

Our Commitment

INTRODUCTION

The Australasian Casino Association (ACA) and its members make a commitment to our employees and our customers that our casinos will always provide an entertainment experience of the highest standard. We especially make this commitment with regard to the responsible service of alcohol and the responsible service of gaming within our properties.

COMMITMENT TO OUR EMPLOYEES

- ACA members will provide all employees with appropriate training and provide periodic refresher training on those aspects of the business that are particular to them. All members will ensure that a variety of issues are taken into account when courses are developed – these issues include cultural, gender and social differences, ethnicity, age and those requiring special attention.
- Our members will educate relevant new employees on responsible gaming.
- Our members will ensure that communication programs are in place for our employees to improve their understanding of responsible gaming and policies and procedures that are related to responsible gaming.

COMMITMENT TO OUR CUSTOMERS

To provide an entertainment experience for our customers

- ACA members are committed to making our customers feel welcome at our properties.
- Our members are committed to providing a total entertainment experience for each and every one of our customers. Our customers are entitled to a high standard of service in all areas of our casinos.
- Our members also reserve the right to remove and/or exclude any person from our properties.
- Our members will always ensure that the peace and comfort of our customers is our highest consideration.
- Our members will not tolerate loan sharking or other undesirable behaviour and will bar any persons undertaking these activities from their casinos.

To promote Responsible Gaming

- Our members will make available to all of our customers information regarding responsible gaming in all areas of our casinos both in the gaming area and in other parts of our properties including but not limited to food and beverage facilities and our hotels.
- Our members will make available to our customers and to our employees information generally explaining the probabilities of winning or losing at the various games offered by a casino.

- Our members will ensure that appropriate signage detailing problem gambling help line contact numbers is attached to or adjacent to all ATMs and EGMs in our casinos. All ATMs shall be placed outside the gaming footprint of our casinos.
- Our members will make available to our customers opportunities for customers to request in writing that they not be sent promotional mail and also be given the opportunity to be excluded from a casino property.

To prevent underage gambling in Casinos

- All members will make diligent efforts to ensure that underage individuals are prevented from entering the gaming footprint of our casinos. Appropriate signage and /or brochures will communicate the legal age at all properties.
- Our members will not tolerate children being left unattended on any part of their properties and regard all incidents of this nature as being of the utmost importance. All members have policies and procedures in place to deal with incidents of this nature.

To serve Alcohol Responsibly

- Our members commit themselves to the responsible service of alcohol:
 - ▶ They will not knowingly serve alcoholic beverages to a minor.
 - ▶ They will not knowingly serve alcoholic beverages to a visibly intoxicated customer.
 - ▶ Casinos will make a diligent effort not to permit gaming by a visibly intoxicated patron.
- Our members will train appropriate casino employees in the company's responsible service of alcohol policy and will provide periodic refresher training to those employees.

To Advertise Responsibly

- Our members will:
 - ▶ Ensure that any advertising reflects generally accepted contemporary standards of good taste.
 - ▶ Ensure that any advertising complies with the national Advertising Standards Authority and its regulatory guidelines for responsible marketing and advertising of their facilities.
 - ▶ Ensure that advertising is not false, deceptive or misleading.
- Our members will ensure that any promotions are conducted responsibly.

FOR FURTHER INFORMATION CONTACT:

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