Appendix B

SkyCity
Host Responsibility

PROBLEM GAMBLER IDENTIFICATION POLICY
for
SkyCity Auckland Casino

(Gambling Act 2003, sections 308-312A)

Problem Gambler Identification Policy

References: Gambling Act 2003 ("Act"), sections 308, 309, 309A, 310, 311 and 312A

Objective

The Problem Gambler Identification Policy ("**Policy**") has been developed pursuant to the Act to enable SkyCity to take all reasonable steps to identify actual or potential problem gamblers and to act on that information.

Statutory Requirements

Section 308 of the Act requires the holder of a casino operator's licence who is conducting casino gambling to develop a policy for identifying problem gamblers. This Policy has been developed by SkyCity pursuant to section 308(1). Using this Policy, all reasonable steps must be taken to identify actual or potential problem gamblers.

Section 309 of the Act requires that the holder of a casino operator's licence, or person acting on behalf of the licence holder, must, after identifying a person who he or she has reasonable grounds to believe is a problem gambler, approach the person and offer information or advice to the person about problem gambling.

The information or advice offered must include a description of:

(a) the self-exclusion procedure available; and
(b) any procedures prescribed by Regulations made under the Act.

After offering information or advice, the holder of a casino operator's licence may issue an exclusion order to the person that prohibits the person from entering the gambling area of the casino venue for a period of up to two years.

Section 309A of the Act requires the casino operator, or person acting on its behalf, to take all reasonable steps to assist anyone who, it has reasonable grounds to believe, is a problem gambler, who did not request self-exclusion after being approached but whose ongoing conduct gives rise to reasonable grounds to believe is a problem gambler. The required assistance expressly includes issuing an exclusion order, despite the lack of request to do so, in appropriate cases.

Section 310 of the Act requires that the holder of a casino operator's licence, or person acting on their behalf, must promptly, after being requested, issue an exclusion order to a person that prohibits the person from entering the gambling area of the casino venue for a period of up to two years if the person:

(a) has identified himself or herself as a problem gambler; and
(b) has made a request to prohibit themselves from entering the venue concerned.

Section 311 of the Act requires that the holder of a casino operator's licence, or person acting on behalf of, must remove any person who enters the gambling area of a casino venue in breach of an exclusion order.

Section 312A of the Act requires a casino operator to keep records of certain specified information about exclusions, including identifying details, the manner, date and length of the exclusion and the conditions of re-entry and provide them if requested by the Secretary.

Scope of SkyCity Problem Gambler Identification Policy

This Policy describes:

- the legal definition of a problem gambler;
- indicators of problem gambling;
- a description of sources of indicator data to be used by SkyCity;
- a description of how indicator data is to be used by SkyCity to identify problem gamblers; and
- an outline of record-keeping requirements and review of the Policy.

The Policy applies to SkyCity Auckland only.

Supporting Standard Operating Procedures (SOPs)

The following SOPs provide operational guidelines relevant to the Policy:

- Information Collection and Collation;
- Analysis and Intervention;
- Gambling Limitation; and
- Exclusion.

Section One – Definition of a problem gambler

Under the Act, a problem gambler is "a person whose gambling causes harm or may cause harm".

"Harm" is defined as:

(a) harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and

(b) includes personal, social or economic harm suffered:
- (i) by the person; or
- (ii) the person's spouse, partner, family, whanau, or wider community; or
- (iii) in the workplace; or
- (iv) by society at large.

Section Two – Indicators of problem gambling

Introduction

SkyCity uses a number of indicators to assess whether a customer is likely to be a problem gambler. Although these indicators provide an appropriate basis for making determinations as to whether someone is a problem gambler, the nature and range of indicators may vary from one customer to the next. Wherever possible, indicator information should be interpreted in the context of other relevant information to develop an overall assessment of the customer's position.

Based on research and evidence, SkyCity has developed a list of visible signs and behaviours that may be indicators of gambling-related harm. Some of these can be considered "high confidence" or "strong indicators".

"*Strong indicators*" are those where the presentation of one indicator is usually sufficient to identify the person as a problem gambler.

Other indicators referred to as *"general indicators*" are behaviours which may be observed in a range of gamblers, but occur more frequently amongst problem gamblers. They are warning signs that may, or may not, indicate a problem if only one or two factors are observed in isolation, but which become indicative when a greater number of signs are observed together or across time.

Problem gamblers can be identified by inferring that harm is present or may occur using the indicators set out below. They can also be identified on the basis of information from customers or persons affected by a customer's gambling behaviour. Customers (and affected persons) may directly disclose that the customer is experiencing problems with gambling or requires assistance (e.g. they want to self-exclude), or do so indirectly.

INDICATORS

Strong Indicators

- Requests to self-exclude;
- Self-identified problem gambler;
- Self-disclosures that may or may not make reference to the person's gambling;
- Third-party disclosures that may or may not make reference to the person's gambling;
- Begging;
- Falling asleep at a machine or table;
- Severe emotional distress due to gambling, including expression of suicidal thoughts; or
- Children left unattended while gambling.

General indicators

Intensity and Frequency of Play

- Customers whose gambling data (accessed through customer accounts) is assessed by the "Focal Model" as being high risk;
- High visitation frequency combined with very high levels of expenditure on all forms of gambling, including table games, over a period of time;
- Very few breaks from gambling – almost continuous play;
- Increasing periods of play, and betting more each time, noted over a period of time (noting that gambling expenditure may reduce as the customer's financial resources are exhausted);

- Disconnect with time spent playing, including missing key times (e.g. meals), rushing when leaving machine or staying after friends/family leave;
- Extreme changes in patterns of play;
- Breaching pre-commitment limits and/or an increase or disabling of pre-commitment limits; or
- Failure to settle credit arrangements as agreed, including redemption of cheques and markers when due.

Visible Emotional Disturbance
- Emotional distress including agitation, mood swings, crying, or out-of-character behaviour;
- Personalising machines, including abuse of machines;
- Irritated by interruptions to gambling;
- Rudeness and complaints to staff about gambling outcomes; or
- Possessiveness of particular machines or spots at tables (e.g. standing over other patrons, hovering, aggression).

Dysfunction in Social Behaviour
- Attempts to conceal gambling activities, including making phone calls giving excuses for lateness;
- Steps apparently taken to avoid monitoring of gambling activity, such as ceasing to use a card;
- Not celebrating wins;
- Disintegration of physical appearance (e.g. clothing or personal hygiene) over time;
- Family/friends seeking out or enquiring about a customer;
- Claims of malfunction of gaming machines or gaming errors when none are identified;
- High consumption of alcohol while gambling (e.g. demanding drinks);
- Interaction with a known or suspected loan shark; or
- Previous exclusion (by self or casino) or breach of any harm minimisation requirements.

Excessive Access to Money
- Leaving the casino to get additional money and coming back after having appeared to have run out of money;
- Multiple declined eftpos transactions;
- Borrowing money;
- Not having sufficient money to exit car park;
- Constant demand for complimentaries; or
- Tray-surfing.

Expenditure and Frequency of Play

Both expenditure and frequency of play, especially on gaming machines, are currently included as general indicators, rather than as strong indicators, because it is recognised that not all customers who exhibit high expenditure levels and frequent visitation are necessarily problem gamblers. However, such indicators are much more likely to be observed amongst problem gamblers than others and therefore may indicate a greater risk of gambling related harm. It is established from international research that problem gamblers are more likely than other players to lose control of their expenditure, to chase their losses, and to have very strong urges to gamble. Most studies of problem gambling have found that problem gamblers spend significantly more, and gamble significantly more frequently than other players.

Frequency and expenditure data are especially important as indicators in the case of users of gaming machines for several reasons:

- it is easier for people to gamble without being noticed because gaming machine gambling involves very little interaction with casino staff, compared to table games, making it less likely that their behaviour and emotional reactions will be observed;
- there is a stronger relationship between problem gambling and play on gaming machines than with other forms of casino gambling;
- electronic data gathering from gaming machines is more accurate than from table games.

Other Observations

The indicators listed above are not exclusive – staff are encouraged to report observations of customers based on other factors which raise concerns.

Section Three – Sources of Indicator Data

The indicators described in section 2 may emerge from the five principal sources of information SkyCity collects, collates and analyses. Information sources include:

- customer disclosures;
- behavioural observations;
- customer account data;
- third-party disclosures; and
- interviews with customers or staff.

All information on customers collated from the sources described below is recorded as soon as practicable into iTrak, SkyCity's incident reporting and retrieval database.

iTrak centralises information from multiple business sources (Security, Surveillance, Host Responsibility and Gaming) which can be shared, when appropriate, across the SkyCity Group.

Host Responsibility uses iTrak to record, manage, review and assess all information about all customers on the database, including gamblers of interest and excluded or banned customers.

CUSTOMER DISCLOSURES

Customer disclosures may or may not make reference to the person's gambling (i.e. they may be direct or indirect).

Direct disclosures

Direct disclosures make reference to a customer's gambling and examples may include any of the following:

- I think I have a gambling problem;
- I want to be excluded/barred; or
- I don't want to come here anymore.

Indirect disclosures

Indirect disclosures do not make reference to a customer's gambling and examples may include any of the following:

- comments regarding impact on personal life;
- voicing repeated attempts to stop or control gambling;
- comments regarding psychological distress; or
- comments regarding financial distress.

The significance of indirect disclosures should be determined by the nature of the disclosure. Indirect disclosures referring to harm, financial difficulties or loss of control would lead to a high suspicion that the person was experiencing, or at risk of experiencing, harm associated with their gambling.

Direct and indirect disclosures from customers must be recorded in iTrak and sent to Host Responsibility as soon as practicable to be used in making problem gambling assessments.

BEHAVIOURAL OBSERVATIONS

Although staff cannot be expected to watch all customers on all occasions, the process of observation and identification is enhanced by the fact that one may observe a clustering of indicators. Those customers who present with strong indicators, or who produce several common indicators, may produce many more. In effect, problem gamblers may draw attention to themselves through observable behaviour. Staff should use this information to focus their observations to particular customers.

At the same time, there will be customers where the problematic behaviour may be 'silent' or hidden. Some patrons may gamble very frequently, spend very large amounts of money, but not produce any obvious emotional responses or other indicators to draw attention to themselves. For this reason, staff should remain vigilant to the presence of people who spend many hours in the casino, and who visit very frequently. In such cases, staff should be vigilant for additional indicators of harm. As noted below, frequency of gambling and level of expenditure are indicators in their own right, and also ways of identifying people who require additional observation.

Staff who observe the indicators specified in section 2 must report the observation to the appropriate supervisor/manager. All observations of indicators reported to them by staff and any follow up responses taken by staff and/or supervisors/managers must be logged into iTrak by the supervisor/manager so as to make the record of the disclosure or observation available to Host Responsibility as soon as practicable. The reported disclosures and observations form part of the body of information upon which assessments of problem gambling are to be made.

CUSTOMER ACCOUNT DATA

High levels of frequency and expenditure are general indicators (see section 2). SkyCity must monitor the amount of money and time spent over time proactively using the account based play system.

Although high levels of expenditure and visitation are listed as general indicators, it is important that SkyCity take steps (where it has concerns about a player's expenditure or visitation frequency) to obtain additional information that places this behaviour into context. For example, through discussions with the customer or other parties, there may be direct or indirect disclosures concerning the lack of affordability of the gambling. Alternatively, staff might find that some players who spend very large amounts appear to be chasing their losses, or are leaving the casino and then returning with additional money. SkyCity may also make enquiries about the affordability of losses.

Where a customer is brought to the attention of Host Responsibility by self or third party disclosure or by observation, SkyCity must examine their account data (if any) to determine:

- their time of play;
- duration of play;
- turnover;
- win/loss;
- patterns of expenditure (e.g. increase over time);
- games played;
- tier upgrades;
- non-gaming use of card (e.g. car park use); and
- visitation frequency.

SkyCity will insert notes in the account based play database to alert relevant staff that, on presentation of an inactive card, the person presenting the card may be a banned player and that Security must be notified to determine this issue. All relevant information will be recorded into iTrak as soon as practicable and made available to Host Responsibility.

THIRD PARTY DISCLOSURES

Information concerning gambling-related harm may also be obtained via third-parties. This might include:

- an enquiry from a concerned family/whanau member; or
- a formal enquiry about the potential problem gambler from the wider community, (e.g. probation officer, general practitioner or employer).

A third party may only seek general information about a customer, and will not always voluntarily identify gambling as the cause of their concerns about a customer (e.g. who may be a friend or relative of the inquirer). Where a third party appears to express general concern about a customer, staff must ask if there are concerns that the customer's gambling may be causing problems. Where there is a positive response to this question, this must be recorded in iTrak and made available to Host Responsibility. Details must be taken, including contact details and a brief summary of concerns. An attempt to identify the customer within the venue (e.g. via account based play card use, if available or feasible) should be undertaken. If found, further enquiry must be undertaken and the customer may be requested to leave the premises for a period of time. If requested to leave, SkyCity must also provide to the customer problem gambling information, including exclusion options. The action must be logged in iTrak and made available to Host Responsibility as soon as practicable.

A third party request that the customer at the casino be removed immediately because of concerns about the customer's gambling is a strong indicator of harm, and will be treated on an urgent basis. The third party must be referred immediately to Host Responsibility or Security. Details must be taken, including contact details and a brief summary of concerns. An attempt to identify the customer within the venue (e.g. via account based play card use, if available or feasible) should be undertaken. If the customer is found, further enquiry must be undertaken and the customer may be requested to leave the premises for a period of time. If requested to leave, SkyCity must also provide to the customer problem gambling information, including exclusion options and contact details for problem gambling service providers. The action must be logged in iTrak and made available to Host Responsibility as soon as practicable.

All third party information should be corroborated as part of an internal investigation. The Information Collection and Collation SOP outlines the specific steps taken by SkyCity in corroborating information.

INTERVIEWS WITH CUSTOMERS OR STAFF

From time-to-time, Host Responsibility or other appropriate staff may interview either customers or staff as part of an investigation.

Customer interviews: During the course of an interview, information may be disclosed by a customer that suggests that he/she may be experiencing harm or gambling in a way that may cause harm. All such information must be recorded into iTrak and made available to Host Responsibility as soon as practicable.

Staff interviews: During the course of an interview, information may be disclosed by staff that suggests a customer may be experiencing harm or gambling in a way that may cause

harm. This information must be recorded in iTrak and made available to Host Responsibility as soon as practicable.

Section Four - Identification

Section 2 highlights the indicators that are taken into account in identifying whether a customer may be an actual or potential problem gambler.

Section 3 identifies the primary sources of information available to identify problem gamblers. It also describes the ways in which this information might be utilised and consolidated so as to assist in the identification process.

SkyCity must use data from the sources identified in section 3 to identify customers who are actual or potential problem gamblers, i.e. where their gambling is causing harm, or may cause harm, to the customer or others. Once identified, SkyCity must determine, based on direct information or inference (using indicators) whether it has reasonable cause to believe that the customer is or has been gambling in a manner that has caused harm or may cause harm. If so, SkyCity's legal obligations under sections 309-312A of the Act are engaged immediately.

Depending on the assessment, including the perceived severity and urgency of a situation, SkyCity provides graduated responses ranging from immediate intervention, advice and discussion to ongoing monitoring.

Obligation to Identify

The assessment by SkyCity, whether there is reasonable cause to believe that a customer is a problem gambler, must be made in good faith, in accordance with the statutory test and within a reasonable timeframe.

Analysis of Information

As outlined in sections 3 and 5, all disclosures or observations related to indicators of harm noted by staff must be reported to, and recorded by, the supervisor or manager and made available to Host Responsibility.

When a self or third party disclosure or observation report is made available to Host Responsibility, Host Responsibility must collate and review all information available to it in relation to the relevant customer. This includes a review of incident reporting and account based play databases and other relevant internal information sources. Host Responsibility may also make further enquiries of relevant staff in relation to that customer.

Host Responsibility undertakes a section 309 assessment based on the information collated.

A variety of different types of information is used when undertaking a section 309 assessment, taking into account:

- severity of presenting indicators;
- anti-social behaviour including uncharacteristic or unusual behaviour;
- uncharacteristic changes in appearance;
- changes in patterns of play; and
- number of indicators and repetition over time.

If the assessment determines that SkyCity has reasonable cause to believe the relevant customer is a problem gambler then SkyCity must proceed in accordance with the

"Consequences of Identification" section below. If the assessment does not determine that SkyCity has reasonable cause to believe the relevant customer is a problem gambler, SkyCity must determine whether a formal monitoring process is required in accordance with the "GOI files" section below.

Identification

Strong indicators
Direct disclosures by customers are expected to result in an immediate assessment that SkyCity has reasonable cause to believe that a customer is a problem gambler, with SkyCity taking the required steps in response promptly.

The presence of any strong indicator should be sufficient to indicate that the customer is very likely to be a problem gambler unless another more likely explanation is established.

For instance, although emotional distress may be a reliable and valid indicator of gambling-related harm, not all people who appear distressed will necessarily feel this way because of gambling. Therefore, if this strong indicator is evident, it would be appropriate to interpret the person's behaviour in the context of other indicators. For example, is the person gambling large amounts of money for long periods and displaying other signs of gambling-related harm? If a person only appears distressed, such people should be approached initially on the assumption that they require general assistance, but not necessarily because their gambling is a problem.

General indicators
The observation of small clusters of general indicators should be sufficient to trigger further monitoring but, depending on the circumstances, may not necessarily lead to an immediate assessment that SkyCity has reasonable cause to believe that a customer is a problem gambler. As part of a graduated response, it is expected that such people should be subject to further monitoring to determine whether any further general indicators emerge, including the repetition of the same indicators. If there is an accumulation of general indicators over a period of time (e.g. several general indicators recur during a one month period) SkyCity would have reasonable grounds to consider such people to be problem gamblers.

Consequences of Identification

Once it has reasonable cause to believe that a customer is a problem gambler, SkyCity must:
(a) offer information or advice to the customer about problem gambling including a description of self-exclusion procedures, within a reasonable time of identification, taking into account the urgency of the situation and the risk of harm[1];
(b) issue an exclusion order immediately if requested to do so by the customer[2]; and
(c) consider whether it would be appropriate to issue an exclusion order without any request to do so as a means of providing assistance to the customer[3].

SkyCity will also provide contact details for problem gambling service providers.

[1] Section 309
[2] Section 310
[3] Section 309A

Section Five – Record keeping

Recording, collation and analysis of information

Host Responsibility is responsible for the collation, analysis and electronic recording of all information relating to indicators of harm. Host Responsibility also keeps records of observations noted by frontline staff, supervisors and managers, and of all direct and third party disclosures, interactions and interventions undertaken in relation to a customer by frontline staff, supervisors and managers.

Host Responsibility also records the section 309 assessment referred to in section 4 above, and the outcome of that assessment.

As outlined in section 3, all information collated by SkyCity in relation to a customer is recorded as soon as practicable into iTrak.

Host Responsibility uses iTrak to manage, monitor, review and assess information about all customers on the iTrak database, including gamblers of interest and excluded or banned customers.

GOI files

A key purpose of a gambler of interest ("**GOI**") file is to institute a formal monitoring process in relation to a customer. A GOI file is opened by Host Responsibility: in circumstances where a customer has come to the attention of Host Responsibility for monitoring; a third party disclosure is made in relation to a customer's gambling; or a customer returns from exclusion having fulfilled the re-entry criteria.

SkyCity may also open a GOI file in other circumstances, as may be appropriate, including where:

- information is requested or presented from government agencies; or
- suspected or actual undesirable activity is present, including unattended children, unaccompanied minors or breaches of trespass orders.

Once opened, all available customer data to assist the assessment of whether a customer is a problem gambler must be obtained and placed on the file. In the case of customers who come to attention as a result of expenditure and visitation frequency, a GOI file must be open so that further information and observations can be recorded for assessment.

SkyCity will regularly review GOI files at a minimum, at the following intervals and more often as required:

- monthly review for the duration of the investigation; and
- formal 12 week review.

Whenever new information becomes available or is obtained, a problem gambling reassessment must be undertaken. Except in the case of returning excluded customers, if an assessment is made that the customer is not a problem gambler after the 12 week review period, the GOI file may be deactivated. In the case of returning excluded customers, the GOI must remain open and kept under review for at least 6 months. In all cases, if concerns remain, the file must be left open and reviewed on a regular basis.

All deactivated GOI files will be retained by SkyCity. A GOI file may be reactivated at any stage subsequent to the 12 week review period if further information or indicators in relation to a customer emerge. In this case, a problem gambling reassessment will be undertaken, and monitoring may continue as part of the customer information review process.

Whenever an exclusion order is made, whether at the request of a customer or as a result of a decision taken by the casino operator to assist a suspected problem gambler, all of the information required by section 312A must be recorded on the relevant GOI file, retained and provided to the Secretary if requested.

Section Six – Review

The Problem Gambler Identification Policy will be measured and monitored as part of the Auckland Host Responsibility Programme.

Where new evidence emerges in relation to indicators of harm and identification of problem gamblers, SkyCity will review its Problem Gambler Identification Policy accordingly. SkyCity will undertake an annual literature review to seek such new evidence with a view to incorporating appropriate improvements into its Programme and Policy.

SkyCity Auckland

Host Responsibility Programme

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1.0 Introduction

Approval
Effective date: By 25 July 2025

Manager: _____
Carolyn Kidd
Chief Risk Officer

_____
Callum Mallett
Chief Operating Officer

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1.1 Statement of position

Statement of position
SkyCity is committed to providing a fun and safe environment for all customers and staff and to operating a leading host responsibility programme.

SkyCity recognises that alcohol and gambling can be associated with harm for some customers and their whanau, families and communities. SkyCity takes its role as a responsible host seriously and recognises that it has an important role to play in preventing and minimising alcohol and gambling-related harm for its customers and staff.

SkyCity intends that this Host Responsibility Programme (**Programme**) is a robust and usable document for all staff which clearly sets out its obligations with respect to harm minimisation and prevention.

The Programme is a vitally important part of SkyCity's overarching Group Harm Minimisation Framework which is illustrated in the diagram below.



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Compliance with legal obligations
The Programme has been developed by SkyCity and addresses the host responsibility conditions in the casino operator's licence held by SkyCity Casino Management Limited that relate to the SkyCity Auckland property.

Standard Operating Procedures (**SOPs**) developed by SkyCity shall be consistent with and impose no lesser obligations than provided in the Gambling Act 2003 (**Act**), regulations, licence conditions or Programme.

SkyCity Code of Business Practice
The Programme contributes to SkyCity's compliance with the SkyCity Code of Business Practice.

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1.2 Programme objectives

Objectives
The principal objectives of the Programme include:

- preventing the onset of gambling and/or alcohol related harm and minimising gambling-related harm for customers and other persons potentially affected by their gambling behaviour;
- identifying problem gambling;
- preventing problem gambling; and
- facilitating responsible gambling.

SkyCity aims to fulfil these objectives by:

- providing effective staff training;
- providing a safe gambling environment;
- providing responsible marketing and promotional initiatives;
- promoting the responsible consumption of alcohol; and
- engaging effectively with stakeholders.

Outcomes
SkyCity intends that implementation of the Programme will assist customers who may be experiencing harm as well as assist in preventing the onset of gambling and/or alcohol-related harm to those customers who may be at risk. Reporting requirements relating to achievement of Programme objectives are set out in section 3.

Account Based Play
By the effective date of this Programme all customers who wish to gamble at the casino must be required to use an electronic card or other form of unique identifier when gambling.

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2.0 Identification of problem gamblers

A copy of SkyCity's Problem Gambler Identification Policy (**Policy**) is attached as Appendix B and forms part of the Programme. The Policy fulfils SkyCity's obligations under the following sections of the Act.

Section 308 of the Act requires that the holder of a casino operator's licence must have a policy for identifying problem gamblers, which includes:

- an acceptable definition of problem gambling;
- indicators of problem gambling in the casino; and
- the steps to be taken in identifying actual or potential problem gamblers.

This policy must be made available upon request. SkyCity, or a person acting on its behalf, must take all reasonable steps to use the policy to identify actual or potential problem gamblers.

Section 309 of the Act requires that the holder of a casino operator's licence, or a person acting on its behalf, must, after identifying a person who he or she has reasonable grounds to believe is a problem gambler, approach the person and offer information or advice to the person about problem gambling.

The information or advice offered must include a description of:

- the self-exclusion procedure available; and
- any procedures described by regulations made under the Act.

If a customer is approached and provided with the above information and advice on problem gambling but does not request self-exclusion, section 309A of the Act requires that the holder of a casino operator's licence, or a person acting on its behalf, must take all reasonable steps to assist that person (including, if appropriate) issuing an exclusion order, if the person's ongoing gambling or other behaviour gives reasonable cause to believe that he or she is a problem gambler.

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3.0 Harm minimisation and prevention components

Introduction
SkyCity will focus on addressing underlying causes of gambling and alcohol-related harm as well as taking steps to minimise harm. Harm prevention and minimisation initiatives will be undertaken in the following areas:

- policies and procedures;
- host responsibility information for customers;
- employee gambling-related harm;
- stakeholder engagement;
- environmental design;
- provision of safe gambling environments;
- marketing practices;
- display of signage and provision of gaming information to customers;
- staff learning and development;
- identification of problem gamblers; and
- gambling limitation.

The Programme's requirements for each area are outlined below.

Roles and responsibilities
The host responsibility function at SkyCity Auckland is managed by the Host Responsibility Manager. Reporting to this role are Host Responsibility Executives. Both roles are responsible for the ongoing monitoring and management of Gambler of Interest (**GOI**) files, feedback and review of new information on GOI files and the provision of host responsibility advice and support to staff.

SkyCity must provide coverage of the casino 24 hours per day, seven days per week (on all days when the casino is open for business) by Host Responsibility Executives. SkyCity must employ at least 6 Host Responsibility Executives, who have the primary responsibility for ensuring that SkyCity meets the requirements of the Programme and any other host responsibility requirements. The roles of the Host Responsibility Executives include:

- collecting, collating, recording and analysing all information relating to indicators of problem gambling, including:
  - the collecting and managing of information and observations concerning problem gambling, including dealing with problem gambling indicators, staff observations, patron interviews and third party inquiries;
- interacting with customers, including:
  - the providing of information and advice to patrons who SkyCity considers may be problem gamblers;
  - offering self-exclusion from the casino or enforcing exclusion;
  - referring patrons to problem gambling counsellors; and
  - evaluating excluded patrons who wish to come back to the casino after an exclusion period has concluded;
- staff training about host responsibility; and
- engaging with service providers, researchers and regulators.

References in the Programme and Policy to "Host Responsibility", "Host Responsibility staff", "Host Responsibility Executives" and "the Host Responsibility team" denote the function managed by the Host Responsibility Manager.

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3.1 Policies and procedures

Policies and procedures
The following policies and procedures have been developed to provide operational guidelines on the implementation of aspects of the Programme. The policies and procedures are consistent with the Act, regulations, licence conditions and Programme, and will be updated to reflect changes.

Policies:
- Problem Gambler Identification Policy.

Standard operating procedures:
The following SOPs relate to harm prevention and minimisation activities. An overview of how these procedures are put into practice is shown below:

- Exclusion;
- Unattended Children;
- Underage Persons;
- Responsible Service of Alcohol;
- Long Hours of Play;
- Undesirable Behaviour; and
- Gambling Limitation.

The following SOPs relate to the Problem Gambler Identification Policy:

- Information Collection and Collation;
- Analysis and Intervention;
- Gambling Limitation; and
- Exclusion.

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3.1.1 Exclusion

Introduction
SkyCity offers two types of exclusions:

- self-exclusion; and
- SkyCity exclusion.

SkyCity provides the facility for self-exclusion of customers from the gaming areas of all SkyCity sites for periods of three months, six months, nine months, one year, or two years and until they meet any re-entry conditions imposed by SkyCity or by regulations made under section 316(1)(e) of the Act. A customer may request and undertake self-exclusion for a range of reasons, for example, when the customer has self-identified as a problem gambler or when the customer chooses to prevent or limit opportunities for harm to occur. The self-exclusion process may also be initiated by problem gambling treatment providers or other venues under a multi-venue exclusion arrangement.

SkyCity exclusion is for a period of two years and the customer must also meet re-entry conditions imposed by SkyCity or by regulations made under section 316(1)(e) of the Act.

SkyCity exclusion may be undertaken when a problem gambler does not take up the offer of self-exclusion, and SkyCity considers that it continues to have reasonable cause to believe that the customer is a problem gambler. If SkyCity has reasonable grounds to suspect, as a result of ongoing gambling or other behaviour, that the customer is a problem gambler (as defined by the Act), it must take all reasonable steps to assist the customer, including issuing a SkyCity exclusion in appropriate cases.[1] These decisions are made on the basis of assessment(s), provision of information, advice and assistance, monitoring of a GOI file, and refusal of a self-exclusion offer or other host responsibility efforts to assist the customer to gamble without harm but a casino exclusion may be imposed after a serious one-off incident where an offer of self-exclusion has been refused.

Conditions for re-entry are contained in the Exclusion SOP.

Approaches to customers
Host Responsibility, Security or Gaming Shift Managers who have completed the Advanced Host Responsibility training module may undertake exclusions with customers.

Features of the exclusion process
To ensure the effectiveness of the exclusion process, the following are features of the process:

Communication
- Will use reasonable endeavours to provide a translation service where necessary.
- Provides support to excluded customers by providing materials from problem gambling service providers and contact details.
- For self-exclusion, provides Questions and Answers in appropriate languages.

Third parties and service providers
- Emphasises culturally appropriate processes and, wherever possible and appropriate, encourages families and/or friends to accompany the customer.

[1] Section 309A

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- Encourages third party involvement (i.e. that a mentor is nominated who can be contacted on the progress of the excluded customer and during any discussion relating to re-exclusion or re-entry).
- Encourages the excluded customer to nominate a counselling service.
- Arranges for the counselling service to call the excluded customer, if the excluded customer agrees.
- Encourages the excluded customer to make contact with the counselling service as soon as possible after their exclusion.

Other measures
- Provides an updated database that is accessible to Security and Gaming staff to assist in the detection of customers breaching an exclusion order.
- Promotes ongoing dialogue with counselling service providers to continually improve the exclusion process.
- Suspends sending all loyalty information to customers.
- Requires timely action from staff if a customer approaches requesting self-exclusion, with every endeavour made to ensure that approaches are responded to while the customer is on the premises or phone.
- Provides opportunities for off-site self-exclusion procedures (e.g. self-exclusion forms are held by problem gambling service providers and can be completed at home).

Breaches
SkyCity staff are required to be vigilant for any excluded customer who attempts to re-enter the gambling areas and this will be included in Advanced Host Responsibility staff training. SkyCity Auckland Security and Gaming staff have responsibility for enforcing the exclusion process and taking action against those detected committing a breach of the exclusion process. Customers discovered attempting to do so may be warned, further excluded for an additional period or issued a trespass notice. The Department of Internal Affairs (**DIA**) is notified of all breaches by excluded customers and has the ability to take prosecution action if deemed necessary.

The Host Responsibility team regularly reviews the exclusion process and when necessary, makes improvements, in alignment with Group policy. The reviews may involve seeking customer and staff feedback through informal research processes.

Loyalty card holders
SkyCity must deactivate membership from its loyalty programme for all excluded customers, trespassed customers and customers formally requested to leave the premises.

The SkyCity Security staff member responsible for the administration of the exclusion and trespass records must:

- advise Host Responsibility within 24 hours of a loyalty programme cardholder being excluded, trespassed or formally requested to leave the premises, to ensure their account is deactivated; and
- forward any surrendered loyalty card(s) to the loyalty station.

Host Responsibility must ensure that:

- excluded cardholders' accounts are deactivated;
- the accounts of cardholders who have been excluded, trespassed or formally requested to leave the premises are deactivated; and
- cardholders who are excluded, trespassed or formally requested to leave the premises are deactivated from mailing lists.

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Loyalty cards which are deactivated are not required to be returned by the customer to SkyCity. Should a customer attempt to use his/her deactivated card, an error message will appear asking the customer to present his/her card to a SkyCity staff member. Having confirmed that the customer has been excluded, trespassed or formally requested to leave, the SkyCity staff member will contact Security and appropriate action will be taken in relation to that customer.

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3.1.2 Responsible service of alcohol

Background
The SkyCity Responsible Service of Alcohol Programme is designed to ensure that customers enjoy an environment that is safe and enjoyable. A key component is the SkyCity Responsible Service of Alcohol training programme, which is designed for all staff who work in areas where alcohol is served, to promote effective team work to ensure customers' safety and enjoyment.

SkyCity's Responsible Service of Alcohol Programme will reflect the following principles, which are derived from the Health Promotion Agency's "*Host Responsibility Guide 2020*".

A responsible host:

- prevents intoxication;
- does not serve alcohol to minors;
- provides and actively promotes non-alcoholic alternatives;
- provides and actively promotes substantial food;
- promotes alcohol responsibly and in accordance with the Sale and Supply of Alcohol Act 2012;
- serves alcohol responsibly or not at all; and
- promotes safe transport options.

Approach
The following is SkyCity's approach to the responsible service of alcohol:

- SkyCity will provide the sale of alcoholic beverages in a responsible manner, including monitoring and controlling of alcohol consumption;
- SkyCity will ensure that it observes the provisions of the Sale and Supply of Alcohol Act 2012 relating to the permitted hours within which customers can be sold and supplied alcohol and customers and staff are permitted on licensed premises;
- SkyCity will maintain an effective responsible service of alcohol training programme to train and inform relevant employees on the responsible sale and supply of alcohol which must be completed prior to serving alcohol;
- all SkyCity employees, temporary and contract staff will receive training on the Responsible Service of Alcohol during their induction as part of the Host Responsibility Level 1 training programme, including recognition of excessive alcohol consumption traits;
- SkyCity takes all reasonable steps to ensure intoxicated persons are prevented from entering the premises;
- SkyCity takes all reasonable steps to ensure that customers are not served to the point of intoxication. Any customer displaying signs of intoxication will be removed from the premises;
- any customer who appears under the age of 25 may be asked for verification of identity and proof of age, before being served or sold alcoholic beverages. If such identification cannot be produced, that customer will not be served or supplied with any alcohol;
- staff tactfully intervene to prevent possible problems arising from excessive alcohol consumption, including enlisting the services of staff of similar social/ethnic background to the customers to assist in explaining the programme to customers when required;
- no person who appears intoxicated is served or sold alcohol, allowed to gamble or allowed to remain on the premises. The decision by any employee to withhold service cannot be revoked or overruled by another, without referral to a more senior employee;

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- at all times, when alcohol is sold or supplied to members of the public, there is a manager or managers on duty who hold current Manager's Certificates under the Sale and Supply of Alcohol Act 2012;
- customers may not bring alcoholic beverages onto the premises where beverage service is provided, unless prior approval has been given;
- SkyCity will ensure that a reasonable range of non-alcoholic drinks is available at reasonable prices;
- SkyCity will ensure that a reasonable range of low-alcoholic drinks (being less than 2.5% ethanol by volume at 20 degrees celsius) is available at reasonable prices;
- SkyCity will ensure that a reasonable range of food is available at all times in portions suitable for a single customer, at reasonable prices, and within a reasonable time of being ordered;
- SkyCity will readily provide free, comprehensive and accurate information to customers about the forms of transport available from the premises; and
- free water will always be available to customers.

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3.1.3 Unattended children

Background
SkyCity does not allow children to be left unattended on any part of its premises.

Approach
SkyCity takes active steps to prevent children being without adult supervision.

Employees must report to Security any incident where it is apparent that a child has been left unattended.

Security Officers must intervene and take all practicable steps to locate an adult responsible for an unattended child.

Security must contact the Police and trespass the customer in every case where there is an absence of a reasonable explanation for the child being left unattended.

In all instances of unattended children, the Host Responsibility team must be notified as soon as practicable to follow up potential problem gambling issues.

Security Officers must patrol the SkyCity Auckland car parks and environs to detect any unattended children in vehicles.

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3.1.4 Underage persons

Background
SkyCity is committed to keeping minors out of the gambling areas. SkyCity will rigorously enforce the prevention of underage gambling in its casinos.

Approach
SkyCity must take all reasonable steps to restrict gambling activities only to those persons legally permitted by age to enter the gambling facilities (currently 20 and over).

Any customer who appears under the age of 25 must be asked for verification of identity and proof of age before being permitted to enter the gambling areas.

SkyCity must take all reasonable steps to restrict access to 'supervised areas' only to those persons legally permitted by age to enter the areas (currently 18 and over), unless accompanied by a parent or guardian.

Training for SkyCity Security and Gaming staff must include the need to be particularly vigilant for the presence of underage persons.

Any SkyCity staff member has the authority to approach suspected underage persons and seek identification for proof of age.

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3.1.5 Standards of dress and behaviour

Background
SkyCity must provide a comfortable environment where customers are able to enjoy their surroundings without disruption from others who are inappropriately dressed or behaving in an unacceptable manner.

Dress code
SkyCity requires a neat and tidy standard of dress. While it is difficult to be prescriptive about dress suitability, in normal circumstances the following are not permitted at the casino:

- torn clothes;
- gang patches or other insignias;
- dirty clothes or footwear; or
- hats or caps (unless for religious or medical reasons or for Texas Hold'em Poker).

Behavioural standards
If a customer is detected:

- under the influence of alcohol;
- abusing or threatening staff or other customers;
- causing conflict with other customers or staff, or
- otherwise being unpleasant,

then SkyCity staff must:

- take appropriate steps to stop the behaviour; or
- in appropriate circumstances, have the customer escorted from the premises.

Customers exhibiting undesirable behaviour may be trespassed or excluded.

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3.1.6 Long Hours of Play

Continuous Presence
Continuous presence is where a customer is present at the casino (but not necessarily gaming continuously) for a period of 12 hours or more. The "clock" is reset after a customer has had a break from being present at the casino for six hours or more.

As a general rule:
- when a customer has been observed to be continuously present at the casino (but not necessarily gaming continuously) for 12 hours, the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer;
- when a customer has been detected by an automated system to be continuously present at the casino (but not necessarily gaming continuously) for 12 hours, an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer;
- at the very least, in the course of the interaction, the customer must be encouraged to take breaks and Gaming staff and/or Host Responsibility must thereafter continue to monitor the customer (which may include subsequent interactions with that customer);
- if any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme;
- when a customer has been continuously present at the casino (but not necessarily gaming continuously) for 24 hours and, provided that no action has already been taken under the Act, the Programme or the Policy:
  - non-international VIP customers must be required to leave promptly, and directed not to re-enter the casino for at least 24 hours; and
  - international VIP customers must be assessed by the Premium Business Management team to determine whether their play should be permitted to continue or not.

If one or more of the strong indicators is observed, Host Responsibility or Gaming staff must intervene immediately and proceed as required by the Act, this Programme and the Policy irrespective of how long the customer has been present.

All interactions, observations and assessments must be logged in iTrak.

Gaming Limits

<u>Five hours of gaming</u>

- When a customer's unique identifier has been detected by an automated system to have been used for gaming for a total period of five hours without a break of at least 30 minutes uninterrupted duration (which is to be treated as five hours of continuous gaming):
  - if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier for an uninterrupted period of 30 minutes commencing from the completion of any current active game and any associated feature; or
  - if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of 30 minutes from the time of the interaction or the time the

customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).

- When a customer has been observed gaming for a total period of five hours or more without a break of at least 30 minutes uninterrupted duration (which is to be treated as five hours of continuous gaming), the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of 30 minutes from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, then Host Responsibility must proceed as required by the Act, the Policy and the Programme.
- The "clock" for five hours of continuous gaming is reset after a customer has had a break from gaming of at least 30 minutes uninterrupted duration.

<u>10 hours of gaming</u>

- When a customer's unique identifier has been detected by an automated system to have been used for gaming for a total period of ten hours without an uninterrupted break of six hours in duration (which is to be treated as 10 hours of continuous gaming):
  - if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier for an uninterrupted period of six hours commencing from the completion of any current active game and any associated feature; or
  - if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of six hours from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- When a customer has been observed gaming for a total period of 10 hours or more without an uninterrupted break of at least six-hours duration(which is to be treated as 10 hours of continuous gaming), the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of six hours from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme.
- The "clock" for 10 hours of continuous gaming is reset after a customer has had an uninterrupted break from gaming of at least six hours duration.

<u>36 hours of gaming in a week</u>

- When a customer's unique identifier has been detected by an automated system to have been gaming for a total of 36 hours in a seven-day period.[2]

[2] The seven-day period will initially run from 7am on a Monday until 6.59am on the immediately following Monday. When the software allows, this will be replaced with a rolling seven-day period.

  - if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier from the completion of any current active game and any associated feature until the commencement of the next seven-day period; or
  - if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled until the start of the next seven-day period starting from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- When a customer has been observed gaming for a total of 36 hours or more in a seven-day period, the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled until the start of the next seven-day period starting from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme.

<u>International VIP Customers</u>

- Where an international VIP customer is gaming under the supervision of the Premium Business management team, that customer may be permitted to game for more than a total of 10 hours without being required to take an uninterrupted break of six hours in duration, and may be permitted to game for more than a total of 36 hours in a seven-day period.

<u>Interactions</u>

If one or more of the strong indicators is observed, Host Responsibility or Gaming staff must intervene immediately and proceed as required by the Act, the Programme and the Policy irrespective of how long the customer has been on site.

All interactions, observations and assessments must be logged in iTrak.

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3.1.7 Gambling limitation

SkyCity offers customers a voluntary pre-commitment system.

This system is available to all casino patrons and allows them voluntarily to set limits on how much they spend and how long they play for on gaming machines.

Breaches of pre-commitment limits, multiple increases of pre-commitment limits or disabling of pre-commitment limits are general indicators.

Host Responsibility staff will proactively encourage the use of the voluntary pre-commitment system, where appropriate, during interactions with patrons.

The features of the voluntary pre-commitment system include:

- access to the pre-commitment facility via SkyCity's account based play system;
- each time the player's card is inserted, the pre-commitment facility will be activated;
- the system will allow players to define their own limits for:
  - time limit; and
  - spend limit;
- enrolment for pre-commitment can occur at either:
  - the gaming machine by the player; or
  - a player's workstation;
- an "approaching limits" and "reached limits" notification will be displayed on the gaming machine;
- if limits are relaxed, then the new limits must not be available to the player for a period of 24 hours;
- once the limit is reached, no more SkyCity loyalty points may be accumulated or entries to promotions earned;
- SkyCity Host Responsibility Executives must be alerted once limits are breached, increased or disabled;
- no SkyCity loyalty points can be earned by a player for the 24 hours following a limit being reached; and
- the system will provide information, support and advice to the operational business units.

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3.1.8 Account data analytics

SkyCity operates an analytical model (the **Focal Model**) which uses customer account data to build sophisticated multi-level algorithms that will assist Host Responsibility Executives to identify potential problem gambling risk among casino customers.

The Focal Model is a tool designed to identify and prevent high-risk gambling and to alert gaming staff to those players most likely to be high-risk.

3.2 Host responsibility information for customers

Customer information resources
SkyCity produces a range of host responsibility resources for customers. Copies of all SkyCity brochures and other host responsibility resources are available and displayed where appropriate in SkyCity's gambling areas.

This information is also supplemented and supported by the SkyCity Auckland website (www.skycityauckland.co.nz), where electronic copies of the resources are made available. A copy of the Programme is displayed on the SkyCity Auckland website.

There is an ongoing process of review and development of resources for customers.

Information resources are translated into a variety of languages consistent with the cultural make-up of SkyCity's customer base.

A summary of SkyCity's host responsibility resources for customers is shown in Appendix A.

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3.3 Employee gambling-related harm

Introduction
SkyCity is committed to a culture that proactively supports and promotes host responsibility.

Background
SkyCity undertakes a range of measures concerning the potential for employee gambling-related harm that aim to:

- prevent and minimise gambling-related harm amongst SkyCity employees as a result of their own or someone else's gambling;
- enhance the ability of SkyCity staff to undertake effective host responsibility; and
- contribute to the prevention and minimisation of gambling-related harm in the community.

Requirements
SkyCity recognises that employee gambling-related harm is a sensitive issue. Accordingly, measures to promote awareness and encourage and support help-seeking will be discreet and interventions with SkyCity staff kept confidential.

SkyCity will undertake the following to provide assistance to casino employees with managing the potential for personal problem gambling:

Information resources
- Provide access to supporting resources for staff, when required, using appropriate channels, including:
  - a standardised gambling screen;
  - self-help resources to assist with early self-identification and intervention; and
  - information on how to access problem gambling services.
- Include information about personal problem gambling and underlying risk factors (such as depression and alcoholism) in host responsibility training programmes and in the Workplace Support (employee assistance) programme.
- Promote awareness and information about self-assessment and self-help resources, and encourage staff to use these resources themselves to assist with early identification and intervention.
- Promote information about personal problem gambling support services when staff approach the SkyCity Connect Centre to participate in the Workplace Support Programme, Employee Financial Assistance, and/or where appropriate where a staff member may be seeking assistance.

Policies and procedures
- Prohibit staff from gambling at any SkyCity owned or operated casino.
- Prohibit access to online gambling sites by staff while on SkyCity premises, unless such access is required for genuine business reasons.
- Identify high risk areas for staff and target with increased levels of information.

Recruitment
- Assess all job applicants for evidence of problem gambling (via questions in job application forms).
- Decline applications from those who are identified as problem gamblers either through their screening results, or disclosure of relevant indicators (as set out in the Policy) during the recruitment process and provide appropriate information, advice and assistance.

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- Respond to applicants identified as problem gamblers who are also customers in accordance with the Programme.

Support for staff

- Provide assistance to staff who are experiencing gambling-related harm, including:
  - identification;
  - intervention;
  - referral to confidential support through the Workplace Support Programme and/or a problem gambling treatment provider;
  - confidentiality; and
  - wherever possible, SkyCity will involve problem gambling counsellors in staff induction training about the signs of problem gambling among staff and customers.

3.4 Stakeholder engagement

Background
SkyCity aims to maintain constructive relationships with members of the local community.

Approach
SkyCity will continue to facilitate opportunities for regular engagement to ensure local stakeholders:

- understand and are aware of the Programme;
- are able to continue to raise and discuss operational issues in relation to host responsibility;
- continue to have opportunities to provide input into the Programme and harm prevention and minimisation initiatives; and
- have opportunities to participate in partnership projects on key initiatives where appropriate.

SkyCity convenes a quarterly Host Responsibility Community Liaison Group to discuss host responsibility issues. These issues relate primarily to operational activities (e.g. referrals, exclusions etc.). There are also opportunities to discuss strategic or broader sector issues.

SkyCity will invite representatives from:

- treatment service providers, including problem gambling and alcohol and other drugs;
- public health providers;
- Government agencies, including the Police, DIA and Alcohol Advisory Council of New Zealand; and
- researchers.

SkyCity will keep membership of the Liaison Group under review to maintain relevance to SkyCity's current or evolving policies and practices.

In developing and implementing the Programme, and harm prevention and minimisation initiatives, SkyCity will consider the views expressed by the attendees of the meetings.

SkyCity will make available to the Liaison Group a copy of the report provided to the Commission under section 4 of the Programme.

SkyCity also arranges site visits, including presentations, for representatives to become familiar with the Programme. SkyCity also undertakes off-site visits to stakeholder organisations.

SkyCity will work with class 4 organisations to maximise the effectiveness of each other's Host Responsibility Programmes.

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3.5 Environmental design

Approach
SkyCity's general approach towards environmental design is to ensure the provision of safe environments that are conducive to responsible gambling and consumption of alcohol.

Considerations
In considering the impact of any proposed changes, the key objectives are to ensure that environmental features:

- contribute to harm prevention or have a neutral impact on harm;
- encourage responsible gambling and alcohol consumption choices;
- do not contribute to the onset of harm or exacerbate risk; and
- facilitate effective host responsibility, particularly early identification and intervention.

This approach applies to the following SkyCity areas:

- floor lay-out, furnishing and design;
- casino electronic gaming machine and table game location;
- access to cash;
- game and equipment features;
- environments adjacent to the gambling areas, including access to other entertainment options;
- physical location and presence of Security and Host Responsibility;
- location of problem gambling and other information resources; and
- access criteria, including dress codes and age restrictions.

Requirements
SkyCity shall in its environmental design seek to ensure:

- problem/responsible gambling signage and exit points are clearly visible;
- patrons are visible to venue staff in the gambling areas;
- machine alleys with no exit point and in dimly lit corners are avoided;
- gambling areas are well lit, utilising natural light where appropriate;
- clocks are visible in the gambling areas; and
- other non-gambling entertainment options are available.

Other regulatory processes
All applications for construction or design changes to gambling areas must be approved by the Gambling Commission. As part of any such application, SkyCity assesses any impacts the alterations may have on harm prevention and harm minimisation. The impact of any proposed design change on gambling harm is assessed in determining the suitability of any such proposal prior to making applications to the Commission.

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3.6.1 Safe gambling environment – gaming machine play

Requirements
SkyCity will take all reasonable and practicable steps to ensure a customer plays no more than one gaming machine at a time.

3.6.2 Safe gambling environment – third party loans for financial gain

Legislation
Under section 15(1) of the Act, SkyCity is prohibited from offering or providing credit intended for use in gambling, except in circumstances approved by the former Casino Control Authority (**CCA**) or the Gambling Commission. The Gambling Commission regulates and approves, as necessary, all cash access arrangements provided by SkyCity at the Auckland casino.

Policy
SkyCity does not permit loan transactions by third parties for financial gain at the casino venue, except as approved by the CCA or the Gambling Commission. It is particularly concerned to protect customers from illegal or oppressive loan activity, or "loan sharking" as it is known.

Requirements
- SkyCity will ensure that signage is displayed in appropriate areas publicising that loan sharks will be excluded.
- SkyCity will take all reasonable steps to identify and exclude persons at the casino offering loans for financial gain. To assist this process SkyCity will maintain an Undesirable Behaviour SOP which shall explain how SkyCity will identify, investigate and respond to persons at the casino suspected of offering loans for financial gain.
- Where casino staff observe suspicious behaviour or information is presented from external parties regarding loan activity, SkyCity will investigate and act in a timely manner. This process is outlined in the SkyCity Auckland Undesirable Behaviour SOP.
- If it is obvious that a person is engaged in offering or providing loans for financial gain, SkyCity will issue that person with a trespass notice. If there is reasonable cause to believe that a person is engaged in offering or providing loans for financial gain, SkyCity may issue that customer with a requirement to leave the premises, pending further investigation. At the completion of its investigation, and where a person is found to be offering loans for financial gain, SkyCity will issue that person with a trespass notice.
- SkyCity will notify DIA Gambling Inspectors of suspected loan sharking activity in accordance with Minimum Operating Standards for Records and Notification. Where appropriate, SkyCity will also notify relevant agencies.
- Where a customer is established as receiving a loan for financial gain from a third party (i.e. not the casino), SkyCity will open an iTrak investigation file and interact with the customer. Following the interaction, SkyCity may elect to open a GOI file for further investigation and monitoring, exclude the customer or take no further action if the customer provides a satisfactory explanation. A customer borrowing money in these circumstances is considered a potential problem gambler and will be provided with appropriate information, as required by section 309(2) of the Act. All investigations, interventions and outcomes are recorded and retained on iTrak.
- SkyCity will provide appropriate staff training to assist in preventing and minimising harm associated with loan sharking.

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3.6.3 Safe gambling environment – credit

Policy
SkyCity will notify Host Responsibility when it enters into a credit arrangement with a customer.

Requirements
Host Responsibility must monitor and record the activities of any customer with a credit arrangement for indicators of potential gambling harm.

3.7 Responsible marketing

Legislation and industry codes
SkyCity's marketing activities comply with applicable laws, Regulations 9 and 10 of the Gambling (Harm Prevention and Minimisation) Regulations 2004, relevant industry codes (including the New Zealand Advertising Standards Authority's "Gambling Advertising Code") and licence conditions.

Requirements
SkyCity will not pursue marketing initiatives which have any of the characteristics set out below. Where concerns are raised by third parties, SkyCity will investigate and, if appropriate, take immediate action to withdraw or amend the marketing initiative.

SkyCity will ensure an internal process is followed to ensure harm minimisation issues are considered and addressed in the development of marketing initiatives, including those directed to members of SkyCity's loyalty programme.

This process includes consultation with Host Responsibility as well as the Regulatory team, with final sign-off by Legal (both of which are based at SkyCity Auckland).

Consultation includes consideration of the following principles.

Does the marketing initiative:

- Target groups at increased risk of experiencing gambling harm?
- Target children or young people (having regard to the criteria in the Gambling Advertising Code)?
- Portray or represent anything that will, or is likely to, cause, condone or encourage harm from gambling? The marketing initiative must not:
  - promote gambling as a means of relieving or improving a person's financial, professional or personal difficulties, for example, loneliness or depression;
  - state or imply a promise of winning or portray unrealistic outcomes from winning;
  - misrepresent the level of financial risk associated with the gambling activity;
  - encourage consumers to participate in gambling excessively or beyond their means;
  - create a false sense of urgency such that consumers may be misled into thinking they must act quickly in order to participate or win;
  - state or imply that there is a link between gambling and sexual or relationship success, or enhanced attractiveness;
  - portray, condone or encourage peer pressure to gamble;
  - exaggerate the connection between the gambling activity and the use (individual / family / whanau / community) to which the profits may be put;
  - target vulnerable people for example, by playing on fear or their superstitions (e.g. through inappropriate use of cultural symbols or references).
- Mislead or be likely to mislead, deceive or confuse consumers, abuse their trust or exploit their lack of knowledge. This includes by implication, inaccuracy, ambiguity, exaggeration, unrealistic claim, omission, false representation or otherwise. The marketing initiative must not:
  - make claims about the chance of winning unless they are factual and able to be proven;
  - exaggerate the chance of winning or the size of the prize;
  - falsely state or imply that a gambler's skill can influence the outcome of the gambling activity unless skill can affect the outcome.

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The marketing initiative must:

- include the terms and conditions or a reference to where the terms and conditions are readily available. Terms and conditions must be easily understood and must not contradict the advertisement content; and
- clearly display in the advertisement information about where the gambling can be accessed (e.g. in the case of online gambling a URL address for a website) if it would otherwise be misleading to not display such information.

Marketing initiatives will be reviewed on a six-monthly basis by Host Responsibility. The six-monthly review will assess promotions against key metrics of gambling harm monitored by SkyCity.

Loyalty Programme
SkyCity's loyalty programme provides members with benefits such as the ability to enter promotional draws, and discounts on parking and food and beverage purchases. It also provides members with the opportunity to earn points from gambling activity and on-site spend which can be redeemed for rewards.

The loyalty programme consists of five membership tiers. Once sufficient loyalty points have been earned, a member is offered the opportunity to upgrade to a higher tier. As part of the tier upgrade process, members are required to certify prior to each upgrade that they are comfortable with their level of gambling, and that their gambling is affordable and not at a level that is causing harm, or may cause harm, to themselves, their family or other people.

The top two tiers are known as VIP tiers, with entry by invitation only. Before a customer is invited to join each VIP tier, Host Responsibility must undertake a review of their interactions, observations and assessments in iTrak to identify possible gambling harm. Before a customer is invited to join the highest VIP tier an assessment of gaming affordability, including a source of wealth and funds check, must also be undertaken.

If a gambling harm and/or affordability review is not completely satisfactory, the customer must not be upgraded, and Host Responsibility must proceed in accordance with the requirements of the Programme and Policy.

SkyCity must ensure that staff who process loyalty upgrades are trained to recognise signs of problem gambling.

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3.8 Display of signage and provision of gambling information to customers

Background
A key component of the Programme is the provision of information for customers. Provision of information is intended to assist customers to make informed decisions about their gambling and alcohol consumption while at SkyCity.

A description of how SkyCity will discharge its obligations to offer information and advice to persons identified as problem gamblers is addressed in the Policy and the SOPs.

Approach
SkyCity has a range of information resources that are provided to customers, summarised in Appendix A.

Display of signs, brochures, clocks and website
SkyCity ensures that:

- host responsibility material is displayed prominently and translated into key languages, besides English, to reflect the ethnicity of SkyCity's visitors;
- brochures are maintained in sufficient quantities so as to be generally available at all times, at all locations;
- all gaming machines and gaming tables at SkyCity display problem gambling helpline telephone numbers, with information in a range of languages. The information is also displayed on or near all ATMs and public phones;
- clocks are on display in all SkyCity gambling areas; and
- call centre facilities include a direct line to the Gambling Helpline.

SkyCity will make available a "Responsible Gaming" brochure, intended to assist in reducing the tendency of patrons to be subject to erroneous beliefs, (e.g. that the odds of winning are better than they are, that skill can influence outcomes (where it cannot)), or player tendencies to engage in various superstitious practices.

SkyCity actively promotes the Gambling Helpline and other free problem gambling counselling service contact details through its host responsibility resources. Customers demonstrating potentially harmful behaviour are encouraged to contact these services. All excluded customers, and third parties who contact SkyCity about another's gambling problems, are actively encouraged to contact the appropriate services for help and support.

SkyCity Entertainment Group Limited has a host responsibility section on its website.

Display of game rules, permissible bets and payment of winning bets for table games
Information is made available to customers that pertain to game rules, permissible bets and payment of winning bets as required by section 175 of the Act.

Whenever a table is open, information is displayed which advises customers that the game rules for the game are available upon request, and specifies minimum and maximum bets, and payments of winning bets. Signage is also displayed stating that staff cannot accept tips.

Display of game rules, permissible bets and payment of winning bets for electronic gaming machines
All gaming machines display information regarding the denomination of the game. Game rules are provided on the machine and/or electronically via the screen. Gaming machine

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odds are explained in the “Responsible Gaming” brochure, which is available in the gaming areas.

Customers may request a copy of game rules at any time. If the request is for general information or an overview of a game, an appropriate gaming employee will explain this and can provide a “How to Play” brochure to assist further.

Display of game rules, odds of winning and information on problem gambling for Fun Play tables
Information is made available to customers that pertains to game rules, odds of winning and information on problem gambling.

Whenever a Fun Play table is open, information is displayed which advises customers that the game rules for the game are available upon request, and odds of winning and information on problem gambling.

Display of host responsibility information in open areas where there are gaming machines
Information on problem gambling and responsible gambling are displayed and made available to customers in open areas (e.g. decks) where gaming machines are present.

Information requests by customers
Customers seeking further clarification of game rules will be given access to the relevant approved rules.

Information on gambling activity
Account based play card holders can be provided, on request, with information held in their account on their gambling activity, including the number and length of their gambling sessions and their gambling expenditure.

Prior to the effective date of this Programme, players did not need to use a card to engage in gambling activity. Such players will be provided, on request, with as much information as is available to SkyCity on any uncarded gambling activity.

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3.9 Learning and development

Introduction
SkyCity is committed to developing staff awareness, understanding and commitment to host responsibility especially with respect to gambling and alcohol-related harm. SkyCity shall comply with its statutory obligations relating to problem gambling awareness training, including as set out in Regulation 12 of the Gambling (Harm Prevention and Minimisation) Regulations 2004.

SkyCity will aim to ensure its learning and development initiatives are appropriate to the needs of its customers and staff.

SkyCity's learning and development resources approach employs established models of best-practice and include a training mix of classroom based, multi-media and on-the-job coaching. Learning and development resources are tailored depending on the roles and responsibilities of staff, and their required host responsibility customer interactions.

Overview of staff roles

Staff: All staff, regardless of position, are trained to identify indicators of harm. Staff are expected to refer the observation of indicators to a supervisor/manager.

Frontline staff: All staff who have contact with gambling customers in the casino are required to be trained in problem gambling awareness and how to approach customers to offer information and assistance about problem gambling. Frontline staff have a primary role in being alert to and identifying indicators of harm, and will report observations of concern to a supervisor/manager. While it is not their primary role, frontline staff are trained and will approach customers themselves in circumstances, for example, where a matter is urgent or a manager/supervisor is not available.

Supervisor or manager: The supervisor/manager is the first point of contact for escalation for indicators of harm. Supervisors and managers are also responsible for ensuring that all observations of indicators reported to them by staff, and any follow up responses taken by staff and/or supervisors and managers, are logged and sent to Host Responsibility. Supervisors and managers are also responsible for providing additional information to Host Responsibility to assist with the ongoing monitoring of, and interaction with, the customer.

Depending on the circumstances, the supervisor/manager delivers interventions by providing information, advice and assistance to customers and taking other appropriate action(s) to minimise harm.

Host Responsibility: Host Responsibility records, collates and analyses all information relating to indicators of problem gambling noted by frontline staff, supervisors and managers. Host Responsibility also records interactions and interventions they undertake themselves. The information is used to undertake a section 309 assessment. As a result of the assessment, a GOI file may be opened, and/or appropriate follow up interactions or interventions undertaken. This may include meeting with customers. Host Responsibility is responsible for the ongoing monitoring and management of GOI files, feedback and review of new information on GOI files and the provision of host responsibility advice and support to staff, supervisors and managers.

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Learning and development requirements

Induction training
All permanent staff, whether or not in direct contact with customers, will complete the three compliance e-learning modules within one month of commencement of employment. Access to the modules is available to new employees before they start work as soon as they are assigned an employee number.

The three compliance modules are:

- Play Safe – Health and Safety;
- Responsible Service of Alcohol; and
- Responsible Gaming, which includes:
  - responsible service of gambling and alcohol;
  - identification of problem gamblers;
  - reporting and recording procedures for observations;
  - approaching and providing information about problem gambling to patrons including how to access local problem gambling services; and
  - awareness of employee gambling-related harm.

Welcome to SkyCity
Within the first month of working at SkyCity, employees are encouraged to complete a classroom session of up to two hours which refreshes the compliance information from the e-learning modules and also covers general policies and procedures and an orientation to SkyCity.

Host Responsibility Level 1 (HR1)
For all staff whose work involves the gaming side of SkyCity's business, SkyCity will work to supplement the induction training by ensuring that these staff also complete a "Host Responsibility Level 1 (HR1)" e-learning module after three months employment. This module will also be compulsory annual refresher training for those staff.

Training for staff in direct contact with gaming customers will be further supplemented by on-the-job coaching and support.

Advanced Host Responsibility Training
Advanced training, supplementary to training for Host Responsibility Level 1, is provided for staff that work within the gaming areas and whose roles require them to interact with customers. This training is run monthly or as necessary.

The Advanced Host Responsibility training module includes both theoretical and practical components. The training includes:

- SkyCity's legal and regulatory requirements;
- identification of problem gamblers;
- initial action with respect to customers requesting problem gambling assistance;
- identification and intervention with respect to excessive alcohol consumption;
- support of staff who have intervened and debrief;
- importance of reporting;
- intervention including brief interventions, de-escalation and motivational interviewing;
- breaches of exclusion;
- the use of pre-commitment;
- debriefing and staff support;
- problem gambling treatment processes;

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- cultural awareness;
- advanced Responsible Service of Alcohol – intervention and slowing service; and
- awareness of employee gambling-related harm.

Staff who have completed Advanced Host Responsibility training will undergo an annual online recall test. Those who fail the test will be required to re-take Advanced Host Responsibility training. In addition, role specific training will be offered where learning needs are identified.

Refresher training
SkyCity provides department-based/site-wide refresher training on an ongoing basis. Refresher training is available to all staff at SkyCity. Refresher training is provided when a learning and development need is identified or requested, and for those who fail knowledge recall tests.

General Manager training – Sale and Supply of Alcohol Act 2012
The Licence Controller Qualification, as required by the Sale and Supply of Alcohol Act 2012, is facilitated through an external provider.

External operators training
SkyCity Auckland will offer external operators providing customer services at SkyCity Auckland (e.g. TAB) the opportunity to participate in training, where appropriate.

Suicide awareness training
Frontline Host Responsibility staff and senior Security Managers are trained to respond to customers who are at risk of suicide. This training is facilitated through an external provider.

Informal learning and development
As learning and development is an ongoing process, SkyCity provides a range of other opportunities for host responsibility learning to occur. There is an emphasis on sharing information and experiences across SkyCity's portfolio to build host responsibility knowledge. These internal opportunities include:

- internal communications, e.g. staff newsletters;
- inclusion in business or management processes, e.g. staff meetings and key performance indicators;
- discussion forums led by host responsibility staff; and
- participation by staff in the harm minimisation and host responsibility policy development processes.

Evaluation
SkyCity undertakes a range of evaluation measures as part of its commitment to learning and development quality improvement. These measures include:

- staff training feedback and evaluation forms;
- staff knowledge recall and application of knowledge;
- staff focus groups; and
- analysis of training needs.

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4.0 Monitoring and reporting

Introduction
SkyCity will evaluate its performance against the objectives of the Programme.

The Programme is measured and monitored using a range of indicators that are set out below. These indicators reflect the level of activity under the Programme, compliance with legal obligations, and progress against all the Programme objectives as set out in section 1.

The Programme is embedded into the business and specifies SkyCity's minimum requirements in relation to its host responsibility obligations. SkyCity is not prevented from trialling and introducing new initiatives in addition to what is specified in the Programme. In consultation with the Gambling Commission, any such enhancements may be incorporated into the Programme, prior to the Commission's next three-yearly review.

Reports to the Gambling Commission
SkyCity will report annually to the Commission on the implementation of the Programme.

Reports will include the following information:

- a description of the resources put into the core elements of the Programme;
- a description of activities undertaken by SkyCity under the Programme;
- reporting against the measures specified below, including a comparison to previous data where applicable;
- SkyCity discussion on the effectiveness of the Programme and the extent to which Programme objectives in section 1 are being achieved. This will include reference to feedback from internal and external stakeholders received through a range of forums such as regular meetings with the DIA and other meetings held as required; and
- proposed improvements to the Programme.

A copy of the report will be sent to the Secretary for Internal Affairs.

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Gambling Related Measures	Source of data	Frequency
• Number of customers about whom there have been observations.	SkyCity	Annual
• Number of observed indicators reported to Host Responsibility.	SkyCity	Annual
• Number of approaches to SkyCity by third parties.	SkyCity	Annual
• Number of problem gamblers identified (in the first instance) by requests for exclusion or forthright disclosure, compared to number of problem gamblers identified by the casino.	SkyCity	Annual

• Number of GOI files by:
  • ethnicity
  • gender
  • age
  • preferred mode of gambling (tables/EGMs).
	SkyCity	Annual

• Number of approaches to customers to offer information about self-exclusion.	SkyCity	Annual
• Number of instances where a customer has been detected gaming continuously for 10 hours.	SkyCity	Annual

• Number of exclusions (both casino and self-exclusions) by:
  • ethnicity
  • gender
  • age
  • preferred mode of gambling (tables/EGMs)
  • prompted by third party disclosures
  • exclusion type (self/SkyCity)
  • following re-entry.
	SkyCity	Annual

• Number of customers participating in the pre-commitment.	SkyCity	Annual

• Number of excluded customers (both casino and self-exclusions) agreeing to be contacted by help services on exclusion form.	SkyCity	Annual
• Number of breaches of exclusion (both casino and self-exclusions) by: • ethnicity • gender • age.	SkyCity	Annual
• Number of exclusions by length: • 3 months • 6 months • 9 months • 12 months • 24 months.	SkyCity	Annual
• Number of successful and unsuccessful applications to re-enter following exclusion.	SkyCity	Annual
• The extent to which customers have been assisted (drawing, inter alia, on feedback from customers and staff).	SkyCity	Annual
• Number of persons trespassed or required to leave for making loans for financial gain.	SkyCity	Annual
Measures relating to the responsible consumption of alcohol		
• Number of "Under the Influence" incidents.	SkyCity	Annual
• Number of requests for people to leave due to the amount of alcohol served.	SkyCity	Annual
Measures relating to staff training		
• HR1 courses. • Advanced Host Responsibility courses. • Refresher training. • Number of staff who need to be trained in each category, and proportion of those staff who have completed the appropriate level training.	SkyCity	Annual

• Staff recall of knowledge and behaviours related to host responsibility and associated policies and procedures.	L&D Evaluations Mystery Shopper	Annual Annual
• Staff perceptions of the effectiveness of training.	L&D Evaluations	Annual
• Staff perceptions on the effectiveness of the employee gambling harm programme, reporting to the Commission to include percentage response rate of staff to the SkyCity survey.	SkyCity commissioned survey	Annual
Other programme activity and compliance-related measures		
• Number of internal and external underage incidents.	SkyCity	Annual
• Number of unattended children.	SkyCity	Annual
• Number of requests to leave the premises.	SkyCity	Annual
• Post promotion analysis.	SkyCity	Annual

Appendix A – Current host responsibility resources for customers (as at December 2023)

"Being A Responsible Host: Our Commitment To Our Customers" – poster
SkyCity developed and displays the A3 "Being a Responsible Host" poster in key gaming areas. The customer-focused poster is designed to provide an overview of SkyCity's Host Responsibility Programme and the key initiatives undertaken.

"Would you like a Helping Hand?" – brochure
SkyCity provides "Would you like a Helping Hand" - brochures in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer. The brochure provides the gambling helpline information and signs and symptoms of problem gambling. It also outlines other free problem gambling counselling services.

"Would you like a Helping Hand?" - poster
In supplementing the "Would you like a Helping Hand" – brochure, SkyCity also produces an A1 poster version. The poster provides the Gambling Helpline number and is displayed in various places across the gambling areas, including some customer restrooms.

"Would you like a Helping Hand?" - wallet card
This pocket size card also supplements the brochure and presents the Gambling Helpline number and other free problem gambling counselling service contact numbers. Available in Chinese, English, Tongan and Samoan.

"Responsible gaming?" – brochure
This brochure provides responsible gambling tips and an overview of the odds of winning and player returns and highlights that casino games are based on chance and randomness. It also provides contact details for the Gambling Helpline and the SkyCity Host Responsibility team. Available in Chinese and English.

"Self-Exclusion at SkyCity" – brochure
The brochure outlines the self-identified exclusion process. It provides simple information on frequently asked questions and shows the contact details for the Gambling Helpline and the SkyCity Host Responsibility team. The "Self-Exclusion at SkyCity" brochure is available in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer.

"Concerned About Someone's Gambling? SkyCity Can Help" – brochure
The brochure outlines the SkyCity (third party) exclusion process. It provides simple information on frequently asked questions and shows the contact details for the Gambling Helpline and the SkyCity Host Responsibility team. The "Concerned About Someone's Gambling? SkyCity Can Help" brochure is available in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer.

"Why We Can't Serve You" – tent card
This card provides a summary of the SkyCity Responsible Service of Alcohol Policy. The tent card is provided to all staff to show to customers when explaining decisions regarding service of alcohol, including the slowing or stopping of service.

"SkyCity Auckland Dress Code" – brochure
This brochure explains the casino's policy regarding acceptable standards of dress.

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“Children at SkyCity” – brochure
The brochure explains New Zealand law and SkyCity’s policy with respect to unattended children. It is available in Chinese, English and Hindi.

“Take a break from the game” – wallet card
This card provides customers with written information to assist in the understanding of taking breaks during gaming. It includes a phone and text number for the gambling helpline, available in English, Chinese, Korean and French.

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