



Oneida Nation Definitions

(last revised 1-18-24)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Abandoned Jackpot: When a customer refuses to wait or when no one is present to collect the hand pay.

Absence: When an employee is not present at work during a scheduled work period.

Abuse:

- 1) Physical injury inflicted on a child by other than accidental means.
- 2) Sexual intercourse or sexual contact under Wis. Stats. 940.225 or 948.02, which refers to sexual assault and sexual assault of a child.
- 3) A violation of Wis. Stat. 948.05, which refers to sexual exploitation of a child.
- 4) Permitting allowing, or encouraging a child to violate Wis. Stat. 944.30, which refers to prostitution.
- 5) Emotional damage; or 6) A violation of Wis. Stat. 940.227, which refers to forced viewing.

(*Oneida Policy on Report Child Abuse and Neglect*)

Abuse of Authority: Using the authority, whether real or assumed, of any position, to obtain information, goods or services to the detriment of the Nation or using the authority as described above to punish any person or employee directly or indirectly for disclosing the information as described below.

Acceptable: Adequate to satisfy a need, requirement or standard.

Accidental Injury: Any injury not expected and not deemed to be willful.

(*Oneida Worker's Compensation Law*)

Accountability: The fact or condition of being accountable, responsibility.

Accrued time: Vacation and personal time that is earned based on years of service and hours worked.

Accrued: To increase in value or amount gradually as time passes; to grow or build up slowly.

Accuracy: Free from mistake or error.

Actual Hold Percentage: The percentage calculated by dividing the dollar amount of win by dollar amount of coin in (gaming machines) or drop (table games). Can be calculated for individual table or gaming machines, type of table games or gaming machines on a per day or cumulative basis.

(*OGMICR*).

Adjusted Date of Hire (ADOH): Last official start date employee is hired as regular status within the Oneida Nation.

Adjustment Slip: A gaming form used during a machine malfunction in place of a Jackpot/Cancel Credit Slip or manual Jackpot/Cancel Credit Slip.

Administrator: The person or entity designated and charged with the day-to-day administration of this law.

(*Oneida Worker's Compensation Law*)

Administrative Action Any action (motion) or decision made by Tribal entities, boards, committees, and commissions, other than the judicial or legislative branches of government (*OPC*).

Administrative Procedures Act: Oneida Tribal Law enacted by Resolution # BC-05-02-90, and amended by Resolution #GTC-01-07-13-A. The APA provides the right to appeal all adverse employment actions and requires the OBC, various committees, entities and administrative bodies of the Nation to act in a responsible and consistent manner when enacting, approving, revising, reviewing, interpreting, implementing and administering the laws, directions, rules, programs and policies of the Oneida Nation as adopted (*APA*).

Adverse Employment Action: Action taken against an employee which negatively affects or-has the potential to negatively affect their employment status or pay (*OPC*).

Advocate: A layperson who assists and/or represents employees in the complaint and appeals processes (*OPC*).

Advancement: The act of moving forward or improvement.

Advertise: To make public announcement.

Ambassador Relations: A method of diplomacy to welcome/invite representatives of our tribal organization, other

tribes, other casinos, and/or governments. (i.e. attend special events, site visits, and/or provide meals/lodging).

Amicus Curiae (Friend of the Court): A person who is not a party to a case, but who petitions the court or is requested by the court to file a brief or testify in the action because that person has a strong interest or is a subject matter expert.

Anonymous: Information received which does not contain the name of the author of such information, whether received by inter-tribal mail, post office, or telephone. (*Anonymous Letters Policy*)

Ante: A player's initial wager or predetermined contribution to the pot before the dealing of the first hand.

Appeal: An employee request to have a disciplinary action or adverse employment action reconsidered.

Appellant: The person or persons filing an appeal is the appellant to the case.

Appellant Body: The hearing body assigned to review a decision made at the Area Manager level.

Applicable: Is able to be applied or used in a particular situation.

Applicant: An individual who requests something or applies for something. (i.e. *as for a job*).

Appropriate Authority: The Human Resources hiring representative, immediate supervisor, MRO, and/or EAP who requests the drug and/or alcohol testing for reasons of pre-employment, reasonable suspicion, and/or follow-up testing. (*Drug and Alcohol-Free Workplace Policy*)

Appropriate Agency: A delegated person or officer to receive disclosures in the Internal Auditing, Gaming Commission, Oneida Nation School Board, Police Commission and Personnel Commission. (*Employee Protection Policy*)

Area Manager: (In both gaming and non-gaming divisions)

- 1) The supervisor of the supervisor who disciplined the employee or, in other words, two levels of supervision in the chain of command above the disciplined employee, or
- 2) An individual designated to be the Area Manager by the Division Director (or, in divisions where there is no director, the General Manager) and approved by the Executive HR Director (or designee).

Armored Car Receipt: A form used to document, and track bank deposit bags sent to or received from the bank.

Artist (Gaming Entertainment): Any individual(s) that provide(s) a service of entertainment with written contracting and exchange based upon Rider (contract) provisions.

Attendance: An employee's presence or absence from work during a scheduled start time to a scheduled end time. Nonattendance issues are approved vacation or personal days, work related training, leave of absence, jury duty, and funeral leave.

Audit Engagement: The terminology used by CPA firms to describe an independent financial audit of the books, records, and financial statements of an organization that they have been contracted to perform, for the purpose of providing an opinion on the reliability and accuracy of the information included within the financial statements. (*OGMICR*)

Authorization: The process of giving someone permission to do or have something.

Authorized Designee: A person determined by the supervisor to perform assigned duties in their absence.

Automated External Defibrillator (AED): A portable electronic device that automatically diagnoses the potentially life threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient and can treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.

Automatic Shuffling Device (Shuffler): An electronic device that shuffles one (1) to ten (10) decks of cards that automatically dispenses cards for the round of play.

Average Daily Wage: The indemnity benefit paid because of a fractional week of disability. (*Oneida Worker's Compensation Law*)

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Bank/Bankroll: The inventory of currency, coins, chips, and customer deposits in the cage/vault, gaming machine booths, on the tables and cashed in bank used to make change, pay winning, and pay gaming machine jackpots. (*OGMICR*)

Base Level: The statistical win to statistical drop percentage for the previous fiscal year. (*OGMICR*)

Basic Requirements - Minimum acceptable level needed

Benefit: Any advantage, profit, privilege, gain, or interest (other than wages or salary) that accrues by reason of an employment agreement or an employer policy, plan, or practice and includes rights and benefits under a retirement plan, a health plan, insurance coverage, incentives, unemployment benefits, vacations, and the opportunity to select work hours or location of employment. (*Military Service Employee Protection Act*)

Betting Station: The area designated in a pari-mutuel area that accepts wagers and pays winning bets. (*OGMICR*)

Betting Ticket: a printed, serially numbered form used to record the event upon which a wager is made, the amount and date of the wager, and sometimes the line or spread (odds). (*OGMICR*)

Bill Acceptor: The device that accepts and reads cash by denomination to accurately register customer credits. (*OGMICR*)

Bill Acceptor Canister (Cash Box): The box attached to the bill acceptor used to contain cash received by bill acceptors. (*OGMICR*)

Bill Acceptor Canister Release Key (Release Key): The key used to release the bill acceptor canister from the bill acceptor device. (*OGMICR*)

Bill Acceptor Canister Storage Rack Key: The key used to access the storage rack where bill acceptor canisters are secure. (*OGMICR*)

Bill Acceptor Drop: The cash contained in the bill acceptors canisters. (*OGMICR*)

Bill-in Meter: A meter included on a gaming machine that accepts cash that tracks the number of bill (and their denomination) put in the machine. (*OGMICR*)

Baccarat: A card game in which the winner is the player who holds two or three cards totaling closest to nine.

Bingo: A game in which players mark off numbers, whether electronic, computer, or other technologic aids are used, as the numbers are drawn randomly, the winner being the first person to mark off five numbers in a row or another required pattern.

Bingo Ball Cabinets: Cabinets that contain the Clean Bingo Ball sets in one cabinet and the Dirty Bingo Ball sets in another.

Bingo Ball Containers: A plastic medium size container that is used to place or keep Dirty and Clean Bingo Balls from the bingo sessions.

Bingo Balls Container Log: A record of Dirty and Clean dates for Bingo balls and initials of Bingo Supervisors/Leads or Bingo Callers.

Bingo Ball Replacement/Destruction Log: A record of replaced and damaged Bingo Balls.

Bingo Ball Set: A complete set of bingo balls numbered one through seventy-five.

Bingo Blower: An electronic motor driven device that holds Bingo Balls. The Bingo Blower continually mixes balls by blowing them around inside the device, then a chute on the blower randomly pulls a ball out for the caller of the Bingo game.

Bingo Desk Board: A desk that houses a computer and the electronics necessary to call, record, verify, and transmit all Bingo data. The board is the numbered rack on top of the Bingo desk in which the called balls are registered.

Bingo Display Board: The boards located on the walls of the Bingo hall that displays the balls called, prize, and number of balls called.

Bingo Electronic dabber: An electronic device that is used by players while playing bingo games. Bingo card faces that have been downloaded can be managed by a player with the aid of electronic dabber.

Bingo Paper Room: A room designated to store paper inventory, issue and accept returns of paper to/from cashiers and floor workers.

Bingo Pay Master Start-Up: Predetermined amount of cash necessary for payment of customer winnings during a Bingo session.

Bingo Printer Room: A room designated to store and print Melange Paper Games.

Blackjack: A card game in which each player opposes the dealer and the dealer opposes each player. It is played with a single deck or multiple decks of cards from which each player and a dealer are dealt two cards and may draw additional cards. The object is to accumulate a total of twenty-one points or a total closer to twenty points than that of the opposing hand, without exceeding twenty-one points. (*OGMICR*)

Blind Count Slip: A form used to verify the original count.

Boards/Committees/Commissions: A body of Tribal members elected/appointed to help administer our Tribal sovereignty by ensuring execution, compliance and community outreach of our Tribal Constitution, Laws, and Policies.

Bonus: A lump sum of money, given more than an employee's hourly wage or annual salary.

Box person: Individual responsible for directly participating in and supervising the operation and conduct of a craps game. (OGMICR)

Branch (Courier) Signature List: A list of messengers employed by the armored car service.

Break: An approved, scheduled recess in regular work duties.

Breakage: The difference between actual bet amounts paid out by a racetrack to bettors and amounts won due to bet payments being rounded up or down. -(OGMICR)

Bribery: The offering of money or other incentives to persuade somebody to do something.

Brief: A specific document filed by a proper party which sets forth argumentation in support of, or in response to an order of the Court, citing legal authorities.

Budgeted Vacancies: Positions that are not filled within budgeted year.

Bullying: Intentional aggressive behavior in the form of physical or verbal harassment that may involve an imbalance of power.

Burden and Standard of Proof: Except where explicitly stated otherwise, the burden of proof is on the party advancing a claim or defense, and the standard of proof is by a preponderance or greater weight of the evidence. (*Oneida Worker's Compensation Law*)

Business Day: Monday through Friday 8:00 a.m. – 4:30 p.m. excluding holidays.

Business Needs: The ability to meet the demands of customers.

Button: (Craps Term): A bet that stays on the layout but is not in action. "Off" bets are indicated by an "Off button."

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Cage: A secure work area for cashiers and a storage area for the bankroll. (OGMICR)

Cage Accountability Form: An itemized list of the components that make up the cage accountability. (OGMICR)

Calendar days: Days following consecutively. (I.E. January 1, January 2, January 3.)

Call in: When an employee calls or notifies supervisor, prior to his/ her scheduled start time, which he/ she will not be reporting to work.

Call-No Show: When an employee calls in to notify that he/she will be late but fails to report to their assigned work area on their scheduled workday.

Cancel Credit: A hand pay of credit

Capital Expenditure: Any item with a cost of \$5,000 or more and an estimated life of two (2) years or more. Multiple items with a cost of \$10,000 or more are also considered capital items.

Card Control: Tracking all activities as it relates to the status of live or retired poker cards. (OGMICR)

Card Game: A game in which the house is not party to wagers and from which the house receives compensation in the form of a rake, a time buy-in, or other fee or payment from a player for the privilege of playing.

Card (Poker) Room: The location where card games are played in which the gaming operation is not party to wagers and from which the gaming operation receives compensation in the form of a rake, a time buy-in, or other fee or payment from a player (OGMICR).

Caregiver: Individual that works with or in an environment of Elders, children, or vulnerable adults.

Career Plan: Written document used in conjunction with Oneida Personnel Policies and Procedures to monitor an employee's education level in relation to his or her job description.

Cash Ball: It is a first bingo number removed out of the Bingo Blower in which the customer has a chance to win an additional payout, if customer has a valid bingo on cash ball number as last number called.

Cash Cart: A cart that is used to securely transport Cold and Hot Cash Boxes during the drop.

Cash Cart Sheet: A record of the number and type of cash boxes on the Cash Cart that is updated daily.

Cash comp: Compensation forms without a designated dollar value. With form, the dollar value is determined based on need. The customer receives cash from the comp.

Cash Management Team: Consists of controller, assistant controller, budget director and C FA who determines cash availability and appropriate threshold.

Cash Out Ticket: An instrument of value generated by a gaming machine representing a cash amount owed to a customer at a specific gaming machine (Also, see Ticket In/Out – TITO).

Cashier: An employee who handles cash transactions for any business operations

Cashier Check In/Out Sheet: A form used to account for all the currency, coins, and other cash equivalent items in the Cashier's window at the beginning and end of shift.

CashPro: Software that interfaces with currency counting equipment.

Cash Value Item: Any item other than currency or coin that has cash value (i.e., Cash Advance Check, Traveler's Check, etc.).

Casino Incident Management System (CIMS): A software program that allow the casinos to manage, track, and evaluate incidents relating to the Casino.

Casino Marketplace (CMP): A casino management software system that integrates, collects, and manages business information from slot management systems, casino administration offices (Marketing and Accounting), change booths (cashier's cage), tables, and casino outlets (e.g., gift shops, restaurants, and Spa).

Catastrophic Situation: A death in the immediate family, serious health condition or a natural disaster or fire.

Child: A person who is less than 18 years of age. (*Oneida Policy on Report Child Abuse and Neglect*)

Chain of Command: Ascending layers of management, beginning with the employee's immediate supervisor.

Cheques (Chips): Cash substitutes in various denominations, used for wagering.

Civil Action: Any action brought to enforce, redress, or protect private rights.

Class II Gaming: A game of chance commonly known as bingo (whether or not electronic, computer, or other technological aids are used in connection therewith) and, if played in the same location as the bingo, pull tabs, punch board, tip jars, instant bingo, and other games similar to bingo. Class II gaming also includes non-banked card games, that is, games that are played exclusively against other players rather than against the house or a player acting as a bank. The Act specifically excludes slot machines or electronic facsimiles of any game of chance from the definition of class II games.

Class III Gaming: Games commonly played at casinos, such as slot machines, blackjack, craps, and roulette, clearly fall in the class III category, as well as wagering games and electronic facsimiles of any game of chance. Generally, class III is often referred to as casino-style gaming. As a compromise, the Act restricts Tribal authority to conduct class III gaming.

Clock in/out: Recording the start/end of work for non- exempt employees.

Coach: An instructor or trainer who gives instructions on what to do or say in a particular situation

Code Adam: A way to verbally indicate a missing child or abduction.

Code Black: A way to verbally indicate a bomb or bomb threat.

Code Blue: A way to indicate a person requires immediate resuscitation.

Code D: A way to verbally indicate the Online Gaming Machine Monitoring System is not communicating.

Code Gray: A way too verbally to indicate severe weather and to follow appropriate safety measures.

Code R: Radio code used to communicate to all staff informing of possible robbery without alarming public.

Code Red: A way to verbally indicate a fire and to follow appropriate safety procedures.

Code S: Used in place of using the words "sexual harassment complaint" when communicating to departmental employees of Security, Casino Shift, Observation or any other employee via radio or phone due to the sensitive nature of the complaint and/or concern.

Code Silver: Active shooter.

Code U: A way to verbally indicate the Online Gaming Machine Monitoring System is communicating after being down.

Code Yellow: A code to indicate a gas leak.

Code of Ethics: (OPC) Policy to promote the highest ethical conduct in all its elected and appointed officials, and employees (Resolution #11-23-94-A).

Coin-in: The total amount wagered which includes physical coins-in and credits played.

Coin-in Meter: The meter that displays the total amount wagered in a gaming machine that includes coin-in and credits played.

Coin-out: The money that is paid by the slot machine to the player.

Cost of Living Adjustment (C.O.L.A) an increase based on the percentage of the consumer price index

Cold Cash Box: An empty bill acceptor canister which is used during the Cash Drop to replace hot cash boxes removed from the gaming machines.

Collusion: A secret agreement between two or more parties for a fraudulent, illegal, or deceitful purpose.

Commission: A lump sum of money, given more than an employee's hourly wage or annual salary, based on a percentage an amount received or collected.

Commensurate: Equal in size, extent, or duration measurable by the same standard.

Community Service:

1. Mandated job assignment as the result of a criminal conviction as part of
2. Voluntary work intended to help people in a particular area.

Complaint: A written or verbal disagreement between employees and/or processes.

Complaint Process: After a complaint is filed with the employee's supervisor, the complaint is investigated by the supervisor and the supervisor attempts to resolve the disagreement. If the employee is dissatisfied with the attempted resolution, they may ask the Area Manager to attempt a resolution (OPC).

Complementary (Comp): A service or item provided at no cost to an individual.

1. Customer Service Comp: A comp offered to resolve customer service issues and/or patron disputes.
2. Non-Value Comp: A comp awarded to customer's belonging to the Player's Club without decreasing Comp Dollars.
3. Point Redemption Comp: A comp in exchange for the redemption of player points.
4. Value Comp: A comp awarded to customers belonging to the Player's Club in the form of vouchers or other redeemable services of a specific nature that decreases earned Comp Dollars.

Compliance: The act of conforming with or agreeing to do something.

Comp Authorization List: A matrix of (casino) employees by position titles that have approved authority to issue comps.

Comp Dollars: Complimentary value earned by customer's belonging to the Player's Club by playing/wagering at slot machines and table games.

Computer Resources: Tribally owned personal computers, networks, and software, including Internet connectivity and access to internet services and electronic mail (e-mail). Limitations and monitoring of computer resources may also include, peripheral equipment, such as personal digital assistants (PDAs), telephones, facsimile machines, and photocopies, only to the extent that peripheral equipment is used in conjunction with Tribal personal computers and software. (*Computer Resource Ordinance*)

Conditional Gaming License: A conditional license issued used on a case-by-case basis until a background Clearance is complete.

Confidential: Acquired facts that cannot be revealed, communicated, or disclosed.

Conflict of interest: Any interest whether it be personal, financial, political, or otherwise, in which an elected official, employee, consultant, or appointed or elected member of any board, committee or commission, or their immediate relatives, friends or associates, or any other person with whom they have contact, have that conflicts with any right of the Oneida Nation to property, information, or any other right to own and operate activities free from undisclosed competition or other violation of such rights of the Oneida Nation. (*Conflict of Interest Policy*)

Conflict Resolution: Processes for two or more parties to find a peaceful solution to a disagreement among them.

Confirmed Positive Test Result: A lab-confirmed drug test that is verified by the MRO that exceeds the cut-off levels established by this Policy (levels established by the evidential breath alcohol test results of 0.02 or greater; and/or refusal to test in the *Drug and Alcohol Workplace Policy*).

Consensus Building: A conflict resolution process used to settle complex, multi-party dispute.

Conspiracy: A secret plan made by two or more parties to do something that is harmful or illegal.

Continuous Employment: Service as a regular status employee without a break in employment

Count: The total funds counted for a particular game, gaming machine, shift, or other period (OGMICR).

Count Down: The process of counting the currency, coins, and other cash equivalent items for comparison of accuracy and maintenance of inventory accountability.

Count Room: A room where the coin and cash drop from gaming machines, table games or other games are transported to and counted (OGMICR).

Count Team: Personnel that perform either the count of the gaming machine drop and/or table game drop (OGMICR).

Counter Game: A game in which the gaming operation is a party to wagers and wherein the gaming operation documents all wagering activity. The term includes, but is not limited to, bingo, and pari-mutuel race books. The term does not include table games, card games, and gaming machines. (*OGMICR*)

Court: A legal court of law whose jurisdiction may include, Federal, State, Tribal, County, or Local Municipalities.

Coverall Games: A Bingo games with the objective to cover all the numbers on a bingo card.

Covered Injury/Accidents: Mental or physical harm to an employee caused by accident or disease and arising out of and in the course of employment. Injury includes mental harm or emotional stress or strain without physical trauma, which arises from exposure to conditions or circumstances beyond those common to occupational and/or non-occupational life and is predominantly work related, extraordinary, and unusual. (*Oneida Worker's Compensation Law*)

Craps: A dice game in which the players make wagers on the outcome of the roll, or a series of rolls, of a pair of dice. (*OGMICR*)

Credit Card Cash Advance: A transaction processed with a customer's credit card to provide the customer with cash.

Credit Slip: A form used to record the return of chips from a gaming table to the cage.

Critical Position: A position that must be monitored because of a known impending succession impact. For example, a resource may be retiring soon, and their position must be filled. A position can be identified as key, or critical, or both.

Customer Removal: A twenty-four (24) hour security ban for minor infractions.

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Daily Action Control Log (DACL) A form used in each monitoring areas for purposes of recording information relative to a customer's cash activity of \$3,000 or more (*Title 31*):

Daily Comp Limit: An aggregated amount a comp issuer is authorized to offer to all customers combined in a 24-hour Gaming Day.

Deadline: The last opportunity for the Oneida Nation to respond to a reporter. (*Media Policy*)

Dealer (Table Games): An employee who operates a game, individually or as part of a crew, administering house rules and making payments (*MICS*).

Decision: A final determination arrived at after consideration which results in a conclusion or definite opinion.

Declaratory Ruling: Written ruling made by a tribal decision-making body which removes doubts or puts an end to conflicting decisions regarding what the law is in relation to a particular case.

Dedicated Camera A camera required to continuously record a specific activity (*OGMICR*).

Descendant: Documented First Generation Oneida Descendant.

Designee: The person designated to directly oversee the work and performance of an employee. There may be more than one supervisor in some cases.

Direct Contact: Face-to Face physical proximity to a child or elderly person that affords the opportunity to commit abuse or neglect of the elder or to misappropriate the property of the child or elder.

Dirty Bingo Ball Set: A set of bingo balls that have been used for one day.

Disclosure: To reveal otherwise non-public information or other information that would otherwise remain concealed during a period which it should be brought to light.

Disciplinary Action: Any action by an employer affecting an employee to their detriment, including, but not limited to dismissal, demotion, transfer, removal of duty, refuse to restore, suspend, reprimand. (*Employee Protection Policy*)

Discontinued Employment: Resigning, voluntary dismissal, involuntary dismissal, transfers, and conclusion of department employment.

Dishonest Act: Act of willful deceitfulness or untruthfulness which means unworthy of trust or belief. Implies a willful perversion of the truth to deceive, cheat or defraud.

Docking Station: An area where hot boxes are placed to get scanned for accountability.

Documented Inability – Letter from a Medical Provider stating an employee's physical or mental limitations.

Double dipping: The practice of receiving more than one income from the same employer, such as the employee receiving their hourly wage plus receiving a stipend for attending board, committee, or commission meeting within the same time frame.

Drop (for gaming machines): The total amount of cash, cash-out tickets, coupons, and coins removed from bill acceptor canisters.

Drop (for table games): The total amount of cash, chips, removed from the drop boxes, plus the amount of credit issued at the tables.

Drop box: A locked container affixed to the gaming table into which the drop is placed. The game type, table number and shift are indicated on the box. (*OGMICR*)

Drop Box Content Key (content key): The key used to open the drop boxes. (OGMICR)
Drop Box Release Key (bill key): The key used to release drop boxes from tables. (OGMICR)
Drop Box storage rack keys: The key used to access the storage rack where drop boxes are secured. (OGMICR)
Drop Period: The period between sequential removal of currency accept boxes and drop boxes from the gaming machines and table games. (OGMICR)
Drop Route: The customary direction the drop team takes when dropping gaming machines and table games. (OGMICR)
Drop Team: Personnel that perform the removal of drop buckets, currency acceptor boxes and drop boxes from the gaming machines and table games. . (OGMICR)
Due Process: An established course of proceedings designed to protect the legal rights of an individual (i.e. The right to a reasoned decision, a right to counsel, a right to cross examine).

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eWizPro: A computerized back-up system used to process pit fills, credits, and payout slips when the Online Gaming Monitoring System is down.
Early Out: Employee is approved to leave work before their scheduled shift is complete
Earned and Unearned Take: Race bets taken on present and future race events. Earned take means bets received on current or present events. Unearned take means bets taken on future race events. (OGMICR)
Electioneering: To solicit votes or distribute, wear, or carry political literature, posters, banners, buttons, etc. to display refreshments showing any specific candidates names is prohibited during work hours.
Election Observer: Individuals who are eligible voting members of the Oneida Nation who wish to exercise their opportunity to be present at the polling place during elections.
Electronic Check (E-Check): A check cashing transaction that can be processed without the use of a paper check.
Eligible General Tribal Council Voter: An enrolled Oneida Tribal member 21 years of age or older.
Emergency: Fire, bomb threat, or natural disasters that threaten the safety and well-being of customers, employees, and entertainers.
Emergency closing: Unexpected closing of tribal divisions, departments or business units which may include, but not limited to the following examples: hazardous weather conditions, building system
Employee: Individual employed by the Nation but does not include elected or appointed officials, or individual employees by a tribally chartered corporation.
Electronic Cigarette – A device that enables a person to ingest nicotine, or other chemicals or substances, by inhaling a vaporized liquid and shall include the cartridges and other products used to refill the device. “Electronic cigarette” shall not include any device that is prescribed by a healthcare professional. (*Clean Air Policy*).
Employee number: 6-digit code which identifies an individual employee.
Employee Badge: Oneida picture identification badge, issued by Backgrounds Investigation Department
Employee Development Contract: Written contract between an employee, his or her supervisor and Personnel Services, that specifies how the employee will progress towards obtaining the education necessary to meet the requirements as stated in his or her job description.
Employer: The Oneida Nation, its divisions, departments, programs, enterprises of other subdivisions of the Oneida Nation. (*Oneida Worker’s Compensation Law*)
Emotional Damage:

1. Harm to a child’s psychological or intellectual functioning which is exhibited by severe anxiety, depression, withdrawal, or outward aggressive behavior.
2. Failure of a parent, guardian, legal custodian, or other person exercising temporary or permanent control over the child to obtain the treatment necessary to remedy the harm.
3. A substantial and observable change in behavior, emotional response, or cognition that is not within the normal range for the child’s age and stage of development. (*Oneida Policy on Report Child Abuse and Neglect*).

Enterprise: Profit making departments that may include, but are not limited to, Retail and Gaming Departments.

EPIC: An online Bingo Accounting and Management system. The EPIC system automates all aspects of the Bingo Operation: Point of sale, pull tabs, paper, cash, real time inventory, certificate and coupon printing, retail, Bingo Hall promotions, etc. (*Gaming*)

EPIC Coupons: Coupons or Certificates generated from the EPIC system that can be redeemed for cash or meals.

EPROM (Erasable Programmable Read Only Memory): A type of computer memory chip that retains its data when its power supply is switched off. (*OGMICR*)

Equal Employment Opportunity: The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, pregnancy, religion, age, genetic information, and disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

Essential Position: A position needed for minimal operation especially during emergencies as defined per the March 24, 2020 Oneida Nation COVID-19 Core Decision Making Team Safer at Home declaration.

Exception Report: A document issued to respective gaming business units to communicate any discrepancies, variances, or missing documentation found during the review or reconciliation of casino paperwork.

Excessive: Exceeding what is allowable

Exempt Classification: A position which is paid a pre-determined amount or salary and is not eligible for overtime.

Exonerated: Those persons who are formally acquitted, released, or discharged because of an adjudicated proceeding.

Extended Probationary Period: Continuation of probation period.

External Applicant: A person who is applying for a position and not currently employed by the Nation. (*Drug and Alcohol-Free Workplace Policy*)

Extortion: To obtain something using threats or intimidation.

Even Money Exchange: The act of exchanging currency and chips for coin or other chips of equivalent value (*OGMICR*)

Everest: Gaming software system for customer and employee feedback.

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Field Trip Chaperone: Usually a parent or relative of a child within the classroom who volunteers to oversee a group of children during a classroom trip to an educationally related event.

Fill: A transaction whereby a supply of chips, tickets is transferred from a bankroll to a table game, gaming machine or the bingo department. (*OGMICR*)

Fill Slip: A document evidencing a fill to a table game. (*OGMICR*)

FinCEN Form 102/Suspicious Activity Report (SARC): An IRS form used to report customer activity which raises the suspicion that the customer intentionally evading Title 31 requirements or using funds derived from illegal activity. (Title 31)

FinCEN Form 103/Currency Transaction Report by Casino's Form (CTRC): An IRS Form that is completed by the casino personnel for customers who attempt to complete Title 31 transactions that would cause the customer's transactions to exceed the \$10,000 reporting threshold. (Title 31)

Fiscal Year: The annual period used by the Oneida Nation for internal accounting.

Flex time: Allowing employee to work approved starting and finishing times outside their normal work schedule in the same workweek.

Foreign Chips: Chips that are issued by an entity unrelated to the Oneida Nation. (*OGMICR*)

Forgiveness: A governmental process to forgive.

Formal Interview: Interviews conducted with a hiring committee present.

Found/Recovered Priority Audit: A variance with a value of \$100 or more where the reason is known and the money has been recovered.

Fraud: Deliberate deception for unlawful or unfair gain.

Fun Club Card: A player card which tracks all play.

Funeral Services: Traditional and religious services include, but not limited to: Ceremony, memorial service, wake, Fire keeper and burial.

Future Wagers: Bets on races to be run in the future (e.g., Kentucky Derby). (*Gaming*). *OGMICR*

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- Gaming Day:** A normal 24-hour business day by which a gaming facility keeps its books and records for business, accounting, and tax purposes, which is 4:00 a.m. to 3:59 a.m. (OGMICR)
- Gaming Chip:** Money substitutes, in various denominations, issued by a gaming establishment and used for wagering.
- Gaming Compact:** The agreement between the State of Wisconsin and the Oneida Nation that outlines the terms under which the Oneida Nation can conduct Class III gaming.
- Gaming Contingency Plan:** A plan developed by the Gaming Senior Management Team that addresses different stages of decrease in net profits, the symptoms/conditions that led to the decrease, and identifies strategies to take in order of offset any decreases, including reference to the Gaming Labor Plan.
- Gaming Division:** Any department of the Oneida Bingo and Casino that reports to the Gaming General Manager, departments not included are Internal Security, Surveillance, and MIS-Gaming.
- Gaming Employee:** An individual employed by the Oneida Casino
- Gaming Employee Deletion Group:** Terminating all access of an employee by deletion from the Gaming Systems. This group consists of personnel from MIS, Surveillance System Techs, Central Accounting, Time and Attendance, Personnel Services and Key Watcher Administrators.
- Gaming Facility:** Any location or structure, stationary or movable, wherein gaming is permitted, performed, conducted or operated. Gaming facility does not include the site of a fair, carnival, exposition or similar occasion, or any location or structure outside of the state of Wisconsin.
- Gaming License Badge:** Oneida picture identification badge, signifying approval to work in a Gaming facility.
- Gaming Machine:** An electronic or electromechanical which contains a microprocessor with a random number generator capacity which allowed players to play games of chance, some of which are affected by skilled.
- Gaming Machine Analysis Report:** A report prepared that compares theoretical to actual hold by a gaming machine on a periodic basis.
- Gaming Machine Count:** Total amount of and cash removed from a gaming machine.
- Gaming Machine Department (Personnel):** The Slot Department/employee.
- Gaming Machine Pay Table (or Pay Table):** The combinations illustrated on the face of the gaming machine that can identify payouts of designated (bet) amounts.
- Gaming-related Contractor:** Any party, other than the Oneida Nation, to a gaming-related contract, as defined in Section VII. A of the Gaming Compact.
- General Manager:** Defined as the highest level in the chain of command under the Oneida Business Committee and includes, Gaming General Manager level, Chief Financial Officer, and division director's level positions
- Good faith belief:** As used herein means sufficient indications or signs of child abuse or neglect as to cause an employee to believe that abuse or neglect has, is, or may be taking place. (Oneida Policy on Report Child Abuse and Neglect)
- Government Official:** Includes all persons who are elected or appointed to serve on the Oneida Business Committee and any board, committee, or commission created by the Oneida Business Committee or Oneida General Tribal Council.

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- Hands: The cards dealt to or held by a player. Harassment:** Unwarranted or unwelcomed words, conduct or actions directed at a specific person.
- Header Card:** A card that contains the asset number for each of the cash boxes from gaming machines or table games. (OGMICR)
- Health Plan:** means an insurance policy or contract or other arrangement under which health services for individuals are provided or the expenses of such services are paid. (Military Service Employee Protection Act)
- Health Care Provider:** A person who provides any form of health care (e.g. physician, physician assistant, nurse practitioner, dentist, or psychiatrist.)
- Helper (Drop):** A Drop employee assigned to set up empty cash boxes to each machine being dropped. They are also responsible for carrying cash boxes to the cash cart during the drop process. (OGMICR)
- HIPAA:** Health Information Portability and Accountability Act.
- Hold:** The relationship of win to coin-in for gaming machines and win to drop for table games. (OGMICR)

Holiday pay: Compensation on a recognized tribal holiday as listed in the personnel policies and procedures stating at 12:00am and ending at 11:59pm.

Holiday pay Benefit: Benefit paid to an eligible employee on a holiday recognized by the Nation.

Holiday worked: Pay for employees who work on a Tribally recognized holiday is eligible for time and one-half their normal pay.

Holiday Worked Benefit: Hours a non- exempt employee works on a holiday at the rate of time and one- half

Hot Cash Box: A bill acceptor canister that has been removed from a gaming machine during the Drop that contains tickets or currency. (OGMICR)

Host Validation Computer System: A computer that would house all transactions that occur with a cash out ticket slot machine. (OGMICR)

Hub: The person or entity that is licensed to provide the operator of a pari-mutuel wagering operation information related to horse racing that is used to determine winners of races or payoff on wagers accepted by the pari-mutuel wagering operation.

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Immediate Family: Husband, Wife, Mother, Father, Son, Daughter, Brother, Sister, Grandparent, Grandchild, Great-Grandparent, Great-Grandchildren, Spouses Grandparents, Spouses Great-Grandparents, Great-Grandchildren, Son-in-law, Daughter-in-law, Mother-in-law, Father-in-law, Sister-in-law, and Brother-in-law. Immediate family also includes legally recognized family members that establish the above relationships, such as stepparent, step-grandparent, step-great-grandparents/grandchildren, adopted child, foster child, and guardian.

Imprest: An established amount of cash and cash equivalents used to transact business outside the primary area where money is centrally stored (which is usually the vault).

Incident Report: A report generated by employees to describe an incident.

Indoor: Within the exterior walls of any building. (Clean Air Policy)

In-house Progressive Gaming Machine: An individual slot machine or one linked to a group of machines located in an Oneida Tribal Gaming facility where the jackpot amount increases with each coin wagered by the player. (OGMICR)

In-meter Reading: The meter record of the number of coins wagered for an individual gaming machine. (OGMICR)

Independent Gaming Test Laboratory: A laboratory which conducts tests of gaming equipment to determine whether the equipment meets specific standards, and is designated as an independent gaming test laboratory by the Nation (OGC) with the concurrence of the State of Wisconsin Division of Gaming. (OGMICR)

Information: The specific time, date, who, when, where, what, how in any disclosure that would prevent detrimental actions being taken against the Oneida Nation.

Injury or personal injury: Physical or mental harm to an employee caused by accident or disease which arises from exposure to conditions or circumstances beyond those common to occupational and/or non-occupational life and is predominantly work related. (Oneida Worker's Compensation Law)

Internal Audit (Gaming): Individuals who perform an audit function of a Gaming Operations that are independent of The department subject to audit. Independence is obtained through the organizational reporting relationship, as the internal audit department shall not report to Tribal Gaming Management. (OGMICR)

Internal Audit: Individuals who perform an audit function for the Oneida Nation.

Immediate supervisor: Employee in the first line of management who monitors an employee in their performance of assigned duties.

Indian Preference:

Enrolled Oneida Tribal Member.

Oneida Indians eligible for enrollment in the Oneida Nation.

Documented first generation Oneida Descendant.

Other Native American Indian.

Other (non-Indian). (Indian Preference Policy)

Internal Security Code: Terminology utilized over the radio in the Security Department.

Internal Security: A department whose employees assist maintaining compliance with all internal controls

Investigation: A careful examination or search to discover facts or gain information.

Investigative Leave: A temporary absence from current position to avoid undue influence when conducting an investigation into an employee's alleged wrong doings.

Involuntary Ban: Official prohibition/exclusion from Tribal locations and/or activities.

Involuntary Early Out: Supervisor initiated early out based on business need.

iSeries (AS/400): Software utilized by the Oneida Nation which contains personnel, training, accounts payable, general ledger, inventory, and fixed asset information.

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Jackpot: A large prize in a game of chance.

Jackpot Payout: The portion, or all, of a jackpot paid by gaming machine personnel. (OGMICR)

Jackpot Payout Slip: A form on which the amount of the jackpot paid by gaming machine personnel is recorded. (OGMICR)

Job Abandonment: Three consecutive scheduled days of work with an employee failing to call in and failing to show up to work (No Call/No Show).

Job Reassignment: moving internally from one regular status position to another without a break in service.

Jumbo Oneida: A special bingo game played on Mélange Paper.

Jury Duty: When employee receive a summons to report to court to be a part of the jury duty selection process

Juvenile: Any person who has not attained the legal age of eighteen (18) years.

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Key Attendance Day: A business day, pre-determined by a Department, to be a high-volume business day (i.e. New Year's Eve). Attendance is required.

Key Holder (Drop): An employee that possesses the release key(s) and who is responsible for exchanging cash boxes in gaming machines during the drop.

Key Officer: A designated Security Officer responsible to sign out proper keys and escort the Drop Count Team Members who use the keys.

Key Position: A role that has a big impact on the strategic plan.

Key Volume Indicators: Marketing measurement tools used to determine the number of employees needed to provide optimal customer service.

Key watcher System: A computerized key security and management system which restricts access to keys through the use of a hand reader, which will dispense keys to authorized personnel only.

Kobetron: A machine that reads the identification signature from a program storage medium (PSM). (OGMICR)

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Lammer (Lammer Button): A type of chip used to evidence transfers between table banks and cage or a series of dice rolls in a Craps game (OGMICR)

Last in- first out: The last person hired in the department will be the first selected to be laid off

Late Call-in: Calls received less than 15 minutes from scheduled start time are considered a Late Call in.

Layoff: (OPC) Workforce reductions caused by changing economic conditions or lack of available work. Employees are placed in a lay-off, or inactive status which ends upon recall to active employment, or separation from employment after 26 weeks. *Layoffs* are workforce reductions caused by changing economic conditions or lack of available work. Employees are placed in a layoff, or inactive status which ends upon recall to active employment, or after 26 weeks, employment termination. (Layoff Policy)

Layperson: A person without specialized or professional knowledge in a particular subject.

Lead: An employee designated additional responsibilities in the absence of a supervisor.

Lead Pay: An incentive, paid to designated employees to compensate for additional duties performed.

Leave of Absence (LOA): Approved absence up to 90 days from work without loss of job seniority.

Level One Key: A gaming smart key that is color-coded yellow, green, or brown which requires a security Escort at all times. This key may not be taken off the property.

Level Two Key: A gaming smart key that is color-coded red, or red and blue which requires only the employee to use their handprint to unlock the cabinet door. This key may not be taken off the property.

Level Three Key: A gaming smart key that is blue or black which requires only the employee to use their handprint to unlock the cabinet door.

Limited Term: (LTE) - An employee who will be utilized for long term assignments over ninety (90) days, but no longer than two (2) years.

Linked Electronic Game: Any game linked to two (2) or more gaming operations that are physically separated, not owned and operated by the same Tribe. *OGMICR*

Long Term Disability: Insurance the employees may apply for, effective the twelfth (12th) week, when they are off the job due to medical reasons.

Local Travel: Travel within a fifty (50) mile radius from the employee's workplace.

Lump Sum: An amount of money that is paid at one time.

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Machine Entry Authorization Log: A form used to document the entry of authorized personnel into a gaming or NRT Machine for a drop or fill, troubleshooting or maintenance.

Machine Number: The house number assigned to the gaming machine by the Slot Department.

Magnetic Ink Character Recognition (MICR): The numbers and symbols printed on the bottom of a check that is used by the banking industry.

Main entrance: The front entrance to any building, or any entrance most of the employees and public use to access the building.

Malicious: Showing spite or intentionally wanting to cause harm to someone or hurt their feelings.

Mass Layoffs: Affecting more than 20% of the full-time employees of a division workforce within a 30-day period. A division is a division of the Oneida Nation employment structure currently identified as Enterprise, Compliance, Governmental Services, Internal Services, Gaming, Development and Land Management. All other layoffs are routine. (Layoff Policy)

Mandated Reporting: The procedure by which a Oneida Nation employee relays information pertaining to suspected child abuse/neglect to the proper authorities as set out in this policy. (Oneida Policy on Report Child Abuse and Neglect)

Mantrap: A secured common area between the gaming floor and a sensitive area, with two sets of doors. such that the first set of doors must close before the second set opens.

Manual Comps: Manuel (EPIC) Comps, Pre-generated certificates documented on a manual log and in IGS for tracking purposes.

Manual Jackpot/Cancel Credit Form: A pre-numbered sequential form used to manually record jackpots/cancel credits when the online gaming machine monitoring system is down.

Manual Jackpot Fill Sheet: A record of jackpots that are paid manually by a cashier instead of by a gaming machine or NRT 1500 Quick Jack Ticket Redemption and Bill Breaking System.

Marketing Personnel: Employees that fall under the direct supervision of the Marketing Director.

Marketing Release Form: A form used to document the inventory transfers.

Master Game Program Number: The game program number listed in a gaming machine Program Storage Medium. *OGMICR*

Master Game Sheet: A form used to record, by shift and day, each table game's winnings, and losses. This form reflects the opening and closing table inventories, the fills and credits, and the drop and win. *OGMICR*

Master (Grand Master) Key: The key used to open most doors within a designated gaming facility.

Maximum Medical Improvement: The date after which no significant recovery from or significant lasting improvement to a personal injury can reasonably be anticipated, based upon reasonable medical probability. (Oneida Worker's Compensation Law)

Meal Certificate: Certificates that can be redeemed at specific Tribal restaurants

Mechanical Coin Counter: A device used to count coins that may be used in addition to or in lieu of a coin weigh scale. *OGMICR*

Media: Shall include but not limited to newspapers, televisions stations, radio stations, photographers, magazines and other published periodicals. (Media Policy)

Media Promotions Worksheet: A document used to clarify the distribution of entertainment tickets.

Mediation: A conflict resolution process which assists in settling a dispute or controversy by a third party.

Medical emergency: Possible physical injury or illness to a person that requires medical attention.

Medical examination: A urine drug screen or a preliminary breath test or Alco-sensor intoximeter test. (Drug and Alcohol Free Work Policy)

Medical Provider: A licensed professional who can prescribe and who is authorized by the state to treat and diagnose medical or mental health conditions.

Melange Paper: A special pre-printed paper stock stored and printed with randomly generated numbers for specific game dates/sessions.

Mental Harm: Any injury arising out of and in the course of employment which includes mental harm or emotional stress or strain without physical trauma, which arises from exposure to conditions or circumstances beyond those common to occupational and/or non-occupational life and is predominantly work related. Common occupational life includes, but is not limited to, transfers, promotions, termination, disciplinary action, and activities identified within a job description or business unit general activities. (Oneida Worker's Compensation Law)

Mentor: Someone who advises and guides a less experienced person.

Merit Further Investigation: Point in which a person(s) hearing the information believes that it requires further action.

Meter: An electronic (soft) or mechanical (hard) apparatus in a gaming machine. May record the number of coins wagered, the number of coins routed to the drop (coin to drop), the number of jackpots paid out, the number of games played, or the number of coins paid out to winning players. *OGMICR*

Minimum Internal Control Regulations (MICR): Internal controls that protect Tribal assets and permit accountability of Gaming enterprises to Tribal government. *OGMICR*

Minimum Internal Control Standards (MICS):

Military: The Armed Forces, the Army National Guard and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or national emergency. (Military Service Employee Protection Act)

Mini-Baccarat: A card game in which the winner is the player who holds two or three cards totaling closest to nine.

Miscellaneous Exchange Form: A document used to report monetary exchanges among Tribal departments and the Vault.

Mismanagement: Failure to use reasonably good sense in using the authority granted through the job description, delegated authority by any supervisor, and/or personal judgment to advance the economic, financial, funds, and their own time.

Modified Duty: A position temporarily allowing an employee to perform physically appropriate duties in relationship to his or her functional capabilities. "Modified duty" means temporary, transitional work within the healthcare provider's prescribed activities, restrictions and other recommendations for the employee which reflects that individual's functional capacity and/or rehabilitative needs. (Early Return to Work Policy)

Monitor: A television type viewing unit used specifically for close circuit television. It may mean the process of viewing, overseeing and/or verifying activities or functions. *OGMICR*

Motion Activated Dedicated Camera: A video or digital camera that, upon its detection of activity or motion in a specific area begins to record the activity or area. *OGMICR*

MRO: Medical Review Officer who is a licensed physician who is responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating medical explanations for certain drug test results. (Drug and Alcohol-Free Workplace Policy)

Mule: A motorized cart used to pull a Cash Cart.

Mule Key: The key used to access the on-the-floor drop system that utilizes a mobile scale. *OGMICR*

Multi-Game Machine: A gaming machine that includes more than one type of game option.

Multi-Game Machine/Denomination: A gaming machine that includes more than one type of game option with more than one type of denomination option available.

Multiple Machine Entries: A single transaction that results in multiple gaming machine entries on the same machine.

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Neglect: Failure, refusal, or inability on the part of a parent, guardian, legal custodian, or other person exercising temporary or permanent control over a child, by reasons other than poverty, to provide necessary care, food, clothing, medical or dental care, or shelter to seriously endanger the physical health of a child, or lack of supervision, including having the child at home alone, or total abandonment. (Oneida Policy on Report Child Abuse and Neglect)

Nepotism: When a person is shown preferential treatment due to their family ties. **New Hire:** An employee who has not previously worked for the Oneida Nation.

No call-No Show: When an employee fails to report to their assigned work area and fails to notify a Supervisor/designee that he/she will not be reporting to work on their scheduled workday.

Non-discriminatory: Fair and unbiased.

Non-employee: A person who is not employed by the Oneida Nation.

Non-exempt: A position which is paid for work performed by the hour and is eligible for Overtime pay when the employee works over 40 hours within a work week.

Non-Gaming Comp: Compensation given to a customer or an employee with-out redeeming points.

Not Covered Injury/Accidents: A list of situations in the Worker's Compensation Law that compensation is not awarded. (Oneida Worker's Compensation Law)

Numbered Lammer: A numbered chip used in Craps to cover the corresponding tracking number, indicating the numbers that have been rolled prior to a seven (7) being rolled.

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Obstruction: Something that impedes or prevents passage or progress.

Off Track Betting (OTB): Wagering conducted on live races of a host track at a facility other than a racetrack.

OTB Draw Funds: A predetermined amount of cash (start-up) necessary to initiate the Off-Track Betting Session and to pay out customer winnings.

Offensive: Actively aggressive; attacking, causing someone to feel deeply hurt, upset, or angry.

Offline Ticket Cashier (OTC): A computerized back up system used TITO tickets when the Online Gaming Machine Monitoring System is down.

On Call Pay: Payment of not less than an agreed amount to an employee called in for work at a time other than that of their regular shift.

OnBase: Electronic storage and retrieval software.

ONEAP: The Oneida Nation Employee Assistance Program which is a professional counseling program staffed by clinical social workers licensed by the State of Wisconsin which offers services to Tribal employees and family members.

Oneida Gaming Commission (OGC): The regulatory body as established, by the Oneida Nation's gaming ordinance.

Online Gaming Machine Monitoring System: A system used by a Gaming Operation to monitor gaming meter reading and/or other activities on an on-line basis.

Oneida Nation: The Oneida Nation, a federally recognized Indian tribe and acting at all times pursuant to its Constitution and Bylaws in a governmental capacity. (Oneida Worker's Compensation Law)

Open Purchase Order Radisson Room Comp: (NGROOMPO) complimentary room at the Radisson paid for with an open purchase order.

Organization: The Oneida Nation.

Original Supervisor: The employee's day-to-day/immediate supervisor or his or her designee. (Early Return to Work Policy)

Originator: The person who creates or generates.

Overrides: When a machine does not register with online system and requires you to manually enter different information.

Over/Short Slip: A form used to document when an employee has an unresolved variance in their count.

Outs: Uncashed pari-mutuel tickets.

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Paid Time Off: Vacation, personal, or donated hours.

Pan Handling: To obtain money by begging from customers.

Pan-tilt-zoom (PTZ): A camera that has the capabilities of panning right to left, up and down, and focusing closer to Specific area.

Paper Check: The act of making sure there is no currency in between a stack of papers or tickets.

Par Percentage: The percentage of each dollar wagered that the house wins or holds. *OGMICR*

Par Sheet (Theoretical Hold Worksheet): A specification sheet for a gaming machine that provides hold percentage, Model number, hit frequency, reel combination, number of reels, number of coins that can accepted, the payout schedule, and reel strip settings. *OGMICR*

Pardon: An executive action to nullify tribal, state, or federal crimes.

Pari-mutuel Wagering: A system of wagering on horse races, jai-alai, greyhound, and harness racing, where the winners divide the total amount wagered, net of commissions and operating expenses, proportionate to the individual amount wagered. *OGMICR*

Payout: The total amount of money paid to a customer as winnings on a game. *OGMICR*

Payroll Records: The sum of all financial records of salaries for an employee wages, bonuses, and reductions.

Peacekeeping: A conflict resolution process which assists in settling a dispute or controversy by a third-party while utilizing Oneida traditional methods.

Perception: The way something is understood or interpreted.

Period of modified duty: A period of calendar days which begins on the first day that the employee can return to work in accordance with a healthcare provider's prescribes activities, restrictions and/or other recommendations. (Early Return to Work Policy)

Peripherals: An auxiliary device that works in conjunction with a computer. *OGMICR*

Perjury: Willingly telling an untruth in a court after taking an oath or affirmation.

Perpetual Chip Count: A daily balance of chips on hand at every window and table.

Perpetual Donation Request Database: System used to track promotional items that are donated to prevent any duplication of incoming requests.

Perpetual Inventory: A method of obtaining up-to-date record that reflects the level of coupons and complimentary on hand.

Personal Development Plan: An action plan for goal setting.

Personal Time: A bank of hours accrued by employees for personal or sick days.

Personal Use: Computer resource use that is conducted for purposes other than accomplishing an authorized activity or official business of the Nation. (Computer Resource Ordinance)

Physical Harm: Any injury arising out of and during employment, unusual or peculiar to work, including specific injury, repetitive traumatic injury, or occupational disease, which arises from exposure to conditions or circumstances beyond those common to occupational and/or non-occupational life and is predominantly work related. (Oneida Worker's Compensation Law)

Pilfering: Stealing.

PIN: The Personal Identification number used to access a player's account. *OGMICR*

Pit: An area in a casino enclosed or encircled by gaming tables. *OGMICR*

Pit Podium: A stand located in the middle of the tables used as a workspace and record storage are for gaming supervisory personnel. *OGMICR*

Placement site supervisor: The supervisor of work area an employee is placed in other than his or her original department, for a period of modified duty. (Early Return to Work Policy)

Player Tracking System: A system that records the gaming play of customers. *OGMICR*

Poker Access List: A list provided by the Poker Department that lists all Poker Supervisors and Poker Dealers.

Poker: A card game in which players attempt to acquire a winning combination of cards and bet at every deal.

Political Appointment: The process by which a person is appointed or designated for an office or position by an elected official.

Portal to Portal: Travel from home to the workplace and travel from the workplace to home.

Portable Handheld Unit: An electronic device with Bingo card faces that have been downloaded **Post Time:** The time when a pari-mutuel track stops accepting bets in accordance with rules and regulations of the applicable jurisdiction. (OGMICR)

Points: The numerical unit accumulated by the customer, which may be converted into complementary items or cash. (OGMICR)

Positive results: Level identified by the Federal government for persons holding a Commercial Driver's License as a positive drug and/or alcohol test result, regardless of employment position within the Nation. (Drug and Alcohol-Free Work Policy)

Preference: The right or opportunity to choose a person, object, or course of action that is considered more desirable than another.

Press: Shall include but not limited to print broadcast and photojournalists. (Media Policy)

Press Release: Any information sent out to the media, press or news gathering sources regarding the Nation by a representative of the Oneida Nation. (Media Policy)

Primary and Secondary Jackpots: Promotional pools offered at certain card games that can be won in addition to the primary pot. (OGMICR)

Probationary Period: The first ninety (90) calendar days of employment or ninety (90) calendar days after an unsatisfactory evaluation.

Problem Keys: Smart Keys that set off the alarm a minimum of three (3) times during an eight (8) hour time frame.

Professional Non-uniform Attire: Work attire to include dress slacks or skirt, suit coat, dress shirt/blouse, necktie (optional), dress socks, and dress shoes.

Program: Departments developed to provide services. Includes all activities of the Oneida Nation not expected to create revenue for the Nation or those activities not expected to make a profit at any time. Further, this includes those persons that are employees of the Nation working in these areas. Examples of, but are not limited to, governmental services include the Tribal School, Health Works, Maintenance, Multi-Purpose Center, Oneida Community Library. (Code of Ethics)

Program Personnel: Those persons who work in Programs of the Oneida Nation.

Progressive Disciplinary Actions: In order of progression written warning-suspension-termination

Progressive Gaming Machine: A gaming machine, with a payoff indicator, in which the payoff increases as it is played (deferred payout). The payoff amount is accumulated, displayed on a machine, and will remain until a player lines up the jackpot symbols that result in the progressive amount being paid. (OGMICR)

Progressive Jackpot: Deferred payout from a progressive gaming machine. (OGMICR)

Progressive Transfer: The transferring of current progressive meter value from one or more slot machines to be added to a different slot machine

Prohibited: Formally forbid a person or group from doing something.

Prohibited Comps: Comps may not be issued to self, family members, friends, employees, supervisors, co-workers, committees, and board members.

Prohibited Drug(s): Marijuana, cocaine, opiates, amphetamines, phencyclidine (PCP), hallucinogens, Methaqualone, barbiturates, narcotics, and any other substance included in Schedules I through V, as defined by Section 812 of Title 21 of the United States Code. This shall also include prescription medication or over-the-counter medicine used in an unauthorized or unlawful manner. (Drug and Alcohol-Free Workplace Policy)

Promotional Item/s: Items that promote or advertise the Oneida Nation.

Promotional Payouts: Merchandise and awards given to players by the Gaming Operation based on wagering Activity. (OGMICR)

Promotional Progressive Pots and/or Pools: Funds contributed to a table game or card game by and for the benefit of players. Funds are distributed to players based on a predetermined event. (OGMICR)

Program Storage Medium: A storage medium that contains the game control program, including ROMs, EPROMs, FLASH ROMs, DVD, or CD ROM. (OGMICR)

Property Storage Medium Room: A secured area that requires security hand access for authorization or Security Officer Escort.

Purchase Order: Document containing a request for goods or services.

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Qualified: With respect to an employment position, means having the ability to perform the essential tasks of the Position. (Military Service Employee Protection Act)

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Racketeering: Profiting from illegal activities such as bribery, fraud, or intimidation.

Rake: A commission charged by the house for maintaining or dealing a game such as poker. (OGMICR)

Rake Circle: The area of a table where rake is placed. (OGMICR)

Random Number Generator (RNG): A device that generates numbers in the absence of a pattern. May be used to determine numbers selected in various games such as bingo. Also, commonly used in gaming machines to generate game outcome. (OGMICR)

Reasonable efforts: In the case of actions required of the Nation under this law, means actions, including providing training, that do not place an undue hardship on the Nation. (Military Service Employee Protection Act)

Reassignment: A regular employee reassigned to another department or business unit without a break in service.

Record: Written account of something; document containing history or information.

Redemption Kiosk (NRT): A Kiosk utilized to accept a deposit of credits. (OGMICR)

Reel Symbols: Symbols listed on reel strips of gaming machines. (OGMICR)

Regular Status: Employee hired through the Nation's selection process and classified as regular part-time, half-time, full-time, or contracted.

Re-Hire: A new employee who has previously worked for the Oneida Nation with a break in continuous service with the Nation.

Reinstated: Employee is granted or awarded the same or similar position.

Representatives of the Oneida Nation: Include employees, members of boards, committees, and commissions, employees of boards, committees, and commission and consultants to the Oneida Nation. (Media Policy)

Reporter: A representative or journalist of the media or press. (Media Policy)

Retaliatory Action: Any actions, either disciplinary or otherwise, taken against any employee, whether supervisor or supervised, for that employee's disclosure of information as directed within this policy, excluding any actions that can be reasonably justified as taken in good faith based on documented employee performance. Action other than disciplinary action that may be retaliatory, by way of example, could be loss of hours, rescheduling shifts outside of normal shift changes, change of job requirements without notice, verbal or physical harassment, and reduction of pay, denial of educational benefits, reassignment, and failure to increase base pay.

Reserved Bingo Balls: Additional Bingo Balls that are available to replace damaged Bingo Balls.

Restrictions: Activity limitations which are prescribed by a healthcare provider for a specified duration of time because of an injury or illness which results in an employee being unable to perform one (1) or more essential functions of his or her job, or is unable to work the full workday that he or she would otherwise have been scheduled to work. (Early Return to Work Policy)

Restricted/Sensitive Areas: Areas from which personnel are excluded for reasons of security or safety unless specially authorized.

Return to work agreement: An agreement, developed by an EAP counselor and signed by the employee and the EAP counselor, which sets out the actions the employee needs to complete to return to work and remain employed. (Drug and Alcohol-Free Work Policy)

Resignation: An employee that voluntarily notifies his or her supervisor orally and/or in writing of their intent to end employment.

Revenue Center: A division or department of a Gaming Operation that is responsible for producing revenue. (OGMOCR)

Rider: A signed document that holds two or more parties liable for specific promise of goods or services offered in exchange for something else of value.

Rolling Year: A twelve (12) month period which starts the day after an initial action.

Roulette: Gambling game with wheel: a game in which a ball is rolled onto a spinning horizontal wheel divided into

compartments, with players betting on which compartment the ball will come to rest in.

Round of play: One completed cycle of play during which all wagers have been placed, all cards have been dealt and all remaining have been paid off or collected.

Runner: A greyhound or horse that participates in a race.

Runner: A gaming employee who transports chips/cash to and from a gaming table to a cashier. (OGMICR)

RV Parking Area (Gaming): The designated area located along the wooded property line between the Radisson Hotel and IMAC.

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Scheduled workday: Any day the employee is scheduled to work which includes mandatory meeting, mandatory training, and work trades. Pre-approved time off is not considered a scheduled workday.

Screen Automated Machine (SAM): A machine used in pari-mutuel wagers. SAMs also pays winning tickets in the form of a voucher, which is redeemable for cash. (OGMICR)

Internal Security Code: Terminology utilized over the radio in the Security Department.

Internal Security: A department whose employees assist maintaining compliance with all internal controls.

Sending Track: A racetrack equipped to conduct simulcasting and the operator of which is lawfully permitted to conduct a horse or greyhound meeting and to provide simulcasting of the meeting to licensees.

Seniority: Longevity in employment together with any benefits of employment which accrue with, or are determined by, longevity in employment. (Military Service Employee Protection Act)

Seniority Date: Date employee started current position within the department.

Separation of Employment: When an employee's employment is discontinued by their employer. Reasons may include resignation, retirement, death, or end of contract or layoff status.

Series Number: The unique identifying number printed on each sheet of bingo paper that identifies the bingo paper as a series or packet. The series number is not the free space or center space number located on the bingo paper. (OGMICR)

Serious Health Condition: When an illness or injury affects an employee to the extent that causes them to be absent from work.

Severe Weather Warning: Severe weather has been sighted in the area or indicated by radar.

Severe Weather Watch: The weather conditions are favorable for severe weather.

Service or service in the military: The performance of duty on a voluntary or involuntary basis in a branch of the military and includes active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, the time a person is absent from a position of employment for the purpose of an examination to determine the fitness of the person to perform any such duty, and the period for which a person is absent from employment for the purpose of performing funeral honors duty. (Military Service Employee Protection Act)

Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work Performance or creating an intimidating, hostile, or offensive work environment.

Shift: A scheduled time frame to work

Shift Differential Pay: Additional pay to an employee scheduled to work shifts other than first shift.

Shill: An employee financed by the house and acting as a player for the purpose of starting or maintaining enough players in a game (OGMICR).

Craps Shooter: The player throwing the dice.

Show Advance: Entertainment Specialist will communicate with Artist/Manager/Agent to arrange hospitality, lodging, catering, production, travel, names of contracts attending, and all other specific detailing of the show.

Short PayP: A payout from a gaming machine that is less than the amount indicated by the payout schedule (OGMICR).

Short term Disability: Insurance the employee may apply for within the first thirty (30) days of employment which may pay 60% of the employee's current salary effective the 15th day the employee is off the job due to medical reasons. Employees must work an average of 20 hours per week to be eligible for short term disability Insurance.

Shred Date: Sixty-five (65) days after the business date the Slots payout ticket has been reconciled.

Silver Mining: A customer walking the gaming floor looking for credits left on machines, cash or cash equivalents left in machine trays, the floor, etc.

Similar Position: Possessing almost the same characteristics of the position and pay prior to the appeal.

Single Comp Amount: An amount a comp issuer is authorized to offer at one time to one customer.

Skilled Proficient: Performance represents consistent achievement of the job's goals and expectation.

Slot Data System (SDS): A computerized accounting and machine monitoring system developed by Bally Technologies, and the communication protocol used.

SDS Cards: Slot Data System employee access cards.

Smart Key: A color coded plastic key housing which holds a computer chip used to monitor and transactions.

Smoke/Smoking: The inhalation of:

1. the smoke of burning tobacco encased in cigarettes, pipes and cigars; or
2. a vaporized liquid from an electronic cigarette, whether the liquid contains or does not contain nicotine.

Soft Count: The count of the contents in a drop box or a bill acceptor canister; alternatively, soft count may refer to the process of counting the contents of drop boxes or bill acceptor canisters. (OGMICR)

Soft Count Room: A secured area for conducting the Soft Count.

Soft Count Room In/Out Log: A record of personnel entering and exiting the Soft Count Room.

Stagehands: Individuals that have been contracted to provide a service within the Entertainment field to set up scheduled public events.

Standard Operation Procedure (SOP): An established and approved procedure to be followed in each situation.

Stationary Camera: A camera fixed into a set position and can only be moved manually (OGMICR)

Statistical Drop: Total amount of money, chips, and tokens contained in the drop boxes, plus pit credit issued, minus pit credit payments in cash in the pit (OGMICR).

Statistical Win: Closing bankroll, plus credit slips for cash, chips, or tokens returned to the cage, plus drop, minus opening bankroll, minus fill to the table

Stiff Sheet: A form used by Table Games Department to verify the totals on the Closer Slips.

Student Intern: An applicant who is over the age of 18, enrolled in high school or post-secondary school who works to gain experience in his/ her field of study.

Subject Matter Expert – An individual with the direct knowledge, skills, abilities, and proficiency in his or her subject to provide accurate and reliable information and guidance as related to the subject.

Substantial Waste of Public Funds: Any use of funds in a manner not directed by policy, including any preference laws adopted by the Oneida Nation.

Succession Plan: A process for identifying and developing internal employees with the potential to fill key business positions. Succession planning increases the availability of experienced and capable employees that are prepared to assume these rolls as they become available.

Sufficient Clarity: Use of monitoring and recording at a minimum of twenty (20) frames per second, Multiplexer tape recording is insufficient to satisfy the requirement of sufficient clarity (OGMICR)

Supervisor: The person responsible or designated to directly oversee the work and performance of an employee. There may be more than one supervisor in some cases.

Sure Drop: A computer system developed by Vending Data Corporation that tracks, secures, and identifies all bill canisters on the casino floor and in the count room through the use of barcode scanning technology. (Sure Drop) LabelPro™: A drop system which uses adhesive barcodes, where slot machines correspond to cash boxed identifies all bill canisters on the casino floor and in the count room through the use of barcode scanning technology.

Surveillance Information: Live or recorded video/audio and still photographs/pictures.

Surveillance Room: A secure location(s) used primarily for casino surveillance (OGMICR).

Surveillance System: A system of video or digital cameras, monitors, recorders, video printers, switches, selectors, and other ancillary equipment used for casino surveillance. (OGMICR)

Surveillance Video: Continuous video observation of a place, person, group, or ongoing activity to gather information.

Surveillance Video Time Frame: Thirty (30) day retention period.

Swindling: To obtain money or property by fraud or deceit.

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Table Games: Games that are banked by the house or a pool whereby the house or the pool pays all winning bets and collects from all losing bets. (OGMICR)

Table Games Card Room: A secured location at the Main Casino, which is used for storage, security of sensitive equipment, PSM/EPROM's and playing cards.

Table Inventory: Total chips or cash at a table (OGMICR).

Table Inventory Form: The form used by (Table Games) gaming supervisory personnel to document the inventory of chips on a table at the beginning and ending of a shift. (OGMICR)

Table Tray: The container located on gaming tables where chips are stored that are used in the game. (OGMICR)

Take: The same as earned and unearned take. (OGMICR)

Tardy: When an employee punches in after their scheduled start time.

Technical Expertise: The talent or expertise that a person possesses to perform a certain job or task.

Temporary Badge: Self-adhesive sticker, issued by the person conducting training session to all employees in the training without their proper name badge

Temporary Employee: Employee hired for short term assignments and includes those employees classified in the following categories of emergency /temporary, limited term, sub-relief, seasonal I, student interns and youth worker. Temporary employment may be ended by either party, the employer or employee for any reason or no reason upon written notice.

Termination of Employment: When an employee's employment is discontinued by their employer for policy violations and using the disciplinary action form.

Theft: Theft of property shall include, but not limited to, theft, cheating embezzlement, defrauding, robbery, extortion, racketeering, swindling, or any of these actions, or conspiracy to commit such action with Tribal employees or other persons against the Nation, its guests, employees, members, customers and/or clients while on or about Tribal premises.

Theoretical Hold: The intended hold percentage or win of an individual gaming machine as computed by reference to its payout schedule and reel strip settings or PSM. (OGMICR)

Theoretical Hold Worksheet: A worksheet provided by the manufacturer for all gaming machines that indicates the theoretical percentages that the gaming machine should hold based on adequate levels of coin-in. (OGMICR)

Theoretical Payback/Theoretical Payback Percentage: The intended payback percentage of an individual gaming machine as computed by reference to its hold schedule. (OGMICR)

Third Party: An individual or entity that is involved in a transaction.

TPA: A third-party administrator or worker's compensation benefits. (Early Return to Work Policy)

Third Party: An individual or entity that is involved in a transaction but is not a Tribal representative or employee.

Third party agreement: Any agreement with the Pharmacy in which an insurance provider agrees to reimburse the Pharmacy for drugs and supplies sold to subscribers of a valid health plan of that insurance provider. (Conflict of Interest Policy)

Three Card Poker: A variation of the card game Poker played with three cards.

Ticket In/Ticket Out (TITO) Ticket: A voucher with monetary value issued to a customer by a gaming machine using an online Gaming Machine monitoring system. This is also referred to as a cash out ticket.

Ticket Issuing System (TIS): A software application designed to create and print promotional coupons for casinos to give to their customers to promote play at the gaming machine.

Ticket Inquiry: An SDS option used by Cashiers to track the details of a voucher transaction.

Title 31: A federal law requiring financial institutions to assist governmental agencies in detecting and preventing money laundering.

Title 31 Compliance Log: A checklist used by (Gaming) Accounting to ensure all Daily Action Control Logs are received from all locations.

Title 31 Exception Report: Document issued to respective gaming business units to communicate non-compliance of Title 31 regulations.

Time and Attendance System: Any system, manual or automatic, used to record and track employee time. A system used to record and track employee's eligible hours to be paid.

Tip: Gratuities given to the casino employees by customers.

Token: A coin like money substitute, in various denominations, used for gaming transactions. (OGMICR)

Tornado Warning: A tornado has been sighted in the area or is indicated by radar.

Tornado Watch: The weather conditions are favorable for a tornado.

Tracer Bags: Clear and sealable plastic bags used to hold monetary items or tickets.

Transfer: A regular employee who accepts a new position within the Oneida Nation without a break in service.

Tribal Property: Proprietary documents, paper files, computer files, equipment, vehicles, etc. . . owned by the Oneida Nation. "Tribal property" is all and or buildings owned or leased by the Nation and all equipment owned or operated by the Nation. (Drug and Alcohol-Free Work Policy)

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Unattended Keys: Keys that are not visible to surveillance or not in an employee's immediate control.

Unclaimed Credit: When a customer refuses to wait or when no one is present to collect the hand pay.

Unclaimed Jackpot: When a customer wins a jackpot of \$1200 or more, is present, but cannot provide proper identification.

Uniform - Clothing, hat or other worn items issued to an employee for the purpose of identifying the employee to a particular department.

Unrecoverable Priority Audit: A variance with a value of \$100 or more where the reason for the variance is known but the money is unrecoverable.

Unresolved Priority Audit: A variance with a value of \$100 or more where the explanation for the variance cannot be determined.

User: All those who use the Tribal computer resources, including but not limited to employees, independent contractor personnel, interns, members or boards, committees or commissions, volunteers, guests, and visitors. (Computer Resource Ordinance)

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Vacation: Earned Time off.

Validator: A credit card machine utilized to process credit transactions.

Variance: The actual count of a bankroll less the start-up value of the bankroll, resulting in the bankroll being over or short.

Vault: A secure area within the Gaming Facility where checks, currency, coins, and chips are stored. (OGMICR)

Verifier (Signer/Slot): Any authorized Gaming employee determining the accuracy of the entry into the gaming machine and will sign their full name and legible employee number in the Machine Entry Authorization Log.

Violence: A threatened, attempted, or actual conduct which endangers health, safety. (e.g. bodily harm, abusive language, unauthorized possession of weapons, property damages, stalking, etc.)

Violent act: Shall include, but not be limited to battery, disorderly conduct, or threat of a violent act.

Voluntary Ban: Official prohibition/exclusion from Tribal locations and/or activities by one's own request.

Volunteers: A person who works for an organization without being paid.

Voucher: Printed Jackpot Form

Vulnerable Adults: A person, 18 years or older, who has been identified as having physical, mental, or emotional impairments and/ or limitations.

Wager: A sum of money or amount of equivalent value risked on gaming machines or table games. (OGMICR)

Waiver of Privilege: Application for or acceptance of any benefits under this law shall constitute a waiver of privilege By the employee of the employee's dependents. (Oneida Worker's Compensation Law)

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Wide Area Progressive Gaming Machine (WAP): A progressive gaming machine that makes deferred payouts where individual machines are linked to machines in other facilities and all the machines affect the progressive amount. As a coin is inserted into a single machine, the progressive meter on all the linked machines increases. (OGMICR)

Win: The net win resulting from all gaming activities. Net win results from deducting all gaming payouts from all wins prior to considering associated operating expenses. (OGMICR)

Win-to-write Hold Percentage: Win divided by write to determine hold percentage. (OGMICR)

Wisconsin State Auditor: State Auditor as used in Section XII of the Gaming Compact. (OGMICR)

Wiz Machine: A manual backup system used to manually record pit fills and credit slips. Manuals are recorded on one of two (2) wiz machines; one for fills and one for credits.

Work environment: All the Nation's facilities, and all customer facilities and job sites, and any locations where an employee represents the Nation during normal business hours, including over-the-road travel in the Nation's owned or rented vehicles and circumstances where the employee is being reimbursed for expenses. (Drug and Alcohol-Free Work Policy)

Work Papers: Documents containing evidence to support an auditor's approach, procedures, findings, and conclusions. (OGMICR)

Working (Hard) Pass: A hard laminated card issued to individuals allowing clearance to areas that are secured for Artists, Managers, and Agents during a scheduled event.

Working Soft Pass: A soft, fabric like, pass with a sticky back that is issued to all individuals that need special access to the scheduled events and limited to production and stagehands.

Work-Related Accident: An unexpected event involving an employee that occurs in the employee's working environment or during an activity related to work, that:

1. results in an injury to the employee and requires medical intervention by a police officer or emergency medical technician, or treatment at a medical facility.
2. results in death of the employee or another person, or
3. involves any property damage.

Write: The total amount wagered in bingo or pari-mutuel operations.

Writer: An employee who writes bingo or pari-mutuel tickets.

Working Day: Any day that an employee is scheduled to work. Hours may vary for the purposes of providing services such as in retail, gaming, AJNH, Police Dept., etc.

Work Standards: A written description of how a process should be done. It guides consistent execution.

Work Trade: An agreement between two (2) employees to exchange scheduled workday as approved by a supervisor.

Worker's compensation benefits: All medical and compensatory costs associated with a work-related injury or illness paid on behalf of or to an employee. (Early Return to Work Policy)