



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE May 25, 2018

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	45
Self Exclusion Breaches	13
Self Exclusion Inquiries	0
Self Exclusions Issued	0
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
Date / Time 25/05/2018 6:25:00 AM Person Name Responsible Gaming DOR Person ID Persona Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO report checked - 6AM	 PHOTO REQUIRED
Date / Time 25/05/2018 6:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, BA2520, TG/Plat, Reminder I called Para (ACM) for a reminder [REDACTED] to take a break.	[REDACTED]
Date / Time 25/05/2018 6:29:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, Teak, GM/Plat, Reminder I called Nicole (Teak Room Manager) for a reminder [REDACTED] to take a break.	[REDACTED]
Date / Time 25/05/2018 8:30:00 AM Person Name Responsible Gaming DOR Person ID Persa Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA fb022711	TG ACM (Adnan) requested RGLO presence at Maple change-booth; to comply with Surveillance request, RG brochures moved from behind glass partition to in front of booth on counter. Same amount of brochures present, more prominently displayed.	 PHOTO REQUIRED
Date / Time 25/05/2018 9:13:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Follow Up Referral Location No Referral RGA mo386705	Called [REDACTED] no answer, left voicemail regarding approved revocation and to attend RGSC for GRIP session.	[REDACTED]



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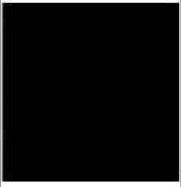

DAILY OPERATIONS REPORT FOR GAMING DATE May 25, 2018

Person Registration Details	Comments	Photo
Date / Time 25/05/2018 9:18:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA fb022711	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 25/05/2018 9:29:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Table Games Nature of Service Operational Overview Referral Location No Referral RGA gj014394	Received a pager at BJ3102. I attended and was a false alarm.	
Date / Time 25/05/2018 10:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO Pit 25 Platinum / TG Reminder - 20hrs TG ACM (Para) asked to remind [REDACTED] to take regular breaks.	[REDACTED]
Date / Time 25/05/2018 10:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Sureveillance that [REDACTED] was in Pit 8. She ran off the gaming floor as soon as she saw me. NIL contact.	[REDACTED]
Date / Time 25/05/2018 10:18:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO G36 Gold / GM Reminder - 12hrs GM RM (Sam) asked to remind [REDACTED] to take regular breaks.	[REDACTED]
Date / Time 25/05/2018 10:20:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO report checked - 10AM	



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Person Registration Details		Comments	Photo
Date / Time 25/05/2018 10:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO G04 Platinum / GM Reminder - 20hrs GM RM (Sam) asked to remind [REDACTED] to take regular breaks.	[REDACTED]	
Date / Time 25/05/2018 10:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO AS06 Member / TG Reminder - 12hrs GM AM (Aidan) asked to remind [REDACTED] to take regular breaks.		
Date / Time 25/05/2018 10:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA fb022711	Surveillance (David) advised [REDACTED] in high-limit EGM room in Monte Carlo; attended with Security. [REDACTED] stated he was not [REDACTED] and proceeded to provide ID with his full name and DOB [REDACTED] which was confirmed with Surveillance). [REDACTED] continued to claim he was not the individual we were looking for, and then grew agitated and demanded he be shown "papers" for his SE and WOL. [REDACTED] claimed to not remember being removed and rejected from the gaming floor less than 24hrs previously. [REDACTED] refused to leave; Security SSM called and more officers arrived; [REDACTED] then decided to leave, exiting Monte Carlo entry and through the Atrium to the taxi rank. [REDACTED] refused to engage with RGLO except to continue to deny identity.	[REDACTED]	
Date / Time 25/05/2018 10:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Other Referral Location No Referral RGA fb022711	GM RM (Sam) called to advise she attended G36 for Play Period conversation and patron was not present - and CR card not in EGM. Will notate in spreadsheet.	[REDACTED]	
Date / Time 25/05/2018 10:38:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA fb022711	Surveillance (David) advised [REDACTED] in Pit 8; attended, but patron had already left gaming floor via Ming's entry. No interaction with RGLO.	[REDACTED]	
Date / Time 25/05/2018 10:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Other Referral Location No Referral RGA fb022711	GM AM (Aidan) advised card of [REDACTED] had been left in AS06 ETG, but patron was not present. NFA.		



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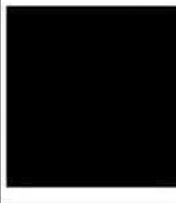
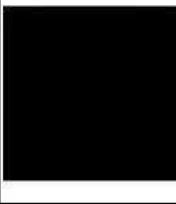



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Person Registration Details	Comments	Photo
Date / Time 25/05/2018 11:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA mo386705	<p>Please note that [REDACTED] will need to return her signed revocation application before we can proceed. The counsellors report has been vetted and is pending the committee however if [REDACTED] calls enquiring about her revocation please explain she needs to return the signed application.</p>	[REDACTED]
Date / Time 25/05/2018 1:00:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	<p>Conducted Security additional focus training at RGSC.</p>	 PHOTO REQUIRED
Date / Time 25/05/2018 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	<p>[REDACTED] removed from RG PP20 pager and returned to DHL3 pager - no recorded ratings.</p>	[REDACTED]
Date / Time 25/05/2018 1:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	<p>[REDACTED] removed from RG PP16 pager and returned to LTN pager- no recorded ratings.</p>	[REDACTED]
Date / Time 25/05/2018 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	<p>[REDACTED] removed from RG PP20 pager- no recorded ratings.</p>	[REDACTED]
Date / Time 25/05/2018 2:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	<p>SYCO Pit 28 Platinum / TG Reminder - 16hrs</p> <p>TG ACM (Sam) asked to remind [REDACTED] to take regular breaks. ACM advised [REDACTED] has left for the day.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 25/05/2018 2:15:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO Pit 28 Black / TG Reminder - 16hrs TG ACM (Sam) asked to remind ██████ to take regular breaks. ACM advised ██████ had taken a break; ██████ currently staying in-house.	
Date / Time 25/05/2018 2:15:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO Pit 28 Platinum / TG Reminder - 16hrs TG ACM (Sam) asked to remind ██████ to take regular breaks. ACM advised ██████ had left for the day.	
Date / Time 25/05/2018 2:17:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO F29 Gold / GM Reminder - 16hrs ██████ not currently rated - added to "PP16" pager.	
Date / Time 25/05/2018 2:20:00 PM Person Name Responsible Gaming DOR Person ID Person ██████ Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO report checked - 2PM	 <small>PHOTO REQUIRED</small>
Date / Time 25/05/2018 2:35:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947	SYCO R1502 Gold / GM Reminder - 16hrs Advised Riverside Manager Andrea to speak with ██████. ██████ removed from "PP15" pager.	
Date / Time 25/05/2018 3:15:00 PM Person Name Responsible Gaming Audit Person ID Person ██████ Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor around EGM and FATG areas.	 <small>PHOTO REQUIRED</small> <small>responsiblegaming</small> <small>ANALYSIS SERVICES SUPPORT</small> <small>Cardiac's Grand Bay Help 302-632-8888</small> <small>Responsible Gaming Center 302-632-9988</small>



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DAILY OPERATIONS REPORT FOR GAMING DATE May 25, 2018

Person Registration Details	Comments	Photo
Date / Time 25/05/2018 3:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Maria in Surveillance that [REDACTED] was again in Pit 8. Requested Security remove her. NIL contact with RGLO.	[REDACTED]
Date / Time 25/05/2018 4:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Surveillance that [REDACTED] was in Pit 12. I attended and removed him from the gaming floor. I attempted to speak with him but his English was poor and he refused to wait for an interpreter.	[REDACTED]
Date / Time 25/05/2018 6:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Alleged Breach Referral Location No Referral RGA nm018947	[REDACTED] mother rang to say that her daughter is at Crown. The mother said she plays Baccarat. Requested the mother send a recent picture of [REDACTED]. Surveillance notified and RGLO will canvass the gaming floor.	[REDACTED]
Date / Time 25/05/2018 6:42:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947	SYCO report checked - 6pm	 PHOTO REQUIRED
Date / Time 25/05/2018 7:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947	SYCO Platinum/GM F3607 Reminder 22 hours approx. Called GM Area Manager Nathan to have a chat with [REDACTED]. Nathan attended and found a female on the EGM, she was [REDACTED] wife. [REDACTED] was in earlier today using his card and then the wife came in a few hours ago and was using his card. Nathan confiscated the card and explained why. The wife was fine and didn't realise she was doing anything wrong as she said they allow her and her husband share his card.	[REDACTED]
Date / Time 25/05/2018 8:15:00 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	Luke (SV) advised that [REDACTED] was in the Atrium bar. I attended and met with SSO #54. [REDACTED] was removed from gaming floor via Atrium entry and advised seeking counselling.	[REDACTED]



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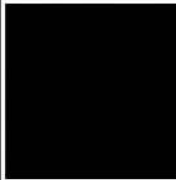
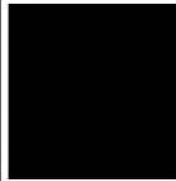


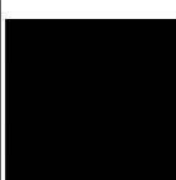

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Person Registration Details		Comments	Photo
Date / Time 25/05/2018 8:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Teak Service Executive Nature of Service Welfare/Observable Signs Referral Location No Referral RGA gj014394	Received a call from Darren (Teak Room Manager) advising [REDACTED] would like talk to a RGLO in the Mahogany Room. I attended and met with [REDACTED] who admitted to having a gambling problem. All relevant services from RGSC offered to [REDACTED] however he wished to make some decisions after talking to a psychologist. Email sent to Susan and Kate.	[REDACTED]	
Date / Time 25/05/2018 8:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Natasha (SV) advised that [REDACTED] was found playing at BA0813. I could not attend due to talking to a patron in Mahogany Room. I advised security to conduct an ID check and if she is the right person the remove her from the gaming floor.	[REDACTED]	
Date / Time 25/05/2018 10:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	SYCO Pit 28 Platinum / TG Reminder - 15hrs TG ACM (Stev) asked to remind [REDACTED] to take regular breaks. because I found [REDACTED] only took 5 hours break within 24 hours.	[REDACTED]	
Date / Time 25/05/2018 10:31:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	SYCO Platinum/GM Reminder I called Nicole (Teak Room Manager) for a reminder patron to take break.	[REDACTED]	
Date / Time 25/05/2018 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	 PHOTO REQUIRED	
Date / Time 25/05/2018 11:33:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM and FATG areas.	 PHOTO REQUIRED responsiblegaming <small>ANALYSIS ASSOCIATES SUPPORT Casino's Grand Support 800 800 888 Responsible Gaming Centre 1800 691 098</small>	



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Person Registration Details		Comments	Photo
Date / Time 25/05/2018 11:35:00 PM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Welfare/Observable Signs Referral Location No Referral RGA gj014394	Donna (AM) advised that ██████ was seen in Teak Room nearly everyday but hardly betting. A dealer over heard a conversation between ██████ and other players about money lending. I attended and conducted a welfare check. ██████ admitted he had lent over \$2000 to other players who has not returned the money to him since last week, that is why ██████ comes to casino in order to meet the players. I told ██████ that money lending is unacceptable. I advised ██████ to go home.		
Date / Time 26/05/2018 1:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Luke (Surv) advised that ██████ was playing in Maple Room. I attended and met with SSO #49. We followed ██████ to BA0837. ██████ was removed from gaming floor via Atrium entry and advised to seeking counselling. \$300 winning bet withheld. Lindsay (AM) advised.		
Date / Time 26/05/2018 2:03:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA gj014394	Luke (Surv) advised that ██████ was in Maple Room. I attended and met with SSO #65. We followed ██████ to AR1112. ██████ was removed from gaming floor via Mings entry and advised to seek counselling.		
Date / Time 26/05/2018 2:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syco, GM/Plat, P0201, Remider I called Nicole (Teak Room manager) for a reminder ██████ to take a break.		
Date / Time 26/05/2018 2:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	- SYCO Alert - GM / Gold - Riverside Room R4603 -Break I attended Riverside Room for a reminder ██████ to take a substantial break 12Hr. ██████ left immediately.		
Date / Time 26/05/2018 2:40:00 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 BA1207. I attended and met with SSO #75. ██████ was removed from gaming floor via Mings entry and advised seeking counselling.		



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Date / Time 26/05/2018 3:05:00 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 26/05/2018 3:08:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Other Referral Location No Referral RGA gj014394	Luke (SV) advised that NF picked up a patron in pit 9. I could not attend due to removing a SE breach in pit 12. Security checked ID and it was someone else NFA.	[REDACTED]
Date / Time 26/05/2018 3:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Luke (SV) advised that [REDACTED] was playing at AR0928 but had disappeared shortly afterwards.	[REDACTED]
Date / Time 26/05/2018 4:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Chinese Peer Connection (East) RGA gj014394	Luke (SV) advised that [REDACTED] was playing at BA0820. I attended and met with SSO #58. [REDACTED] was removed from gaming floor via Atrium entry, and advised seeking chinese peer connection service.	[REDACTED]
Date / Time 26/05/2018 4:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA gj014394	Surveillance advised that [REDACTED] attempted to enter at the food court entry but was refused by security.	[REDACTED]
Date / Time 26/05/2018 5:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA gj014394	Joel (SV) advised that [REDACTED] attempted entry at Las Vegas but was stopped by security.	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time	26/05/2018 5:30:00 AM	Joel (SV) advised that [REDACTED] was playing at C8207. I attended and met with security. He provided a D/L from NSW but refused to display it to us for a closer look. He was asked to leave gaming floor and he was co-operating. [REDACTED] left via Atrium entry.	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Surveillance		
Nature of Service	Breach of Self Exclusion		
Referral Location	No Referral		
RGA	gj014394		
Registration Date/Time	Operational Overview	Created By	
25/05/2018 06:25:00 AM	SYCO report checked - 6AM	fb022711	
25/05/2018 08:30:00 AM	TG ACM (Adnan) requested RGLO presence at Maple change-booth; to comply with Surveillance request, RG brochures moved from behind glass partition to in front of booth on counter. Same amount of brochures present, more prominently displayed.	fb022711	
25/05/2018 09:29:00 AM	Received a pager at BJ3102. I attended and was a false alarm.	gj014394	
25/05/2018 10:20:00 AM	SYCO report checked - 10AM	fb022711	
25/05/2018 01:00:00 PM	Conducted Security additional focus training at RGSC.	nm018947	
25/05/2018 02:20:00 PM	SYCO report checked - 2PM	fb022711	
25/05/2018 06:42:00 PM	SYCO report checked - 6pm	nm018947	
25/05/2018 10:33:00 PM	SYCO report checked - 10pm	gj014394	
26/05/2018 03:05:00 AM	Syco report checked - 2:00am	gj014394	