

2018 WSOP
DEPARTMENTAL
POLICIES AND PROCEDURES





The following documents included in the WSOP departmental policies and procedures are supplemental documents that supersede policies referenced in the Rio Team Member handbook. All WSOP team members have access to viewing the Rio Team Member Handbook online via the company Intranet site or visit the HR office to receive a hard copy.

LINK TO INTRANET SITE

http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf



UNIFORM ISSUE

Employee #: 800_____

Date: / /2018

Employee Name: _____

Department: WORLD SERIES OF POKER

Position: Dealer Chip Runner

UNIFORMS ISSUED				
Description	Size	Fit	Qty:	Replacement cost per item
VEST	3XL 2XL XL L M S XS	M F	1	\$100
POLO	3XL 2XL XL L M S XS	M F	2	\$20

Employee Signature: _____

Verified By: _____

*By signing this form I understand that the Uniforms that I receive must be returned to the Rio Uniform Department upon termination of my employment. I understand that if I fail to do so, I will be charged the cost of replacement.

You've Made a Great Decision to Join Our Team

On behalf of the Rio Management Team, Caesars Interactive Entertainment and the World Series of Poker (WSOP) team, I am very pleased to welcome you to our company.

The World Series of Poker is considered to be the richest sporting event in the world and the most preeminent poker series on the planet. Each year players from more than 111 different countries transcend upon Las Vegas to compete for gold bracelets and life changing money. In 2017, 120,995 entrants participated in bracelet events and over \$231 million in prize money was awarded.

Enormous volume leads to high expectations. Long days and fluctuating bankrolls tend to wear on even the game's best players. Some win and some lose, but in the end our job is to provide players with the best possible experience. Being friendly and helpful goes a long way towards reaching that goal. You have all been hired as the best of the best in your respective roles. Working together as a team and seeking assistance from others when you are unsure of the answer will be one of the keys to your success at the WSOP and with our company. We are all a part of the customers' journey. Let's go out there and show them everything we have to offer. Pay attention, help one another, embrace the next seven weeks, and most importantly, have fun!

As we enter the 49th Annual World Series of Poker, I would like to wish you much success and an enjoyable summer. I look forward to working with all of you.

Sincerely,

Jack Effel

Vice President, International Poker Operations
World Series of Poker Tournament Director

SERVICE STANDARDS

Purpose: Exceed expectations through operational excellence.

Guest Interactions

The foundation of our service culture is based on team members acknowledging and greeting guests and each other. This is known as the **Everybody Greet Everybody (EGE)**.

1. **EGE:** Team members are required to acknowledge guests and fellow team members within 10' and initiate a friendly verbal greeting within 5'.

The EGE applies:

- a. When a guest or fellow team member makes eye contact with you.
 - b. When others are not already engaged in conversation with another person or concentrating on a gaming experience.
 - c. Not only at your workstation but also everywhere on property.
2. Initiate (offer first) the friendly greeting using "welcome", "good" (as in "good afternoon"), "hello" or "hi". Do not use "hey" or "how" as they are not greetings.
 3. Smile and make eye contact throughout the interaction.
 4. Demonstrate an upbeat and positive attitude as evidenced by your energy, enthusiasm, tone and facial expressions and gestures.
 5. Learn and use guests' names and introduce yourself.
 6. Check for satisfaction frequently.
 7. Bid farewell by expressing appreciation for the business and extending a positive parting remark.
 8. Know the property including locations, hours of operation, prices, offers and events.
 9. Always communicate accurate information. If you do not know the answer to a guests' question, maintain ownership until another team member can assist.
 10. Indicate directions with an open hand (no pointing) and, if time and circumstances permit, offer to escort the guest all or part of the way to the destination.
 11. Do not use slang or jargon.
 12. Avoid distractions and do not distract fellow team members.
 13. Apologize when mistakes occur and focus on resolutions; not explanations.
 14. Know, explain and promote Total Rewards. Encourage new card signups and thank cardholders for their loyalty.

SERVICE STANDARDS

Purpose: Exceed expectations through operational excellence

Teamwork and Values

1. Treat guests, co-workers and your work area like you own the business.
2. Be optimistic and speak positively when within earshot of any guests.
3. Provide feedback and suggestions to improve the business.
4. Do not use personal communication devices in public areas.
5. When walking through the casino, be receptive to eye contact and follow the EGE. Actively assist guests who appear to be in need of help.

Truly Great Service: Delivering It

Your number one responsibility as a Rio WSOP team member is to provide **truly great service** to our guests who come here to gamble, eat, “get away from it all” and have fun. While we can’t guarantee they will win, we can promise to create a great experience. You were hired because the Rio thinks you can do that. Players have told us clearly that they expect:

Spotlight on Service

1. Welcome
Initiate conversation with a friendly (smile and eye contact) verbal greeting.
2. Upbeat and Positive Attitude
Enthusiastic and energetic: uses tone (volume and inflection), facial expressions (smiles and eye contact) and gestures to convey positive energy.
3. Delight the Guest
Delivers service needed and chooses one or more of the following to exceed expectations:
Learns or uses guest name and/or introduces self.
Proactively offers additional products and services (amenities, gaming products, restaurants, entertainment, promotions or Total Rewards benefits).
Builds relationship by initiating genuine conversation (asks open-ended questions or makes statements that encourage a two-way conversation beyond transaction or service needs).
4. Farewell
Expresses friendly (smile and eye contact) appreciation for the business and extends a positive parting remark (“Good Luck” or “Have a Nice Day”).

Handling Difficult Situations: H.E.A.T.

- H- Helpful Environment! Hear the guest.
- E- Empathize with the guest. Show them that you care!
- A- Acknowledge the service breakdown and then Apologize!
- T- Take Ownership, by finding and delivering a solution!

DEPARTMENT POLICIES

Appearance Standards for Uniformed WSOP team members:

Team members must report to work each day in a clean, spotless and wrinkle-free uniform. Uniform includes company issued WSOP swipe badge on lanyard and WSOP Name tag. Team members reporting to work without any of these items will not be in compliance with the Uniform policy and will be sent home. Team Members are to maintain the uniform in good repair at all times and are not to make alterations to the issued uniform. Team Members may not deviate from the established uniform dress code. Replacement parts/garments are available at cost. Team Members may not wear their uniform or any piece of the uniform outside the casino as personal clothing or allow anyone else to wear the uniform. When team members are exiting the property in uniform, they must continue to wear every component of the uniform properly while on company premises.

Attendance:

For WSOP employees, the Attendance policy in the employee handbook modified as specifically stated below, and this information supersedes the employee handbook: The Attendance policy is based on a 5-point system. Points are accumulated when a team member is late and/or absent from work. An accumulation of five (5) points total during the WSOP event from May 29 to July 17, 2018 will result in Separation of Employment.

Absences: An absence is defined as missing a full shift or leaving a shift prior to completing an 8 hour shift. An absence will be recorded as 1 point.

Tardy: Reporting late to work, and/or your work station, including returns from breaks or lunch, without prior approval. A tardy will be recorded as a ½ point.

Failure to report to work without just cause (No Call/No Show): Not calling in or reporting in for an assigned shift before 50% of the shift elapses will be recorded as 5 points, which will result in separation of employment.

Mandatory Meetings/Training: Missing a mandatory meeting/training will recorded as 1 point. Reporting to mandatory meetings/training late will be recorded as a 1/2 point.

Team members who are late and/or absent from work must follow proper call-in procedures

Call-In Procedures: It is your responsibility to notify your supervisor at least two (2) hours prior to the start of your shift if you are going to be late or absent. To call-in for your shift, dial 702-777-6785 to speak with the supervisor on duty. If there is no answer, you **MUST** leave a voicemail message. Failure to follow the department's call-in procedures will result in progressive discipline, up to termination.

Written notification to Team Members should be issued at (1) point Written Warning, (3) points Final Written Warning, (5) points Separation of Employment.

Except as expressly stated above, all other provisions of the Attendance policy apply, including but not limited to, that Team Members do not accumulate points for absences, tardies, early departures, or failing to follow call-in procedures if the underlying reason is legally protected.

Variance and Policy and Procedure:

WSOP Staff Cash Variance

There are generally three (3) steps of progressive discipline

1. Written Warning
2. Final Written Warning
3. Termination

Dealer Rack Variance

There are generally four (4) steps of progressive discipline

1. Informational Entry
2. Written Warning
3. Final Written Warning
4. Termination

Policy/Performance

There are generally two (2) steps of progressive discipline:

1. Final Written Warning
2. Termination

As stated in the disciplinary policy in the Employee Handbook, there may be situations where violation of more than one Conduct Standard in a single act will result in increased or multiple disciplinary steps up to and including immediate separation of employment. In addition, some misconduct or performance issues may be so severe that WSOP may issue a Final Written Warning or Separation of Employment upon the first offense without prior progressive discipline. In all instances, the Company reserves the right to determine appropriate disciplinary actions and skipping of steps of progressive discipline to its sole discretion.

DEPARTMENT POLICIES

Parking:

The Rio provides free, convenient parking for team members. **WSOP team members are not allowed to leave the property during their shift.** (See WSOP Parking for map).

All WSOP team members **must use the lower Pavilion Lot** – North side. (Twain & Rio Drive, Northeast lot). Team members who are dropped off or picked up from work need to use the Team member entrance from the team member parking lot off of Twain Ave. and Rio Drive.

Handicapped parking is available in the team member lot for team members with a handicapped placard issued by a State DMV.



Guest Parking:

To accommodate the increase in guests to the Pavilion area for The World Series of Poker, a temporary Valet has been created near the team member entrance, off the Pavilion Parking Lot on the East side of the Pavilion Convention Center. (Please note this is not a designated parking area for WSOP team members)

DEPARTMENT POLICIES

Tips and Tip Reporting: Tipping team members is customary in the service industry, particularly for bell persons, dealers, slot attendants, food and beverage, and valet parking personnel. In accordance with the style and professionalism of the Rio, team members are expected to provide all services without indicating, in any way, that a gratuity is expected or that a gratuity received (or not received) is insufficient. Team members are also expected to express sincere gratitude for tips offered. Policies regarding acceptance, pooling and/or distribution of tips are determined by each department. Team members are responsible for adhering to policies established by their specific department regarding tip distribution. Team members who receive tips are required to comply with tax laws and to report such tips as income.

Tokes: All tournament or tournament related tokes, e.g. Mega Satellite tokes received by a Staff Member or Dealer are to be turned in for deposit into a toke box. As a Dealer, tokes received while dealing live action games or single table satellites are personal and may be deposited into a fanny pack at the appropriate time. All tournament related tokes received by a dealer should be given to a staff member. As a Staff Member, all tokes received are to be placed into a toke box located in each of the WSOP cage areas. Tokes should be transported to the toke box in an open hand; not placed into pocket or purse.

Dining while on duty: WSOP team members will be allowed to use the Rio team members' dining room or take their break or lunch in the WSOP team members break room located next to the Amazon room in the service corridor. The WSOP break room will have water coolers, refrigerators for your convenience. WSOP team members are allowed to purchase food and beverages from the Poker Kitchen but are **NOT** allowed to eat it there, as this facility is set up for player/guests of the hotel.

DEPARTMENT POLICIES

Things you need:

- **Alcohol Awareness Certification Card:** If your position requires you to serve alcoholic beverages or to authorize complimentary alcoholic beverages, you will need to obtain an alcohol awareness certification card. In addition to those who serve and authorize complimentary beverages, all valet attendants and Security personnel must also possess this certification due to the nature of their positions.
- **Gaming License:** Issued by the Nevada Gaming Control Board, a gaming license must be obtained for some positions at the Rio. Your job title and duties determine if you need a license. It is a condition of your employment at the Rio to obtain, maintain and renew the appropriate license. If it is required and a team member fails to obtain or renew the required license per the Nevada Gaming Control Board, the Rio has no alternative under state law but to separate the person's employment.
- **ID Badge:** An Identification Badge is **required** for clocking in and out, entry into the Rio's team member dining room, and picking up paychecks. It is the only identification accepted when registering for company events, claiming company gifts and making purchases at the Company Store.
- **Nametags:** You are issued a nametag, which **must** be worn on the top left side of your uniform or work attire whenever you are working.
- **Replacement of Identification:** If an Identification Badge is lost, the team member must complete an Identification Replacement Request Form to obtain a replacement. This form can be obtained from Human Resources. There is a charge to replace an ID Badge.
 - o If you lose your nametag, you need to notify your supervisor and obtain a replacement. Replacement nametags may be obtained from the Uniform room. There is a \$7.00 charge to replace a nametag.
- **Uniforms:** For positions that require a uniform, team members must return their assigned uniforms upon termination. Failure to return a vest at the end of employment will result in a \$100 uniform fee for each vest. Failure to return polo shirts at the end of employment will result in a \$20 uniform fee for each polo shirt that is not returned.



JOB DUTIES: WSOP POKER DEALER

Each role requires mastery of a set of technical skills and job functions designed to ensure quality service and an efficient, safe, compliant work environment. A full description of job duties is published and available in each department.

1. Introduce yourself upon arrival at the table.
2. Welcome each new player to the table.
3. Provide prompt, accurate and courteous service while maintaining an appropriate pace for the game, enforcing poker rules and dealing in accordance with departmental procedures.
4. Handle financial transactions of the game, maintaining full responsibility of the Table Tray Bank.
5. Collect poker revenue ("the rake") and high hand money from the pot in accordance with departmental raking procedures.
6. Monitor chips, money and customer problems.
7. Keep conversation light and flowing with guests, and suggest other tournaments. EXAMPLE: "Did you see the game last night?", "Have you tried our 7PM tournament?", or "Did you know we spread a \$3-\$6 mix game on Monday nights?"
8. Perform other duties as directed by Poker management.
9. Adhere to established standard operating procedures for all other matters of execution and behavior.

Appearance

1. Team members must be well-groomed, attired in clean, crisp, well-maintained uniforms with proper fitting and overall appearance is in accordance with property guidelines.
2. Nametag in excellent condition and is worn at all times.
3. Staff is alert and approachable, demonstrating good posture. No leaning. Arms and hands are uncrossed and out of pockets.
4. No visible reading material, food or drink in the work area.

In addition to the Service Standards and Department Policies as described above, team members are required to comply with all other department policies and procedures, company and property work rules, requirements described by the Policy and Procedures Guide and all applicable regulatory requirements.

2018 Poker Operations Action Play



Rake Policy for Live

Live Action Dealers

Every day, Dealers are entrusted to protect company funds. It is a dealer's responsibility to provide accurate handling and security of these funds while maintaining superior guest service. Diligence and adherence to established rake-handling procedures would allow you to provide fast, efficient and friendly guest service.

The procedure for collecting the rake will be as follows:

Low Limit:

This rake must be collected progressively and must be done after each betting round as follows:

- 10% - maximum \$5 (\$1 is raked from the pot for every \$10 added to the pot)
- After the first betting round is complete, the Dealer will clear the perimeter of all bets and establish the pot.
- The Dealer will then tap the table, burn, deal the next street of cards and prompt the action.
- While the players are acting on their hands, the Dealer will remove the appropriate amount (in chips) from the pot and place it on the rake slide.
- This procedure is repeated after each betting round until the hand is over and/or the maximum rake has been collected.
- The Dealer should also color-up the chips on the rake slide whenever possible.
- The rake must remain on the rake slide until the completion of the hand.
- If players leave the table, the Dealer will implement a rake reduction based off of the number of active players remaining at the table. When the rake is reduced, the Dealer will place a reduction card next to the gator.
 - The reduction card will be in the table well of each Low Limit live-action game.
 - Reduction cards will be given to the WSOP Surveillance team so Dealers can be observed taking appropriate reduced rakes.

NOTE:

We ARE keeping the “no flop, no drop” procedure in 2018. This means that a dealer will NOT collect a house rake unless the hand progresses to the second round of betting or later. The above mentioned procedure will then be followed.

Time Collection

- When the Floor person makes the announcement for Dealers to collect time:
- The Dealer will collect the appropriate amount from each player at the table BEFORE the next hand is dealt, including from absent players.
- If a player has been designated as a table captain, the Dealer will collect the rake from the table captain prior to dealing the first hand of his/her down.
- The amount to be collected will be stated on the table plaque.
- Once the chips are collected, the Dealer should color them up from the table bank and place them on the rake slide.
- The rake must remain on the rake slide until a time clerk comes and verbally gives the approval to drop

Time Pots

- Players may opt to play with a “time pot”. This means that the player who wins the first hand after the time collection is responsible for paying the rake for the entire table. In the event that the pot does not have enough money to cover the rake, the first pot exceeding the rake amount will be designated as the “time pot”.
- This rake must be collected every 30 minutes during the first hand (pot) of a new dealer’s down or the first pot that covers the amount of time to be collected.
- In the event that the time clerk arrives at the table and no pot has yet to exceed the rake amount, the table will then be forced to pay time immediately. This can be collected from each player or a table captain and then the rake monies can later be returned from the first pot that meets “time pot” requirements.
- The amount to be collected will be stated on the table plaque.
- Once the chips are collected, the Dealer should color them up from the table bank and place them on the rake slide.
- The rake must remain on the rake slide until a time clerk comes and verbally gives the approval to drop.

Disciplinary Action

Dealers who miss collecting the rake will generally be subject to the following progressive discipline:

- 1st offense – Written Warning
- 2nd offense – One Shift Suspension and Final Written Warning
- 3rd offense – Separation of Employment

Glossary of Terms

Rake – An amount (fee) set forth by the house that is collected by a dealer in a live action cash game.



Poker Operations Variance Policy for Live Action Play

Live Action Dealers

Every day, Dealers & Clerks are entrusted to protect company funds. It is a dealer's responsibility to provide accurate handling and security of these funds while maintaining superior guest service. Diligence and adherence to established money-handling procedures would allow you to provide fast, efficient and friendly guest service when handling large sums of currency. Although there is no acceptable level for variances, we recognize that variations do occur when there are so many tasks at hand. Therefore, this variance policy has been developed to ensure that the company's assets are protected; the team members are treated fairly and are rewarded for improved efforts.

Dealers will be responsible for the table tray bank assigned for each down in live action cash games. Dealers will be responsible for making up any table tray bank variances at the end of each dealing down in live action cash games.

- When dealing a new down, it is imperative that you count the table tray bank before the first hand is dealt and notify a floor supervisor immediately if the table tray bank is over or short.
- If your table tray bank is short at the beginning of your down, the variance will be investigated by the supervisor in an effort to understand the nature of the variance. You must notify a supervisor before completing your first hand dealt in order for the previous dealer to be responsible for making up the variance.
- A bright "**RED CUT CARD**" will be available in every table bank. **AFTER** counting the table bank and **finding a variance**, the dealer will place the "**RED CUT CARD**" next to the gator to indicate to surveillance that there is a problem with the table bank. This will allow the dealer to deal the first hand without waiting for the arrival of a floor supervisor. The dealer must still get a supervisor's attention as soon as possible to handle the discrepancy/variance.
- If your table tray bank is over at any time a supervisor will collect monies from the rack, to be dropped into a live action table.
- If your table tray bank is short at the end of your down, the variance may be documented by a supervisor. You will be responsible for making up the variance.
 - If you owe money from a table tray bank shortage, you will be required to pay back the money immediately. In the event that monies are owed and paid back immediately, the Dealer can request a receipt of paid variance from the Floor Staff.

If the Dealer is unable to pay back the variance on the spot, the amount will be logged into the WSOP Dealer Variance Ledger.

- Based on the variance amount or aggregated variance amount for that Dealer, progressive discipline will be issued as described below.
- If the variance/aggregate variance is below \$300, the Dealer can pay back individual variance amounts to the WSOP Cage.
 - If the variance total for that Dealer falls below a threshold mentioned below as a result of paying back a Ledger variance, new progressive discipline will be issued to reflect the updated variance total.

Disciplinary Action

Variance Thresholds:

Informational Entry:	- single variance or aggregate variances: \$1 - \$25
Written Warning	- single variance or aggregate variances: \$26 - \$100
Final Written Warning	- single variance or aggregate variances: \$101 - \$300
Separation of Employment	- single variance or aggregate variances: > \$300

Glossary of Terms

Variance – *The difference between the impressed amount and the actual amount counted in the table tray bank when starting or ending a new dealing down.*



JOB DUTIES: WSOP

CLERK

Each role requires mastery of a set of technical skills and job functions designed to ensure quality service and an efficient, safe, compliant work environment. A full description of job duties is published and available in each department.

1. Upsell games when players signup -- i.e., if a guest signs up for \$1-\$3, ask if they would like a spot on the \$2-\$5 list.
2. Act as the Poker Room Host, greeting and seating guests as they arrive, as well as introducing players to their dealers.
3. Maintain "Games in Progress" signage/boards.
4. Assist with maintaining Poker Room cleanliness.
5. Runners will act as payout escorts for guests who cash in Tournament events. Runners will also help facilitate operations flow in Live-Action and Tournament areas.
6. Follow established standard operating procedures for all other matters of execution and behavior.

Appearance

5. Team members are to be well-groomed, attired in clean, crisp, well-maintained uniforms with proper fitting and overall appearance is in accordance with property guidelines.
6. Nametag in excellent condition and is worn at all times.
7. Team members are alert and approachable, demonstrating good posture. No leaning. Arms and hands are uncrossed and out of pockets.
8. No visible reading material, food or drink in the work area.

2018 Poker Operations Variance Policy for Payout Clerks, Payout Managers, and Floor Staff

Payout and Floor Staff

The WSOP payout exception policy is a progressive discipline policy as described below. Payout Staff and Tournament Specialists will be responsible for errors that may occur in the day to day payout.

Informational Entry	- single variance.
Written Warning	- aggregate variances (not able to be recovered from guest)
Final Written Warning	- continued variance without addressing previously committed errors.
Separation of Employment	- single variance or aggregate variances without addressing previously committed errors.

IMPORTANT INFORMATION

NEVADA PREGNANT WORKERS' FAIRNESS ACT NOTICE

If you are pregnant, recovering from childbirth, or have a related medical condition, PLEASE READ THIS NOTICE.

- The Nevada Pregnant Workers' Fairness Act (the "Act"), Nevada Revised Statute § 613.335 and sections 2 to 8 inclusive of the Act, prohibits discrimination and unlawful employment practices because of an employee's pregnancy, childbirth, or any related medical condition.
- Under the Act, your employer has an obligation to:
 - Reasonably accommodate your medical needs related to pregnancy, childbirth, or related medical conditions, unless accommodation would impose an undue hardship on the business of the employer under the Act.
 - Reasonably accommodate lactation by providing the use of an area, other than a bathroom, to express breast milk in private.
- Under the Act, your employer may:
 - Require you to submit written medical certification from your health care provider substantiating your need for accommodation because of pregnancy, childbirth, or related medical conditions, and the specific accommodation recommended by the health care provider.

For further information regarding the Act, additional rights and obligations of the employer and employee as to reasonable accommodations and employment decisions, please see Nevada Revised Statute § 613.335, or you may contact the Nevada Equal Rights Commission.

Equal Rights Commission
Las Vegas
1820 East Sahara Avenue
Suite 314
Las Vegas, NV 89104
Phone (702) 486-7161
Fax (702) 486-7054

Equal Rights Commission
Northern Nevada
1325 Corporate Blvd.
Room 115
Reno, NV 89502
Phone (775) 823-6690
Fax (775) 688-1292

IMPORTANT INFORMATION

Health Care Reform: Public Marketplaces

When key parts of the health care law took effect in 2014, a new way to buy health insurance was created: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information about the new Marketplace and employment-based health coverage offered by Caesars Entertainment and its family of companies.

It is your responsibility to choose the coverage you feel is best for your needs, and this notice will provide you with basic information about the Marketplace. Caesars is providing you this notice to help you understand the Marketplace among all available options for medical coverage, and to help you consider how having access to an employment-based medical plan may limit your eligibility for financial assistance for use in the Marketplace.

What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away. Open enrollment for health insurance coverage through the Marketplace begins in October for coverage starting as early as January.



If you choose to enroll in a public marketplace plan, keep in mind:

- **Your plan premiums will be paid differently than for an employment-based plan** — For health insurance you enroll in through Caesars, you pay plan premiums through pre-tax withholdings from your paychecks. Doing so reduces the amount of your income that the federal and state governments consider taxable. Your payments for coverage through the Marketplace are made on an after-tax basis.
- **You lose Caesars contributions** — Caesars funds a large portion of the costs for your coverage. Once you enroll in a Marketplace plan, you will no longer be eligible for Caesars contributions to your health coverage.

▶ *play for what matters*

Updated 6/26/2011

IMPORTANT INFORMATION

Financial Assistance (“Subsidies”) for the Marketplace

Individuals who purchase health insurance through the Marketplace may be eligible for a kind of tax credit — referred to as a “subsidy” — to lower their plan premiums or reduce certain cost-sharing. Subsidy eligibility and funding amounts are based on household income, in addition to other factors. This type of funding is generally available for people who do not have access to health insurance through their employers, or whose employment-based health coverage does not meet the following provisions of the Health Care Reform law:

- Employment-based medical plans must meet a “minimum value standard”*, and
- The price of employee-only coverage under the employer’s lowest-cost plan may not exceed 9.5% of the covered individuals’ annual household income.

Caesars plans meet the Health Care Reform law’s requirements

If you are a benefits-eligible Caesars team member (working an average of at least 30 hours per week):

- You are eligible for Caesars health insurance coverage for yourself, your lawfully married spouse, dependent children up to age 26, and dependent children of any age who are incapable of self care due to mental or physical disability.
- You most likely will not be eligible to receive a Marketplace subsidy for use during the current plan year — however, you may find comparable coverage, if not also more affordable, through your available Caesars health plans or one of your family members’ employer health plans, and
- In certain cases, you may still be eligible for a Marketplace subsidy — for example, if Caesars health insurance is considered unaffordable based on your annual household income or if you recently experienced a loss of household income.

Health Care Tax Form — Under a regulation introduced in 2015, as part of the Affordable Care Act (ACA), you will receive an annual statement called Form 1095-C from Caesars and/or your insurance carrier. Form 1095-C will be mailed by the end of January. The form provides confirmation of the health care coverage you were enrolled in and/or offered through Caesars. Since the ACA requires most individuals and their dependents to have qualified medical coverage, it is important to keep this form for your records.

*An employer-provided medical plan meets the Health Care Reform law’s “minimum value standard” if the plan’s share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs (Section 36B(2)(ii) of the Internal Revenue Code of 1986).

If you are not eligible for Caesars health insurance:

- You should consider all your other options for coverage, including enrolling in plans through the Marketplace.
- You may be eligible for a Marketplace subsidy, depending on your situation.

If You Purchase a Marketplace Plan:

Use this information when you enroll:

- 1. Employer Name:** Caesars Enterprise Services, LLC.
- 2. Employer Identification Number (EIN):**
75-1941623
- 3. Address:**
One Caesars Palace Drive
Las Vegas, Nevada 89109
- 4. Telephone Number:** (866) 236-3487
- 5. Contact for Employee Medical Coverage:**
Benefit Service Center
- 6. E-mail Address of Contact:**
corporatebenefits@caesars.com

For More Information:

- **About the Health Care Reform law:** www.healthcare.gov
- **About Caesars health insurance benefits:** Visit www.caesars.benefitsnow.com, or call the Benefit Service Center at (866) 236-3487
- **About the Marketplace:** More information about a Health Insurance Marketplace in your area is available at www.healthcare.gov

IMPORTANT INFORMATION

EMPLOYEE AGREEMENT REGARDING PROTECTION OF CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY RIGHTS

This Agreement (the “Agreement”) is entered into by and between Caesars Enterprise Services, LLC, or one of its direct or indirect affiliates or subsidiaries, or properties or businesses for which it provides management or shared services (e.g. Harrah's, Caesars, Horseshoe, Roadhouse, Rio, Harvey's, Bally's, Flamingo, Paris, Planet Hollywood, The Cromwell and The Linq) (hereinafter collectively referred to as the “Company”) and the undersigned, as an employee of the Company. I acknowledge and agree that it will become effective as of the date that I sign it, as indicated beneath my signature, below.

I acknowledge that the Company is engaged in the business of developing, owning, and/or managing casinos, hotels, retail outlets, food and beverage outlets, entertainment venues, and developing and operating online gaming and social mobile games, as well as other gaming and non-gaming activities. In order to protect its business interests, the interests of other employees, the interests of its customers and prospective customers, and the interests of its suppliers, vendors and other third parties, I acknowledge the need for the Company to maintain the confidentiality of its trade secrets and other Confidential Information (defined below), to protect its intellectual property rights, and to require the restrictions and obligations contained in this Agreement. As a condition my continued employment with the Company, in exchange for the Company’s willingness to provide me with employment and access or exposure to its trade secrets and/or other Confidential Information; and for other good and valuable consideration, receipt of which is hereby acknowledged, I hereby agree as follows:

A. Confidentiality

1. When used in this Agreement, the term “Confidential Information” shall mean all information and material that the Company has developed, is the owner of, or possesses that is not generally known to the public and as to which the Company takes reasonable efforts to preserve confidentiality, including commercially valuable technical and non-technical information that is used in the business of the Company, other sensitive or private information, and confidential information provided in confidence to the Company by third parties, such as customers, guests, vendors, suppliers, business partners, corporate affiliates, contractors, and others. A non-exhaustive list of examples of such Confidential Information includes: internal financial data; marketing programs, strategies and campaigns; internal manuals (unrelated to terms and conditions of employment); new product development plans and ideas; data; future plans; financial management systems; player identification systems (including Total Rewards); pricing systems; revenue and costs; lists of suppliers and vendors and related supplier and vendor information; computer programs including software related documentation, source codes, object codes, technical plans, processes, methods, practices, algorithms and the reports derived from such processes, manuals and databases; inventions, designs, blueprints, architectural plans and engineering data; customer and guest financial and credit information; customer and guest identification, contact and personal information; client, customer and guest lists; information regarding customer and guest gaming preferences and “comps” (*i.e.*, hotel rooms, meals and other amenities provided to customers and guests at no charge); customer and guest activity information; vendor and supplier financial, product and business information; contractor

financial, product and business information; other business records, methods or strategies; and other non-public information. I acknowledge and agree that the above list is not exhaustive, and that Confidential Information also includes other information that is marked or otherwise identified as confidential or proprietary, or that would otherwise appear to a reasonable person to be confidential or proprietary in the context and circumstances in which the information is known or used. "Confidential Information" also includes "trade secrets" as defined by statute or, if there is no applicable statute, as defined by the common law of the State in which I am employed by the Company. The term "Confidential Material" shall mean all physical or electronic embodiments, in any medium now known or hereafter devised, of such Confidential Information, including, without limitation, drawings, training manuals, PowerPoints, cassettes, disks, hard drives, "cloud" storage, "thumb" or "flash" drives, "smart" phones, personal digital assistants or "PDAs," filmstrips, written lists, contracts, reports, financial reports, manuals, and correspondence. I acknowledge and agree as well that Confidential Information includes such information that I have memorized or otherwise retained in my memory, even if I do not retain any Confidential Materials. In addition, I acknowledge and agree that the Company's confidential exchange of its Confidential Information with a third party for business purposes will not remove it from protection under this Agreement. On the other hand, I acknowledge that information that becomes public knowledge through no fault of my own is excluded from, and is not protected by, this Agreement.

1. I acknowledge that in the performance of my services for the Company, I have gained and will continue to gain knowledge of Confidential Information and have had access to and will continue to have access to Confidential Materials, both of which I acknowledge and agree are valuable assets and have economic value, actual or potential, because they are not generally known by the public or others who could use them to their own economic benefit and/or to the competitive disadvantage of the Company, and that they are the exclusive property of the Company or of third parties who have supplied them to the Company. I further acknowledge and agree that that some Confidential Information and Confidential Materials are treated as trade secrets by the Company, and that Confidential Information and Confidential Materials are also protected under other intellectual property laws.
2. I agree that during and following my employment with the Company, I shall not use, disclose, disseminate or communicate any Confidential Information or Confidential Materials to or for anyone except as authorized in writing by the Company. I further agree that I will at all times safeguard all Confidential Information and Confidential Materials and will not at any time duplicate, reverse engineer, alter, replicate or modify, in whole or in part, Confidential Information or Confidential Materials, except as necessary for me to perform my assigned duties as an employee of the Company.
3. I agree not to remove from the Company's facilities any Confidential Materials whether created or produced by me or obtained from the Company, except as directed by the Company, and I agree to return all originals and copies of such Confidential Materials, and any other document or materials relating or referring to such Confidential Materials or related Confidential Information, to the Company upon request, and in any event upon the termination of my employment with the Company, in each case without retaining or providing to others any related copies, excerpts, compilations, summaries, descriptions or other representations. Further, I agree to return to the Company, either upon request or immediately (without request) upon my

termination of employment all Company property, in whatever form (including duplicates), and regardless of whether it contains Confidential Information or Confidential Materials.

B. Intellectual Property Rights

1. I acknowledge and agree that all right, title and interest in and to any work of authorship, invention, innovation, or idea produced, conceived or generated as a result of or otherwise related to my work for the Company or which results from or is suggested by the work I do for or on behalf of the Company (such works of authorship, inventions, innovations, and ideas are hereinafter collectively referred to as the “Work”), including any and all patent, trademark, copyright and other intellectual property rights therein and any improvements thereto, shall be the sole and exclusive property of the Company. The Company shall have the unrestricted right (but not any obligation), in its sole and absolute discretion, to use, commercialize or market any Work, or to file applications for patent, copyright registration, trademark registration or any other intellectual property rights and prosecute or abandon such applications prior to issuance or registration. No royalty or other consideration shall be due or owing to me now or in the future as a result of such activities. I acknowledge and agree that each Work is a “work made for hire” on behalf of the Company and that Company shall own all right, title and interest, including the worldwide copyright, in and to the Work. To the extent that any Work is not found to be or does not qualify as a work made for hire, I hereby assign to the Company all right, title and interest in and to such Work, including any and all patent, trademark, copyright and other intellectual property rights therein, and waive in favor of the Company any and all “moral rights” related to the Work. I represent and warrant that I am not and will not become a party to any agreement that would require me to assign to any other person or entity the copyrights, patent rights or other property rights to such Work. I agree to promptly disclose in writing to Company any and all Works. Should the Company elect to file any applications for patent, copyright registration, trademark registration or any other intellectual property rights regarding any Work, I will, at the request of the Company, do all things and sign all documents or instruments reasonably necessary in the opinion of the Company to file such applications and obtain, defend and enforce such patent rights, copyright rights, trademark rights and other intellectual property rights. Such cooperation and execution shall be at no additional compensation to me; however, the Company shall reimburse me for reasonable out-of-pocket expenses incurred at the specific request of the Company. In addition, I hereby irrevocably appoint the Company my attorney in fact to act for me and represent me in performing the foregoing obligations if I fail to perform same (although the Work will be the exclusive property of the Company whether or not the subject of patent, copyright or trademark applications or registrations).

2. The provisions of Section B.1 above shall not apply to any work of authorship, invention, innovation, or idea made or conceived by me prior to my employment with the Company which is (a) embodied in a United States Letters Patent or Copyright Registration or an application for United States Letters Patent or Copyright Registration filed prior to the commencement of my employment (as listed in an attachment hereto); (b) in the physical possession of a former employer which owns it (as listed in an attachment hereto); or (c) disclosed in detail in an attachment hereto. Additionally, the provisions of Section B.1 shall not apply to any invention that I developed entirely on my own time without using the Company’s equipment, supplies, facilities, or Confidential Information except for those inventions that either (i) relate at the time of conception or reduction to practice of the invention to the Company’s

business, or actual or demonstrably anticipated research or development of the Company, or (ii) results from any work performed by me for the Company.

C. Miscellaneous

1. Under the federal Defend Trade Secrets Act of 2016, I understand that I will not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that: (a) is made (i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (b) is made to my attorney in relation to a lawsuit for retaliation against me for reporting a suspected violation of law; or (c) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

2. In the event there is a dispute between the Company and me regarding an alleged violation of this Agreement, and should such dispute go to trial on its merits, **I hereby waive any right to trial by jury, but instead I wish to have such dispute heard by the judge.** I believe this will lead to a quicker and more just result and also will result in my incurring less cost.

3. I acknowledge and agree that the terms and conditions of this Agreement shall be governed by and construed in accordance with the laws of the State in which I am employed, without giving effect to any principles of conflicts of law. I agree that any action at law or in equity arising out of or relating to these terms shall be filed only in the state or federal courts located in the state in which I am employed and I hereby consent and submit to the exclusive personal jurisdiction in such courts for the purpose of litigating any such action.

4. I acknowledge and agree that my failure to abide by my promises in this Agreement would impair the Company's essential ongoing business plans and arrangements and would cause the Company irreparable harm; that the Company has the right to have the terms of this Agreement enforced in court; and that money damages alone would not provide an adequate remedy. Therefore, I agree that this Agreement shall be enforceable both at law and in equity, by temporary, preliminary, and permanent injunction or otherwise; and I agree that if the Company prevails in obtaining temporary, preliminary, or permanent injunctive relief, or if it otherwise prevails in whole or in part in any legal proceedings arising out of its attempt to enforce this Agreement, the Company shall also be entitled to recover its attorney's fees and costs incurred by the Company in such proceedings. I acknowledge and agree that it is the parties' express desire that, should a court determine that any restriction contained in this Agreement is unenforceable because of its scope or duration, the court is to reform or modify the scope and/or duration of such restriction so as to render it enforceable, and such restriction shall be enforced as modified. In the event the court requires a bond to be posted in the event it enters temporary or preliminary injunctive relief, I agree that bond in the amount of \$1,000 is appropriate and reasonable.

5. I understand that nothing contained in this Agreement limits my ability to file a charge or complaint with the U.S. Equal Employment Opportunity Commission, the National Labor

Relations Board, the Occupational Safety and Health Administration, the Securities and Exchange Commission or any other federal, state or local governmental agency or commission (“government agencies”). I further understand that this Agreement does not limit my ability to communicate with any government agencies, including any gaming regulator, or to otherwise participate in any investigation or proceeding that may be conducted by any government agency, including providing documents or other information, without notice to the Company.

6. Except as may be otherwise provided for in any applicable collective bargaining agreement, I acknowledge and agree that this Agreement does not constitute an agreement by the Company to employ me for any definite period of time, but that my employment is at-will and may be terminated by me or the Company at any time, with or without cause. I further agree this Agreement is intended to supplement, and not to replace, rights that the Company has or may have under any applicable law, including laws applicable to the protection of trade secrets.

7. I acknowledge and agree that this Agreement represents the entire understanding and agreement between the Company and me with respect to the subject matter contained herein and supersedes all previous negotiations, agreements, representations, and covenants, oral or written, and any other agreement executed by the Company and me with respect to the subject matter contained herein. This Agreement may not be amended or modified except by a written instrument signed by the Company and me.

8. I acknowledge and agree that failure by the Company and me to enforce any of our respective rights under this Agreement shall not be construed as a waiver of such rights, and any waiver in any one instance shall not constitute a continuing waiver or a waiver in any other instance.

ACKNOWLEDGEMENTS:

FILMING/PHOTOGRAPHY ACKNOWLEDGEMENT

Waiver and Release

I hereby acknowledge that my presence in the World Series of Poker tournament areas, or in any other property or business location where filming, recording or photography may take place, constitutes permission, and I irrevocably permit, authorize and license, the Rio, WSOP, Caesars Entertainment and/or their affiliated entities, agents and designees (the "Company") to record, exhibit, transmit, broadcast, reproduce, photograph, digitize, sell, rent, license, otherwise use and permit others to use my name, image, likeness, appearance, and voice, in any medium or format whatsoever now existing or hereafter created, including but not limited to, in and on television, film, photography, print materials, and the internet, for any purpose, including but not limited to advertising, public relations, publicity, packaging and promotion of businesses, products and services, in perpetuity, throughout the universe, without further consent from or royalty, payment or other compensation to me. I hereby irrevocably waive all legal and equitable rights relating to, and release Company from, all liabilities, claims, demands, actions, suits, damages and expenses, including but not limited to claims for copyright or trademark infringement, invasion of rights of privacy, rights of publicity, intrusion, false light, public disclosure of private facts, physical or emotional injury or distress or any similar claim or cause of action in tort, contract or any other legal theory, now known or hereafter known in any jurisdiction arising directly or indirectly from the Company's exercise of its rights under this Waiver and Release.



ACKNOWLEDGEMENT

In addition to the service standards described above, team members are required to comply with all other department policies and procedures, company and property work rules, requirements described by the Rio Team Member Handbook and, the 2018 Policy and Procedure Guide and all applicable regulatory requirements.

I understand it is my responsibility to read the RIO Team Member Handbook available electronically via the company Intranet site or visit the HR office to receive a hard copy.

LINK TO INTRANET SITE

http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf

As a WSOP Poker Dealer, I am also responsible for reading the WSOP Dealer Reference Guide, Live Action Poker Rule and Tournament Rules as posted on the World Series of Poker Dealers and Staff website (www.WSOPdealersandstaff.com) under the dealer information tab.

I understand and have been informed that the current version of the Rio All-Suite Hotel & Casino (the "Company") Team Member Handbook may be accessed by me in the following ways:

i. on the Company's inSite page

(http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf);

and/or

ii. by requesting a hard copy of the handbook in my Human Resources department.

The Team Member Handbook contains important information about Rio and its affiliates. I understand that I should consult my Human Resources department if I have any questions about the provisions contained in the Handbook. I understand that it is my responsibility to read and follow the policies contained in the Handbook and any changes made to it.

I understand and acknowledge that there may be changes to the information, policies, and benefits contained in the Handbook. I understand that the Company may add new policies to the Handbook as well as replace, change, or cancel existing policies.

I understand and acknowledge that neither the Rio Handbook nor this document is a contract of employment, nor are they intended to create a contract of any kind.

There is no specified length to my employment and I understand that my employment is at will. I understand and acknowledge that "at will" means that either I or the Company may end my employment at any time, with or without cause, good reason, or advance notice. I understand that only the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative, has the authority to enter into an agreement that alters the at-will relationship and then only in a written employment agreement signed by the highest ranking Executive or his/her authorized representative and me.

In the event that an employee has an employment agreement or is covered by a collective bargaining agreement (“CBA”) and there is a difference between the terms/conditions of the employment contract or CBA and this handbook, the terms/conditions of the employment agreement or CBA shall prevail.

My signature, below, is my verification that I have accessed and read the Rio Team Member Handbook.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

EMPLOYEE 800 NUMBER: _____

DATE: _____

PLACE IN TEAM MEMBER’S PERSONNEL FILE

2018 WSOP Department Policies & Procedures Guide	RIO Team Member Handbook
	Uniform receipt acknowledgment
NV Pregnant Workers Fairness Act	Health Care Reform Marketplace Notice
Confidentiality Agreement	Filming/Photography Waiver

Department: 2018 World Series of Poker

All WSOP team members have access to viewing the Rio Team Member Handbook online via the company Intranet site or visit the HR office to receive a hard copy.

LINK TO INTRANET SITE

http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf



ACKNOWLEDGEMENT

In addition to the service standards described above, team members are required to comply with all other department policies and procedures, company and property work rules, requirements described by the Rio Team Member Handbook and, the 2018 Policy and Procedure Guide and all applicable regulatory requirements.

I understand it is my responsibility to read the RIO Team Member Handbook available electronically via the company Intranet site or visit the HR office to receive a hard copy.

LINK TO INTRANET SITE

http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf

As a WSOP Poker Dealer, I am also responsible for reading the WSOP Dealer Reference Guide, Live Action Poker Rule and Tournament Rules as posted on the World Series of Poker Dealers and Staff website (www.WSOPdealersandstaff.com) under the dealer information tab.

I understand and have been informed that the current version of the Rio All-Suite Hotel & Casino (the "Company") Team Member Handbook may be accessed by me in the following ways:

- i. on the Company's inSite page
http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf); and/or
- ii. by requesting a hard copy of the handbook in my Human Resources department.

The Team Member Handbook contains important information about Rio and its affiliates. I understand that I should consult my Human Resources department if I have any questions about the provisions contained in the Handbook. I understand that it is my responsibility to read and follow the policies contained in the Handbook and any changes made to it.

I understand and acknowledge that there may be changes to the information, policies, and benefits contained in the Handbook. I understand that the Company may add new policies to the Handbook as well as replace, change, or cancel existing policies.

I understand and acknowledge that neither the Rio Handbook nor this document is a contract of employment, nor are they intended to create a contract of any kind.

There is no specified length to my employment and I understand that my employment is at will. I understand and acknowledge that "at will" means that either I or the Company may end my employment at any time, with or without cause, good reason, or advance notice. I understand that only the highest ranking Executive of the Company, or the highest ranking Executive's authorized representative, has the authority to enter into an agreement that alters the at-will relationship and then only in a written employment agreement signed by the highest ranking Executive or his/her authorized representative and me.

In the event that an employee has an employment agreement or is covered by a collective bargaining agreement (“CBA”) and there is a difference between the terms/conditions of the employment contract or CBA and this handbook, the terms/conditions of the employment agreement or CBA shall prevail.

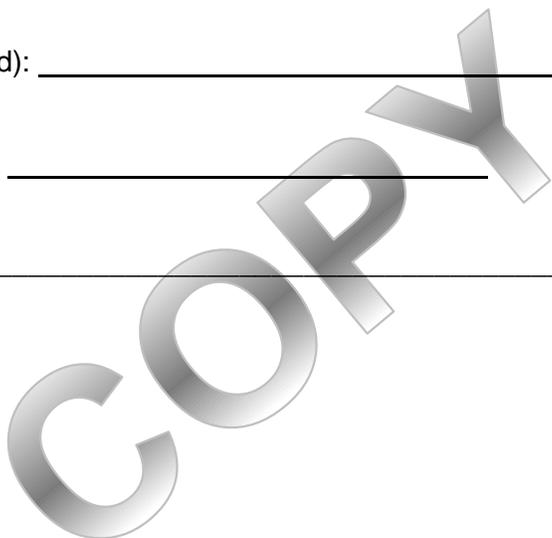
My signature, below, is my verification that I have accessed and read the Rio Team Member Handbook.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

EMPLOYEE 800 NUMBER: _____

DATE: _____



2018 WSOP Department Policies & Procedures Guide	RIO Team Member Handbook
	Uniform receipt acknowledgment
NV Pregnant Workers Fairness Act	Health Care Reform Marketplace Notice
Confidentiality Agreement	Filming/Photography Waiver

Department: 2018 World Series of Poker

All WSOP team members have access to viewing the Rio Team Member Handbook online via the company Intranet site or visit the HR office to receive a hard copy.

LINK TO INTRANET SITE

http://insiteportal.harrahs.org/insiteportal/Shared%20Documents/Portal/portal/insitedocs/Communications/inSite/Departments/HR_Online/2016%20Handbooks/Rio%20Handbook_FINAL%2003182016.pdf

**THANK YOU FOR JOINING OUR
TEAM FOR THE 2018 WSOP!**

