



SkyCity Hamilton

**Host Responsibility
Programme**

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1.0 Introduction

Approval

Effective date: 14 July 2025 (from 10am)

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1.1 Statement of position

Statement of position

SkyCity is committed to providing a fun and safe environment for all customers and staff and to operating a leading host responsibility programme.

SkyCity recognises that alcohol and gambling can be associated with harm for some customers and their whanau, families and communities. SkyCity takes its role as a responsible host seriously and recognises that it has an important role to play in preventing and minimising alcohol and gambling-related harm for its customers and staff.

SkyCity Hamilton intends that this Host Responsibility Programme (**Programme**) is a robust and usable document for all staff which clearly sets out its obligations with respect to harm minimisation and prevention.

The Programme is a vitally important part of SkyCity's overarching Group Harm Minimisation Framework which is illustrated in the diagram below.



Compliance with legal obligations

The Programme has been developed by SkyCity and addresses the host responsibility conditions in the casino operator's licence held by SkyCity Casino Management Limited that relate to the SkyCity Hamilton property.

Standard Operating Procedures (**SOPs**) developed by SkyCity shall be consistent with and impose no lesser obligations than provided in the Gambling Act 2003 (**Act**), regulations, licence conditions or Programme.

SkyCity Code of Business Practice

The Programme contributes to SkyCity's compliance with the SkyCity Code of Business Practice.

1.2 Programme objectives

Objectives

The principal objectives of the Programme include:

- preventing the onset of gambling and/or alcohol related harm and minimising gambling-related harm for customers and other persons potentially affected by their gambling behaviour;
- identifying problem gambling;
- preventing problem gambling; and
- facilitating responsible gambling.

SkyCity aims to fulfil these objectives by:

- providing effective staff training;
- providing a safe gambling environment;
- providing responsible marketing and promotional initiatives;
- promoting the responsible consumption of alcohol; and
- engaging effectively with stakeholders.

Outcomes

SkyCity intends that implementation of the Programme will assist customers who may be experiencing harm as well as assist in preventing the onset of gambling and/or alcohol-related harm to those customers who may be at risk. Reporting requirements relating to achievement of Programme objectives are set out in section 3.

Account Based Play

From the effective date of this Programme all customers who wish to gamble at the casino must be required to use an electronic card or other form of unique identifier when gambling.

2.0 Identification of problem gamblers

A copy of SkyCity's Problem Gambler Identification Policy (**Policy**) is attached as Appendix B and forms part of the Programme. The Policy fulfils SkyCity's obligations under the following sections of the Act.

Section 308 of the Act requires that the holder of a casino operator's licence must have a policy for identifying problem gamblers, which includes:

- an acceptable definition of problem gambling;
- indicators of problem gambling in the casino; and
- the steps to be taken in identifying actual or potential problem gamblers.

This policy must be made available upon request. SkyCity, or a person acting on its behalf, must take all reasonable steps to use the policy to identify actual or potential problem gamblers.

Section 309 of the Act requires that the holder of a casino operator's licence, or a person acting on its behalf, must, after identifying a person who he or she has reasonable grounds to believe is a problem gambler, approach the person and offer information or advice to the person about problem gambling.

The information or advice offered must include a description of:

- the self-exclusion procedure available; and
- any procedures described by regulations made under the Act.

If a customer is approached and provided with the above information and advice on problem gambling but does not request self-exclusion, section 309A of the Act requires that the holder of a casino operator's licence, or a person acting on its behalf, must take all reasonable steps to assist that person (including, if appropriate) issuing an exclusion order, if the person's ongoing gambling or other behaviour gives reasonable cause to believe that he or she is a problem gambler.

3.0 Harm minimisation and prevention components

Introduction

SkyCity will focus on addressing underlying causes of gambling and alcohol-related harm as well as taking steps to minimise harm. Harm prevention and minimisation initiatives will be undertaken in the following areas:

- policies and procedures;
- host responsibility information for customers;
- employee gambling-related harm;
- stakeholder engagement;
- environmental design;
- provision of safe gambling environments;
- marketing practices;
- display of signage and provision of gaming information to customers;
- staff learning and development;
- identification of problem gamblers; and
- gambling limitation.

The Programme's requirements for each area are outlined below.

Roles and responsibilities

The host responsibility function at SkyCity Hamilton is managed by the Host Responsibility Manager. This role is responsible for the ongoing monitoring and management of Gambler of Interest (**GOI**) files, feedback and review of new information on GOI files and the provision of host responsibility advice and support to staff. Recording, collating and analysing all information relating to indicators of problem gambling noted by frontline staff, supervisors and managers is managed by the Host Responsibility Manager.

References in the Host Responsibility Programme and Policy to "Host Responsibility", "Host Responsibility staff" and "the Host Responsibility team" denote the function managed by the Host Responsibility Manager.

3.1 Policies and procedures

Policies and procedures

The following policies and procedures have been developed to provide operational guidelines on the implementation of aspects of the Programme. The policies and procedures are consistent with the Act, regulations, licence conditions and Programme, and will be updated to reflect changes.

Policies:

- Problem Gambler Identification Policy.

Standard operating procedures:

The following SOPs relate to harm prevention and minimisation activities. An overview of how these procedures are put into practice is shown below:

- Exclusion;
- Unattended Children;
- Underage Persons;
- Responsible Service of Alcohol;
- Long Hours of Play;
- Undesirable Behaviour; and
- Gambling Limitation.

The following SOPs relate to the Problem Gambler Identification Policy:

- Information Collection and Collation;
- Analysis and Intervention;
- Gambling Limitation; and
- Exclusion.

3.1.1 Exclusion

Introduction

SkyCity offers two types of exclusions:

- self-exclusion; and
- SkyCity exclusion.

SkyCity provides the facility for self-exclusion of customers from the gaming areas of all SkyCity sites for periods of three months, six months, nine months, one year, or two years and until they meet any re-entry conditions imposed by SkyCity or by regulations made under section 316(1)(e) of the Act. A customer may request and undertake self-exclusion for a range of reasons, for example, where the customer has self-identified as a problem gambler or where the customer chooses to prevent or limit opportunities for harm to occur. The self-exclusion process may also be initiated by problem gambling treatment providers or other venues under a multi-venue exclusion arrangement.

SkyCity exclusion is for a period of two years and the customer must also meet re-entry conditions imposed by SkyCity or by regulations made under section 316(1)(e) of the Act.

SkyCity exclusion may be undertaken where a problem gambler does not take up the offer of self-exclusion, and SkyCity considers that it continues to have reasonable cause to believe that the customer is a problem gambler. If SkyCity has reasonable grounds to suspect, as a result of ongoing gambling or other behaviour, that the customer is a problem gambler (as defined by the Act), it must take all reasonable steps to assist the customer, including issuing a SkyCity exclusion in appropriate cases.¹ These decisions are made on the basis of assessment(s), provision of information, advice and assistance, monitoring of a GOI file, and refusal of a self-exclusion offer or other host responsibility efforts to assist the customer to gamble without harm but a casino exclusion may be imposed after a serious one-off incident where an offer of self-exclusion has been refused.

Conditions for re-entry are contained in the Exclusion SOP.

Approaches to customers

Host Responsibility, Security or Gaming Shift Managers who have completed the Advanced Host Responsibility training module may undertake exclusions with customers.

Features of the exclusion process

To ensure the effectiveness of the exclusion process, the following are features of the process:

Communication

- Will use all reasonable efforts to provide a translation service where necessary.
- Provides support to excluded customers through provision of materials from problem gambling counselling service providers and contact details.
- For self-exclusion, provides Questions and Answers in appropriate languages.

Third parties and service providers

- Emphasises culturally appropriate processes and, wherever possible and appropriate, encourages families and/or friends to accompany the customer.

¹ Section 309A

- Encourages third party involvement (i.e. that a mentor is nominated who can be contacted on the progress of the excluded customer and during any discussion relating to re-exclusion or re-entry).
- Encourages the excluded customer to nominate a counselling service.
- Arranges for the counselling service to call the excluded customer, if the excluded customer agrees.
- Encourages the excluded customer to make contact with the counselling service as soon as possible after their exclusion.

Other measures

- Provides an updated database that is accessible to Security and Gaming staff to ensure detection of customers breaching an exclusion order.
- Promotes ongoing dialogue with counselling service providers to continually improve the exclusion process.
- Suspends sending all loyalty information to customers.
- Requires timely action from staff if a customer approaches requesting self-exclusion, with every endeavour made to ensure that approaches are responded to while the customer is on the premises or phone.
- Provides opportunities for off-site self-exclusion procedures (e.g. self-exclusion forms are held by problem gambling service providers and can be completed at home).

Breaches

SkyCity staff are required to be vigilant for any excluded customer who attempts to re-enter the gambling areas and this will be included in Advanced Host Responsibility staff training. SkyCity Hamilton Security and Gaming staff have responsibility for enforcing the exclusion process and taking action against those detected committing a breach of the exclusion process. Customers discovered attempting to do so may be warned, further excluded for an additional period or issued a trespass notice. The Department of Internal Affairs (**DIA**) is notified of all breaches by excluded customers and has the ability to take prosecution action if deemed necessary.

The Host Responsibility team regularly reviews the exclusion process and when necessary, makes improvements, in alignment with Group policy. The reviews may involve seeking customer and staff feedback through informal research processes.

Loyalty card holders

SkyCity must deactivate membership from its loyalty programme for all excluded customers, trespassed customers and customers formally requested to leave the premises.

The SkyCity staff member responsible for the administration of the exclusion and trespass records must:

- advise Host Responsibility within 24 hours of a loyalty programme cardholder being excluded, trespassed or formally requested to leave the premises, to ensure their account is deactivated; and
- forward any surrendered loyalty card(s) to the loyalty station.

Host Responsibility must ensure that:

- excluded cardholders' accounts are deactivated;
- the accounts of cardholders who have been excluded, trespassed or formally requested to leave the premises are deactivated; and
- cardholders who are excluded, trespassed or formally requested to leave the premises are deactivated from mailing lists.

Loyalty cards which are deactivated are not required to be returned by the customer to SkyCity. Should a customer attempt to use his/her deactivated card, an error message will appear asking the customer to present his/her card to a SkyCity staff member. Having confirmed that the customer has been excluded, trespassed or formally requested to leave, the SkyCity staff member will contact Security and appropriate action will be taken in relation to that customer.

3.1.2 Responsible service of alcohol

Background

The SkyCity Responsible Service of Alcohol Programme is designed to ensure that customers enjoy an environment that is safe and enjoyable. A key component is the SkyCity Responsible Service of Alcohol training programme, which is designed for all staff who work in areas where alcohol is served, to promote effective team work to ensure customers' safety and enjoyment.

SkyCity's Responsible Service of Alcohol Programme will reflect the following principles, which are derived from the Health Promotion Agency's *"Host Responsibility Guide 2020"*.

A responsible host:

- prevents intoxication;
- does not serve alcohol to minors;
- provides and actively promotes non-alcoholic alternatives;
- provides and actively promotes substantial food;
- promotes alcohol responsibly and in accordance with the Sale and Supply of Alcohol Act 2012;
- serves alcohol responsibly or not at all; and
- promotes safe transport options.

Approach

The following is SkyCity's approach to the responsible service of alcohol:

- SkyCity will provide the sale of alcoholic beverages in a responsible manner, including monitoring and controlling of alcohol consumption;
- SkyCity will ensure that it observes the provisions of the Sale and Supply of Alcohol Act 2012 relating to the permitted hours within which customers can be sold and supplied alcohol and customers and staff are permitted on licensed premises;
- SkyCity will maintain an effective responsible service of alcohol training programme to train and inform relevant employees on the responsible sale and supply of alcohol which must be completed prior to serving alcohol;
- all SkyCity employees, temporary and contract staff will receive training on the Responsible Service of Alcohol during their induction as part of the Host Responsibility Level 1 training programme, including recognition of excessive alcohol consumption traits;
- SkyCity takes all reasonable steps to ensure intoxicated persons are prevented from entering the premises;
- SkyCity takes all reasonable steps to ensure that customers are not served to the point of intoxication. Any customer displaying signs of intoxication will be removed from the premises;
- any customer who appears under the age of 25 may be asked for verification of identity and proof of age, before being served or sold alcoholic beverages. If such identification cannot be produced, that customer will not be served or supplied with any alcohol;
- staff tactfully intervene to prevent possible problems arising from excessive alcohol consumption, including enlisting the services of staff of similar social/ethnic background to the customers to assist in explaining the programme to customers when required;
- no person who appears intoxicated is served or sold alcohol, allowed to gamble or allowed to remain on the premises. The decision by any employee to withhold service cannot be revoked or overruled by another, without referral to a more senior employee;

- at all times, when alcohol is sold or supplied to members of the public, there is a manager or managers on duty who hold current Manager's Certificates under the Sale and Supply of Alcohol Act 2012;
- customers may not bring alcoholic beverages onto the premises where beverage service is provided, unless prior approval has been given;
- SkyCity will ensure that a reasonable range of non-alcoholic drinks is available at reasonable prices;
- SkyCity will ensure that a reasonable range of low-alcoholic drinks (being less than 2.5% ethanol by volume at 20 degrees celsius) is available at reasonable prices;
- SkyCity will ensure that a reasonable range of food is available at all times in portions suitable for a single customer, at reasonable prices, and within a reasonable time of being ordered;
- SkyCity will readily provide free, comprehensive and accurate information to customers about the forms of transport available from the premises; and
- free water will always be available to customers.

3.1.3 Unattended children

Background

SkyCity does not allow children to be left unattended on any part of its premises.

Approach

SkyCity takes active steps to prevent children being without adult supervision.

Employees must report to Security any incident where it is apparent that a child has been left unattended.

Security Officers must intervene and take all practicable steps to locate an adult responsible for an unattended child.

Security must contact the Police and trespass the customer in every case where there is an absence of a reasonable explanation for the child being left unattended.

In all instances of unattended children, the Host Responsibility team must be notified as soon as practicable to follow up potential problem gambling issues.

Security Officers must patrol the SkyCity Hamilton car parks and environs to detect any unattended children in vehicles.

3.1.4 Underage persons

Background

SkyCity is committed to keeping minors out of the gambling area. SkyCity will rigorously enforce the prevention of underage gambling in its casinos.

Approach

SkyCity must take all reasonable steps to restrict gambling activities only to those persons legally permitted by age to enter the gambling facilities (currently 20 and over).

Any customer who appears under the age of 25 must be asked for verification of identity and proof of age before being permitted to enter the gambling area.

SkyCity must take all reasonable steps to restrict access to 'supervised areas' only to those persons legally permitted by age to enter the area (currently 18 and over), unless accompanied by a parent or guardian.

Training for SkyCity Security and Gaming staff must include the need to be particularly vigilant for the presence of underage persons.

Any SkyCity staff member has the authority to approach suspected underage persons and seek identification for proof of age.

3.1.5 Standards of dress and behaviour

Background

SkyCity must provide a comfortable environment where customers are able to enjoy their surroundings without disruption from others who are inappropriately dressed or behaving in an unacceptable manner.

Dress code

SkyCity requires a neat and tidy standard of dress. While it is difficult to be prescriptive about dress suitability, in normal circumstances the following are not permitted at the casino:

- torn clothes (exceptions for fashion wear);
- gang patches or other insignias;
- dirty clothes or footwear; or
- hats or caps (unless for religious or medical reasons or for Texas Hold'em Poker).

Behavioural standards

If a customer is detected:

- under the influence of alcohol;
- abusing or threatening staff or other customers;
- causing conflict with other customers or staff, or
- otherwise being unpleasant,

then SkyCity staff must:

- take appropriate steps to stop the behaviour; or
- in appropriate circumstances, have the customer escorted from the premises.

Customers exhibiting undesirable behaviour may be trespassed or excluded.

3.1.6 Long Hours of Play

Continuous Presence

Continuous presence is where a customer is present at the casino (but not necessarily gaming continuously) for a period of 12 hours or more. The “clock” is reset after a customer has had a break from being present at the casino for six hours or more.

As a general rule:

- when a customer has been observed to be continuously present at the casino (but not necessarily gaming continuously) for 12 hours, the observing staff member must notify Gaming staff or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer;
- when a customer has been detected by an automated system to be continuously present at the casino (but not necessarily gaming continuously) for 12 hours, an automated system alert must be sent to Gaming staff and Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer;
- at the very least, in the course of the interaction, the customer must be encouraged to take breaks and Gaming staff and/or Host Responsibility must thereafter continue to monitor the customer (which may include subsequent interactions with that customer);
- if any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme;
- when a customer has been continuously present at the casino (but not necessarily gaming continuously) for 24 hours and, provided that no action has already been taken under the Act, the Programme or the Policy:
 - non-international VIP customers must be required to leave promptly, and directed not to re-enter the casino for at least 24 hours; and
 - international VIP customers must be assessed by the Premium Business Management team to determine whether their play should be permitted to continue or not.

If one or more of the strong indicators is observed, Host Responsibility or Gaming staff must intervene immediately and proceed as required by the Act, this Programme and the Policy irrespective of how long the customer has been present.

All interactions, observations and assessments must be logged in iTrak.

Gaming Limits

Five hours of gaming

- When a customer's unique identifier has been detected by an automated system to have been used for gaming for a total period of five hours without a break of at least 30 minutes uninterrupted duration (which is to be treated as five hours of continuous gaming):
 - if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier for an uninterrupted period of 30 minutes commencing from the completion of any current active game and any associated feature; or
 - if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of 30 minutes from the time of the interaction or the time the

customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).

- When a customer has been observed gaming for a total period of five hours or more without a break of at least 30 minutes uninterrupted duration (which is to be treated as five hours of continuous gaming), the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of 30 minutes from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, then Host Responsibility must proceed as required by the Act, the Policy and the Programme.
- The "clock" for five hours of continuous gaming is reset after a customer has had a break from gaming of at least 30 minutes uninterrupted duration.

10 hours of gaming

- When a customer's unique identifier has been detected by an automated system to have been used for gaming for a total period of ten hours without an uninterrupted break of six hours in duration (which is to be treated as 10 hours of continuous gaming):
 - if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier for an uninterrupted period of six hours commencing from the completion of any current active game and any associated feature; or
 - if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of six hours from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- When a customer has been observed gaming for a total period of 10 hours or more without an uninterrupted break of at least six-hours duration (which is to be treated as 10 hours of continuous gaming), the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled for an uninterrupted period of six hours from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme.
- The "clock" for 10 hours of continuous gaming is reset after a customer has had an uninterrupted break from gaming of at least six hours duration.

36 hours of gaming in a week

- When a customer's unique identifier has been detected by an automated system to have been gaming for a total of 36 hours in a seven-day period.²

² The seven-day period will initially run from 7am on a Monday until 6.59am on the immediately following Monday. When the software allows, this will be replaced with a rolling seven-day period.

- if the automated system detection occurs on a gaming machine or automated table game, then the system must disable casino gambling for that customer's unique identifier from the completion of any current active game and any associated feature until the commencement of the next seven-day period; or
- if the automated system detection occurs on a non-electronic game, then an automated system alert must be sent to Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled until the start of the next seven-day period starting from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- When a customer has been observed gaming for a total of 36 hours or more in a seven-day period, the observing staff member must notify Gaming staff and/or Host Responsibility. All reasonable endeavours must then be made to interact promptly with the customer. Casino gambling for that customer's unique identifier must be disabled until the start of the next seven-day period starting from the time of the interaction or the time the customer's unique identifier is otherwise no longer associated with a gambling device (whichever is earlier).
- If any interaction gives rise to immediate concern that the customer is a problem gambler, Host Responsibility must proceed as required by the Act, the Policy and the Programme.

International VIP Customers

- Where an international VIP customer is gaming under the supervision of the Premium Business management team, that customer may be permitted to game for more than a total of 10 hours without being required to take an uninterrupted break of six hours in duration, and may be permitted to game for more than a total of 36 hours in a seven-day period.

Interactions

If one or more of the strong indicators is observed, Host Responsibility or Gaming staff must intervene immediately and proceed as required by the Act, the Programme and the Policy irrespective of how long the customer has been on site.

All interactions, observations and assessments must be logged in iTrak.

3.1.7 Gambling limitation

SkyCity offers customers a voluntary pre-commitment system.

This system is available to all casino patrons and allows them voluntarily to set limits on how much they spend and how long they play for on gaming machines.

Breaches of pre-commitment limits, multiple increases of pre-commitment limits or disabling of pre-commitment limits are general indicators.

Host Responsibility staff will proactively encourage the use of the voluntary pre-commitment system, where appropriate, during interactions with patrons.

The features of the voluntary pre-commitment system include:

- access to the pre-commitment facility via SkyCity's account based play system;
- each time the player's card is inserted, the pre-commitment facility will be activated;
- the system will allow players to define their own limits for:
 - time limit; and
 - spend limit;
- enrolment for pre-commitment can occur at either:
 - the gaming machine by the player; or
 - a player's workstation;
- an "approaching limits" and "reached limits" notification will be displayed on the gaming machine;
- if limits are relaxed, then the new limits must not be available to the player for a period of 24 hours;
- once the limit is reached, no more SkyCity loyalty points may be accumulated or entries to promotions earned;
- SkyCity Host Responsibility Executives must be alerted once limits are breached, increased or disabled;
- no SkyCity loyalty points can be earned by a player for the 24 hours following a limit being reached; and
- the system will provide information, support and advice to the operational business units.

3.1.8 Account data analytics

SkyCity operates an analytical model (the **Focal Model**) which uses customer account data to build sophisticated multi-level algorithms that will assist Host Responsibility Executives to identify potential problem gambling risk among casino customers.

The Focal Model is a tool designed to identify and prevent high-risk gambling and to alert gaming staff to those players most likely to be high-risk.

3.2 Host responsibility information for customers

Customer information resources

SkyCity produces a range of host responsibility resources for customers. Copies of all SkyCity brochures and other host responsibility resources are available and displayed where appropriate in SkyCity's gambling areas.

This information is also supplemented and supported by the SkyCity Hamilton website (www.skycityhamilton.co.nz) where electronic copies of the resources are made available. A copy of the Programme is displayed on the SkyCity Hamilton website.

There is an ongoing process of review and development of resources for customers.

Information resources are translated into a variety of languages consistent with the cultural make-up of SkyCity's customer base.

A summary of SkyCity's host responsibility resources for customers is shown in Appendix A.

3.3 Employee gambling-related harm

Introduction

SkyCity is committed to a culture that proactively supports and promotes host responsibility.

Background

SkyCity undertakes a range of measures concerning the potential for employee gambling-related harm that aim to:

- prevent and minimise gambling-related harm amongst SkyCity employees as a result of their own or someone else's gambling;
- enhance the ability of SkyCity staff to undertake effective host responsibility; and
- contribute to the prevention and minimisation of gambling-related harm in the community.

Requirements

SkyCity recognises that employee gambling-related harm is a sensitive issue. Accordingly, measures to promote awareness and encourage and support help-seeking will be discreet and interventions with SkyCity staff kept confidential.

SkyCity will undertake the following to provide assistance to casino employees with managing the potential for personal problem gambling:

Information resources

- Provide access to supporting resources for staff, when required, using appropriate channels, including:
 - a standardised gambling screen;
 - self-help resources to assist with early self-identification and intervention; and
 - information on how to access problem gambling services.
- Include information about personal problem gambling and underlying risk factors (such as depression and alcoholism) in host responsibility training programmes and in the Workplace Support (employee assistance) programme.
- Promote awareness and information about self-assessment and self-help resources, and encourage staff to use these resources themselves to assist with early identification and intervention.
- Promote information about personal problem gambling support services when staff approach the SkyCity Connect Centre to participate in the Workplace Support Programme, Employee Financial Assistance, and/or where appropriate where a staff member may be seeking assistance.

Policies and procedures

- Prohibit staff from gambling at any SkyCity owned or operated casino.
- Prohibit access to online gambling sites by staff while on SkyCity premises, unless such access is required for genuine business reasons.
- Identify high risk areas for staff and target with increased levels of information.

Recruitment

- Assess all job applicants for evidence of problem gambling (via questions in job application forms).
- Decline applications from those who are identified as problem gamblers either through their screening results, or disclosure of relevant indicators (as set out in the Policy) during the recruitment process and provide appropriate information, advice and assistance.

- Respond to applicants identified as problem gamblers who are also customers in accordance with the Programme.

Support for staff

- Provide assistance to staff who are experiencing gambling-related harm, including:
 - identification;
 - intervention;
 - referral to confidential support through the Workplace Support Programme and/or a problem gambling treatment provider;
 - confidentiality; and
 - wherever possible, SkyCity will involve problem gambling counsellors in staff induction training about the signs of problem gambling among staff and customers.

3.4 Stakeholder engagement

Background

SkyCity aims to maintain constructive relationships with members of the local community.

Approach

SkyCity will continue to facilitate opportunities for regular engagement to ensure local stakeholders:

- understand and are aware of the Programme;
- are able to continue to raise and discuss operational issues in relation to host responsibility;
- continue to have opportunities to provide input into the Programme and harm prevention and minimisation initiatives; and
- have opportunities to participate in partnership projects on key initiatives where appropriate.

SkyCity convenes a six-monthly Host Responsibility Community Liaison Group to discuss host responsibility issues. These issues relate primarily to operational activities (e.g. referrals, exclusions etc.). There are also opportunities to discuss strategic or broader sector issues.

SkyCity will invite representatives from:

- treatment service providers including problem gambling and alcohol and other drugs;
- public health providers; and
- Government agencies including the Police, DIA and Alcohol Advisory Council of New Zealand.

SkyCity will keep membership of the Liaison Group under review to maintain relevance to SkyCity's current or evolving policies and practices.

In developing and implementing the Programme, and harm prevention and minimisation initiatives, SkyCity will consider the views expressed by the attendees of the meetings.

SkyCity will make available to the Liaison Group a copy of the report provided to the Commission under section 4 of the Programme.

SkyCity also arranges site visits, including presentations, for representatives to become familiar with the Programme. SkyCity also undertakes off-site visits to stakeholder organisations.

SkyCity will work with class 4 organisations to maximise the effectiveness of each other's Host Responsibility Programmes.

3.5 Environmental design

Approach

SkyCity's general approach towards environmental design is to ensure the provision of safe environments that are conducive to responsible gambling and consumption of alcohol.

Considerations

In considering the impact of any proposed changes, the key objectives are to ensure that environmental features:

- contribute to harm prevention or have a neutral impact on harm;
- encourage responsible gambling and alcohol consumption choices;
- do not contribute to the onset of harm or exacerbate risk; and
- facilitate effective host responsibility, particularly early identification and intervention.

This approach applies to the following SkyCity areas:

- floor lay-out, furnishing and design;
- casino electronic gaming machine and table game location;
- access to cash;
- game and equipment features;
- environments adjacent to the gambling area, including access to other entertainment options;
- physical location and presence of Security and Host Responsibility;
- location of problem gambling and other information resources; and
- access criteria, including dress codes and age restrictions.

Requirements

SkyCity shall in its environmental design seek to ensure:

- problem/responsible gambling signage and exit points are clearly visible;
- patrons are visible to venue staff in the gambling area;
- machine alleys with no exit point and in dimly lit corners are avoided;
- gambling areas are well lit, utilising natural light where appropriate;
- clocks are visible in the gambling areas; and
- other non-gambling entertainment options are available.

Other regulatory processes

All applications for construction or design changes to gambling areas must be approved by the Gambling Commission. As part of any such application, SkyCity assesses any impacts the alterations may have on harm prevention and harm minimisation. The impact of any proposed design change on gambling harm is assessed in determining the suitability of any such proposal prior to making applications to the Commission.

3.6.1 Safe gambling environment – gaming machine play

Requirements

SkyCity will take all reasonable and practicable steps to ensure a customer plays no more than one gaming machine at a time.

3.6.2 Safe gambling environment – third party loans for financial gain

Legislation

Under section 15(1) of the Act, SkyCity is prohibited from offering or providing credit intended for use in gambling, except in circumstances approved by the former Casino Control Authority (CCA) or the Gambling Commission. The Gambling Commission regulates and approves, as necessary, all cash access arrangements provided by SkyCity at the Hamilton casino.

Policy

SkyCity does not permit loan transactions by third parties for financial gain at the casino venue, except as approved by the CCA or the Gambling Commission. It is particularly concerned to protect customers from illegal or oppressive loan activity, or “loan sharking” as it is known.

Requirements

- SkyCity will ensure that signage is displayed in appropriate areas publicising that loan sharks will be excluded.
- SkyCity will take all reasonable steps to identify and exclude persons at the casino offering loans for financial gain. To assist this process SkyCity will maintain an Undesirable Behaviour SOP which shall explain how SkyCity will identify, investigate and respond to persons at the casino suspected of offering loans for financial gain.
- Where casino staff observe suspicious behaviour or information is presented from external parties regarding loan activity, SkyCity will investigate and act in a timely manner. This process is outlined in the SkyCity Hamilton Undesirable Behaviour SOP.
- If it is obvious that a person is engaged in offering or providing loans for financial gain, SkyCity will issue that person with a trespass notice. If there is reasonable cause to believe that a person is engaged in offering or providing loans for financial gain, SkyCity may issue that customer with a requirement to leave the premises, pending further investigation. At the completion of its investigation, and where a person is found to be offering loans for financial gain, SkyCity will issue that person with a trespass notice.
- SkyCity will notify DIA Gambling Inspectors of suspected loan sharking activity in accordance with Minimum Operating Standards for Records and Notification. Where appropriate, SkyCity will also notify relevant agencies.
- Where a customer is established as receiving a loan for financial gain from a third party (i.e. not the casino), SkyCity will open an iTrak investigation file and interact with the customer. Following the interaction, SkyCity may elect to open a GOI file for further investigation and monitoring, exclude the customer or take no further action if the customer provides a satisfactory explanation. A customer borrowing money in these circumstances is considered a potential problem gambler and will be provided with appropriate information, as required by section 309(2) of the Act. All investigations, interventions and outcomes are recorded and retained on iTrak.
- SkyCity will provide appropriate staff training to assist in preventing and minimising harm associated with loan sharking.

3.6.3 Safe gambling environment – credit

Policy

SkyCity will notify Host Responsibility when it enters into a credit arrangement with a customer.

Requirements

Host Responsibility must monitor and record the activities of any customer with a credit arrangement for indicators of potential gambling harm.

3.7 Responsible marketing

Legislation and industry codes

SkyCity's marketing activities comply with applicable laws, Regulations 9 and 10 of the Gambling (Harm Prevention and Minimisation) Regulations 2004, relevant industry codes (including the New Zealand Advertising Standards Authority's "Gambling Advertising Code") and licence conditions.

Requirements

SkyCity will not pursue marketing initiatives which have any of the characteristics set out below. Where concerns are raised by third parties, SkyCity will investigate and, where appropriate, take immediate action to withdraw or amend the marketing initiative.

SkyCity will ensure an internal process is followed to ensure harm minimisation issues are considered and addressed in the development of marketing initiatives, including those directed to members of SkyCity's loyalty programme.

This process includes consultation with Host Responsibility as well as the Regulatory team, with final sign-off by Legal (both of which are based at SkyCity Auckland).

Consultation includes consideration of the following principles.

Does the marketing initiative:

- Target groups at increased risk of experiencing gambling harm?
- Target children or young people (having regard to the criteria in the Gambling Advertising Code)?
- Portray or represent anything that will, or is likely to, cause, condone or encourage harm from gambling? The marketing initiative must not:
 - promote gambling as a means of relieving or improving a person's financial, professional or personal difficulties, for example, loneliness or depression;
 - state or imply a promise of winning or portray unrealistic outcomes from winning;
 - misrepresent the level of financial risk associated with the gambling activity;
 - encourage consumers to participate in gambling excessively or beyond their means;
 - create a false sense of urgency such that consumers may be misled into thinking they must act quickly in order to participate or win;
 - state or imply that there is a link between gambling and sexual or relationship success, or enhanced attractiveness;
 - portray, condone or encourage peer pressure to gamble;
 - exaggerate the connection between the gambling activity and the use (individual / family / whanau / community) to which the profits may be put;
 - target vulnerable people for example, by playing on fear or their superstitions (e.g. through inappropriate use of cultural symbols or references).
- Mislead or be likely to mislead, deceive or confuse consumers, abuse their trust or exploit their lack of knowledge. This includes by implication, inaccuracy, ambiguity, exaggeration, unrealistic claim, omission, false representation or otherwise. The marketing initiative must not:
 - make claims about the chance of winning unless they are factual and able to be proven;
 - exaggerate the chance of winning or the size of the prize;
 - falsely state or imply that a gambler's skill can influence the outcome of the gambling activity unless skill can affect the outcome.

The marketing initiative must:

- include the terms and conditions or a reference to where the terms and conditions are readily available. Terms and conditions must be easily understood and must not contradict the advertisement content; and
- clearly display in the advertisement information about where the gambling can be accessed (e.g. in the case of online gambling a URL address for a website) if it would otherwise be misleading to not display such information.

Marketing initiatives will be reviewed on a six-monthly basis by Host Responsibility. The six-monthly review will assess promotions against key metrics of gambling harm monitored by SkyCity.

Loyalty Programme

SkyCity's loyalty programme provides members with benefits such as the ability to enter promotional draws, and discounts on parking and food and beverage purchases. It also provides members with the opportunity to earn points from gambling activity and on-site spend which can be redeemed for rewards.

The loyalty programme consists of five membership tiers. Once sufficient loyalty points have been earned, a member is offered the opportunity to upgrade to a higher tier. As part of the tier upgrade process, members are required to certify prior to each upgrade that they are comfortable with their level of gambling, and that their gambling is affordable and not at a level that is causing harm, or may cause harm, to themselves, their family or other people.

The top two tiers are known as VIP tiers, with entry by invitation only. Before a customer is invited to join each VIP tier, Host Responsibility must undertake a review of their interactions, observations and assessments in iTrak to identify possible gambling harm. Before a customer is invited to join the highest VIP tier an assessment of gaming affordability, including a source of wealth and funds check, must also be undertaken.

If a gambling harm and/or affordability review is not completely satisfactory, the customer must not be upgraded, and Host Responsibility must proceed in accordance with the requirements of the Programme and Policy.

SkyCity must ensure that staff who process loyalty upgrades are trained to recognise signs of problem gambling.

3.8 Display of signage and provision of gambling information to customers

Background

A key component of the Programme is the provision of information for customers. Provision of information is intended to assist customers to make informed decisions about their gambling and alcohol consumption while at SkyCity.

A description of how SkyCity will discharge its obligations to offer information and advice to persons identified as problem gamblers is addressed in the Policy and the SOPs.

Approach

SkyCity has a range of information resources that are provided to customers, summarised in Appendix A.

Display of signs, brochures, clocks and website

SkyCity ensures that:

- host responsibility material is displayed prominently and translated into key languages, besides English, to reflect the ethnicity of SkyCity's visitors;
- brochures are maintained in sufficient quantities so as to be generally available at all times, at all locations;
- all gaming machines and gaming tables at SkyCity display problem gambling helpline telephone numbers, with information in a range of languages. The information is also displayed on or near all ATMs and public phones;
- clocks are on display in all SkyCity gambling areas; and
- call centre facilities include a direct line to the Gambling Helpline.

SkyCity will make available a "Responsible Gaming" brochure, intended to assist in reducing the tendency of patrons to be subject to erroneous beliefs, (e.g. that the odds of winning are better than they are, that skill can influence outcomes (where it cannot)), or player tendencies to engage in various superstitious practices.

SkyCity actively promotes the Gambling Helpline and other free problem gambling counselling service contact details through its host responsibility resources. Customers demonstrating potentially harmful behaviour are encouraged to contact these services. All excluded customers, and third parties who contact SkyCity about another's gambling problems, are actively encouraged to contact the appropriate services for help and support.

SkyCity Entertainment Group Limited has a host responsibility section on its website.

Display of game rules, permissible bets and payment of winning bets for table games

Information is made available to customers that pertain to game rules, permissible bets and payment of winning bets as required by section 175 of the Act.

Whenever a table is open, information is displayed which advises customers that the game rules for the game are available upon request, and specifies minimum and maximum bets, and payments of winning bets. Signage is also displayed stating that staff cannot accept tips.

Display of game rules, permissible bets and payment of winning bets for electronic gaming machines

All gaming machines display information regarding the denomination of the game. Game rules are provided on the machine and/or electronically via the screen. Gaming machine

odds are explained in the “Responsible Gaming” brochure, which is available in the gambling area.

Customers may request a copy of game rules at any time. If the request is for general information or an overview of a game, an appropriate gaming employee will explain this and can provide a “How to Play” brochure to assist further.

Display of game rules, odds of winning and information on problem gambling for Fun Play tables

Information is made available to customers that pertains to game rules, odds of winning and information on problem gambling.

Whenever a Fun Play table is open, information is displayed which advises customers that the game rules for the game are available upon request, and odds of winning and information on problem gambling.

Display of host responsibility information in open areas where there are gaming machines

Information on problem gambling and responsible gambling are displayed and made available to customers in open areas (e.g. decks) where gaming machines are present.

Information requests by customers

Customers seeking further clarification of game rules will be given access to the relevant approved rules.

Information on gambling activity

Account based play card holders can be provided, on request, with information held in their account on their gambling activity, including the number and length of their gambling sessions and their gambling expenditure.

Prior to the effective date of this Programme, players did not need to use a card to engage in gambling activity. Such players will be provided, on request, with as much information as is available to SkyCity on any uncarded gambling activity.

3.9 Learning and development

Introduction

SkyCity is committed to developing staff awareness, understanding and commitment to host responsibility especially with respect to gambling and alcohol-related harm. SkyCity shall comply with its statutory obligations relating to problem gambling awareness training, including as set out in Regulation 12 of the Gambling (Harm Prevention and Minimisation) Regulations 2004.

SkyCity will aim to ensure its learning and development initiatives are appropriate to the needs of its customers and staff.

SkyCity's learning and development resources approach employs established models of best-practice and include a training mix of classroom based, multi-media and on-the-job coaching. Learning and development resources are tailored depending on the roles and responsibilities of staff, and their required host responsibility customer interactions.

Overview of staff roles

Staff: All staff, regardless of position, are trained to identify indicators of harm. Staff are expected to refer the observation of indicators to a supervisor/manager.

Frontline staff: All staff who have contact with gambling customers in the casino are required to be trained in problem gambling awareness and how to approach customers to offer information and assistance about problem gambling. Frontline staff have a primary role in being alert to and identifying indicators of harm, and will report observations of concern to a supervisor/manager. While it is not their primary role, frontline staff are trained and will approach customers themselves in circumstances, for example, where a matter is urgent or a manager/supervisor is not available.

Supervisor or manager: The supervisor/manager is the first point of contact for escalation for indicators of harm.

Supervisors and managers are also responsible for ensuring that all observations of indicators reported to them by staff, and any follow up responses taken by staff and/or supervisors and managers, are logged and sent to Host Responsibility. Supervisors and managers are also responsible for providing additional information to Host Responsibility to assist with the ongoing monitoring of, and interaction with, the customer.

Depending on the circumstances, the supervisor/manager delivers interventions by providing information, advice and assistance to customers and taking other appropriate action(s) to minimise harm.

Host Responsibility: Host Responsibility records, collates and analyses all information relating to indicators of problem gambling noted by frontline staff, supervisors and managers. Host Responsibility also records interactions and interventions they undertake themselves. The information is used to undertake a section 309 assessment. As a result of the assessment, a GOI file may be opened, and/or appropriate follow up interactions or interventions undertaken. This may include meeting with customers. Host Responsibility is responsible for the ongoing monitoring and management of GOI files, feedback and review of new information on GOI files and the provision of host responsibility advice and support to staff, supervisors and managers.

Learning and development requirements

Induction training

All permanent staff, whether or not in direct contact with customers, will complete the three compliance e-learning modules within one month of commencement of employment. Access to the modules is available to new employees before they start work as soon as they are assigned an employee number.

The three compliance modules are:

- Play Safe – Health and Safety;
- Responsible Service of Alcohol; and
- Responsible Gaming, which includes:
 - responsible service of gambling and alcohol;
 - identification of problem gamblers;
 - reporting and recording procedures for observations;
 - approaching and providing information about problem gambling to patrons including how to access local problem gambling services; and
 - awareness of employee gambling-related harm.

Welcome to SkyCity

Within the first month of working at SkyCity, employees are encouraged to complete a classroom session of up to two hours which refreshes the compliance information from the e-learning modules and also covers general policies and procedures and an orientation to SkyCity.

Host Responsibility Level 1 (HR1)

For all staff whose work involves the gaming side of SkyCity's business, SkyCity will work to supplement the induction training by ensuring that these staff also complete a "Host Responsibility Level 1 (HR1)" e-learning module after three months employment. This module will also be compulsory annual refresher training for those staff.

Training for staff in direct contact with gaming customers will be further supplemented by on-the-job coaching and support.

Advanced Host Responsibility Training

Advanced training, supplementary to training for Host Responsibility Level 1, is provided for staff that work within the gaming areas and whose roles require them to interact with customers. This training is run monthly or as necessary.

The Advanced Host Responsibility training module includes both theoretical and practical components. The training includes:

- SkyCity's legal and regulatory requirements;
- identification of problem gamblers;
- initial action with respect to customers requesting problem gambling assistance;
- identification and intervention with respect to excessive alcohol consumption;
- support of staff who have intervened and debrief;
- importance of reporting;
- intervention, including brief interventions, de-escalation and motivational interviewing;
- breaches of exclusion;
- the use of pre-commitment;
- debriefing and staff support;
- problem gambling treatment processes;

- cultural awareness;
- advanced Responsible Service of Alcohol – intervention and slowing service; and
- awareness of employee gambling-related harm.

Staff who have completed Advanced Host Responsibility training will undergo an annual online recall test. Those who fail the test will be required to re-take Advanced Host Responsibility training. In addition, role specific training will be offered where learning needs are identified.

Refresher training

SkyCity provides department-based/site-wide refresher training on an ongoing basis. Refresher training is available to all staff at SkyCity. Refresher training is provided when a learning and development need is identified or requested, and for those who fail knowledge recall tests.

General Manager training – Sale and Supply of Alcohol Act 2012

The Licence Controller Qualification, as required by the Sale and Supply of Alcohol Act 2012, is facilitated through an external provider.

Suicide awareness training

Frontline Host Responsibility staff and senior Security Managers are trained to respond to customers who are at risk of suicide. This training is facilitated through an external provider.

Informal learning and development

As learning and development is an ongoing process, SkyCity provides a range of other opportunities for host responsibility learning to occur. There is an emphasis on sharing information and experiences across SkyCity's portfolio to build host responsibility knowledge. These internal opportunities include:

- internal communications, e.g. staff newsletters;
- inclusion in business or management processes, e.g. staff meetings and key performance indicators;
- discussion forums led by host responsibility staff; and
- participation by staff in the harm minimisation and host responsibility policy development processes.

Evaluation

SkyCity undertakes a range of evaluation measures as part of its commitment to learning and development quality improvement. These measures include:

- staff training feedback and evaluation forms;
- staff knowledge recall and application of knowledge;
- staff focus groups; and
- analysis of training needs.

4.0 Monitoring and reporting

Introduction

SkyCity will evaluate its performance against the objectives of the Programme.

The Programme is measured and monitored using a range of indicators that are set out below. These indicators reflect the level of activity under the Programme, compliance with legal obligations, and progress against all the Programme objectives as set out in section 1.

The Programme is embedded into the business and specifies SkyCity's minimum requirements in relation to its host responsibility obligations. SkyCity is not prevented from trialling and introducing new initiatives in addition to what is specified in the Programme. In consultation with the Gambling Commission, any such enhancements may be incorporated into the Programme, prior to the Commission's next three-yearly review.

Reports to the Gambling Commission

SkyCity will report annually to the Commission on the implementation of the Programme.

Reports will include the following information:

- a description of the resources put into the core elements of the Programme;
- a description of activities undertaken by SkyCity under the Programme;
- reporting against the measures specified below, including a comparison to previous data where applicable;
- SkyCity discussion on the effectiveness of the Programme and the extent to which Programme objectives in section 1 are being achieved. This will include reference to feedback from internal and external stakeholders received through a range of forums such as regular meetings with the DIA and other meetings held as required; and
- proposed improvements to the Programme.

A copy of the report will be sent to the Secretary for Internal Affairs.

Gambling Related Measures	Source of data	Frequency
Number of customers about whom there have been observations.	SkyCity	Annual
Number of observed indicators reported to Host Responsibility.	SkyCity	Annual
Number of approaches to SkyCity by third parties.	SkyCity	Annual
Number of problem gamblers identified (in the first instance) by requests for exclusion or forthright disclosure, compared to number of problem gamblers identified by the casino.	SkyCity	Annual
- Number of GOI files by: - ethnicity - gender - age - preferred mode of gambling (tables/EGMs).	SkyCity	Annual
Number of approaches to customers to offer information about self-exclusion.	SkyCity	Annual
Number of instances where a customer has been detected gaming continuously for 10 hours	SkyCity	Annual
- Number of exclusions (both casino and self-exclusions) by: - ethnicity - gender - age - preferred mode of gambling (tables/EGMs) - prompted by third party disclosures - exclusion type (self/SkyCity) - following re-entry.	SkyCity	Annual
Number of customers participating in Multi-site Exclusions.	SkyCity	Annual
Number of excluded customers (both casino and self-exclusions) agreeing to be contacted by help services on exclusion form.	SkyCity	Annual

- Number of breaches of exclusion (both casino and self-exclusions) by: - ethnicity - gender - age	SkyCity	Annual
- Number of exclusions by length: 3 months 6 months 9 months 12 months 24 months	SkyCity	Annual
Number of successful and unsuccessful applications to re-enter following exclusion.	SkyCity	Annual
The extent to which customers have been assisted (drawing, <i>inter alia</i>, on feedback from customers and staff).	SkyCity	Annual
Number of persons trespassed or required to leave for making loans for financial gain.	SkyCity	Annual
Measures relating to the responsible consumption of alcohol		
Number of "Under the Influence" incidents.	SkyCity	Annual
Number of Police contacts citing SkyCity as venue where their last drink was served.	Police Alcolink database	Annual
Measures relating to staff training		
- HRI courses - Advanced Host Responsibility courses - Refresher training - Number of staff who need to be trained in each category, and proportion of those staff who have completed the appropriate level training.	SkyCity	Annual
Staff recall of knowledge and behaviours related to host responsibility and associated policies and procedures.	L&D Evaluations Mystery Shopper	Annual Annual
Staff perceptions of the effectiveness of training.	L&D Evaluations	Annual
Staff perceptions on the effectiveness of the employee gambling harm programme, reporting to the Commission to include percentage response rate of staff to the SkyCity survey.	SkyCity commissioned survey	Annual
Other programme activity and compliance-related measures		
Number of internal and external underage incidents.	SkyCity	Annual
Number of unattended children.	SkyCity	Annual
Number of requests to leave the premises.	SkyCity	Annual
Post promotion analysis	SkyCity	Annual

Appendix A – Current host responsibility resources for customers (as at December 2023)

“Being A Responsible Host: Our Commitment To Our Customers” – poster

SkyCity developed and displays the A3 “Being a Responsible Host” poster in key gaming areas. The customer-focused poster is designed to provide an overview of SkyCity’s Host Responsibility Programme and the key initiatives undertaken.

“Would you like a Helping Hand?” – brochure

SkyCity provides “Would you like a Helping Hand” - brochures in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer. The brochure provides the gambling helpline information and signs and symptoms of problem gambling. It also outlines other free problem gambling counselling services.

“Would you like a Helping Hand?” - poster

In supplementing the “Would you like a Helping Hand” – brochure, SkyCity also produces an A1 poster version. The poster provides the Gambling Helpline number and is displayed in various places across the gambling areas, including some customer restrooms.

“Would you like a Helping Hand?” - wallet card

This pocket size card also supplements the brochure and presents the Gambling Helpline number and other free problem gambling counselling service contact numbers. Available in Chinese, English, Tongan and Samoan.

“Responsible gaming?” – brochure

This brochure provides responsible gambling tips and an overview of the odds of winning and player returns and highlights that casino games are based on chance and randomness. It also provides contact details for the Gambling Helpline and the SkyCity Host Responsibility team. Available in Chinese and English.

“Self-Exclusion at SkyCity” – brochure

The brochure outlines the self-identified exclusion process. It provides simple information on frequently asked questions and shows the contact details for the Gambling Helpline and the SkyCity Host Responsibility team. The “Self-Exclusion at SkyCity” brochure is available in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer.

“Concerned About Someone’s Gambling? SkyCity Can Help” – brochure

The brochure outlines the SkyCity (third party) exclusion process. It provides simple information on frequently asked questions and shows the contact details for the Gambling Helpline and the SkyCity Host Responsibility team. The “Concerned About Someone’s Gambling? SkyCity Can Help” brochure is available in 10 different languages: Chinese, English, Korean, Māori, Samoan, Tongan, Thai, Hindi, Arabic and Khmer.

“Why We Can’t Serve You” – tent card

This card provides a summary of the SkyCity Responsible Service of Alcohol Policy. The tent card is provided to all staff to show to customers when explaining decisions regarding service of alcohol, including the slowing or stopping of service.

“SkyCity Hamilton Dress Code” – brochure

This brochure explains the casino’s policy regarding acceptable standards of dress.

“Children at SkyCity” – brochure

The brochure explains New Zealand law and SkyCity’s policy with respect to unattended children. It is available in Chinese, English and Hindi.

“Take a break from the game” – wallet card

This card provides customers with written information to assist in the understanding of taking breaks during gaming. It includes a phone and text number for the gambling helpline, available in English and Chinese.