

Play Period Matrix

| Alert | Main Gaming Floor | Premium Gaming Rooms | Reporting |
|------------------|---|---|--|
| 12 HOURS | <u>RGA</u> <ul style="list-style-type: none"> • Check customer history • Watch for observable signs • Discussion about welfare & Play Period policy • Educate customer on Responsible Gaming¹ | <u>RGA</u> <ul style="list-style-type: none"> • Check customer history • Watch for observable signs • Discussion about welfare & Play Period policy • Educate customer on Responsible Gaming <p>Gaming Manager to assist if necessary.</p> | <p>Add comment in Webex.</p> <p>RGAs to make entry into RG Database.</p> |
| 15 HOURS | <u>Gaming Manager</u> <ul style="list-style-type: none"> • Watch for observable signs • Discussion about welfare & Play Period policy • Educate customer on Responsible Gaming • Remind customer to take a substantial break <p>RGA to assist if necessary.</p> | <u>Gaming Manager</u> <ul style="list-style-type: none"> • Watch for observable signs • Discussion about welfare & Play Period policy • Educate customer on Responsible Gaming • Remind customer to take a substantial break <p>RGA to assist if necessary.</p> | <p>Add comment in Webex.</p> <p>RGAs to make entry into RG Database.</p> |
| 17 HOURS | <u>Gaming Manager</u> Ask customer to take substantial break. RGA to assist if necessary. | <u>Gaming Manager</u> Ask customer to take substantial break. RGA to assist if necessary. | <p>Add comment in Webex.</p> <p>RGAs to make entry into RG Database.</p> |
| 18+ HOURS | <u>Gaming Manager</u> Enforce 24hr break. RGA to assist if necessary. | <u>Gaming Manager</u> Enforce 24hr break. RGA to assist if necessary. | <p>Add comment in Webex.</p> <p>RGAs to make entry into RG Database.</p> |

*A substantial break is 8hrs. In house customer a substantial break is 6 hrs

**A customer may be asked to take a break before 18hrs if the RGA and/or Gaming Manager deem it necessary for the customer's wellbeing.

¹Educate customer:

- Base discussion on Responsible Gaming principles and strategies;
- Chat about symptoms and behavioral indicators of problem gambling;
- Ask about their gambling habits and past times; and
- Pass on Gambler's Help information.