

HISTORICAL EFFORTS AGAINST PROBLEM GAMBLING

EXHIBIT X. A.6

Historical Efforts Against Problem Gambling

Sterling Forest Resort will continue to focus its efforts on employee readiness, dissemination of information, and patron support services. Continuing to pace the industry with respect to problem gambling training, dissemination of information, and use of facilities to facilitate our robust support service offerings will ensure that we exceed the standard of our own current practices. Continuous training at all levels will support the foundation of our Responsible Gaming Plan (Appendix X. A.6-1) and help to cement our dedication to ensuring that Sterling Forest Resort proactively engages the community with a message of responsible gaming.

Our Code of Conduct will continue to represent our commitment to our customers, employees, and the state of New York concerning responsible gambling. All relevant Resorts World staff currently complete approved responsible gambling training through the New York Council on Problem Gambling (NYCPG). Sterling Forest Resort will be committed to training employees on an annual basis, as problem gambling information and criteria changes to ensure that customers can be provided with the most appropriate service(s) for their individual circumstances.

Responsible Gambling services currently available to customers at Resorts World include:

- A Responsible Gambling Support Center (RGSC) located in Guest Services, where patrons may discuss potential problem gaming issues;
- On-property Responsible Gambling Ambassadors (RGA);
- Self-exclusion;
- Information and assistance (also offered in languages other than English);
- Referral to other support providers and treatment centers;
- Self-assessment test to gauge risk level;
- On-property phone access to the Problem Gambling HOPEline;
- Brochures and palm cards (also offered in languages other than English).

All services are currently provided confidentially in our RGSC and are free of charge, 20 hours a day, 7 days a week.

Our current Code of Conduct and all processes and procedures related to our current and active Responsible Gaming Plan in Resorts World New York City are internally reviewed, at least annually, to ensure that it complies with relevant state and federal legislation and any other relevant guidelines. The content, operation, and effectiveness of the Code of Conduct and our operational procedures with respect to responsible gaming and training modules for the preceding 12 months will also be reviewed at this time.

Current plan review involves seeking feedback from all relevant stakeholders including Resorts World staff, customers, and problem gambling support services. The Resorts World Responsible Gambling Department obtains feedback through Gambling Related Incident Reports (GRIR) (Appendix X. A.6-2). RGAs collate and report on the data collected through GRIRs and when relevant, forward that report including recommendations for improvement of the Code of Conduct and/or its operation.

Within three months of the commencement of the relevant review, a meeting of the Resorts World Responsible Gambling Management Committee (RGMC) is held to consider and review the report, and where relevant, agree on recommendations for change and/or improvement. The RGMC will also make a plan for implementing accepted recommendations. All updates to our Responsible Gaming Plan and changes in policy or procedures are provided to the New York State Gaming Commission when completed. These current program auditing practices will be instituted at Sterling Forest Resort property to ensure that the Responsible Gaming Plan and the Code of Conduct continue to exceed the pace of standard market practices.

HISTORICAL EFFORTS AGAINST PROBLEM GAMBLING

It is also important to note that all current policies and procedures with respect to our Responsible Gaming Plan will be updated to include Credit Services, Table Game Operations, and Hotel Operations.