

Confidential and
Commercially Sensitive



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Play Periods
APPROVED BY: Sonja Bauer **REVIEWED:** February 2018
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Policy Statement

Customers who have confirmed continuous ratings for a 24 hour period will not be allowed to remain on the gaming floor and will be directed to take a 24 hour break.

Customers with significant continuous ratings under 24 hours will be reminded to take substantial regular breaks.

Procedures

1. SYCO reports are generated and sent to the Responsible Gaming Liaison Officer (RGLO) group every four hours. RGLO will check all ratings of 16 hours or greater.
2. If a customer has an open rating less than 24 hours, gaming staff are to be advised. Staff will remind the customer to take a substantial break.
3. If a customer has continuous ratings for 24 hours or more without a substantial break, RGLO is to attend. Surveillance is to be contacted for coverage before approaching the customer.
4. The customer is to be spoken to discreetly, and where possible, in the presence of the appropriate gaming staff. In VIP areas, an Assistant Casino Manager (ACM) must be present and every effort must be made to involve a host. The RGLO will direct the customer to take a 24 hour break.
5. The Play Periods policy will be explained in detail outlining customer welfare as a priority.

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6. Customers who return prior to their allotted time will be asked to leave the gaming floor. RGLOs are to use their discretion when reminding customers of their break or enforcing an extended period.
7. Gaming staff will be advised as a courtesy.

Recording information

1. Interaction to be documented in SEER with 'PP' as the nature of service.
2. Log will contain details of location, source of information, enforced break or reminder and ownership/tier where applicable.
3. When enforcing a 24 hour break the following template is to be used when placing a message in SYCO:

Customer has been requested to take a break from the gaming floor after a welfare check by RGLO. Not to return before (time) on (date).

*If customer returns before this time, or you have any questions, please contact the RGLO on *88271.*

(RGLO initials)

Ext 5766

4. Details of the incident will be recorded in a register held at the Responsible Gaming Support Centre in accordance with the Responsible Gambling Code of Conduct.

Use of customer information

Employees in the Responsible Gaming Department will use customer information only to facilitate ongoing support for that customer or for a purpose otherwise outlined in policies regarding disclosure.

Relevant documents

- National Privacy Principles of the *Privacy Act 1988* (Cth)
- Crown Melbourne Limited Privacy Policy
- Crown Employee Code of Conduct
- Responsible Gambling Code of Conduct