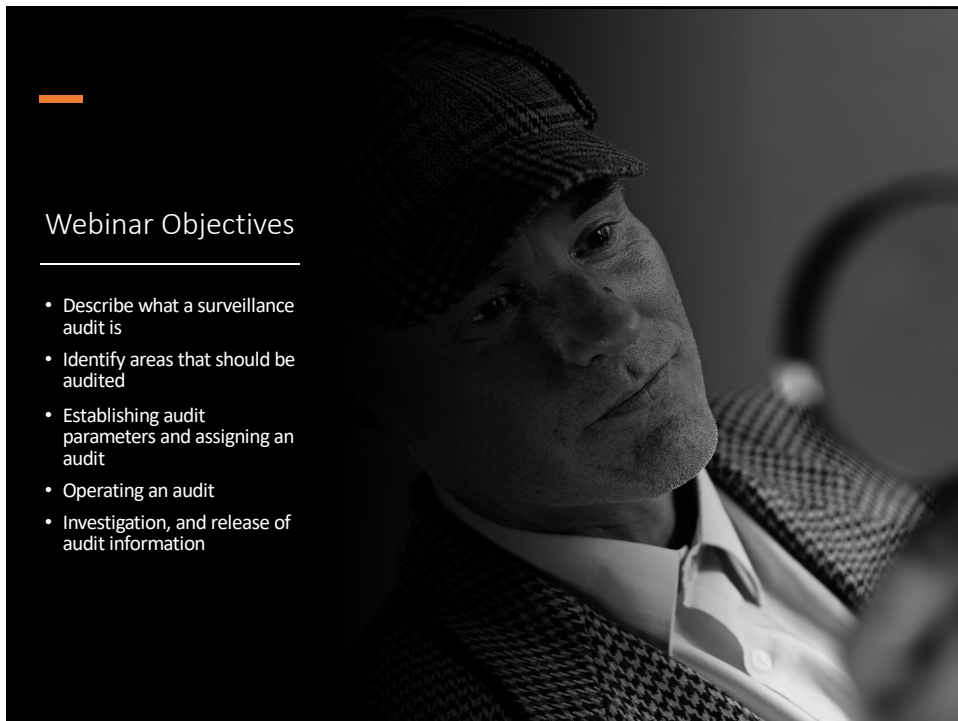





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## What is a Surveillance Audit?

“An observation by surveillance of an individual, area, department, key or critical transaction for a scheduled period of time to detect violation of policy or procedure, control or regulation, and/or indicators of internal theft or fraud, cheating or advantage play.”

3

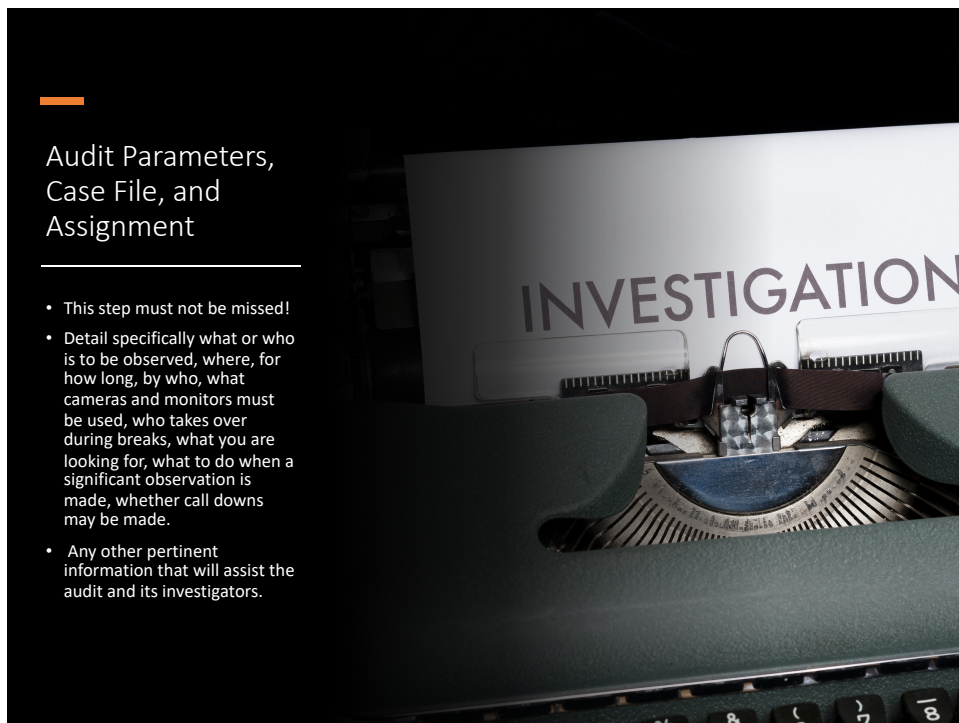
## What should be audited?

- Player ratings
- Slot jackpots
- Player’s Club
- Casino Hosts
- Markers and Buybacks
- Bartenders
- Gift Shop
- Restaurants
- Receiving/Warehouse
- Sports Book
- Promotions/Giveaways
- Fills/Credits
- Slot Technicians
- Ticketing
- Waiters/waitresses
- Slot Kiosks

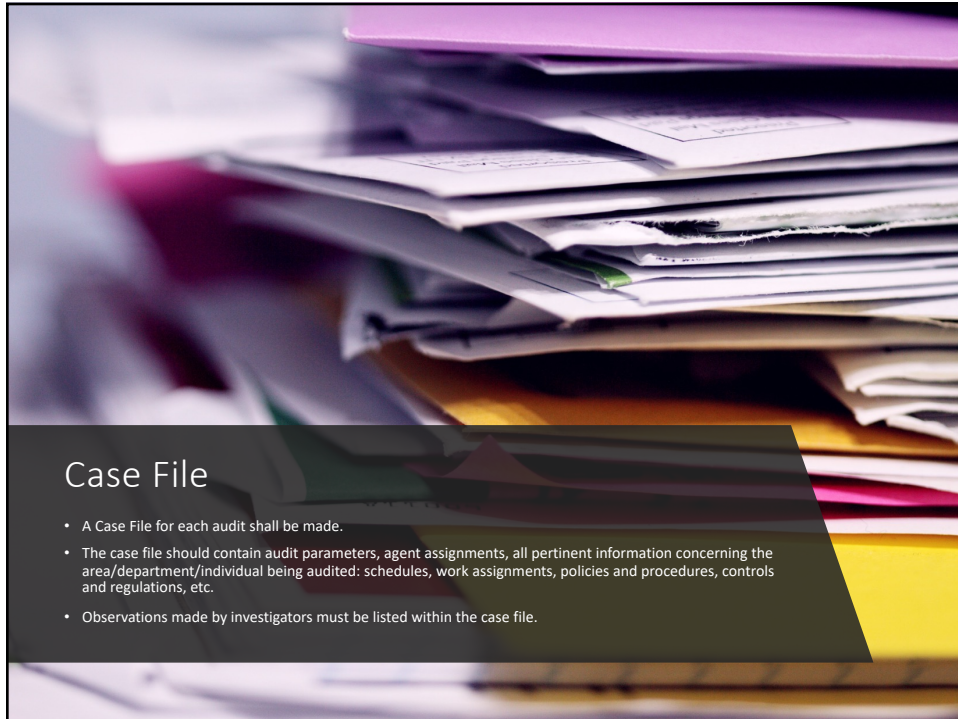
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## Case File

- A Case File for each audit shall be made.
- The case file should contain audit parameters, agent assignments, all pertinent information concerning the area/department/individual being audited: schedules, work assignments, policies and procedures, controls and regulations, etc.
- Observations made by investigators must be listed within the case file.

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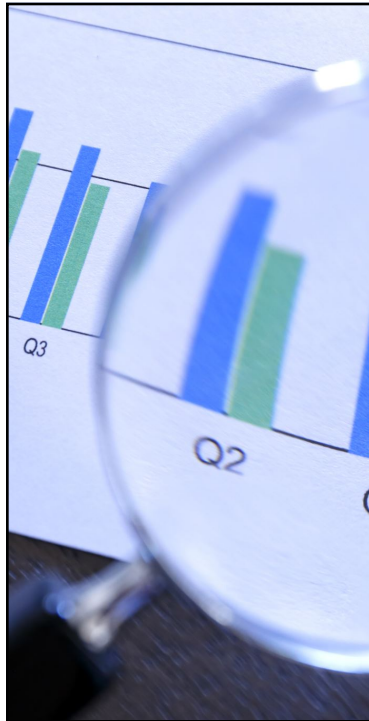
## Assignment

- It is imperative that a case manager is assigned to manage the audit. This will include ensuring the right people are assigned, that they stay on task, the case is maintained and updated and necessary changes in strategy and tactics are made.
- The case file maintains the notes, and list of video observations and incidents, and any other pertinent evidence.



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## Operating an Audit

- Use different days and shifts to conduct audits.
- Do not call down to the department you are auditing unless it is an emergency!
- Case manager must keep the audit on track and stay on top of incoming observations and information and adjust tactics accordingly.
- Do not accept that “nothing is going on”! That’s impossible!

9

## Investigation and Release of Information

- An Audit really is an investigation and should be treated as such.
- Evidence must be secured.
- When audits fail it is usually because it was stopped and/or information was released too early.
- It is usually wise to let GM, HR and Counsel know when illicit activity is found.
- Be cognizant of union issues.
- Consider not releasing audit results if only minor issues found.



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# How to Conduct a Surveillance Audit



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