gaming floor will have a responsible gambling plaque displaying the HOPEline information and underage gambling disclaimers. Our Code of Conduct (Appendix X. A.1-1) which currently outlines our commitment to responsible gambling and gives an overview of all the services and outreach that we provide to our patrons, our employees and our community will be found in the SFRRGSC or Guest Services. Various New York State and New York Council of Problem Gambling marketing paraphernalia will be found throughout the casino and will be available upon request from any Sterling Forest Resort employee.