



Grand Casino Host Responsibility Programme

Report to the Gambling

Commission for the last 12 months.

(1 November 2022 to 31 October 2023)

GRAND CASINO

Table of Contents

1. Introduction

2. Key Areas of Activity
 - 2.1 Data Collection and Analysis
 - 2.2 Stakeholder Engagement
 - 2.3 HRP
 - 2.4 Interventions
 - 2.5 Training
 - 2.6 Information Sharing
 - 2.7 Future

Appendix 1: Reporting Measures

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 2022 - 31 October 2023.

Covid is well and truly in the past but the number of patrons coming through the doors has never come close to pre-Covid times. In the last year under review, we had 141,299 patrons come into the casino. This was just over an 8% increase on last year's numbers but still well below pre-Covid figures.

The three key reasons believed to be behind the reduction from pre-Covid levels are:

- people's desire not to go out to venues where a large amount of people are congregated, especially older people.
- younger people gambling online
- the tough financial climate that the country has found itself in over the last 12 months.

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

We have increased the staff in the Compliance area in order to handle the increased workload. We have both a Compliance Manager and a Compliance Officer to deal with these matters. While AML is a strong focus of this team, there is a number of assessments made to ascertain whether they fall under the AML or Host Responsibility umbrella. As mentioned previously, it is not always easy to differentiate between such matters.

We are talking to a lot of people on a regular basis and there is a strong emphasis in ensuring every detail is recorded on i-trak. The slogan that we go with is. "If it is not written down, it didn't happen."

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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.

2.2 Stakeholder Engagement

A sad time coming with the Salvation Army (Oasis) closing down at the end of January 2024. They were unsuccessful in getting a contract for the 2024 year. We have had a very strong relationship with them over the years with them also being involved in our HR 2 training. They will be a big loss. Feedback from problem gamblers had also indicated the very good work they did and I am aware that other New Zealand casinos are disappointed as well. We are potentially looking at an internal role in some capacity for a counsellor. This will be further investigated in early 2024.

We will need to ensure that we enhance our relationship, even further with the Problem Gambling Foundation (PGF). During the year, we included Asian Family Services based in Christchurch in our Community Liaison meetings. They were able to attend in person on one occasion and via Zoom on another.

Our Community Liaison meetings continue to be a very suitable forum to discuss all our issues in an open and direct manner. We continue to try and get a representative from the University to attend.

The DIA did not attend any meetings during the year but they are always sent a copy of the minutes so they can at least see the matters that were discussed.

2.3 HRP

At the time of writing this report, we are still waiting for our Host Responsibility Programme (HRP) to be approved. As we all know, it has been an ever changing landscape over recent times and will continue to be over the next 18 months. With Sky's HRP being approved just prior to Christmas, it will enable us to make any late changes before hopefully having it approved in early 2024. Mandatory carded play will certainly be a big part of the future.

One of the major differences between our HRP and other NZ casinos is the fact that we enforce our patrons to undergo an aggregated 30 minute break after five hours or continuous play. Other casinos 'encourage' patrons to take a break but we believe it best practice to make it mandatory. We have no intention of changing this point of difference,



2.4 Interventions

As like last year, interactions and to a lesser extent, interventions continue to play a pivotal part of the casino's operations.

With the advent of a larger Compliance team, they are identifying patrons via Jade Third Eye of people spending larger sums of monies at short notice. If on examination, if they believe the matter requires further attention, they will notify the Host responsibility team who in turn will speak to the person.

All the authorized persons conducting these interventions/interactions are experienced staff and we get no negative feedback from customers. In fact, it is often the opposite with comments, "It is good to see you checking on us" and "It is good to see you take this part of gambling seriously." Are some of the recent comments.

2.5 Training

Once again, training has been at the forefront of the past year with even more expected for next year. As outlined last year, once the HRP is approved we, intend to revamp our induction training to encompass some HR1 training before any staff member starts at the casino. Refresher training was held during the year and as outlined in the HRP, will occur again in 2024.

Mystery shopper exercises will be more frequent in the coming 12 months as it is important we identify any shortcomings.

2.6 Information Sharing

Liaison with the other New Zealand casinos has been enhanced during the year and in 2024, there will be monthly meetings between Sky/Christchurch and us to discuss all 'host responsibility' issues.

We have recently introduced started notifying all other NZ casinos of customers who have completed their respective re-entry requirements.

Mandatory carded play has been discussed and Sky City will be leading the way and are more than happy to disseminate information to the other casinos.

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2.7 Future

Facial Recognition (FR) continues to be a very positive influence in detecting excluded patrons from other casinos. We are increasing the capabilities further by placing an additional camera at the point of entry. The hotel were initially coy about having a camera in the hotel lobby but have now agreed to this course of action. To date, both FR cameras have been stationed on the first floor and only detect such people, once they are on the gaming floor.

There is going to be even more training this year. We want to be regarded as the most vigilant and pro-active casino in New Zealand and are more than comfortable to undertake more than is necessary in a number of areas.

As alluded to earlier, mystery shopper exercises will be a strong focus in the coming 12 months.

A handwritten signature in black ink, appearing to be 'G.J. Purdon', with a long, sweeping tail extending to the right.

G.J. Purdon
Sec/Surv/ 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			
			2023	142			
2. Number of observed indicators reported to Host Responsibility	DUNEDIN CASINO	Total number of observed indicators of problem gambling reported in iTrak 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			
			2023	1166			
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 GOI file, exclusion or no action following appropriate enquiries.	2016	6			
			2017	7			
			2018	4			
			2019	6			
			2020	3			
			2021	5			
			2022	2			
			2023	3			
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	<p>Number of first time exclusions:</p> <p>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;</p> <p>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.</p>					
				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
			2023	46	10	9	27

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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	51
		2017	322	261	61
		2018	291	233	58
		2019	339	285	54
		2020	347	295	52
		2021	272	229	43
		2022	514	416	98
2023	1166	977	189		

6. Number of Gambler of Interest (GOJ) 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
			2023	9

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

6.1

Open GOI'S by ethnicity	2023	2022	2021	2020	2019	2018	2017	2016
Chinese	3		0	2	2	3	1	3
Caucasian	4	5	4	1	1	4	2	3
Thai		1	1	1	1		1	
NZ European			2					
European			1					
Samoan			1					
Indian	1		1					
Maori	1	1						
Middle Eastern		1						
TOTAL	9	8	10	4	4	7	4	6

6.2

Open GOJs by age	2023	2022	2021	2020	2019	2018	2017	2016
20-29	1	1	1	2		1	1	
30-39	3	1	1	1	1		3	
40-49				1		1		2
50-59		3	3	1		1	2	2
60+	5	3	3	5	3	1	1	

6.3

	2023	2022	2021	2020	2019	2018	2017	2016
Male	7	4	5	3	1	1	0	3
Female	2	4	5	1	3	3	2	3

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6.4

	2023	2022	2021	2020	2019	2018	2017	2016
Table games	3	2	2	2	3	2	2	3
Gaming machines	5	5	4	2	1	2		4
Table games and machines	1	1	4					
Unknown								
Total	9	8	10	4	4	4	2	7

7 Number of interventions conducted with customers	DUNEDIN	2016	51
	CASINO	2017	30
		2018	11
		2019	17
		2020	22
		2021	11
		2022	32
		2023	17
			Note: A lot more interactions

8. Number of Exclusions by:	DUNEDIN CASINO	Self and DUNEDIN CASINO exclusions
<ul style="list-style-type: none"> • Ethnicity • Gender • 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
2023	46	29	17

8.2

	2023	2022	2021	2019	2018	2017	2017	2016
Male	35	10	13	22	11	11	26	24
Female	11	3	8	2	9	7	7	11
Total	46	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 East	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
2023	3						4	6			3	1	2	26		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		
2023	10	9	11	8	8	

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	
2023	6	34	2	4

8.6 Prompted by third party disclosures

2016	5
2017	0
2018	1
2019	2
2020	0
2021	1
2022	3
2023	30

GRAND CASINO

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
		2023	24

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
		2023	5

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
		2023	19

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
		2023	1

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	Female
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
2023	18	12	6

Note: External breaches via Facial Recognition: 128

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Split of breaches of exclusion by type, age and ethnicity

13.1

	2023	2022	2021	2020	2019	2018	2017	2016
Breach of Exclusion (Self-ID)	8	5	2	3	12	5	4	8
Breach of Exclusion (DUNEDIN CASINO)	3	1	1	1	0	2	0	0
Breach of MVE	7	4	5	3	3	8	1	12
External Exclusions	128	44	30	12				
TOTAL	146	54	38	19	15	15	5	10

13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Māori	Tongan	Samoaan	Indian	Middle East	Other	European
2016	4	2	1										3	
2017	1													4
2018	1	6	1					4				1	2	
2019	3	5			1			s						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
2023	1							3			2	1		11

13.3

	2023	2022	2021	2020	2019	2018	2017	2016
20-29	2	1	4	5		3		
30-39	7	2	10	6	7	4	1	6
40-49	6	2	s	3	3	3	1	
50-59	1	3	14	4	2	4	1	2
60+	2	2	s	1	3	1	2	2
Total	18	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
2023	10	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	
	2023	24 trespassed	

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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
2023	36	165	201

Note: Monitored but not declined service: 173

17. Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2016	12
			2017
		2018	29
		2019	26
		2020	21
		2021	33
		2022	19
		2023	36

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	
		2023	Unknown	

Measures relating to staff training

19. HRI, HR2, HR3 courses. Number of staff trained in each	DUNEDIN CASINO	Numbers trained	
		2016	2017
		HRI 32	HRI 33
		HR2 8	HR2 5
		HR3 0	HR3 0
		Total 40	Total 38
		Refresher Training 131	
		2018	
		HRI 19	HRI 56
		HR2 6	HR2 7
		HR3 2	HR3 0
		Total 27	Total 63
		2020	
		HRI 21	HRI 5
		HR2 0	HR2 6
		HR3 0	HR3 0
		Total 21	Total 11
		Refresher Training 88	
		2022	
		HR1 35	HR1 29
		HR2 8	HR2 7
		HR3 12	HR3 10
		Total 55	Total 46

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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
		2023	85

22. Number of unattended children	DUNEDIN CASINO	2016 0 2017 0 2018 0 2019 0 2020 0 2021 0 2022 0 2023 0
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23. Number of people requested to leave the Casino for other reasons	DUNEDIN CASINO	2016 7 2017 21 2018 52 2019 29 2020 45 2021 33 2022 25 2023 75
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