



**TURNING STONE**  
ENTERPRISES

TO: All Team Members  
FROM: Kawel LauBach, Senior Vice President for People and Culture  
CC: Pete Carmen, Chief Operating Officer  
DATE: April 1, 2024  
SUBJECT: New Service Standards

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No matter where you work or what your job title is at Turning Stone Enterprises, it is in our nature to put service at the heart of everything we do. It enables us to provide exceptional experiences for our guests and build a strong culture as a team. Today, we are excited to share that we are raising the bar for exceptional service even higher with the introduction of new Service Standards for our entire organization.

With our new Service Standards, we have created a clear guide for the kind of environment we want to provide for guests and team members alike – one that is award-winning, dynamic, inclusive, rewarding, innovative and flexible, as well as a source of boundless opportunities for work and play. These standards call on us to be:

**Friendly:** We are approachable and attentive and will go the extra mile to meet others' needs.

**Respectful:** We respond consistently and professionally to others, seek to resolve any challenges we encounter or find resources that can achieve a positive conclusion.

**Passionate:** We are committed to creating positive experiences for our guests and team members and will strive to give our best.

**Skillful:** We perform everything we do with thoughtfulness, innovation and efficiency in pursuit of exceeding expectations and delivering outstanding results.

**People who act with integrity:** We gain the confidence and trust of others through honesty, fairness and authenticity.

While our Service Standards are new, the qualities they represent are not. These standards were developed through collaboration between our Executive Team and team members from diverse areas of our organization. Together, we identified what has made Turning Stone Enterprises a best-in-class organization and created these new standards to redefine what this means as we evolve.

With the evolution of Turning Stone Resort Casino, the expansion of Point Place Casino and other growth ahead, our guests' expectations for the service we provide will continue to grow as well. Adhering to our Service Standards will be critical as we strive to not only meet these expectations, but to exceed them in

everything we do and build upon our outstanding reputation as a destination of choice.

Just as we continue to elevate our standards for guest service, we are also committed to elevating what it means to be an employer of choice. These standards support this effort as well by making clear what it takes to succeed as a member of the Turning Stone Enterprises team. They lay the groundwork for a culture that fosters personal and professional growth, strong relationships and opportunities for lifetime careers.

Above all, our Service Standards are not just words. They explain how to give our best to our guests and each other. It is up to each of us to make them meaningful and part of everything we do. That is why beginning April 28, all team members will participate in paid training workshops called Service for Success. During these interactive, 3-hour workshops, we will explore each of our new Service Standards together and learn more about how they will support our growth as an organization and as members of the Turning Stone Enterprises team in the future.

More details will soon be available about how to register for these workshops, along with dates, times and locations. You will also begin to notice our Service Standards in every aspect of Turning Stone Enterprises to ensure they shape how we do our work, serve our guests and support each other. We are extremely excited to begin this new chapter of our journey as an organization and look forward to seeing all the ways our Service Standards elevate our workplace culture and the experiences we provide for our guests.