



MGM Resorts International (the “Company”) complies with the American Gaming Association’s (“AGA”) Responsible Gaming Code of Conduct (the “Code”) as well as regulations issued by the following regulatory agencies (each, a “Regulator,” and collectively, the “Regulators”):

- Maryland Lottery & Gaming Control Agency;
- Massachusetts Gaming Commission;
- Michigan Gaming Control Board;
- Mississippi Gaming Commission;
- Nevada Gaming Control Board;
- New Jersey Division of Gaming Enforcement;
- New York State Gaming Commission; and
- Ohio Casino Control Commission.

For the purposes of this document, all references to “casino gambling,” “gambling,” “gaming activity” or “casino games” includes sports betting.

Our pledge to our employees, our patrons, and the communities where we operate is to make responsible gaming an integral part of our daily operations. The AGA’s Code addresses employee assistance and training, alcohol service, casino games in person and online, advertising and marketing of casino gambling, underage gambling, and unattended minors in casinos. The Company’s responsible gaming platform, GameSense®, furthers the Company’s commitment to expanding responsible gambling awareness.

## **APPLICABILITY**

These Responsible Gaming Best Practices (“Best Practices”) apply to all properties operated by MGM Resorts International; however, the Company understands that local conditions may warrant certain variations to the Best Practices. In the event of any inconsistencies between these Best Practices and a jurisdiction-specific version of the Company’s Responsible Gaming Program submitted to a Regulator, the provisions of such Responsible Gaming Program will govern in the jurisdiction where submitted.

## **BEST PRACTICE GUIDELINES**

### ***Responsible Gaming Communications***

- The GameSense touchscreen (located near the MGM Rewards Desk) will be displayed at all times without obstruction from marketing signage, receptacles, stanchions, tournament sign-up kiosks, or any other item that may hinder guests’ ability to see and use the touchscreen.
- Responsible Gaming brochures (e.g., GameSense or other Company approved responsible gaming collateral) and Problem Gambling brochures (e.g., Problem Gambling Information and Resources brochure or other Company approved problem gambling collateral) will be displayed at the Casino Cage, MGM Rewards Desk, and cash access/ticket redemption kiosks, and will be made available upon request at table games pit podiums.



- The Responsible Gaming and Problem Gambling brochures include the toll-free helpline number to the appropriate organization, based on the jurisdiction in which the property operates:

State	Problem Gambling Council	Toll-Free Helpline
Nevada	Nevada Council on Problem Gambling	1-800-GAMBLER
Maryland	Maryland Alliance for Responsible Gambling	1-800-GAMBLER
Massachusetts	Massachusetts Council on Gaming and Health	1-800-327-5050
Michigan	Michigan Department of Health and Human Services	1-800-270-7117
Mississippi	Mississippi Council on Problem and Compulsive Gambling	1-800-GAMBLER
New Jersey	Council on Compulsive Gambling of New Jersey	1-800-GAMBLER
New York	Office of Addiction Services and Supports	1-877-8-HOPENY
Ohio	Ohio for Responsible Gambling	1-800-589-9966

- The Problem Gambling brochure includes the nature and symptoms of problem gambling.
- House Advantage brochures (e.g., A Guide to Understanding the Odds, or other company approved collateral) will be displayed at the main cage and MGM Rewards Desk, and will be made available upon request at change/satellite booths and table games pit podiums.
- GameSense signage or other suitable responsible gaming display bearing the appropriate toll-free helpline will be posted at a visible place where employees congregate to include employee dining rooms, near employee entrances, break areas, and information stations. Alternatively, signage will be posted, or a message displayed on TV monitors, at those locations informing employees where such brochures can be obtained.
- Problem Gambling brochures will be made available at the employee services centers.
- Gaming-related websites will include information describing responsible gaming, policies and practices related to responsible gaming, and where to find assistance.
- The Company maintains a [Self-Limit Program Policy](#) and Procedures that allow patrons to request in writing the revocation of their privileges for specific services (e.g., casino-issued markers, player club/card privileges, on-site check-cashing, complimentaries and gambling promotions).
- The Company will make reasonable efforts (i.e., flagging a patron’s MGM Rewards account) to honor a patron’s written request to be self-limited from gaming activities. The Company reserves the right to exclude a patron from gaming without a request from the patron.
- Newly hired employees will receive training on GameSense and the Company’s Responsible Gaming Program during New Hire Orientation. This training will highlight the difference between responsible gaming and problem gambling as well as the nature and symptoms of problem gambling.
- Gaming employees will be trained on responsible gaming and provided periodic refresher training that highlights the differences between responsible gaming and problem gambling. Periodic refresher training will be provided via department pre-shift meetings, Responsible Gaming Education Month, and/or position-specific online training modules.



### ***Underage Gambling and Unattended Minors in Casinos***

- The Company will make diligent efforts to prevent underage individuals from participating in any gambling, loitering in the gaming area of a casino, or from gaining access to mobile or in-room gambling opportunities. Policies and procedures specifically related to underage gambling are addressed in the Company's Underage Gaming Policy.
- Properties should post notices stating the legal age to gamble at all casino entrances.
- Where reasonable, any gambling related messaging (online or print) should include a notice of the legal age to gamble.
- If a minor appears to be unsupervised or in violation of local curfews and other laws, casino staff should contact security personnel, and security personnel should make reasonable efforts to locate a parent or other responsible third party (e.g., police department) to take custody.
- Annual training is provided to relevant employees related to underage gambling, age verification, handing situations involving unattended minors, and the purchase and consumption of alcohol and tobacco by minors.

### ***Responsible Service of Alcoholic Beverages***

- The Company maintains a separate responsible beverage service policy that includes, at a minimum, that employees are prohibited from (1) knowingly serving alcoholic beverages to a minor; (2) knowingly serving alcoholic beverages to a visibly intoxicated patron; and (3) knowingly permitting a visibly intoxicated patron to gamble.
- Employees in relevant positions will be trained in the Responsible Service of Alcohol Policy at the time of hire and will receive periodic refresher training annually.

### ***Responsible Advertising***

These requirements establish specific directives and specific prohibitions on advertising and marketing content. For the purpose of these Best Practices, advertising and marketing includes radio, television and print ads, direct mail, social media, billboards and internet promotions.

#### Casino gambling advertising and marketing will:

- Contain a responsible gaming message and/or a toll-free helpline number where practical.
- Reflect generally accepted contemporary standards of good taste.
- Comply with all state and federal standards to make no false or misleading claims or create a suggestion that the probabilities of winning or losing at the various games offered, or by betting on sports contests, are different than those actually experienced.

#### Casino gambling advertising and marketing materials will **NOT**:

- Contain images, symbols, celebrity/entertainer endorsements and/or language designed to appeal specifically to children and minors, such as cartoon figures.



- Be placed in media specifically oriented to children and/or minors, or where most of the audience is reasonably expected to be below the legal age to participate in gambling activity.
- Feature anyone who is or appears to be below the legal age to participate in gambling activity or imply that underage persons engage in casino gambling.
- Feature current collegiate athletes.
- Depart from contemporary standards of good taste that apply to all commercial messaging as suits the context of the message or the medium utilized.
- Be placed with such intensity and frequency that they represent saturation of that medium or become excessive.
- Contain claims or representations that gambling activity will guarantee an individual's social, financial or personal success.
- Imply or suggest any illegal activity of any kind.

#### ***Research, Oversight, and Review***

- The Company is committed to funding research for the International Center for Responsible Gaming (ICRG); to use this research to identify and follow best practices to promote responsible gaming; to engage in dialogue concerning scientific research on gaming and health; and to educate patrons, employees, policymakers, and regulators.
- The Company's Internal Audit Department conducts annual audits at each property to evaluate compliance with these Best Practices.