



Grand Casino

Host Responsibility Programme

**Report to the Gambling Commission for
the last 12 months.**

(1 November 2021 to 31 October 2022)

GRAND CASINO

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INTRODUCTION

This report outlines the implementation of Grand Casino's Host Responsibility Programme (HRP) and Problem Gambler Identification Policy (PGIP).

This report details the relevant statistics for the year under review 1 November 2021 - 31 October 2022.

Covid has continued to impact on the business throughout the year. This is most clearly evidenced by the number of patrons entering the casino. In the last full year pre-Covid

1 Nov-31 Oct 2019) we had 182,681 patrons come into the casino and under the same period this year, we had 130,067 patrons enter. We are open less hours with a midnight closing Sunday-Thursday and 0200 hours on Friday and Saturday but even so, it is still a substantial drop.

We have continued a strong focus on improving in the Host responsibility area and a number of these points will be touched on further in this document.

KEY AREAS OF ACTIVITY

2.1 Data Collection and Analysis

This is an area where we continue to make big improvements. A new role was created during the year for an Anti-money Laundering Compliance Officer. This reflected a growth of information that casinos were required to obtain and record.

As can probably be appreciated, it is not always possible to ascertain whether a person may be laundering monies or has a problem with their gambling. In light of that, the above role was also increased to have overall compliance of Host Responsibility data and information. It has now resulted us enquiring about a person's source of funds/source of wealth on host responsibility matters. This can be a very invasive for customers and has resulted in a bit of a kick-back. Fortunately, most see it as a requirement in today's society and are obliging.

We have also strengthened our Standard Operating Procedures in a number of areas including Host Responsibility. While it is a much 'wordier' document, it is important that all staff have a complete

understanding of how the process works. It will be further enhanced in February 2023.

2.2 Stakeholder Engagement

We have a very good relationship with the Problem Gambling Foundation, Salvation Army and the Dunedin City Council. The same personnel have been at these providers for a number of years and as a result, a lot of trust and goodwill has been built up. The regular Community Liaison meetings have resulted in a good attendance and some robust conversations. Next year we will also have a representative from Asian Family Services attending and another attempt will be made to get a representative from the University of Otago to attend. For some reason, there has been some reluctance to have any person attend over the last few years.

The DIA are always invited but usually cannot attend. They did partake via Zoom for one of the meetings last year.

2.3 HRP

Our next HRP will be approved in February 2023. It will coincide with Sky City's HRP also being reviewed at the same time.

2.4 Interventions

Interactions/interventions continue to a very strong focus. We speak to a lot of customers during the course of every day. Interactions are normally a 3-5 minute discussion with patrons and is generally a few questions about how their gambling is going and ensuring that they have no issues.

Interventions continue but we now tend to ask more searching questions. Patrons are asked a series of questions, their answers are recorded and then we get them to read the questions and answers and also sign the form confirming their accuracy. A separate assessment is then made as to their risk rating along with observations from the interviewee. In some cases, we are now also asking for source of wealth/funds from some patrons. Normally these patrons have been cleared from an AML perspective but we are also need to clear them from a host responsibility aspect.

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A pleasing aspect has been that a number of regular patrons who always tried to push the boundaries with regards to five hours of continuous gambling have improved and rarely need to be spoken to these days.

Gaming staff continue to be vigilant with regards to all table players. As mentioned previously, there is a lot more face to face contact with patrons at the tables so it makes it a lot easier to monitor them.

2.5 Training

Every staff member is HR1 trained and all management have had HR 3 refresher training during the year. A new refresher training programme package is happening in February 2023. Having said, that there has been a lot of informal training with the various staff on specific focuses relevant to their department.

2.6 Information Sharing

Liaison with the other New Zealand casinos continues to be very robust. A continual issue which was mentioned last year, is the number of excluded patrons from other New Zealand casinos who come into the casino. All casinos disseminate all exclusions to the other casinos and they are loaded onto our Facial Recognition (FR) system. Most patrons detected claim that they were not made aware of that fact when they excluded elsewhere.

The liaison with the other New Zealand casinos is strong on all matters, including host responsibility as evidenced above.

2.7 Future

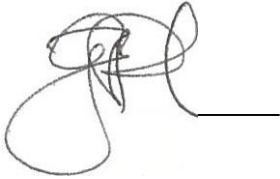
FR was finally up and running in early 2022 and the results have been very positive. We have been averaging approximately 10 hits per month. This was certainly a lot higher than was envisaged. During the upcoming year, we will be enhancing our FR capabilities in order to detect patrons especially with regards to length of time playing or on site. We have just held off on this until the new floor plan is up and running. We want to maximise the use of these cameras.

We will be having an induction day for all new staff before they start work at the Grand Casino. This will include HR 1 training amongst other things. There may only be one person at a time, but we feel it is

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still important that they have this understanding before they commence work.

We will be conducting our own 'mystery shopper' exercises throughout the year to ensure that staff are reporting and dealing with such matters appropriately.

A handwritten signature in black ink, appearing to be 'G.J. Purdon', with a horizontal line extending to the right from the end of the signature.

G.J. Purdon
Security/Surveillance/ Host Responsibility Manager

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Appendix 1: Reporting Measures

MEASURE	SOURCE	DESCRIPTION	RESULT	
1 Number of customers about whom there have been observations	DUNEDIN CASINO	The total number of DUNEDIN CASINO customers who have been observed showing one or more signs of problem gambling. These observations are reported in i-Trak from a range of sources including shift reports, emails, phone calls and host responsibility logs.	2016	208
			2017	229
			2018	230
			2019	127
			2020	102
			2021	58
			2022	126
Commentary: This figure has still not reached the levels of early years but as outlined in my report, patrons are now well versed in monitoring their gambling. They do not want a 'tap on the shoulder' from a staff members.				

2 Number of observed indicators reported to Host Responsibility	DUNEDIN CASINO	Total number of observed indicators of problem gambling reported in i-Trak from a range of sources including shift reports, emails, phone calls and host responsibility logs,	2016	352
			2017	506
			2018	451
			2019	412
			2020	500
			2021	405
			2022	653

3 Number of approaches to DUNEDIN CASINO by third parties	DUNEDIN CASINO	Number of people approaching DUNEDIN CASINO with concerns about a customer ie, resulting in either a GO! file, exclusion or no action following appropriate enquiries.	2016	6
			2017	7
			2018	4
			2019	6
			2020	3
			2021	5
			2022	2

4 Number of problem gamblers identified (in the first instance) by requests for exclusion or forthright disclosure, compared to the number of problem gamblers identified by the casino	DUNEDIN CASINO	Number of first time exclusions:				
		1) "DUNEDIN CASINO- Identified": Those who were proactively identified by DUNEDIN CASINO or brought to DUNEDIN CASINO's attention by a third party (eg, a family member) and offered information and assistance, prior to requesting self-exclusion; 2) "Self-identified": Those who approached DUNEDIN CASINO and asked to self-exclude and/or proactively acknowledged that they had a gambling problem, without DUNEDIN CASINO previously having identified them.				
		Total	Dunedin Casino identified	Self identified	Externally identified	
		2016	35	7	19	9
		2017	46	8	25	13
		2018	36	6	11	15
		2019	38	3	16	19
		2020	33	7	21	5
		2021	21	5	13	3
		2022	35	5	13	17

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5	Number of customers on incident spreadsheet	DUNEDIN CASINO	Number of customers on Table Games and Gaming Machines Host Responsibility logs		
			Total	Gaming Machines	Table Games
			2016	308	257
			2017	322	261
			2018	291	233
			2019	339	285
			2020	347	295
			2021	272	229
			2022	514	416

6	Number of Gambler of Interest (GOI) files by ethnicity, gender, age and preferred mode of gambling.	DUNEDIN CASINO	Number of active GOI files (Le files that are currently open/under investigation) with breakdowns by ethnicity, gender, age and preferred mode of gambling (table games or gaming machines), as at end of the period	2016	6
				2017	2
				2018	4
				2019	4
				2020	4
				2021	10
				2022	8

Split of open Gambler of Interest files by demographics and preferred game (as at 31 October 2020)

6.1

Open GOI'S by ethnicity	2022	2021	2020	2019	2018	2017	2016
Chinese		0	2	2	3	1	3
Caucasian	5	4	1	1	4	2	3
Thai	1	1	1	1		1	
NZZ European		2					
European		1					
Samoan		1					
Indian		1					
Maori	1						
Middle Eastern	1						
TOTAL	8	10	4	4	7	4	6

6.2

Open GOIs by age	2022	2021	2020	2019	2018	2017	2016
20-29	1	1	2		1	1	
30-39	1	1	1	1		3	
40-49			1		1		2
50-59	3	3	1		1	2	2
60+	3	3	5	3	1	1	

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6.3

	2022	2021	2020	2019	2018	
Male	4 4	5	3	1		1
Female	4 3	5	1	3	3	2

6.4

	2022	2021	2020	2019	2018	2017	2016
Table games	2	2	2	3	2	2	3
Gaming Machines	5	4	2	1	2		4
Table games and machines	1	4					
Unknown							
Total	8	10	4	4	4	2	7

7	Number of interventions conducted with customers	DUNEDIN CASINO	2016	51
			2017	30
			2018	11
			2019	17
			2020	22
			2021	11
			2022	32
8	Number of Exclusions by:	DUNEDIN CASINO	Self and DUNEDIN CASINO exclusions	
	• Gender			
	• Ethnicity			
	• Age			
	• Preferred mode of gambling (tables/EGMs)			
	• Prompted by third party disclosures			
	• Exclusion type (self-Dunedin Casino)			
	• Following re-entry			

8.1

	Total	Self-exclusion	DUNEDIN CASINO
2016	35	28	7
2017	33	25	8
2018	18	12	6
2019	19	6	3
2020	24	17	7
2021	21	16	5
2022	13	8	5

8.2 Exclusions by Gender

	2022	2021	2019	2018	2017	2017	2016
Male	10	13	22	11	11	26	24
Female	3	8	2	9	7	7	11
Total	13	21	24	20	18	33	35

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8.3 Exclusions by Ethnicity

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Māori	Tongan	Samoaan	Indian	Middle Easterners	Other	NZ/Euro	European	Filipino
2013	4	23	1	-	-	1	-	6	-	1	7	3				
2014	9	23	1	1	1	-	2	-	-	-	5	2	3			
2015	2	21	1	1	1	1	3	3			5		2			
2016	8	15	2	1			4	1			3	1				
2017	7	1	2	1			3			1	6			6	6	
2018	4	7						2	1		3		1			
2019	2	4			1			4			1		2	3	2	
2020	3	1						2	1		2	1	1	11	2	
2021	4	3					2				2		2	8		
2022		3					3				1	1		3	1	1

8.4 Exclusions by Age

	20-29	30-39	40-49	50-59	60+	Unknown
2016	13	6	4	9	3	
2017	15	4	5	6	3	
2018	5	2	3	7	1	
2019	6	3	7	2	1	
2020	7	10	1	4	2	
2021	5	4	3	5	4	
2022	6	2		5		

8.5 Exclusions by Mode

	Tables	Gaming Machines	Both	Unknown
2016	13	11	-	11
2017	18	10	5	
2018	18	12	6	
2019	5	9	3	2
2020	8	13	3	
2021	5	12	4	
2022	4	6	3	

8.6 Prompted by third party disclosures

2016	5
2017	0
2018	1
2019	2
2020	0
2021	1
2022	3

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9 Number of excluded customers participating in multi venue exclusions	DUNEDIN CASINO	2016	9
		2017	13
		2018	15
		2019	12
		2020	9
		2021	3
		2022	15

10 Number of customers participating in multi casino exclusions	DUNEDIN CASINO	2016	3
		2017	3
		2018	1
		2019	7
		2020	5
		2021	3
		2022	3

11 Number of customers participating in Agreed Limitation programme	DUNEDIN CASINO	2016	0
		2017	0
		2018	0
		2019	0
		2020	0
		2021	0
		2022	3

12 Number of excluded customers agreeing to be contacted by help services on exclusion form	DUNEDIN CASINO	2016	12
		2017	10
		2018	8
		2019	4
		2020	4
		2021	4
		2022	7

13 Number of breaches of exclusion by ethnicity, gender and age	DUNEDIN CASINO	Breaches of self- and DUNEDIN CASINO (third party) exclusions including first and final warnings. Includes breaches of exclusions issued prior to the beginning of the reporting period and inactive exclusions for which a customer has not yet satisfied DUNEDIN CASINO re-entry conditions and therefore not been granted permission to re-enter gaming areas.	
		TOTALS	Male
2016	10	8	2
2017	5	4	1
2018	15	10	5
2019	5	9	6
2020	19	13	6
2021	38	25	13
2022	10	7	3

Note: External breaches via Facial Recognition 44

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Split of breaches of exclusion by type, age and ethnicity

13.1

	2022	2021	2020	2019	2018	2017	2016
Breach of Exclusion (Self-ID)	5	2	3	12	5	4	8
Breach of Exclusion (DUNEDIN CASINO)	1	1	1	0	2	0	0
Breach of MVE	4	5	3	3	8	1	12
External Exclusions	44	30	12				
TOTAL	54	38	19	15	15	5	10

13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Māori	Tongan	Samoaan	Indian	Middle Eastern	Other	European
2016	4	2	1										3	
2017	1													4
2018	1	6	1					4				1	2	
2019	3	5			1			5						1
2020	3	3	1				2	2	1		1		2	4
2021	4	10	2	2			6	4			2			8
2022	1	6					1	1						1

13.3

	2022	2021	2020	2019	2018	2017	2016
20-29	1	4	5		3		
30-39	2	10	6	7	4	1	6
40-49	2	5	3	3	3	1	
50-59	3	14	4	2	4	1	2
60+	2	5	1	3	1	2	2
Total	10	38	19	15	15	5	10

14 Number of successful and unsuccessful applications to re enter following exclusion	DUNEDIN CASINO	Accepted		Rejected		
		2016	5	1		
		2017	8	1		
		2018	7	0		
		2019	5	0		
		2020	2	1		
		2021	9	0		
		2022	5	0		

15 Number of persons trespassed or required to leave for making loans for financial gain	DUNEDIN CASINO	2016	0
		2017	0
		2018	0
		2019	0
		2020	0
		2021	0
		2022	0

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16 Measures relating to Responsible Consumption of Alcohol

	Asked to Leave	Declined Service	Total
2016	23	96	119
2017	50	129	179
2018	49	143	192
2019	51	161	212
2020	28	95	123
2021	31	183	214
2022	26	130	156

Note: Limit reached re alcohol intake 14.
Monitored but not declined service 118

17 Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2016	12
		2017	21
2018	29		
2019	26		
2020	21		
2021	33		
2022	19		

18 Number of Police contacts citing DUNEDIN CASINO as venue where their last drink was served	NZ Police	Alcolink survey results	
		2016	Unknown
2017	Unknown		
2018	Unknown		
2019	Unknown		
2020	Unknown		
2021	Unknown		
2022	Unknown		

Measures relating to staff training

19 HRI,HR2,HR3 courses. Number of staff trained in each category.	DUNEDIN CASINO	Numbers trained		Numbers trained	
		2016	2017	2019	2021
		HRI	32	HRI	33
		HR2	8	HR2	5
		HR3	0	HR3	0
		Total	40	Total	38
		Refresher Training	131		
		2018		2019	
		HRI	19	HRI	56
		HR2	6	HR2	7
		HR3	2	HR3	0
		Total	27	Total	63
		2020		2021	
		HRI	21	HRI	5
		HR2	0	HR2	6
		HR3	0	HR3	0
		Total	21	Total	5
		Refresher Training	88		
		2022			
		HR1	35		
		HR2	8		
		HR3	12		

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	Total	55
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20 Staff perceptions of the effectiveness of training	DUNEDIN CASINO	<p>HRI Evaluations:</p> <ul style="list-style-type: none"> For most staff undertaking the training, they have only been working at the Casino for a short period of time and have little or no knowledge of host responsibility. Everyone completing this training is required to undergo a written test. <p>HR2 Evaluations:</p> <ul style="list-style-type: none"> This course continues to be done with the Salvation Army.
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Other Programme activity and compliance related measures

21 Number of internal and external underage incidents	DUNEDIN CASINO	Number of underage (or unable to prove age) customers found on gaming floor and number of underage (or unable to prove age) persons declined entry.	
		Found on Gaming Floor	Declined Casino Entry
		2016	137
		2017	121
		2018	118
		2019	63
		2020	45
		2021	30
		2022	131

22 Number of unattended children	DUNEDIN CASINO	<table> <tr><td>2016</td><td style="text-align: right;">0</td></tr> <tr><td>2017</td><td style="text-align: right;">0</td></tr> <tr><td>2018</td><td style="text-align: right;">0</td></tr> <tr><td>2019</td><td style="text-align: right;">0</td></tr> <tr><td>2020</td><td style="text-align: right;">0</td></tr> <tr><td>2021</td><td style="text-align: right;">0</td></tr> <tr><td>2022</td><td style="text-align: right;">0</td></tr> </table>	2016	0	2017	0	2018	0	2019	0	2020	0	2021	0	2022	0
2016	0															
2017	0															
2018	0															
2019	0															
2020	0															
2021	0															
2022	0															

23 Number of people requested to leave the Casino for other reasons	DUNEDIN CASINO	<table> <tr><td>2016</td><td style="text-align: right;">7</td></tr> <tr><td>2017</td><td style="text-align: right;">21</td></tr> <tr><td>2018</td><td style="text-align: right;">52</td></tr> <tr><td>2019</td><td style="text-align: right;">29</td></tr> <tr><td>2020</td><td style="text-align: right;">45</td></tr> <tr><td>2021</td><td style="text-align: right;">33</td></tr> <tr><td>2022</td><td style="text-align: right;">25</td></tr> </table>	2016	7	2017	21	2018	52	2019	29	2020	45	2021	33	2022	25
2016	7															
2017	21															
2018	52															
2019	29															
2020	45															
2021	33															
2022	25															