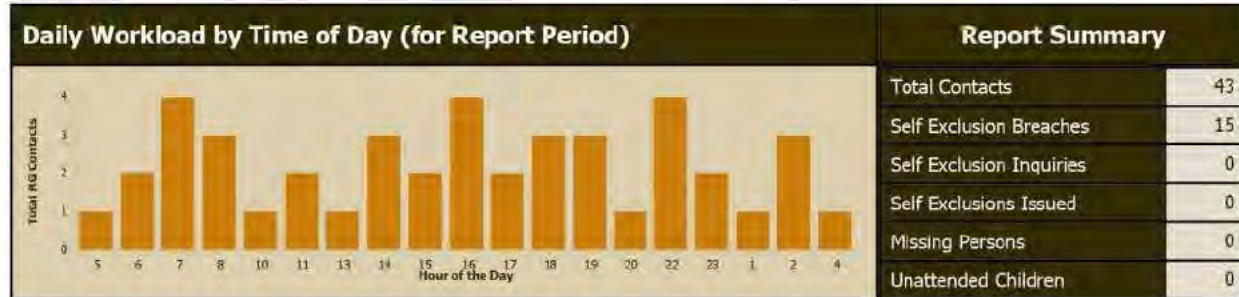


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018




Person Registration Details	Comments	Photo
<p>Date / Time 10/06/2018 6:00:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service SYCO Report</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	SYCO Report checked - 6.00am	
<p>Date / Time 10/06/2018 6:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	Chris (SV) advised that [REDACTED] was in Maple Room. I attended and met with SSO #63. [REDACTED] was removed from gaming floor via Atrium entry.	[REDACTED]
<p>Date / Time 10/06/2018 6:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	Chris (SV) advised that [REDACTED] was in Maple Room again. I attended and met with SSO #63. [REDACTED] was removed from gaming floor via Atrium entry.	[REDACTED]
<p>Date / Time 10/06/2018 7:10:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	Syco, Gold/GM, E8104, Reminder 16hrs Had a conversation with patron and wife and remind them to take adequate break.	[REDACTED]
<p>Date / Time 10/06/2018 7:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA BI017908</p>	Syco, Black/GT, 2534, Reminder PP16 Alerted Mahogany ACM Para that patron had reached 16hr. Patron left not long after Para spoke with patron.	[REDACTED]



RESPONSIBLE GAMING







DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details	Comments	Photo
Date / Time 10/06/2018 7:47:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA BI017908	Syco, Gold/GT, 2806, Reminder 16hrs Alert ACM Para and add to TG spreadsheet.	[REDACTED]
Date / Time 10/06/2018 7:56:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Plat/GT, Unrated Taken off pager KLTP add to PP20. Patron on 12hr report.	[REDACTED]
Date / Time 10/06/2018 8:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare/Observable Signs Referral Location No Referral RGA BI017908	TG AM Georgette informed that [REDACTED] looked tired. ACM Christian present. Patron was informed to go home for a substantial break and can return tonight after 20:00.	[REDACTED]
Date / Time 10/06/2018 8:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA BI017908	Removed card from EGM P0612 as patron was not there.	[REDACTED]
Date / Time 10/06/2018 10:00:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA BI017908	SYCO Report checked - 10am	 PHOTO REQUIRED
Date / Time 10/06/2018 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Gold/GM, F1203, Reminder Patron is from Taiwan, explained about taking substantial break in play. Patron left immediately.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details		Comments	Photo
Date / Time 10/06/2018 11:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Plat/GM, Unrated, added to PP20 Patron add to pager, pick up at 12hr report. **Pager alert for G0106, informed Teak Manager Simon, patron and wife ██████████ left together.		
Date / Time 10/06/2018 11:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco D0301 Platinum / GM Reminder Spoke with ██████████ and explained about adequate break length. Patron did not show any observable signs and had just resumed play.		
Date / Time 10/06/2018 1:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA BI017908	Syco, Black/GT, 2534, Reminder PP16 Alerted Mahogany ACM Steve that patron had reached 16hr. Spoke with patron but she needed a Mandarin speaker.		
Date / Time 10/06/2018 2:00:00 PM Person Name Responsible Gaming DOR Person ID Pers. Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA BI017908	SYCO Report checked - 2.00pm		
Date / Time 10/06/2018 2:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Plat/GM, M0404, Reminder 16 Informed Teak Manager Carmen.		
Date / Time 10/06/2018 2:30:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA BI017908	David in SV informed that ██████████ attempted to gain entry at Monte Carlos and was stopped by the guard.		



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details	Comments	Photo
Date / Time 10/06/2018 2:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Vietnamese (AVWA) RGA BI017908	David in SV informed that [REDACTED] was in pit 11. Patron removed via Monte Carlos and encouraged to get Vietnamese counselling. SSO #259 present.	[REDACTED]
Date / Time 10/06/2018 3:50:00 PM Person Name Responsible Gaming Audit Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA BI017908	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 10/06/2018 3:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Observed [REDACTED] on NF and notified SV. David is tracking him as patron moves around very fast. Patron eventually left via Mings before RGLO could be call.	[REDACTED]
Date / Time 10/06/2018 4:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA BI017908	Pass onto SV David to merge [REDACTED] as they are the same patron.	[REDACTED]
Date / Time 10/06/2018 4:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Gold/GM, F1306, Reminder [REDACTED] returned after a 4 hours break. Premium Service Manager David [REDACTED] and I spoke with patron to take a longer break. Patron left not long later.	[REDACTED]
Date / Time 10/06/2018 4:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Observed [REDACTED] in pit 4, she decamped when she saw me and informed David in SV.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details	Comments	Photo
Date / Time 10/06/2018 4:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	David rang back to say that [REDACTED] reentered via Monte Carlos. Onroute David rang to say the she left via Monte and exit onto the Riverside.	[REDACTED]
Date / Time 10/06/2018 5:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Steve in SV informed that [REDACTED] was in the Maple room. He saw security and decamped via Monte Carlos. Nil contact with host.	[REDACTED]
Date / Time 10/06/2018 5:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Other Referral Location No Referral RGA BI017908	BB in Mahogany enquired if patron is banned. Patron could not be signed in as a guest due to SFP coding. Verified that account is frozen indefinitely from 2003 but patron is not SE.	
Date / Time 10/06/2018 6:00:00 PM Person Name Responsible Gaming DOR Person ID 45141 Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA BI017908	SYCO Report checked - 6.00pm	
Date / Time 10/06/2018 6:13:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	David in SV informed that [REDACTED] was in pit 8. She saw security and decamped from the gaming floor.	[REDACTED]
Date / Time 10/06/2018 6:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco, Gold/GM, R1504, Reminder 16 Pass onto Riverside Manager Andrea to have a welfare chat. Appear on 12hr report.	[REDACTED]



RESPONSIBLE GAMING







DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details	Comments	Photo
<p>Date / Time 10/06/2018 6:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394</p>	<p>RGLO pager, Gold/GM, F1306, Break. Pager alert, I attended F1306 and requested [REDACTED] to take an adequate break. [REDACTED] left immediately.</p>	[REDACTED]
<p>Date / Time 10/06/2018 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394</p>	<p>Bryan (SV) advised that [REDACTED] was playing at BW0901. I attended and met with SSO #159. [REDACTED] was removed from gaming floor via Mings entry and advised seeking a counselling.</p>	[REDACTED]
<p>Date / Time 10/06/2018 7:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Self Exclusion Alleged Breach Referral Location No Referral RGA gj014394</p>	<p>Received a call from [REDACTED] mother advising [REDACTED] was in the casino. Steve (SV) informed.</p>	[REDACTED]
<p>Date / Time 10/06/2018 7:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394</p>	<p>Bryan (SV) advised that [REDACTED] was near at AR0408. I attended and met with SSO #48. [REDACTED] was removed from gaming floor via Food Court entry and advised seeking a counselling.</p>	[REDACTED]
<p>Date / Time 10/06/2018 8:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394</p>	<p>Bryan (SV) advised that [REDACTED] was playing at CW0615. I attended and met with SSO #180. [REDACTED] was removed from gaming floor via Food Court entry and advised seeking a counselling.</p>	[REDACTED]
<p>Date / Time 10/06/2018 10:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare/Observable Signs Referral Location No Referral RGA gj014394</p>	<p>Received a call from Donna (AM) in pit 8 advising [REDACTED] wore the same clothes and has been in the casino for a long time. I attended and conducted a welfare on [REDACTED] who claimed she had a break and only came after 7pm. I explained Crown's policy and advised [REDACTED] to take regular breaks. [REDACTED] had no observable signs.</p>	[REDACTED]



RESPONSIBLE GAMING




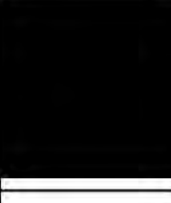


DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details		Comments	Photo
Date / Time 10/06/2018 10:32:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, BA2808, TG/Plat, Reminder. PP20 Called Andy (ACM) for a reminder patron to take a break.		
Date / Time 10/06/2018 10:33:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA gj014394	SYCO Report checked - 10pm.		
Date / Time 10/06/2018 10:35:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, TG.Gold, No rating. PP12		
Date / Time 10/06/2018 10:36:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, R1101, GM/Plat. Break. Called Tien (Teak Room Manager) requesting patron to go home due to playing over 24 hours only had a 3 hour break.		
Date / Time 10/06/2018 11:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394	Bryan (SV) advised that ██████ was playing at BA1211. I attended and met with SSO #160. ██████ was removed from gaming floor via Mings entry. \$800 winning bet was withheld. Bryce (AM) advised.		
Date / Time 10/06/2018 11:48:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Chris (SV) advised that ██████ was playing at AR11010. I attended and met with SSO #144. however, Surveillance lost ██████		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details		Comments	Photo
Date / Time 11/06/2018 1:25:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394	Bryan (SV) advised that ██████ was playing at AR1010. I attended and met with SSO #255. ██████ was removed from gaming floor via Mings entry and advised seeking a counseling.		
Date / Time 11/06/2018 2:19:00 AM Person Name Responsible Gaming DOR Person ID Person ██████ Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA gj014394	SYCO Report checked - 2.00am		
Date / Time 11/06/2018 2:20:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, TG/Gold, no rating. PP12		
Date / Time 11/06/2018 2:21:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	SYCO. BA2532, Plat/TG, PP12hrs Nicole (ACM) advised.		
Date / Time 11/06/2018 2:24:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, GM/Gold, No rating, PP12		
Date / Time 11/06/2018 4:18:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Bryan (SV) advised that ██████ was playing Rapid Baccart in pit 7. I attended and met with SSO #48. ██████ was removed off complex via Lucky CHAN entry.		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2018

Person Registration Details	Comments	Photo
Date / Time 11/06/2018 5:46:00 AM Person Name Responsible Gaming Audit Person ID Persc Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 11/06/2018 6:00:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA mo386705	SYCO Report checked - 6.00AM	

Registration Date/Time	SYCO Report	Created By
10/06/2018 6:00:00 AM	SYCO Report checked - 6.00am	BI017908
10/06/2018 10:00:00 AM	SYCO Report checked - 10am	BI017908
10/06/2018 2:00:00 PM	SYCO Report checked - 2.00pm	BI017908
10/06/2018 6:00:00 PM	SYCO Report checked - 6.00pm	BI017908
10/06/2018 10:33:00 PM	SYCO Report checked - 10pm.	gj014394
11/06/2018 2:19:00 AM	SYCO Report checked - 2.00am	gj014394
11/06/2018 6:00:00 AM	SYCO Report checked - 6.00AM	mo386705