

### **X.B.3 - JOB OPPORTUNITIES AND TRAINING FOR UNEMPLOYED**

#### **JOB OPPORTUNITIES AND TRAINING FOR UNEMPLOYED**

Traditions recognizes the responsibility to train Team Members and provide them with the opportunity to develop skills and abilities for full performance. Both the Team Member's department and our Human Resources Corporate Training team have a responsibility to assist in the professional development of our Team Members. Additionally, we will work with the DOL employment office in the Binghamton area, <http://www.broometiogaworks.com/>. We will keep in close contact with the center to post job openings and work to identify skills and training needs of the long term unemployed of Broome County and schedule training prior to the first day employees are expected in their respective departments' to begin work.

The goals and objectives of the corporate training and development team are to assess, design, develop and implement corporate training courses that support the company's strategic initiatives, provide value, and deliver effective information that can be applied to Team Member's job responsibilities and skill sets.

We offer pre-employment apprentice training programs that are designed to provide candidates with the skills necessary to enter the gaming workforce and have a successful career in the gaming industry. These pre-employment apprentice programs include:

- a) Dealer Schools – Comprehensive training programs that provide in-depth, hands-on training in the dealing of the core games offered in the industry. Once completed, the participant enters into the position and continues to receive on-the-job training in the games and exposure to additional games offered at our facilities.
- b) Slot Technical Program - The purpose of this apprentice program is to provide a training methodology for those individuals who have been identified for the position of Slot Technician and to prepare them for development into senior Slot Technical positions. The apprenticeship is a combination of formal instruction offered through selected classroom and on-line programs and on-the-job training in the skills needed to excel in the position.

We will ensure success through a comprehensive set of training programs which are mandatory for designated group(s) of Team Members:

- a) All newly hired Team Members attend a new hire orientation program within two weeks of their hiring with Traditions. New hire orientation program includes:
  - a. Classroom introduction to company culture, mission, values, systems, policies and practices

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- b. 90 day evaluation period where each Team Member is provided with positive and constructive feedback to ensure success
- b) All newly hired or promoted supervisory-level Team Members complete the Traditions Management Training program within 6 months of their hire date or date of transfer into a Supervisory position, whichever is applicable.
- c) All applicable Team Members attend training programs related to Guest Service, Compliance, and Regulatory Service.
- d) All team members receive function/department specific training for their roles and responsibilities. Some examples include (but are not limited to):
  - a. Dealer Schools
  - b. Slot Technical Program
  - c. Security Field Officer Training
  - d. Food & Beverage Operations
    - i. ServSafe Certification
    - ii. Training for Intervention Procedures (TIPS)
  - e. Title 31 Training
  - f. Guest service training
- e) Departmental programs such as the Security Officer Step-Increase program designed to ensure recognize and encourage development and ensure workforce success.

In addition, Traditions will partner with local external groups and sponsors community workforce readiness programs for external applicants:

- Partner with State/County Non for Profit Programs
  - Broome - Tioga Workforce New York
  - NYS DOL Consolidated Workforce Funding program
  - SUNY Broome - Casino Management Program
  - Statler Center-Olmstead Center for Sight
  - NYS DOL Consolidated Workforce Funding program
- Sponsor Workforce Readiness Programs
  - Sponsor and Host Dealer Training Schools
  - Slot Technical Program
  - Internships with local colleges & universities
    - SUNY Broome
    - Binghamton University
    - SUNY Delhi
    - Cornell University
    - Ridley Lowell
  - Sponsor Scholarship Programs

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### **WORKFORCE READINESS/TRAINING PROGRAMS**

- Partner with State/County Non for Profit Programs
  - Broome - Tioga Workforce New York
  - NYS DOL Consolidated Workforce Funding program
  - SUNY Broome - Casino Management Program
- Sponsor Workforce Readiness Programs
  - Sponsor and Host Dealer Training Schools
  - Slot Technical Program
  - Internships with local colleges & universities
    - SUNY Broome
    - Binghamton University
    - SUNY Delhi
    - Cornell University
    - Ridley Lowell

Traditions will employ practices consistent with the **NYS Council on Problem Gambling** standards and train Team Members to develop awareness of problem gambling to follow specific procedures to ensure our guests are responsible. Responsible gaming means three things:

- Team Members do their best to ensure that minors are not left unattended in any area of our facilities.
- Team Members understand what problem gambling is and where to find help for problem gambling.
- Team Members know how to assist guests who seek additional information by referring them to resources available at the Casino.
- Team Members are familiar with all aspects of Traditions' Problem Gaming Policy.

### **Employee Assistance Programs**

Traditions will provide a comprehensive Employee Assistance Program (EAP) to assist employers and employees in the prevention, early intervention and solution-focused resolutions for concerns that may impact job performance. These include but are not limited to:

- Anxiety
- Depression
- Job Stress
- Grief and loss
- Co-worker conflict
- Marital conflict and divorce
- Child and family relationships

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- Parenting questions
- Anger management
- Domestic violence
- Alcohol and drug abuse
- Communication problems
- Identity theft
- Legal consultation
- Financial counseling
- Eldercare services
- Daily living locators and tools

The design of the employee assistance program will incorporate the needs of community, as well. Their research skill-set includes: strategic planning, needs assessments, feasibility and market studies, to diabetes and substance abuse research.

Operators will be available to assist 24 hours per day, 7 days per week.

### **Affirmative Action Plan-Operations Workforce Employment**

#### **1. RECRUITMENT AND SELECTION PROCEDURES**

The Vice President of Human Resources and the EEO/AA Officer will work closely together to ensure the development and application of personnel, hiring and recruitment policies and procedures that support and enhance utilization of all qualified individuals throughout all levels of the workforce without regard to race, creed, color, national origin, ancestry, affectional or sexual orientation, gender, age, marital status, nationality, atypical hereditary cellular blood trait, liability for service in the armed forces of the United States, disability (where reasonable accommodation may be made to allow for such disability without causing an undue hardship on the company) or rehabilitated offender status.

#### **2. NOTIFICATION TO RECRUITMENT SOURCES**

All postings, advertisements or other solicitations for employment including all newspaper, trade journal, and website advertising contains verbiage that states that Traditions Casino is an equal opportunity/affirmative action employer and that minorities, women, veterans and persons with disabilities are encouraged to apply. Employment advertising is done in media which reach a cross section of the population in the area from which the workforce will be drawn and are likely to be accessed by minorities, women, veterans and the disabled.

#### **3. JOB POSTING PROCESS**

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All Job openings will be posted for three (3) days internally on the employee information bulletin board. Job openings are also posted in the Manager's Employment Office and for a minimum four (4) days externally via the internet on the Manager's website.

### **4. Diversity in Employment Policy Statement**

Traditions Casino will provide all applicants and employees with equal opportunity in recruitment, selection, appointment, promotion, training, delegation, discipline and separation. Traditions Casino will foster a work environment that is fair and impartial in all of its relations with all persons, regardless of race, color, religious creed, age, sex, ancestry, sexual orientation, national origin, AIDS or HIV status or non-job related disability. Traditions Casino will make every effort to hire and promote minority group members, women, veterans and disabled persons in every level of employment and decision-making. Traditions Casino will make reasonable accommodations to meet the physical or mental limitation of qualified applicants or employees. Traditions Casino will not tolerate any type of harassment including sexual harassment and will take all steps necessary to prevent any and all harassment from occurring.

The diversity in employment policy statement shall be communicated as follows:

- a. To all newly hired employees at their initial orientation.
- b. Posting on employee bulletin boards.
- c. Annual distribution to all employees.
- d. Posted on the web site.
- e. Publication of a summary statement of the policy in all printed and Internet employment advertisements.
- f. Publication in the policies and procedures.
- g. Publication in the Manager's employee handbook.

### **5. Training and Upward Mobility**

The proposed Manager of the new Gaming Facility currently operates a corporate Training Department within its Human Resources Dept. including career development training. This includes a multitude of classroom and on-line courses designed to enhance employees' skills and prepare them for upward career trajectory. These programs can be easily adapted to the new Gaming Facility. Minorities, women, veterans and the disabled will be encouraged to take advantage of these resources.

### **8. Individual and Collective Plan Responsibilities**

The Diversity Committee will be responsible for the overall administration of the Plan and will be composed of the General Manager, Director of Human Resources, and such other company representatives as may be appointed from time to time by the General Manager. The Committee will meet at least four (4) times per year. On an annual basis, the Committee will review and approve the diversity objectives presented by the Director of Human Resources. The day to day responsibility for administration of the Plan will be the responsibility of the Manager's Equal Employment Opportunity/Affirmative Action Officer (EEO Officer), who will be an executive of at least the Director level and appointed by the Diversity Committee.