

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
November 1, 2011

Meeting Called to Order: 1:30pm

ROLL CALL:	John Berrey, Chairman	Absent
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Present
	Tamara Smiley, Member	Absent

DECLARATION OF QUORUM: announced by Larry Ramsey
Steve Drewes

General Manager Updates

- Fuel Contract – Petro Mark, Jeff Wood
 - o Based in Harrison Arkansas
 - o Branded vs unbranded gas
 - At this time branded does not allow an option to us the Q-Card
 - Approximately double savings on gas pricing
 - Banded requires to use their credit card processing
- Property Christmas Cards
 - o Option presented
 - o Consensus of the DDA on the option that was presented
- Marketing Director
 - o 20 candidates have applied
 - o Steve and Jani will do phone interviews with the top choices and narrow it down to 3-5 to bring in for interviews
- Policies
 - o 1400.31.01 – Table Fills

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

- o 1400.32.04 – Table Credits

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

- o 1400.48.04 – Emergency Drop Procedures

Motion by DDA Member Marilyn Rogers to approve the policy as presented. Seconded by DDA Secretary Larry Ramsey. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

- o 7400.10.02 – Weapons Training and Control

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 1100.02.02 – Ultimate Texas Holdem

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 1100.10.03 – Distribution of Gaming Chips to Gaming Tables – Table Game Fills

Motion by DDA Member Marilyn Rogers to approve the policy as presented. Seconded by DDA Secretary Larry Ramsey. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 1100.11.03 – Removing Gaming Chips from Gaming Tables – Table Game Credits

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 1100.29.01 – Table Play

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 6200.02.01 – Enrollment Procedures

Motion by DDA Member Marilyn Rogers to approve the policy as presented. Seconded by DDA Secretary Larry Ramsey. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 6200.15.03 – Ambassador Q-Club Card Sign Up Program

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

o 7400.13.01 – Handcuffing

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: absent; LR: Yes; RM: yes; MR: yes; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

- December Marketing Promotions

- o Newsletter Offer Matrix – see attached
- o Turkey platter Play and Earn 12/12-12/13
- o Turkey Play and Earn – 12/18, 12/19, 12/20
- o Sizzling Seats – M/T/W first three weeks
- o 10/10 Blackjack tournament – Thursdays
- o Senior Day – Thursdays
- o Double Q Play – Mon and Tue first three weeks
 - Pending approval from TGA
- o Birthday Bash 12/21
- o Home for the Holidays

- Next Quarter Promo Ideas

- o Jan
 - Ring in 2012 – play and earn for alarm clocks
 - Sweet Rides – 2 month car promo
 - DDA recommended moving to Feb only
 - SUGGESTED: a trip promo “End of the World”
 - New Beginnings – hot seat drawings on Jan 1

- Feb
 - Delectable Delights – play and earn cookie boxes with Q-Play
 - Sweet Rides – car promo
 - Mardi Gras Giveaway – hot seat drawings on Fat Tuesday
 - Superbowl Party – ticketed event in the Pavilion
 - March
 - Lucky 7s Giveaway – Sundays in March chance to win up to 7,777
 - Golden Treasurer – hot seat drawings on St. Patrick’s Day
 - Spring Essence – fragrance burner play and earn
- Planters at Hotel Entrance
 - People are driving up onto the sidewalk in front of the hotel the planters will be used to help stop
 - 4 planters will be used
 - 3 options presented
 - <http://www.simplyplanters.com/planters/garden-urns/roundfiberglassromanurn.cfm>
 - Round Fiberglass Roman Planter Item#: QAI004
 - Simply Planters.com
 - 
 - <http://www.theparkcatalog.com/Portal.aspx?CN=D0EBBE5B68AF>
 - Round Boulevard Planters
 - The Park.com
 - 
 - <http://www.newprocontainers.com/mega-outdoor-planters/mega-pots-faux-stone-36od-indoor-outdoor>
 - Mega Pots Faux Stone
 - NewPro Containers.com
 - 

Consensus of the DDA to use option 1

Adjourn 3:05pm

Quapaw Tribal Gaming Agency



Date Received	9/29/11
Comments	
Reviewed By	MK 9/30/11 SB 9/30/11 Bm 10-17-11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Ambassador Q-Club Card Sign Up Program Policy #6200.15.03	Department: Q-Club	Submission Date: 9/29/2011
Narrative Description: To establish procedures for Ambassadors to follow when signing up new Q-Club card participants. A Q-Club Representative will assist with this from time to time when there is not an Ambassador on duty and when they are not busy working at the Q-Club desk. This is a revision to #6200.15.02 to omit the requirement to obtain the patron's signature. It is not required to sign up for the Q-Club card.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephen Ball 2551

Date: 9/26/11

Department Director Authorization

Signature: Kathleen D. Bugquist #113

Date: 9/26/11

General Manager Authorization

Signature: [Signature]

Date: 9/29/11

QTGA Authorization

Signature: Barbara Collins

Date: 10/21/11

Ambassador Q-Club Card Sign Up Program	Policy No: 6200.15.03	Issue Date: 10/21/2011
PURPOSE: To establish procedures for Ambassadors to follow when signing up new Q-Club card participants. This will provide an opportunity to raise the new Q-Club card sign up numbers and enhance business at Downstream Casino Resort. A Q-Club Representative will assist with this from time to time when there is not an Ambassador on duty and when they are not busy working at the Q-Club desk.		
DCR Compliance – ITEM Tracking		Date
Issue Date		8/9/2010
Compliance Review		7/20/2010
QTGA Submission		7/22/2010
QTGA Return		8/2/2010
Compliance Review		8/4/2010
QTGA Submission		8/5/2010
GM Approval		8/5/2010
QTGA Final Approval		8/9/2010
DDA Final Approval		8/12/2010
Revisions to Final		11/5/2010
QTGA Submission		11/9/2010
QTGA Return		11/19/2010
Compliance Review		12/15/2010
QTGA Submission		1/6/2011
QTGA Return		1/10/2011
Compliance Review		1/14/2011
QTGA Submission		1/20/2011
QTGA Review		1/31/2011
Compliance Review		2/17/2011
QTGA Submission		2/18/2011
GM Approval		2/18/2011
QTGA Final Approval		2/18/2011
DDA Final Approval		3/8/2011
Revisions to #6200.15.02		9/22/2011
QTGA Submission		9/29/2011
GM Approval		9/29/2011
QTGA Approval		10/21/2011
DDA Approval		11/1/2011

PROCEDURES

1. If an Ambassador or Q-Club Representative finds a patron on the Casino floor that is not using a Downstream Casino Resort (DCR) Q-Club card, the following shall occur:
 - a. Ambassador or Q-Club Representative shall approach the patron and ask if they currently have a Q-Club card with DCR or if they are interested in signing up for a Q-Club card with DCR. The Ambassador or Q-Club Representative will also ask if they have a Q-Club card with

Quapaw Casino and if so mention that the Q-Club card is valid at both DCR and Quapaw Casino.

- b. If the patron does not already have a Q-Club card and is interested in signing up for a Q-Club card, the Ambassador or Q-Club Representative shall obtain the patron's valid photo ID. For details on acceptable forms of ID, refer to the Universal ID Acceptance Policy, #6320.15. Acceptable forms of photo ID are:
 - i. U.S. Military ID Card
 - ii. U.S. Passport
 - iii. Foreign Passport (written in English)
 - iv. U.S. State Driver's License
 - v. U.S. State issued ID Card
 - vi. U.S. Green Card (Permanent Resident) or Alien registration card with U.S. Issued Visa
 - vii. Special circumstances – A paper driver's license as long as the patron is able to provide an additional photo ID. The paper ID can be scanned into the Patron's account until the new ID is presented.
 - viii. Special circumstances – States that place a sticker on the back with address changes or change in expiration.
 - ix. If Tribal Q-Club card is requested by patron, obtain the patron's Quapaw Tribal enrollment card for verification.
- c. Non-acceptable forms of ID are:
 - i. Any form of photo ID that is expired
 - ii. Any foreign forms of photo identification or driver's license

For details on acceptable photo ID's at DCR, see Universal ID Acceptance Policy, #6320.15.

- 2. Once the patron provides a valid photo ID, the Ambassador or Q-Club Representative shall do the following:
 - a. Check the patron's ID to verify that the patron is 18 years of age or older.
 - b. Ask the patron if the ID has the correct mailing address. If it does not, write down the correct mailing address.

- c. Ask for the patron's phone number, email address, and a four digit PIN number.
- d. Take the patron's ID and information to the Q-Club desk.
- e. Go into the Patron Database and press F3 to verify that the patron does not have a Q-Club card account with DCR or Quapaw Casino.
- f. If the patron does not have a Q-Club account, place photo ID face down on scanner.
- g. Select the type of photo ID from the drop down menu.
- h. After the ID is scanned, verify that all the information transferred correctly from the ID to Patron Management. Any information that did not transfer correctly needs to be changed manually.
- i. After verifying that all the information is correct, fill in patron's email address, phone number, and a four digit PIN number.
 - i. If there is a possible duplicate account, that name will pop up. Compare the information on the possible duplicate account with the patron's information. If their information matches up and it is the same person, print out a card off the existing account. If it is not the same person, hit ignore and have a Q-Club Supervisor or above override it.
- j. Issue the promotional item if one was offered by utilizing the F12 coupon on the computer to redeem the promotional item.
- k. Print out the Q-Club card, attach a bungee to the card and deliver to the patron, along with a Q-Club brochure and patron's photo ID.
 - i. If a promotional item was offered, explain to the patron how to use the promotional item.
- l. Once all of this is completed by an Ambassador, they will record the patron's Q-club number on the Ambassador's tracking sheet (pg. 5), which is located on the Ambassador's common drive.
- m. If all of this is completed by a Q-Club Representative, the information will be given to a Q-Club Supervisor so that they can record it on the New Card Sign Up sheet (pg. 6).

Patron Eligibility Criteria for Q-Club card sign-up

1. Patron must be at least 18 (eighteen) years of age.
2. Patron must have a valid photo ID at the time of sign up. Refer to Universal ID Acceptance Policy (#6320.15) for acceptable forms of identification.

3. Patron cannot have an active Q-Club account with DCR or Quapaw Casino. (Must be a new sign up.)

Ambassador Tracking Sheet

[illegible]

New Card Sign-up Sheet

[illegible]

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	JB 9/30/11 MK 10/17/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Distribution of Gaming Chips to Gaming Tables – Table Game Fills</i> <i>Policy #1100.10.03</i>	Department: Table Games	Submission Date: 9/22/2011
Narrative Description: To establish procedures for distribution of gaming chips to Table games. This is a revision to #1100.10.02 to include procedures Security shall follow if a birdcage is dropped while transporting to the Pit. This version reflects QTGA review comments.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephanie Butts 2551

Date: 9/14/11

Department Director Authorization

Signature: Robert S. Moore 621

Date: 9/21/11

General Manager Authorization

Signature: Steve Greene

Date: 9/22/11

QTGA Authorization

Signature: Barbara Bellini

Date: 10/26/11

DISTRIBUTION OF GAMING CHIPS TO GAMING TABLES – TABLE GAME FILLS	Policy No: 1100.10.03	Issue Date: 10/21/2011
PURPOSE: To establish procedures for distribution of gaming chips to Table Games.		

DCR Compliance – ITEM Tracking	Date
Issue Date	4/11/2011
Compliance Review	2/24/2011
QTGA Submission	3/3/2011
QTGA Return	3/10/2011
Compliance Review	3/21/2011
QTGA Submission	3/24/2011
GM Approval	3/25/2011
QTGA Final Approval	4/11/2011
DDA Final Approval	4/19/2011
Revision to #1100.10.02	8/8/2011
QTGA Submission	8/11/2011
QTGA Return	8/29/2011
Compliance Review	9/2/2011
QTGA Submission	9/22/2011
GM Approval	9/22/2011
QTGA Approval	10/21/2011
DDA Approval	11/1/2011

Distributing Gaming Chips to Gaming Tables:

1. A Request for Fill (Fill slip) shall be prepared by a Table Games Floor Supervisor or above to authorize the distribution of gaming chips to gaming tables.
2. The Fill slip (pg. 4) shall be a three-part form and in a continuous, prenumbered series. The Fill slip shall include the following information:
 - a. The date, time, and shift of preparation;
 - b. The denomination of gaming chips to be distributed to the gaming table;
 - c. The total amount of each denomination of gaming chips to be distributed to the gaming table;
 - d. The game and table number from which the gaming chips are to be distributed;
 - e. The signature and badge number of the Cage Cashier or above that prepared the fill.

- f. The signature and badge number of the Security Team Member that transports the Fill to the appropriate table.
 - g. The signature and badge number of the Table Games Floor Supervisor or above and Dealer assigned to the gaming table from which the gaming chips are to be accepted.
- 3. The Fill slip is generated in the computerized system at the Pits by the Table Games Floor Supervisor or above. Access to the computerized system is restricted to Table Games Floor Supervisors or above.
- 4. Once the Fill slip is generated by the Table Games Floor Supervisor or above, the Fill slip shall print in the Main Bank.
- 5. The Cage Cashier, Cage Shift Supervisor or above, tears off the fill and assembles the requested chips.
- 6. The Main Bank Cashier recounts the fill chips to ensure accuracy.
- 7. Security dispatch is notified of the prepared fill by the Main Bank Cashier or above. Upon arrival of a Security Officer, the assembled fill is placed on the counter and the fill slip is placed on the counter of the Main Bank for Surveillance review.
- 8. All chip fills are called into Surveillance by the Main Bank Cashier or above processing the fill. Surveillance is told the Pit number, the table number and the total amount of the fill.
- 9. The Security Officer reviews the fill slip for accuracy, counts the fill and signs their name and badge number on the fill slip indicating agreement.
- 10. The Cage Cashier or above shall place the gaming chips and the white and yellow copies of the Fill slip into a birdcage and the Security Officer will take the birdcage to the appropriate table to drop off the fill. The pink copy of the Fill slip shall remain in the Cage for verification purposes.
- 11. The Dealer shall place the white and yellow copies of the Fill slip in public view on the gaming table from which the gaming chips are to be distributed. Chips shall be removed from the birdcage by the Dealer and be broken down and verified prior to placing them in the chip tray at the gaming table.
- 12. The Dealer and Table Games Supervisor or above will break down the fill in public view on the table, count the fill, examine the fill slip for completeness and sign with their names and badge numbers.

13. The chips are taken into the inventory of the table. The original (white) copy of the fill is dropped by the Dealer in the Table Games drop box. The Dealer will return the yellow copy to the birdcage that is to be transported back to the Cage.
14. The Tables Games Floor Supervisor or above will go into the Cage and Table Accounting system and click on the "FILL NUMBER" and accept the fill.
15. The Security Officer returns the yellow copy to the Cashier's Cage. The yellow copy and the pink copy are stapled together. See "Table Fills" policy number 1400.31 for additional details on table fills.
16. All voided Fill slips shall be marked "VOID" and require the signature and badge number of the Cage Supervisor or above and a Security Team Member.
17. Manual Fill slips shall be a three-part form and be maintained in the Cage. The pink copy of the manual Fill slip shall remain protected in the "Whiz Machine", which is located at the Cage. Income Audit will obtain the protected copies of manual Fill slips from the "Whiz Machine" for reconciliation purposes.
18. The part of the Fill slip that is placed in the drop box shall be of a different color for fills than for credits, unless the type of transaction is clearly distinguishable in another manner (the checking of a box on the form shall not be a clearly distinguishable indicator).
19. If the birdcage gets dropped during the transit to the Pit, the Security Officer shall notify Surveillance that the birdcage was dropped and then pick up the birdcage and any chips that fell on the floor. All chips shall be returned to the birdcage. The Security Officer may want to radio for another Security Officer to help pick up the fallen chips if needed.
20. The Security Officer shall return to the Cage if the birdcage was dropped to ensure the correct amount of chips specified on the Fill slip is included in the birdcage before delivering the fill to the specified gaming table.
21. If the original amount of the fill was not in the birdcage, the Security Officer shall go back to the Casino floor where the birdcage was dropped and sweep the area again to try and locate the missing chips.
22. If a fill is returned to the Main Bank from table games due to an overage or a shortage, the Cage Cashier will contact his/her Cage Shift Supervisor who will contact Surveillance to verify if the fill went out incorrectly. At no time will a Cage Cashier correct the fill without a Cage Supervisor present and Surveillance called.

Example of a Table Fill

SM 1189

FILL

Downstream Casino Resort
Doc ID: 10029029
Station: B1108+3
Location: Pit 1
Cage:
Date: 03/17/2010 05:41
Acct. Date: 03/17/2010
Pit Shift: Day
Game: Blackjack
Cage Shift: Grave

\$25.00	--	\$100.00	Chips-Chips
15.00	--	\$300.00	Chips-Chips
11.00	--	\$500.00	Chips-Chips

\$ 820.00

C. W. F. Cady
Cash Desk

Tom Kraft
Pit Manager

[Signature]
Pit Manager

[Signature]

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	Bn 9/24/11 JB 9/27/11 MK 9/29/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Emergency Drop Procedures</i> <i>Policy #1400.48.04</i>	Department: Cage	Submission Date: 9/22/2011
Narrative Description: To establish policy and procedures for completing an emergency drop. This is a revision to version #1400.48.03. The EGM Shift Supervisor does not have access to the Mantrap or Cage, thus they do not meet at the Keywatch to obtain keys. Instead, they meet with the Main Bank Cashier or above, QTGA Compliance Agent, and Security Supervisor or above in front of the Cage. This change was made in the policy under the Ticket/Bill Verification section.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephani B. 2551

Date: 9/20/11

Department Director Authorization

Signature: M. Ken [Signature]

Date: 9/21/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: Barbara [Signature]

Date: 9/29/11

EMERGENCY DROP PROCEDURES	Policy No: 1400.48.04	Issue Date: 9/29/2011
PURPOSE: To establish policy and procedures for completing an Emergency Drop.		

DCR Compliance – ITEM Tracking	Date
Issue Date	7/27/2011
QTGA Submission	5/6/2009
QTGA Submission	7/15/2009
Compliance Review	7/1/2009
QTGA Submission	7/31/2009
QTGA Return	11/6/2009
Compliance Review	11/18/2009
QTGA Submission	12/11/2009
QTGA Return	12/21/2009
Compliance Review	5/7/2010
QTGA Submission	5/10/2010
QTGA Return	5/13/2010
Compliance Review	5/14/2010
QTGA Submission	5/17/2010
QTGA Final Approval	5/17/2010
GM Approval	5/14/2010
DDA Final Approval	6/10/2010
Compliance Revisions	6/30/2010
QTGA Submission	6/30/2010
QTGA Approval on Revision to Final	6/30/2010
GM Approval on Revision to Final	6/30/2010
DDA Approval on Revision to Final	7/7/2010
Compliance Revisions to #1400.48.02	4/20/2011
QTGA Submission	4/21/2011
QTGA Return	5/11/2011
Compliance Review	6/10/2011
QTGA Submission	7/7/2011
QTGA Approval	7/27/2011
GM Approval	7/7/2011
DDA Approval	8/31/2011
Compliance Revisions to #1400.48.03	9/14/2011
QTGA Submission	9/22/2011
QTGA Approval	9/29/2011
GM Approval	9/22/2011
DDA Approval	11/1/2011

POLICY

This process is for replacing Bill Validation (BV) cans in the Electronic Gaming Machines (EGM) for repair or if the can is full and needs to be emptied. It is also for doing a ticket validation for the EGM Attendants when there is a patron dispute.

PROCEDURE

1. The EGM Shift Supervisor shall contact a Main Bank Cashier or above or a Soft Count Supervisor or above and make them aware that an Emergency Drop (E-Drop) is needed and the number of EGMs that need processed. The EGM Shift Supervisor or above shall contact a Quapaw Tribal Gaming Agency (QTGA) Compliance Agent and a Security Supervisor or above.
2. The Security Supervisor or above and the QTGA Compliance Agent will check out the contents key from Keywatch.
3. The Main Bank Cashier or above or a Soft Count Supervisor or above shall take the BV door key out of Keywatch in the presence of a Security Supervisor or above. The Security Supervisor or above shall notify Surveillance that the process will begin. The QTGA Compliance Agent, Security Supervisor or above and either a Cage Main Bank Cashier or above shall proceed to the Soft Count Cart Room.
4. Upon entering the Soft Count Cart Room, the E-Drop/Conversion Entry Log (pg. 5) shall be filled out:
 - a. Circle either E-Drop or Conversion
 - b. Date
 - c. Time/Circle AM or PM
 - d. Write down the number of cans and circle either enter or remove
 - e. Circle either EGM or Table
 - f. Either the Main Bank Cashier or above or Soft Count Supervisor or above, Security Supervisor or above and QTGA Compliance will sign with Team Member number.
5. The Main Bank Cashier or above or a Soft Count Supervisor or above shall get the BV can from the E-drop Storage Cabinet. If there are more than two hot cans that need to be replaced, the Main Bank Cashier or above shall use a lockable drop cart to carry the cold cans to the EGM and the hot cans back to the Soft Count Cart Room.

6. When exiting the Soft Count Cart Room, the Security Supervisor or above shall verify the Soft Count door is locked.
7. The Main Bank Cashier or above or a Soft Count Supervisor or above, Security Supervisor or above and QTGA shall meet the EGM Shift Supervisor in front of the Cage.
8. The Main Bank Cashier or above or a Soft Count Supervisor or above, Security Supervisor or above, EGM Shift Supervisor or above, and QTGA shall proceed to the specified EGM.
9. The EGM Shift Supervisor or above shall unlock the EGM. The Main Bank Cashier or above or a Soft Count Supervisor or above shall unlock the BV lock and remove the hot can and replace it with the cold can.
10. The Main Bank Cashier or above or a Soft Count Supervisor or above, QTGA Compliance Agent and Security Supervisor or above shall escort the hot can to the Soft Count Cart Room. As previously mentioned, if there are more than two hot cans, they must be escorted in a lockable drop cart to the Soft Count Cart Room. The hot can(s) shall be placed in the Soft Count Cart Room on the top shelf in the E-drop Storage Cabinet. The Main Bank Cashier or above or Soft Count Supervisor or above, accompanied by a QTGA Compliance Agent or Security Supervisor or above, shall then return the BV door key to the KeyWatch to complete the process.
11. The Security Supervisor or above, accompanied by a QTGA Compliance Agent shall also return the content key back to Keywatch.

E-DROP PROCEDURES – TICKET/BILL VERIFICATION

1. A BV cold can is not needed for ticket verification.
2. The EGM Shift Supervisor or above shall contact a Main Bank Cashier or above and make them aware that a ticket/bill verification is needed. The EGM Shift Supervisor or above shall contact a QTGA Compliance Agent and a Security Supervisor or above.
3. The Security Supervisor or above shall notify Surveillance that an E-drop for ticket/bill verification is going to occur.
4. The Main Bank Cashier or above shall take the BV door key out of Keywatch in the presence of a Security Supervisor or above or QTGA Compliance Agent.
5. The Security Supervisor or above and QTGA Compliance Agent shall take the contents key out of Keywatch.
6. At no time should the Main Bank Cashier have both keys (BV door key and contents key) in their hand at the same time.

7. The EGM Shift Supervisor or above, Main Bank Cashier or above, QTGA Compliance Agent, and a Security Supervisor or above shall meet in front of the Cage and then go to the proper EGM and retrieve the hot can.
8. The EGM Shift Supervisor or above, Main Bank Cashier or above, QTGA Compliance Agent, and a Security Supervisor or above shall take the hot can to the Credit Host Office, which is located by the Table Games VIP room, and remove the last ticket or bill from the hot can.
9. The patron who is claiming the dispute may accompany, if they choose, the EGM Shift Supervisor or above, Main Bank Cashier or above, QTGA, and the Security Supervisor or above to the Credit Host Office.
10. The Security Supervisor or above shall notify Surveillance before the can is opened.
11. The Main Bank Cashier or above shall place the BV door key on the table and request the contents key from the Security Supervisor or above.
12. The Main Bank Cashier or above shall remove the last ticket/bill from the can and place it in clear view of the Surveillance camera.
13. If the ticket/bill has been verified to be in the can, an EGM Attendant or above shall complete a hand pay or a manual pay if the ticket has not been validated, to the patron in the amount that was verified by the Main Bank Cashier or above, Security Supervisor or above, EGM Shift Supervisor or above, and QTGA.
14. The ticket/bill shall then be replaced in the hot can and the contents key given back to the Security Supervisor or above before the BV door key is picked up and the can shall be taken to the proper EGM and placed back inside the EGM.
15. The Main Bank Cashier or above, accompanied by a QTGA Compliance Agent or Security Supervisor or above shall then return the BV door key to KeyWatch to complete the ticket/bill verification process.
16. The Security Supervisor and QTGA Compliance Agent shall return the contents key back to Keywatch.

[illegible]

Quapaw Tribal Gaming Agency



Date Received	9/29/11
Comments	
Reviewed By	MIC 9/30/11 JB 9/30/11 Bm 10-17-11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Enrollment Procedures</i> <i>Policy #6200.02.01</i>	Department: Q-Club	Submission Date: 9/29/2011
Narrative Description: To establish policy and procedures to enroll new members into the Q-Club.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephani Butts 2551

Date: 9/26/11

Department Director Authorization

Signature: Kathleen D. Buggust #113

Date: 9/26/11

General Manager Authorization

Signature: Harold Jones

Date: 9/29/11

QTGA Authorization

Signature: Barbara Collier

Date: 10/21/11

Enrollment Procedures	Policy No: 6200.02.01	Issue Date: 10/21/2011
PURPOSE: To establish policy and procedures to enroll new members into the Q-Club.		

DCR Compliance – ITEM Tracking	Date
Issue Date	10/21/2011
Compliance Review	8/11/2010
QTGA Submission	8/16/2010
QTGA Return	9/9/2010
Compliance Review	6/10/2011, 9/23/2011
QTGA Submission	9/29/2011
GM Approval	9/29/2011
QTGA Final Approval	10/21/2011
DDA Final Approval	11/1/2011

PROCEDURE

1. Ask the patron if they have ever had a card with Downstream Casino Resort (DCR) or Quapaw Casino. If they have not, ask for valid photo identification (ID). Refer to Universal ID Acceptance Policy (#6320.15) for information regarding acceptable forms of ID. Some of the acceptable forms of ID are:
 - a. U.S. Military ID Card
 - b. U.S. Passport
 - c. Foreign Passport (written in English)
 - d. U.S. State Driver's License
 - e. U.S. State issued ID Card
 - f. U.S. Green Card (Permanent Resident) or Alien registration card with U.S. Issued Visa
 - g. Special circumstances – A paper driver's license as long as the patron is able to provide a photo ID. Paper ID can be scanned into Patron's account until the new ID is presented.
 - h. Special circumstances – States that place a sticker on the back with address changes or change in expiration.

2. Non-acceptable forms of ID are:
 - a. Any form of photo ID that is expired
 - b. Any foreign forms of photo ID or driver's license
3. NOTE: If a patron wins a jackpot and is required to submit ID to collect their winnings, they will not collect it if they do not have a valid photo ID as referenced in the Universal ID Acceptance Policy (#6320.15) and the No ID Jackpots Processed in the Cage Policy (#1400.71).
4. NOTE: If a patron withdraws money from the ATM and it requires them to withdraw the cash at the Cage, the Cage will not release the funds if the patron does not have a valid photo ID.
5. Check patron's ID to verify that the patron is 18 years of age or older.
6. Go into the Patron Management System and select F3 to verify that the patron does not have a Q-Club account with DCR or Quapaw Casino.
7. If the Patron does not have a Q-Club account, place valid photo ID face down on scanner.
8. Select the type of photo ID from the drop down menu.
9. After the ID is scanned, ask the patron if the address on their ID is their correct mailing address. If not, make appropriate changes.
10. Verify that all the information transferred correctly from the Patron's ID to Patron Management. Any information that did not transfer correctly needs to be changed manually.
11. Ask Patron for their phone number, email address and a four digit PIN number.
12. If there is a possible duplicate account, that name will pop up. Compare the information on the possible duplicate account with the patron's information. If their information matches up and it is the same person, explain to the patron that they already have a Q-Club account and then reprint their Q-Club card. If it is not the same person, hit ignore and have a Q-Club Supervisor override it.
13. Print the Q-Club Card.
14. Retrieve the Q-Club Card from the embosser, ask the patron if they want a bungee cord and if they do, place the Q-Club card on the bungee.

15. Hand the patron their Q-Club card along with their photo ID and a Q-Club brochure.

ELIGIBILITY CRITERIA

1. Patron must be at least 18 years of age or older to be eligible for a Q-club card.
2. Patron cannot have an active Q-Club card account with DCR or Quapaw Casino.
3. Patron must have a valid photo ID at the time of sign up. Refer to Universal ID Acceptance Policy (#6320.15) for information regarding acceptable forms of ID.

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	Bm 9/24/11 JB 9/27/11 MK 9/29/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Handcuffing</i> <i>Policy #7400.13.01</i>	Department: Security	Submission Date: 9/22/2011
Narrative Description: To establish guidelines for Security Team Members in cases when handcuffs need to be used. This version reflects QTGA review comments. The possible use of flex cuffs was added to the policy.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephanie B. 2551

Date: 9/15/11

Department Director Authorization

Signature: [Signature] 622

Date: 9/15/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: Barbara Allen

Date: 10/21/11

Handcuffing	Policy No: 7400.13.01	Issue Date: 10/21/2011
PURPOSE: To establish guidelines for Security Team Members in cases when handcuffs need to be used.		

DCR Compliance – ITEM Tracking	Date
Issue Date	10/21/2011
Compliance Review	5/10/2011
QTGA Submission	5/11/2011
QTGA Return	8/31/2011
Compliance Review	9/15/2011
QTGA Submission	9/22/2011
QTGA Final Approval	10/21/2011
GM Approval	9/22/2011
DDA Final Approval	11/1/2011

POLICY

The Downstream Casino Resort (DCR) Security Department is responsible for the safety and protection of its patrons and Team Members. In that respect, it is the responsibility of Security Team Members to detain persons who may present a threat to patrons, Team Members or themselves. The use of handcuffs may be necessary in some cases to detain an individual. The following procedures outline the limited use of handcuffs at DCR.

PROCEDURE

1. If a situation appears to be escalating to a threatening confrontation, the officer should call for a Security Supervisor. Dispatch and Surveillance will monitor the situation.
2. In an attempt to contain a threatening situation, the procedures for the Use of Force, policy #7400.11 will be followed.
3. Only authorized Security personnel will be allowed to carry and use handcuffs.
4. After the Security Supervisor or Officer determines that the situation can only be controlled by handcuffing the individual, the following steps should be taken:
 - a. Approach the individual from the side or from behind if possible to restrict their view.
 - b. Keep the individual off balance to insure control.

- c. Always be aware of the individual's mental state of mind, level of cooperation, their physical characteristics, their physical support, and the surroundings.
- 5. Position them in such a manner as to allow handcuffing consistent with standard handcuffing techniques, if practical.
 - a. Double lock both the right and left cuffs to ensure that the cuffs do not tighten and cause harm to the individual's wrist.
 - b. Security officers provided with handcuffs will always carry a handcuff key.
 - c. The safety of the individual and of Security personnel will be of the utmost importance when using handcuffs.
 - d. Handcuffs will never be used for any reason except in the performance of duty for DCR.
- 6. In certain circumstances where multiple subjects are involved, or as circumstances dictate the use of flex cuffs will be allowed.
- 7. The Security policy on Detention, policy #7400.12 will be followed when relocating the individual to a secure area.

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	JB 9/30/11 8m 10-17-11 MK 10/18/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Removing Gaming Chips from Gaming Tables – Table Game Credits</i> <i>Policy #1100.11.03</i>	Department: Table Games	Submission Date: 9/22/2011
Narrative Description: To establish procedures for the removal of gaming chips from gaming tables. This is a revision to #1100.11.02 to include procedures Security shall follow if a birdcage is dropped while transporting to the Cage. This version reflects QTGA review comments.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephann Bath 2551

Date: 9/15/11

Department Director Authorization

Signature: Robert S. Mow 621

Date: 9/21/11

General Manager Authorization

Signature: Steve Owens

Date: 9/22/11

QTGA Authorization

Signature: Barbara Celleri

Date: 10/21/11

REMOVING GAMING CHIPS FROM GAMING TABLES – TABLE GAME CREDITS	Policy No: 1100.11.03	Issue Date: 10/21/2011
PURPOSE: To establish procedures for the removal of gaming chips from gaming tables.		

DCR Compliance – ITEM Tracking	Date
Issue Date	4/11/2011
Compliance Review	2/24/2011
QTGA Submission	3/3/2011
QTGA Return	3/10/2011
Compliance Review	3/21/2011
QTGA Submission	3/24/2011
GM Approval	3/25/2011
QTGA Final Approval	4/11/2011
DDA Final Approval	4/19/2011
Revisions to #1100.11.02	8/8/2011
QTGA Submission	8/11/2011
QTGA Return	8/29/2011
Compliance Review	9/14/2011
QTGA Submission	9/22/2011
GM Approval	9/22/2011
QTGA Approval	10/21/2011
DDA Approval	11/1/2011

Removing Gaming Chips and Coins from Gaming Tables

1. A Request for Credit (Credit slip) shall be made by a Table Games Floor Supervisor or above to authorize the removal of gaming chips from gaming tables to the Main Bank Cage.
2. The Credit slip (pg. 4) shall be a three-part form and in a continuous, pre-numbered series and include the following information:
 - a. The date, time, and shift, of preparation;
 - b. The denomination of gaming chips to be removed from the gaming table;
 - c. The total amount of each denomination of gaming chips to be removed from the gaming table;
 - d. The game and table number from which the gaming chips are to be removed; and
 - e. The signature and badge number of the Table Games Floor Supervisor or above and Dealer assigned to the gaming table from which the gaming chips are to be removed.

- f. The signature and badge number of the Security Team Member that transports the gaming chips to the Main Bank Cage.
 - g. The signature and badge number of the Cage Cashier or above accepting the gaming chips.
- 3. The Credit slip is generated in the computerized system at the Pits by the Table Games Floor Supervisor or above. Access to the computerized system is restricted to Table Games Floor Supervisors or above.
- 4. Once the Credit slip is generated by the Table Games Floor Supervisor or above, the Credit slip shall print in the Main Bank. A Cage Cashier or above shall notify Security dispatch of the need for a credit back from the gaming tables.
- 5. Upon arrival of a Security Officer, the three part credit slip is placed on the counter on the marked off area of the Main Bank for Surveillance review.
- 6. All credits are called in to Surveillance by the Cage before the Security Officer is sent out to the table. Surveillance is told the Pit number, the table number and the total amount of the credit/chips.
- 7. After Surveillance has been notified, the Cashier shall tear off the pink copy of the credit slip and maintain it at the Main Bank for verification purposes.
- 8. The Cashier shall place the empty chip racks and the white and yellow copies of the Credit slip into a birdcage and the Security Officer will take the birdcage to the appropriate table to pick up the credit.
- 9. The Dealer shall place the white and yellow copies of the Credit slip in public view on the gaming table from which the gaming chips are to be removed. Chips shall be removed from the chip tray by the Dealer and shall be broken down and verified by the Dealer in public view prior to placing them in racks for transfer to the Cage.
- 10. Once the Dealer and Table Games Floor Supervisor or above counts the gaming chips and verifies the total to the Credit slip, the Dealer and Table Games Floor Supervisor or above sign the Credit slip, including badge numbers.
- 11. Security will also view the breakdown of the gaming chips and sign including badge number, the Credit slip. Once Security signs, the Table Games Floor Supervisor or above shall provide Security the white copy of the Credit slip to be placed in the birdcage.
- 12. The Dealer shall deposit the yellow copy of the Credit slip in the Drop box.

13. The white copy of the Credit slip shall be transported directly to the Main Bank by Security along with the gaming chips removed from the gaming table.
14. If the birdcage gets dropped during the transit to the Main Bank, the Security Officer shall notify Surveillance that the birdcage was dropped and then pick up the birdcage and any chips that fell on the floor. All chips shall be returned to the birdcage and the Security Officer shall continue the transit to the Main Bank. The Security Officer may want to radio for another Security Officer to help pick up the fallen chips if needed.
15. The Main Bank Cashier will place the chips on the counter, break each denomination down for the Surveillance camera, place the white copy of the credit slip on the marked off Surveillance area and call Surveillance.
16. If the original amount was not received and the birdcage was originally dropped during transit from the Pit, the Security Officer shall go back to the Casino floor and sweep the area again to try and locate the missing chips.
17. Once Surveillance agrees, the Main Bank Cashier will sign the white copy of the credit slip with their name and badge number and put the chips back into inventory. See Table Credits, policy #1400.32 for detailed information on the Cage process for handling table credits.
18. All original and duplicate void Credit slips shall be marked "VOID" and shall require the signature and badge number of the Cage Supervisor or above and a Security Team Member.
19. Manual credit slips shall be a three-part form and be maintained in the Cage. The pink copy of the manual credit slip shall remain protected in the "Whiz Machine", which is located at the Cage. Income Audit will obtain the protected copies of manual credit slips from the "Whiz Machine" for reconciliation purposes.
20. Cross fills (the transfer of chips between table games) and even cash exchanges are prohibited in the pit.

ORDER FOR CREDIT

Downstream Casino Resort
Doc ID: 20004510
Station: **Emo Bank 2**
Location: Main Cage
Cage: Main Cage
Date: 07/17/2010 14:28
Acct. Date: 03/17/2010

GATK:

Cage CHIL Det

\$100.00	—	\$1,000.00	Cage CHIL
\$100.00	—	\$5,000.00	Cage CHIL
\$25.00	—	\$6,750.00	Cage CHIL
\$50.00	—	\$8,500.00	Cage CHIL
\$75.00	—	\$9,250.00	Cage CHIL
\$1.00	—	\$9,100.00	Cage CHIL
\$1.00	—	\$9,100.00	Cage CHIL
\$0.00	—	\$92.00	Cage CHIL
\$0.25	—	\$92.00	Cage CHIL
\$0.25	—	\$92.00	Cage CHIL

\$ 56,501.50

[Signature]
M.B.

PP Manager

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	Bm 9/24/11 JB 9/27/11 MIC 9/29/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Table Credits Policy #1400.32.04	Department: Cage	Submission Date: 9/22/2011
Narrative Description: To establish policy and procedures for Table Games credits in the Cage area. This is a revision to #1400.32.03 to include procedures Security shall follow if a birdcage is dropped while transporting to the Cage. This version is based on QTGA review comments to include void procedures.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephanie B. 2551

Date: 9/15/11

Department Director Authorization

Signature: [Signature]

Date: 9/16/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: [Signature]

Date: 9/29/11

TABLE CREDITS	Policy No: 1400.32.04	Issue Date: 9/29/2011
PURPOSE: To establish policy and procedures for Table Games Credits in the Cage area.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/9/2010
Compliance Review	2/1/2009
QTGA Submission	7/8/2009
QTGA Return	11/6/2009
Compliance Review	3/19/2010
QTGA Submission	3/25/2010
QTGA Return	4/20/2010
Compliance Review	4/20/2010
QTGA Submission	4/22/2010
QTGA Return	4/29/2010
Compliance Review	4/30/2010
QTGA Submission	5/6/2010
QTGA Final Approval	5/13/2010
GM Approval	5/4/2010
DDA Final Approval	5/14/2010
Compliance Revision to #1400.32.01	5/21/2010
QTGA Submission	5/21/2010
QTGA Return	6/3/2010
Compliance Review	6/3/2010
QTGA Submission	6/4/2010
QTGA Return	6/18/2010
Compliance Review	6/21/2010
QTGA Submission	6/24/2010
QTGA Return	7/28/2010
Compliance Review	7/30/2010
QTGA Submission	8/5/2010
GM Approval	8/5/2010
QTGA Final Approval	8/9/2010
DDA Final Approval	8/12/2010
Compliance Review to #1400.32.02	9/14/2010
QTGA Submission	9/16/2010
GM Approval	9/16/2010
QTGA Approval	9/17/2010
DDA Final Approval	9/21/2010
Revisions to #1400.32.03	8/5/2011
QTGA Submission	8/11/2011
QTGA Return	8/29/2011
Compliance Review	9/15/2011
QTGA Submission	9/22/2011

GM Approval	9/22/2011
DDA Final Approval	11/1/2011

POLICY

1. A CREDIT is a removal of Casino chips from the gaming tables to the Main Bank Cage.
2. A computer requested CREDIT is generated in the Table Games area of Downstream Casino Resort by a Table Games Floor Supervisor or above. A three part form is generated from the computer system and prints automatically in the Main Bank. There is also a “copy” that stays on the computer screen in the Main Bank until the Main Bank Cashier accepts the credit.
3. For detailed information on the procedures used by the Table Games Department for credits, see “Removing Gaming Chips from Gaming Tables – Table Game Credits” policy #1100.11.

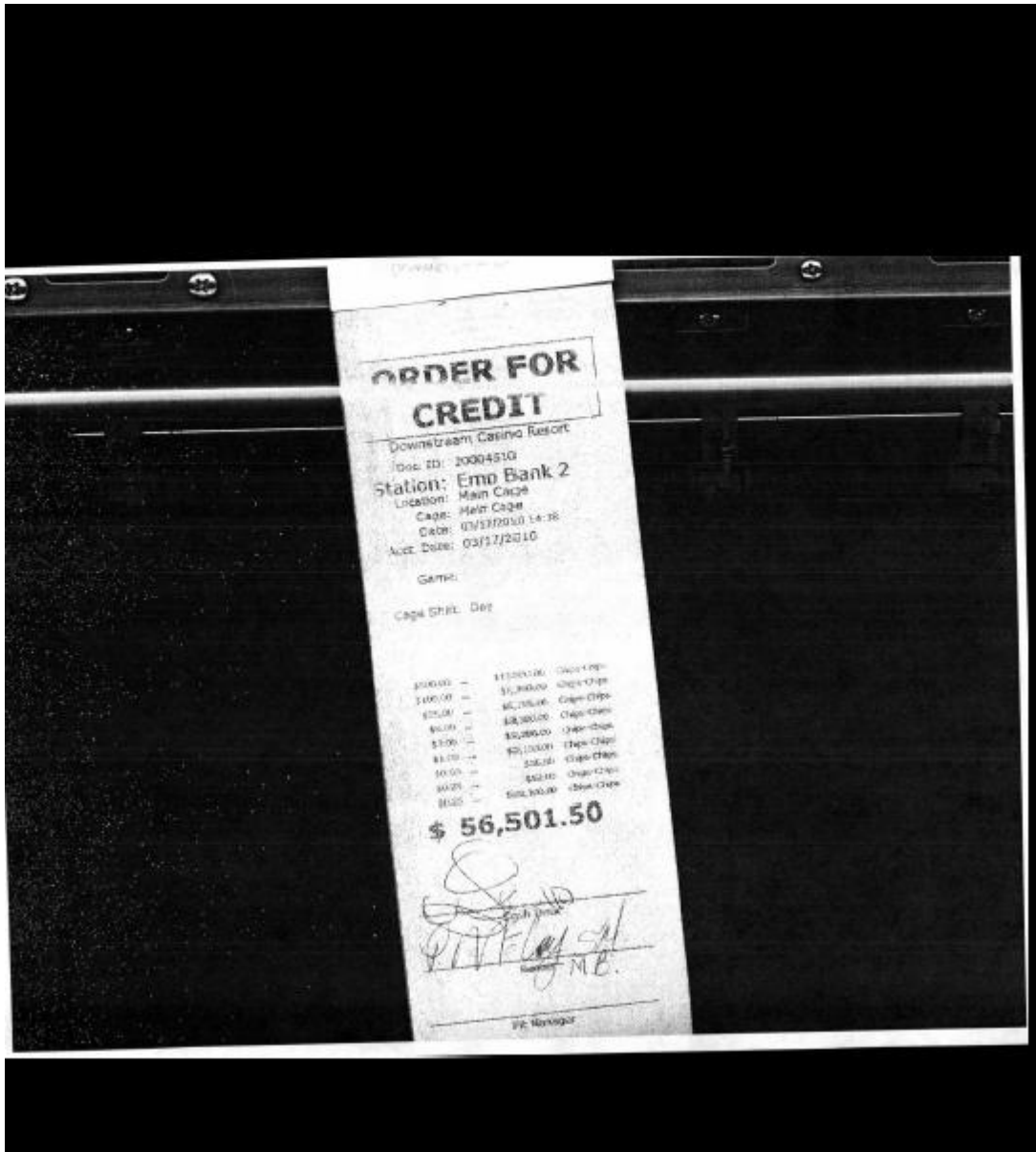
PROCESSING A TABLE GAMES CREDIT IN THE MAIN BANK

1. The request for a credit prints in the Main Bank (pg. 6).
2. The Credit slip (pg. 6) shall be a three-part form and in a continuous, pre-numbered series and include the following information:
 - a. The date, time, and shift, of preparation;
 - b. The denomination of gaming chips to be removed from the gaming table;
 - c. The total amount of each denomination of gaming chips to be removed from the gaming table;
 - d. The game and table number from which the gaming chips are to be removed; and
 - e. The signature and badge number of the Table Games Floor Supervisor or above and Dealer assigned to the gaming table from which the gaming chips are to be removed.
 - f. The signature and badge number of the Security Team Member that transports the gaming chips to the Cashier’s Cage.
 - g. The signature and badge number of the Cage Cashier or above accepting the gaming chips.
3. The Cage Cashier, Main Bank Cashier, Cage Shift Supervisor or above tears off the credit slip.
4. The Main Bank Cashier determines the number of racks needed for the credit.
5. Security dispatch is notified of the need for a credit back from the gaming tables.
6. Upon arrival of a Security Officer, the three part credit slip is placed on the counter on the marked off area of the Main Bank for Surveillance review.

7. All credits are called in to Surveillance before the Security Officer is sent out to the table. Surveillance is told the Pit number, the table number and the total amount of the credit/chips.
8. After Surveillance has been notified, the Cashier shall tear off the pink copy of the credit slip and maintain it at the Main Bank for verification purposes.
9. The Cashier shall place the empty chip racks and the white and yellow copies of the credit slip into a birdcage and the Security Officer will take the birdcage to the Table games area to pick up the credit.
10. The Dealer and the Table Games Supervisor or above will display the credit (chips) on the table for the Security Officer and sign both the white and yellow copies of the credit slip with their names and badge numbers.
11. The Security Officer will review the white and yellow copies of the credit slip for accuracy and sign both with their name and badge number.
12. The credit (chips) shall be placed into the birdcage.
13. The yellow copy of the credit slip is dropped by the Table Games Dealer in the Table Games locked drop box.
14. The Security Officer shall notify Surveillance that the credit is in the birdcage and is coming in from table number and pit number and will be taken to the Main Bank.
15. The Security Officer transports the white copy of the credit slip and the chips in the birdcage to the Main Bank. The control series (computer copy) remains in the computer until accepted. Once accepted, it rolls into audit status.
16. If the birdcage gets dropped during the transit to the Main Bank, the Security Officer shall notify Surveillance that the birdcage was dropped and then pick up the birdcage and any chips that fell on the floor. All chips shall be returned to the birdcage and the Security Officer shall continue the transit to the Main Bank. The Security Officer may want to radio for another Security Officer to help pick up the fallen chips if needed.
17. The Main Bank Cashier will place the chips on the counter, break each denomination down for the Surveillance camera, place the white copy of the credit slip on the marked off surveillance area and call Surveillance.
18. Once Surveillance agrees, the Main Bank Cashier will sign the white copy of the credit slip with their name and badge number and put the chips back into inventory.
19. The Main Bank Cashier shall compare the pink copy of the credit slip to the white copy to ensure the original table credit amount was received.

20. If the original amount was not received and the birdcage was originally dropped during transit from the Pit, the Security Officer shall go back to the Casino floor and sweep the area again to try and locate the missing chips.
21. The Main Bank Cashier will go to the Cage and Table Accounting (CTA) system and click on the "CREDIT NUMBER SUBMITTED". A new screen will appear and the Main Bank Cashier will click on "ACCEPT".
22. The white copy of the credit slip is then used for balancing purposes and later forwarded along with the pink copy to Income Audit with the end of shift paperwork.
23. All original and duplicate void Credit slips shall be marked "VOID" and shall require the signature and badge number of the Cage Supervisor or above and a Security Team Member.
24. Manual credit slips shall be a three-part form and be maintained in the Cage. The pink copy of the manual credit slip shall remain protected in the "Whiz Machine", which is located at the Cage. Income Audit will obtain the protected copies of manual credit slips from the "Whiz Machine" for reconciliation purposes.

Example of Credit Slip



Quapaw Tribal Gaming Agency



POLICIES & PROCEDURES
DDA APPROVED

NOV 01 2011

Date Received	9/22/11
Comments	
Reviewed By	BM 9/26/11 JB 9/27/11 MIC 9/29/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Table Fills Policy #1400.31.04	Department: Cage	Submission Date: 9/22/2011
Narrative Description: To establish policy and procedures for Table fills in the Cage area. This is a revision to #1400.31.03 to include procedures Security shall follow if a birdcage is dropped while transporting to the Pit. This version includes instructions for voiding a fill slip.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Steph. B. 2551

Date: 9/14/11

Department Director Authorization

Signature: M. K. [Signature]

Date: 9/14/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: Barbara Collins

Date: 9/29/11

TABLE FILLS	Policy No: 1400.31.04	Issue Date: 9/29/2011
PURPOSE: To establish policy and procedures for Table Fills in the Cage area.		

DCR Compliance – ITEM Tracking	Date
Issue Date	5/12/2010
QTGA Submission	7/8/2009
QTGA Return	11/6/2009
Compliance Review	3/18/2010
QTGA Submission	3/25/2010
QTGA Return	4/8/2010
Compliance Review	4/20/2010
QTGA Submission	4/22/2010
QTGA Return	4/29/2010
Compliance Review	4/30/2010
QTGA Submission	5/6/2010
QTGA Final Approval	5/12/2010
GM Approval	5/4/2010
DDA Final Approval	5/14/2010
Revisions to Final	7/1/2010
QTGA Submission	7/8/2010
QTGA Final Approval	7/21/2010
GM Approval to Final	7/1/2010
DDA Approval to Final	7/22/2010
Revisions to #1400.31.03	8/5/2011
QTGA Submission	8/11/2011
QTGA Return	8/29/2011
Compliance Review	9/14/2011
QTGA Submission	9/22/2011
GM Approval	9/22/2011
QTGA Approval	9/29/2011
DDA Approval	11/1/2011

POLICY

1. A fill occurs when chips are transferred from the Main Bank to the gaming table.
2. A computer requested Fill (pg. 5) is generated by a Table Games Supervisor or above. A three-part form in a continuous pre-numbered series is generated from the computer system and prints automatically in the Chip bank.

PROCESSING A FILL IN THE CHIP BANK

1. The request for a fill prints in the Chip bank.

2. The Cage Cashier, Cage Shift Supervisor or above, tears off the fill and assembles the requested chips.
3. The Main Bank Cashier recounts the fill chips to ensure accuracy.
4. The Main Bank Cashier signs, including badge number, the fill slip in the area marked "Cash Desk". Their signature must be legible and must match their signature control card, which was completed during orientation.
5. Security dispatch is notified of the prepared fill by the Main Bank Cashier or above. If the Pit has indicated that the fill is a "RUSH" fill, the Main Bank Cashier will indicate this to the dispatcher.
6. Upon arrival of a Security Officer, the assembled fill is placed on the counter and the fill slip is placed on the counter of the Main Bank for Surveillance review.
7. All chip fills are called into Surveillance by the Main Bank Cashier processing the fill. Surveillance is told the Pit number, the table number and the total amount of the fill.
8. The Main Bank Cashier will break down one barrel of each denomination in the fill, take one chip, and slide down the side of each same denomination to indicate that the barrel is full. All barrels of \$500 chips are broken down for the camera.
 - a. Example 1: The fill calls for \$40 in white; \$300 in red. The Cashier will break down for the camera one barrel of the white and one barrel of the red and run a chip down the side of the full rack to indicate that each barrel is full.
 - b. Example 2: The fill calls for \$10,000 in black chips. The Cashier will break down one barrel of the black chips and run one chip down the side of the rack, indicating a full rack.
9. The Security Officer reviews the fill slip for accuracy, counts the fill and signs their name and badge number on the fill slip indicating agreement.
10. Upon signing the fill slip, the Security Officer retains the Original (White) copy and the Duplicate copy (yellow) and gives the Triplicate copy (Pink) to the Main Bank Cashier.
11. The Main Bank Cashier places the completed fill in a clear container called a "Birdcage". Fills can only leave the Main Bank if they are placed in a Birdcage.
12. The Security Officer takes possession of the fill and delivers the fill to the table game number indicated on the fill slip.
13. The Main Bank Cashier will go to the CTA (Cage and Table Accounting) system and click on the "FILL NUMBER SUBMITTED". A new screen will appear and the Main Bank Cashier will click on "ACCEPT".

14. The Dealer and Table Games Supervisor or above will break down the fill in public view on the table, count the fill, examine the fill slip for completeness and sign with their name and badge number.
15. The chips are taken into the inventory of the table. The original (white) copy of the fill is dropped by the Dealer in the Table Games locked drop box, which is later picked up during the Soft Count process.
16. The Tables Games Supervisor or above will go into the CTA system and click on the "FILL NUMBER" and accept the fill.
17. The Security Officer returns the duplicate (yellow) copy to the Main bank. The Duplicate (yellow) copy and the triplicate (pink) copy are stapled together.
18. The completed fill is then used for balancing purposes and later forwarded to Income Audit in the end of shift paperwork.
19. If the birdcage gets dropped during the transit to the Pit, the Security Officer shall notify Surveillance that the birdcage was dropped and then pick up the birdcage and any chips that fell on the floor. All chips shall be returned to the birdcage. The Security Officer may want to radio for another Security Officer to help pick up the fallen chips if needed.
20. The Security Officer shall return to the Cage if the birdcage was dropped to ensure the correct amount of chips specified on the fill slip is included in the birdcage before delivering the fill to the specified gaming table.
21. If the original amount of the fill was not in the birdcage, the Security Officer shall go back to the Casino floor where the birdcage was dropped and sweep the area again to try and locate the missing chips.
22. If a fill is returned to the Main Bank from table games due to an overage or a shortage, the Cage Cashier will contact his/her Cage Shift Supervisor who will contact Surveillance to verify if the fill went out incorrectly. At no time will a Cage Cashier correct the fill without a Cage Supervisor present and Surveillance called.
23. All void Fill slips shall be marked "VOID" and require the signature and badge number of the Cage Supervisor or above and a Security Team Member.
24. Manual fill slips shall be a three-part form and be maintained in the Cage. The pink copy of the manual fill slip shall remain protected in the "Whiz Machine", which is located at the Cage. Income Audit will obtain the protected copies of manual fill slips from the "Whiz Machine" for reconciliation purposes.

23. The part of the fill slip that is placed in the drop box shall be of a different color for fills than for credits, unless the type of transaction is clearly distinguishable in another manner (the checking of a box on the form shall not be a clearly distinguishable indicator).

Example of Table Fill

Sim 1189

FILL

Downstream Casino Resort
Doc ID: 10029029
Station: B1108+3
Location: Pit 1
Cage:
Date: 03/17/2010 05:41
Acct Date: 03/17/2010
Pit Shift: Day
Game: Blackjack
Cage Shift: Grave

\$25.00	...	\$100.00	Chips-Chips
15.00	...	\$100.00	Chips-Chips
10.00	...	\$20.00	Chips-Chips

\$ 820.00

C. McCall
Cash Desk

Tom Kratt
Pit Manager

7/14/10
Pit Manager

Adm

Quapaw Tribal Gaming Agency



Date Received	9/22/11 (la) 8/15/11
Comments	
Reviewed By	NK 8/16/11 JB 8/22/11 Bm 8/24/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Table Play Policy #1100.29.01	Department: Table Games	Submission Date: 8/11/2011
Narrative Description: To establish policy and procedures for the acceptance of Table Play. This is a new policy that details the process for acceptance of Table Play for Blackjack Tournaments.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephanie B. 2551

Date: 8/11/11

Department Director Authorization

Signature: Robert S. M... 621

Date: 8.12.10

General Manager Authorization

Signature: Steve D...

Date: 8/12/11

QTGA Authorization

Signature: Barbara Collins

Date: 10/21/11

TABLE PLAY	Policy No: 1100.29.01	Issue Date: 10/21/2011
PURPOSE: To establish policy and procedures for the acceptance of Table Play.		

DCR Compliance – ITEM Tracking	Date
Issue Date	10/21/2011
Compliance Review	8/10/2011
QTGA Submission	8/11/2011
GM Approval	8/12/2011
QTGA Final Approval	10/21/2011
DDA Final Approval	11/1/2011

POLICY

1. All Table Play coupons redeemed by Table Games, as approved by the Quapaw Tribal Gaming Agency (QTGA), must be processed by the Table Games Department.
2. Any Table Play coupon presented for redemption must meet the following criteria:
 - a. Must be associated with an approved Marketing promotion; and
 - b. Must be presented by a patron with a valid Q-Club Card.

PROCEDURES

Redemption

1. A Table Play coupon will be placed in the betting circle prior to commencement of the forthcoming hand. Table Play coupons are valid for any spot on any game. Normal payouts apply.
2. The Table Games Floor Supervisor or above will verify that the patron has a Q-Club Card and that the player is currently being rated.
3. The name on the Q-Club rating will be verified with the name on the Table Play coupon.

Gaming

1. The Patron then places the Table Play coupon in the betting circle.

2. If the Patron wins the hand, the Dealer will pay the patron the appropriate amount of chips and validate (pay) the Table Play coupon with its face value and drop it in the drop box.
3. If the patron loses the hand, the dealer will take the Table Play coupon and drop it in the drop box.
4. The Dealer will always take the Table Play coupon bet whether it wins or loses (action on hand) and drop it in the drop box. In the event of a push, the Table Play coupon will not be collected and can still have action on the next hand, if patron wishes to do so.

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	JB 9/22/11 BM 9-17-11 MK 10/17/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Ultimate Texas Holdem Policy #1100.02.02	Department: Table Games	Submission Date: 9/22/2011
Narrative Description: Establish policy and procedures for the conduct of the Ultimate Texas Holdem. This is a revision to #1100.02.01 to reflect current operating procedures, especially with how cards are dealt. This revision also reflects QTGA review comments and a clarification of "top sign" was made in the policy.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephani B. 2551

Date: 9/16/11

Department Director Authorization

Signature: Blair S. Maud 621

Date: 9/21/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: Barbara Collier

Date: 10/21/11

Ultimate Texas Holdem	Policy No: 1100.02.02	Issue Date: 10/21/2011
PURPOSE: Establish policy and procedures for the conduct of the Ultimate Texas Holdem.		

DCR Compliance – ITEM Tracking	Date
Issue Date	10/21/2011
Revisions to #1100.02.01	8/24/2011
QTGA Submission	8/26/2011
QTGA Return	9/8/2011
Compliance Review	9/13/2011
QTGA Submission	9/22/2011
QTGA Final Approval	10/21/2011
GM Approval	9/22/2011
DDA Approval	11/1/2011

Contents

OPENING THE TABLE	2
CLOSING THE TABLE	2
OPENING SHUFFLE AND WASH	2
PROCEDURES FOR DEALING CARDS FROM AN AUTOMATIC SHUFFLER	4
DEAD GAME	4
OVERVIEW	4
DEALING PROCEDURES	5
WHEN THE DEALER QUALIFIES	6
WHEN THE DEALER DOES NOT QUALIFY	6
PAYTABLES	7

OPENING TABLE PROCEDURE

OPENING THE TABLE

1. After the Dealer arrives on their assigned game, the Pit Manager will retrieve the Lid Key from the Pit Manager podium. The Pit Manager will unlock the rack lid for the unopened game.
2. The Floor Supervisor will instruct the Dealer to pull the lid up from the chip rack. The Dealer will place the lid in the holder under the game.
3. The Floor Supervisor will take the opening count sheet from the tray and along with the Dealer verify that the number of chips in the rack match what is on the opening slip.
4. When both the Floor Supervisor and Dealer are satisfied that the count matches, they will both sign the opening slip with their name and badge number and the Dealer will drop the slip into the drop box. If the opening slip does not match the table rack, the Floor Supervisor will inform the Pit Manager.

CLOSING THE TABLE

1. After management makes a decision that a game is no longer needed for business purposes, the Pit Manager will inform the Dealer to “bring up their lid”. The Dealer will retrieve the lid from underneath the table and place it in the middle of the table. The Dealer will drop in the drop box any ante amounts collected that are still in the rack.
2. The Floor Supervisor and Dealer will prepare a closing slip by counting all the chips in the table. The Floor Supervisor will mark on the closing slip the value amount of each denomination of chips. The Floor Supervisor and the Dealer will sign the closing slip with name and badge number. Once the closing slip is complete, a Pit Manager will verify the closing slip to the table chip tray.
3. The Pit Manager will then sign the top of the closing slip by placing his/her initials and badge number on the slip to indicate the verification took place.
4. The Dealer will drop one copy of the closing slip into the drop box and a second copy will be placed into the chip tray.

OPENING SHUFFLE AND WASH

1. The Dealer and Floor Supervisor will visually inspect all the cards front and back and then the Dealer will begin the opening shuffle in accordance to the following procedure:

- a. The Dealer must announce "SHUFFLE" in a loud and clear voice and wait for acknowledgement from a Floor Supervisor before proceeding.
- b. A Floor Supervisor will authorize the Dealer to begin by repeating "SHUFFLE." If possible, that Floor Supervisor should observe the Dealer's shuffle in its entirety.
- c. The Dealer will pick up each deck individually and place that deck face down in the center of the layout. The Dealer will then divide the deck in half and riffle once and place that just riffled deck in the discard holder face down. The Dealer will take the second deck and repeat same process again. This process will continue until both decks have been riffled and placed in the discard rack.
- d. If the shuffle machine is malfunctioning or not available, then only one deck will be used for play and the Dealer will follow the same procedure above except only one deck will be prepared.
- e. The Dealer will then remove one deck from the discard holder and spread the deck face down in a horizontal fan-shape and mix thoroughly by "washing" the cards to ensure a good mix. The Dealer will re-stack those "washed" cards and place the deck on the Dealer's right between the drop slot and the discard rack.
- f. The Dealer will repeat the process with the remaining deck. However, the Dealer will now place the first deck which has already been washed in the discard rack before he begins the wash on the remaining deck.
- g. The Dealer will return all cards to the discard rack once the full wash (both decks) has been completed. The Dealer will now be ready to begin the regular shuffle.
- h. The Dealer will shuffle the cards according to the house shuffle.
- i. The manual shuffle consists of the Dealer riffling the cards twice, then the Dealer will strip the cards and then there will be one final riffle. Then the deck will be cut in half by the Dealer. The remaining portion of the deck will be placed on top of the cut half of the cards.
- j. Once all cards have been shuffled, one deck will be placed in shuffler machine for play to commence.
- k. If a shuffle machine is not available or on the table, the Dealer will use the house shuffle to commence play.

PROCEDURES FOR DEALING CARDS FROM AN AUTOMATIC SHUFFLER

1. The cards shall be riffled once then stripped 3 times prior to being placed in the automated shuffler.
2. The Dealer shall deliver the first stack of cards (which will consist of 5 cards) dispensed by the automated shuffler face down to the middle of the table. The Dealer will spread these cards verifying that there are 5 cards, and then the Dealer will stack and square up these cards in the middle of the table. These 5 cards are the community cards. The Dealer will now deal each player their two cards starting from the Dealer's left working towards the right. The player's cards will be dealt face down, next to the trips bet and spread so it can be verified that they have two cards. After each player is delivered their 2 cards, the Dealer will then be dealt his/her two cards, which will be spread to verify, then stacked and squared up in front of the Dealer. After all of the above has been completed, the Dealer will then push the players' cards back to the players, at which time they may now pick up their cards.

DEAD GAME

1. On open tables which have gone dead, the Dealer will spread the last deck in play and leave the already shuffled deck in the shuffler. If no shuffle machine is available, the deck will be spread on the table. When play resumes on the table, the Dealer will pick up the deck on the table and insert the deck in the shuffler. Play starts with shuffled deck in shuffler.

OVERVIEW

1. Ultimate Texas Hold'em features head-to-head play against the Dealer and an optional bonus bet. A hand Ante will be collected prior to the start of each and every hand. Players and the Dealer each receive two cards. They combine them with five community cards to make their best five-card hand.
2. Ultimate Texas Hold'em lets players bet aggressively. The earlier they bet, the more they can risk-and win. If players bet pre-flop, they may risk 3x or 4x their Ante. If they bet on the flop, they may bet 2x their ante. And if they wait until the river, when all community cards are out, they may only bet 1x their Ante.
3. This game also features an optional bet, the Trips Bonus. Players win the Trips Bonus if their final five-card hand is three of a kind or higher. Odds are printed on the layout.

DEALING PROCEDURES

1. The Dealer will count the number of bets placed in the circles. Each bet will be considered a hand played for the upcoming round. The Dealer will then multiply the number of hands that will be played by the ante amount designated by the Authority.
2. The Dealer will take out of the rack the appropriate amount of cheques to satisfy the ante amount above. The Dealer will then place these checks onto the layout to provide to Surveillance the amount and then moved to the left most tube of the chip tray. Once the ante amounts equal \$25 or more in the left most chip tray, the Dealer will announce "CHANGE ANTE" in a clear and loud voice. The Dealer will take the chips from the ante tube and place and run down the cheques in front of the chip tray. The Dealer will then take out one \$25 chip from the chip tray and place the chip in front of the chip tray to the right side of the chips that made up the ante amount. The Dealer will drop the \$25 chip into the drop box and then place the ante amount of chips back into the chip tray accordingly. The only cheques allowed to be dropped into the drop box will be for accumulated antes.
3. To begin the game, player must make equal bets on Ante and Blind. They may also make a Trips bet.
4. Working from left to right, the Dealer gives each player and himself two starting cards face-down.
5. Players now have a choice: Check (do nothing) or make a play bet of 3x or 4x their Ante. Once players bet, they cannot bet again and they cannot change their bet.
6. The Dealer will then place the first three community cards (the flop) face-up on the layout.
7. Players that have not yet made a play bet have a choice: Check or make a play bet of 2x their Ante.
8. The Dealer then places the final two community cards (the turn and river) face-up on the layout.
9. Players that have not yet made a play bet have a choice: Fold or make a play bet of 1x their Ante. All folded hands will be collected by the Dealer and placed in the discard rack.
10. The Dealer then reveals his two hole cards and announces his five-card hand.
11. The Dealer needs a pair to qualify.

12. **CAUTION:** Ultimate Texas Hold'em handles qualifying differently than other games. When the Dealer doesn't qualify, it is not an automatic win for the player. The Dealer, working from right to left, refunds each player's Ante bet. He does this before looking at any of the player's hands. Then, again working right to left, resolves the action normally (see above).

- a. Note: If the player has three of a kind or better, he always wins the trips bet even if he folds.

WHEN THE DEALER QUALIFIES

1. Working from right to left, the Dealer combines each player's hole cards with community cards to make the best five-card hand.
2. If the player's hand beats the Dealer's hand, the Play and Ante bets win even money. If the player's hand loses to the Dealer, the Play, Ante and Blind bets lose. When the hands tie, the Play, Ante and Blind bets push.
3. The Blind bet wins when the player wins with a straight or higher. See pay table for odds. If the player wins with less than a straight, the Blind pushes. The trips bet wins if the player has three of a kind or better. See pay table for odds.

WHEN THE DEALER DOES NOT QUALIFY

1. The Dealer will push back the player's Ante and continue with the hand.
2. Working from right to left, the Dealer combines each player's hole cards with community cards to make the best five-card hand.
3. If the player's hand beats the Dealers, the Play bet wins even money. If the player's hand loses to the Dealer, the Play and Blind bets lose. When the hands tie, the Play and Blind bets push.
4. The Blind bet wins when the player wins with a straight or higher. See pay table for odds. If the player wins with less than a straight, the Blind pushes. The trips bet wins if the player has three of a kind or better. See pay table for odds.

PAYTABLES

	UTH-01		UTH-02		UTH-03		UTH-04	
Hand	Trips Bonus	Blind	Trips Bonus	Blind	Trips Bonus	Blind	Trips Bonus	Blind
Royal flush	50 to 1	500 to 1	50 to 1	500 to 1	50 to 1	500 to 1	50 to 1	500 to 1
Straight flush	40 to 1	50 to 1	40 to 1	50 to 1	40 to 1	50 to 1	40 to 1	50 to 1
Four of a kind	30 to 1	10 to 1	30 to 1	10 to 1	30 to 1	10 to 1	20 to 1	10 to 1
Full house	9 to 1	3 to 1	8 to 1	3 to 1	8 to 1	3 to 1	7 to 1	3 to 1
Flush	7 to 1	3 to 2	6 to 1	3 to 2	7 to 1	3 to 2	6 to 1	3 to 2
Straight	4 to 1	1 to 1	5 to 1	1 to 1	4 to 1	1 to 1	5 to 1	1 to 1
Three of a kind	3 to 1		3 to 1		3 to 1		3 to 1	
	0.90%	0.84% *	1.90%	0.84% *	3.50%	0.84% *	6.18%	0.84% *

	UTH-05 (WA card rooms)		UTH-06 (WA card rooms)		UTH-07 (WA card rooms)		UTH-08 (WA card rooms)	
Hand	Trips Bonus	Blind	Trips Bonus	Blind	Trips Bonus	Blind	Trips Bonus	Blind
Royal flush	50 to 1	1 to 1	50 to 1	1 to 1	500 to 1	1 to 1	500 to 1	1 to 1
Straight flush	40 to 1	1 to 1	40 to 1	1 to 1	100 to 1	1 to 1	100 to 1	1 to 1
Four of a kind	30 to 1	1 to 1	30 to 1	1 to 1	50 to 1	1 to 1	40 to 1	1 to 1
Full house	8 to 1	1 to 1	8 to 1	1 to 1	7 to 1	1 to 1	7 to 1	1 to 1
Flush	6 to 1	1 to 1	7 to 1	1 to 1	6 to 1	1 to 1	6 to 1	1 to 1
Straight	5 to 1	1 to 1	4 to 1	1 to 1	4 to 1	1 to 1	4 to 1	1 to 1
Three of a kind	3 to 1	1 to 1	3 to 1	1 to 1	3 to 1	1 to 1	3 to 1	1 to 1
	1.90%	0.84% *	3.50%	0.84% *	2.63%	0.84% *	4.31%	0.84% *

Quapaw Tribal Gaming Agency



Date Received	9/22/11
Comments	
Reviewed By	Bm 9/22/11 JB 9/22/11 ML 9/29/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Weapons Training and Control</i> <i>Policy #7400.10.02</i>	Department: Security	Submission Date: 9/15/2011
Narrative Description: To establish a policy and procedures for the issuance and carrying of firearms. This is a revision to version #7400.10.01. The only change was the type of Taser used by the Security Department. The type changed from X3 to X2.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 01 2011

DCR Compliance Authorization

Signature: Stephanie Batta 2551

Date: 9/13/11

Department Director Authorization

Signature: [Signature] 622

Date: 9/13/11

General Manager Authorization

Signature: [Signature]

Date: 9/22/11

QTGA Authorization

Signature: Barbara Alluri

Date: 9/29/11

Weapons Training and Control	Policy No: 7400.10.02	Issue Date: 9/29/2011
PURPOSE: To establish a policy and procedures for the issuance and carrying of firearms.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/11/2011
Compliance Review	5/9/2011
QTGA Submission	5/11/2011
Compliance Review	7/14/2011
QTGA Submission	7/15/2011
QTGA Final Approval	8/11/2011
GM Approval	7/21/2011
DDA Final Approval	8/31/2011
Revision to #7400.10.01	9/13/2011
QTGA Submission	9/15/2011
GM Approval	9/22/2011
QTGA Approval	9/29/2011
DDA Approval	11/1/2011

POLICY

In the interest of public safety and protection of assets, the Security Department sets high standards of performance for its Team Members who use weapons. The Security Department's policy ensures these Team Members are properly trained not only in the use of appropriate weapons and the circumstances of their use, but also in their safety and maintenance. Security Managers and Supervisors shall rigorously enforce departmental weapons standards.

Firearms qualification is a combination of skill and discretion; when to shoot is perhaps a more important question than how to shoot. Security Officers shall frequently review the Use of Force Policy (Policy #7400.11).

PROCEDURES

ISSUANCE AND CARRYING OF WEAPONS

1. The Director of Security shall issue departmental weapons to authorized Security Officers.
2. The Director of Security shall maintain a record of the weapons, including serial numbers, issued to Security Officers.
3. Security Officers issued handguns and or Tasers shall be assigned to duties inside the inhabitable structures of Downstream Casino Resort (DCR), they shall not be assigned to parking lot patrol.

4. Security Officers shall not carry assigned handguns or Tasers while working extra details such as outdoor concert events. Security Officers shall be armed at all times if working any event which is held inside the casino, hotel or pavilion.
5. Armed Security Officers shall not be assigned to duties that will restrict their ability to respond to emergency situations where deadly force may be necessary.
6. Departmental weapons which become unserviceable or are no longer needed shall be returned to the Director of Security. The Director of Security shall maintain a record of such weapons, which will include the method of disposal, if applicable.
7. While on duty, authorized Security Officers shall carry the holstered department issued firearm with which they have qualified at the range.
8. Security Officers may only carry leather holsters and magazine pouches which have been approved by the Director of Security. The holster must be able to effectively secure the weapon. Security Officers must carry a minimum of two additional magazines on their duty belt.
9. Security Officers shall carry fully-loaded handguns while on duty. Security Officers shall carry three fully loaded magazines for a total of 46 rounds. The required minimum number of rounds/magazines includes those in the firearm.
10. A Security Officer shall never brandish a firearm or remove a firearm from its holster other than in the proper performance of duty.
11. While at DCR, all firearms needing to be cleared of ammunition for any reason will be cleared in the bullet trap or a designated safe location. The proper procedure for using the bullet trap is:
 - a. Remove magazine from weapon;
 - b. Insert the muzzle of the weapon approximately two inches into the top of the trap;
 - c. Cycle action on the weapon at least twice to remove round from chamber; and
 - d. Visually check chamber, leave action open.
12. While at DCR, all firearms shall be loaded in the following manner:
 - a. Insert magazine into weapon
 - b. Insert muzzle of weapon into the bullet trap and cycle action

AUTHORIZED WEAPONS

1. The only weapons Security Officers are authorized to carry or use while on duty shall be department owned weapons.
2. Handguns: Officers will be authorized to carry only one firearm. The authorized department issued service weapon is the Glock, model 22.
3. Shotguns: The authorized service shotgun of the department shall be a 12 gauge, 870 Remington pump.
4. Tasers: The X2 Taser will be the only Taser utilized by the Security Department.

AMMUNITION SPECIFICATIONS

1. Handgun ammunition:
 - a. .40 caliber; Speer Gold Dot 165gr. GDHP (issued)
2. Shotgun ammunition:
 - a. 00 buckshot; 2 ¾ or 3" Federal (issued)
 - b. Rifled slug; 2 ¾ or 3" Federal (issued)

SECURITY OF WEAPONS

1. As a matter of department policy all issued weapons shall be stored in a lockable cabinet supplied by the Security Department and housed within the secured areas of the department.
2. Each day prior to going on duty the assigned officers shall check out their assigned weapon from the cabinet.
3. The keys to the weapons cabinet shall be stored in the key box located in the Security dispatch area and may only be checked out to security supervisors and above for access to the cabinet.
4. No one except the Director of Security or persons authorized by the Director shall open the weapons storage cabinet for reasons other than checking out or checking in weapons, or for retrieval of privately owned weapons found on property and stored in the cabinet for safekeeping until their owner is located, or weapons stored as evidence until turned over to law enforcement.
5. If it becomes necessary for a weapon to leave property for qualifications, repair, etc., authorization must be given by the Director of Security.

6. Any time a Security Officer transports a department assigned weapon in a personally-owned vehicle, the weapon shall not be left unsecured, in plain view in the passenger compartment of the vehicle, for any length of time, at any location when the Security Officer is not in the vehicle. If available, the weapon shall be locked in the trunk. A Security Officer shall not leave the weapon in a vehicle.
7. Security Officers are responsible for the care, cleaning, and maximum security of departmental weapons issued to them. Security Officers shall report any weapon malfunction to the Director of Security. Every authorized Security Officer is issued a "life-jacket" or other disabling device for their handgun or long-gun and they are expected to use them.

MODIFICATION OF WEAPONS

1. Departmental weapons and ammunition shall not be modified or altered without the approval of the Director of Security
2. No substitution of the firearm's grips is permitted without the approval of the Director of Security.

FIREARMS INSPECTIONS

1. Firearms inspections shall include sidearms, shotguns, magazine holders, and holsters, inspections shall occur at least monthly.
2. Ammunition shall be inspected to ensure that it is of departmental issue, of correct quantity, and in serviceable condition at least monthly. Firearms shall be loaded with department-approved ammunition, which shall not be modified in any way.
3. Upon completion of inspections, the Inspecting Officer shall forward a memorandum to the Director of Security that documents the following information:
 - a. The date the inspection was held.
 - b. The name of each Security Officer inspected.
 - c. The findings of the inspection.
4. Security Officers shall present their firearms to the Inspecting Officer at any time without notice for inspection and examination for defects and malfunction.
5. Any weapon found to be unsafe during inspection, or at any time, will be immediately removed from service pending repair by a department armorer, outside armorer, or the manufacturer.

- a. When an issued weapon is taken out of service, a replacement will be provided by the Director of Security of the same make and model.
- b. The Security Officer will be required to qualify with any replacement weapon prior to use.

WEAPONS QUALIFICATION AND TRAINING

1. The Range Officer or Rangemaster shall be in charge at all times when Security Officers are on the firing range for qualification.
2. All Security Officers, prior to carrying any firearm on duty must qualify at least once on a Council on Law Enforcement Education and Training (C.L.E.E.T.) certified course, with a C.L.E.E.T. certified firearms instructor, thereafter Officers will qualify a minimum of once per year using the same standards, and attend at least one training session authorized by the Director of Security. With the exception of the shotgun which shall require one qualification annually.
3. All qualifications must meet the standard set forth by C.L.E.E.T. as the minimum for each particular weapon type used.
4. Failure to meet the set standard shall result in remedial firearms instruction, if after remedial training the Officer fails to meet the necessary standards they shall be removed from the firearms program and returned to an unarmed status within the Security Department.
5. Officers assigned Tasers shall be instructed on the proper use and care of the Taser by a certified Taser instructor prior to carrying on duty.
6. Only weapons and ammunition issued by the Security Department shall be used during qualifications.
7. No smoking, drinking, eating, or chewing tobacco shall be permitted in the firing lanes.
8. Security Officers waiting to shoot shall remain outside the immediate firing area.
9. Persons who are not participating officers shall not be allowed near the shooting area than the parking lot, except with the approval of the Range Officer or Rangemaster.
10. Strict discipline must be maintained by the Range Officer and by the Security Officers receiving the training. Team Members attending firearms training will be attentive and cooperative in class and on the firing range. Horseplay shall not be permitted. Anyone engaged in horseplay shall be asked to leave the range.
11. The Rangemaster or Range Officer shall inspect all weapons before firing to:
 - a. Ascertain that weapons are safe; and

- b. Ensure that weapons are properly maintained.
12. Every Security Officer shall fire the regular firearms course approved by Oklahoma C.L.E.E.T., and shall pass using the prescribed state standards.
 13. Security Officers shall be permitted two opportunities to qualify. Security Officers who fail to qualify shall be placed in remedial training as soon as practicable and shall be removed from armed duties until the standards expressed herein are met. Security Officers who cannot qualify within fifteen days, or as time and duty permits, of the original qualification shall be subject to removal from armed duty.
 14. The Range Officer will be in charge of the firearms training.
 15. All Security Officers, including superior Officers, will follow the Range Officer's commands concerning range operations and procedures. The Range Officer will report to the Director of Security any problems he/she might encounter as a result of this policy provision.
 16. Before going to the shooting line, each Security Officer shall wear approved protection for eyes and ears.
 17. All weapons and ammunition pouches and magazines shall be emptied within the firing range upon command and under supervision of the firearms instructor or Rangemaster. The instructor or Rangemaster shall instruct all shooters on range safety procedures before the qualification takes place.
 18. Once weapons have been emptied, they shall remain in holsters until Security Officers have taken positions on the firing line and the firearms instructor has given permission to "dry fire" or "load with ammunition."
 19. Once a shooting phase has begun, weapons shall be kept pointed down range, and officers shall remain facing their targets. An officer shall raise his hands to draw the instructor's attention if he or she misunderstands a command.
 20. At no time shall anyone go beyond the firing line until it is safe, and then only when the Range Officer or Rangemaster gives the command.
 21. Keep the trigger finger out of the trigger guard and away from the trigger until the weapon is pointed down range.
 22. When picking up a firearm, open the action and check to see if it is loaded. Check the weapon a second time to assure that it is safe. Always unload a weapon before laying it down or handing it off for someone else to use.

23. Any time a weapon is cleared of ammunition on the range, it will be done so while the Security Officer is on the firing line, with the weapon pointed down range. While at DCR, all weapons needing to be cleared for any reason will be cleared in the clearing trap, or a safe location. The proper procedure for using the clearing trap is; remove magazine from weapon, insert the muzzle of the weapon approximately one inch into the top of the clearing trap, cycle action on the weapon at least twice to remove round from chamber, leave action open. To load a weapon; insert magazine, insert into clearing trap, cycle action, holster or properly store weapon.
24. Every officer must pass a shotgun qualification course approved by the Oklahoma C.L.E.E.T. before carrying a department-issued shotgun.
25. The ammunition chamber shall be left open and the safety on until instructed by the firearms instructor or Rangemaster to load or check the weapon.
26. Shotguns shall not be handled except on the command of the firearms instructor or Rangemaster.
27. Documentation shall be made of all qualifications, training sessions, and inspections on Officers and firearms. The documentation shall include the date, time, weather conditions, weapon used, and other information pertinent to said actions.

CLASSROOM INSTRUCTION

1. All Security Officers shall, if duties require carrying firearms, receive classroom familiarization, or show proof of firearms training, with their firearms before obtaining permission from the firearms instructor to enter the firing range. Classroom training shall follow the prescribed course set by the State of Oklahoma and the C.L.E.E.T.
2. In addition to the range qualifying sessions, the Director of Security shall schedule one-training/practice session during the year for all authorized Security Officers.

December 2010 Newsletter List

Avg ADT Range	Total Patrons	Offer Each Week (4 weeks)	Hotel Offers (Valid December 1, thru December 31, 2010)	Offer Codes
\$1,000+	83	\$50	Free - Sun to Sat	"Downstream 1"
500-999.99	482	\$25	Free - Sun to Sat	"Downstream 2"
300-499.99	1260	\$20	Free - Sun to Sat	"Downstream 3"
200-299.99	2325	\$15	Free - Sun to Sat	"Quapaw"
100-199.99	9013	\$10	Free: Sun - Thurs; \$59 Fri - Sat	"LUCKY"
50-99.99	16996	\$5	Free: Sun - Thurs; \$69 Fri - Sat	"WINNER"
29.63-49.99	16765	\$5	Free: Sun-Wed; \$79 Thurs	"JACKPOT 1"
25-29.63	5582	\$5	None	"JACKPOT 2"
Totals	52506			

November 2011 Newsletter Offer Matrix

Avg ADT Range	Total Patrons	Offer Each Week (Valid 10/31/11 - 11/27/11)	Hotel Offers (Valid 11/1/11-11/30/11)	Offer Codes
\$1,000+	84	\$50	Free - Sun to Sat	"Downstream 1"
500-999.99	513	\$25	Free - Sun to Sat	"Downstream 2"
300-499.99	1333	\$20	Free - Sun to Sat	"Downstream 3"
200-299.99	2300	\$15	Free - Sun to Sat	"Quapaw"
100-199.99	9001	\$10	Free - Sun to Thurs; \$69 Fri/Sat	"LUCKY"
75-99.99	5816	\$5	Free - Sun to Thurs; \$79 Fri/Sat	"WINNER 1"
50-74.99	10070	\$5	Free - Sun to Thurs; \$79 Fri/Sat	"WINNER 2"
37.50-49.99	8462	\$5	Free - Sun to Wed	"JACKPOT 1"
25-37.49	12392	\$5	Free - Mon to Wed	"JACKPOT 2"
Totals	49971			

December 2010 Newsletter List

Avg ADT Range	Total Patrons	Offer Each Week (4 weeks)	Hotel Offers (Valid December 1, thru December 31, 2010)	Offer Codes
\$1,000+	83	\$50	Free - Sun to Sat	"Downstream 1"
500-999.99	482	\$25	Free - Sun to Sat	"Downstream 2"
300-499.99	1260	\$20	Free - Sun to Sat	"Downstream 3"
200-299.99	2325	\$15	Free - Sun to Sat	"Quapaw"
100-199.99	9013	\$10	Free: Sun - Thurs; \$59 Fri - Sat	"LUCKY"
50-99.99	16996	\$5	Free: Sun - Thurs; \$69 Fri - Sat	"WINNER"
29.63-49.99	16765	\$5	Free: Sun-Wed; \$79 Thurs	"JACKPOT 1"
25-29.63	5582	\$5	None	"JACKPOT 2"
Totals	52506			

December 2011 Newsletter Offer Matrix

Avg ADT Range	Total Patrons	Offer Each Week (Valid 11/28/11 - 12/25/11)	Hotel Offers (Valid 12/1/11-12/30/11)	Offer Codes
\$1,000+	84	\$50	Free - Sun to Sat	"Downstream 1"
500-999.99	513	\$25	Free - Sun to Sat	"Downstream 2"
300-499.99	1333	\$20	Free - Sun to Sat	"Downstream 3"
200-299.99	2300	\$15	Free - Sun to Sat	"Quapaw"
100-199.99	9001	\$10	Free - Sun to Thurs; \$69 Fri/Sat	"LUCKY"
75-99.99	5816	\$5	Free - Sun to Thurs; December 1 - 22 \$79 Fri/Sat	"WINNER 1"
50-74.99	10070	\$5	Free - Sun to Thurs; December 1 - 22 \$79 Fri/Sat	"WINNER 2"
37.50-49.99	8462	\$5	Free - Sun to Wed December 4 - 21	"JACKPOT 1"
25-37.49	12392	\$5	Free - Mon to Wed December 5 - 21	"JACKPOT 2"
Totals	49971			