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99 Albert Street, Auckland 1010
New Zealand

PO Box 6443, Auckland 1141
New Zealand

p +64 9 363 6000

w www.skycityentertainmentgroup.co.nz

11 July 2022

By email: susan.allen@dia.govt.nz

**SkyCity Auckland Casino Final Audit Report – Host Responsibility Programme Audit –
January 2019 (Audit)**

Dear Susan

I refer to your letter of 27 June 2022. Thank you for your acknowledgement of the changes SkyCity Auckland has developed and implemented to address the issues identified in the Audit.

You have requested further information in relation to some of SkyCity Auckland's responses in its email of 14 April 2022. SkyCity has provided the requested further information in the attachments to the email that accompanies this letter.

SkyCity Auckland notes the subjects of the Department's future targeted audits and will fully co-operate with the Department on each of those audits.

SkyCity remains committed to the delivery of a high quality and compliant Host Responsibility Programme as a part of its Harm Minimisation Framework and to working constructively with the Department to ensure such an outcome.

Yours sincerely



James Chapman
General Manager Legal & Regulatory Affairs
SkyCity Entertainment Group

SkyCity Auckland Host Responsibility Programme Audit 2019

Recommendation 15 – Review entry controls in respect of staffing, training or entrance layout and remedy accordingly.

Additional Information Sought – The updated content in the HRP training programme focussed on identifying and managing underage patrons, including the processes that ensure excluded patrons or minors cannot gain access to the gaming floor at busy times under the cover of large groups of people.

SkyCity Response

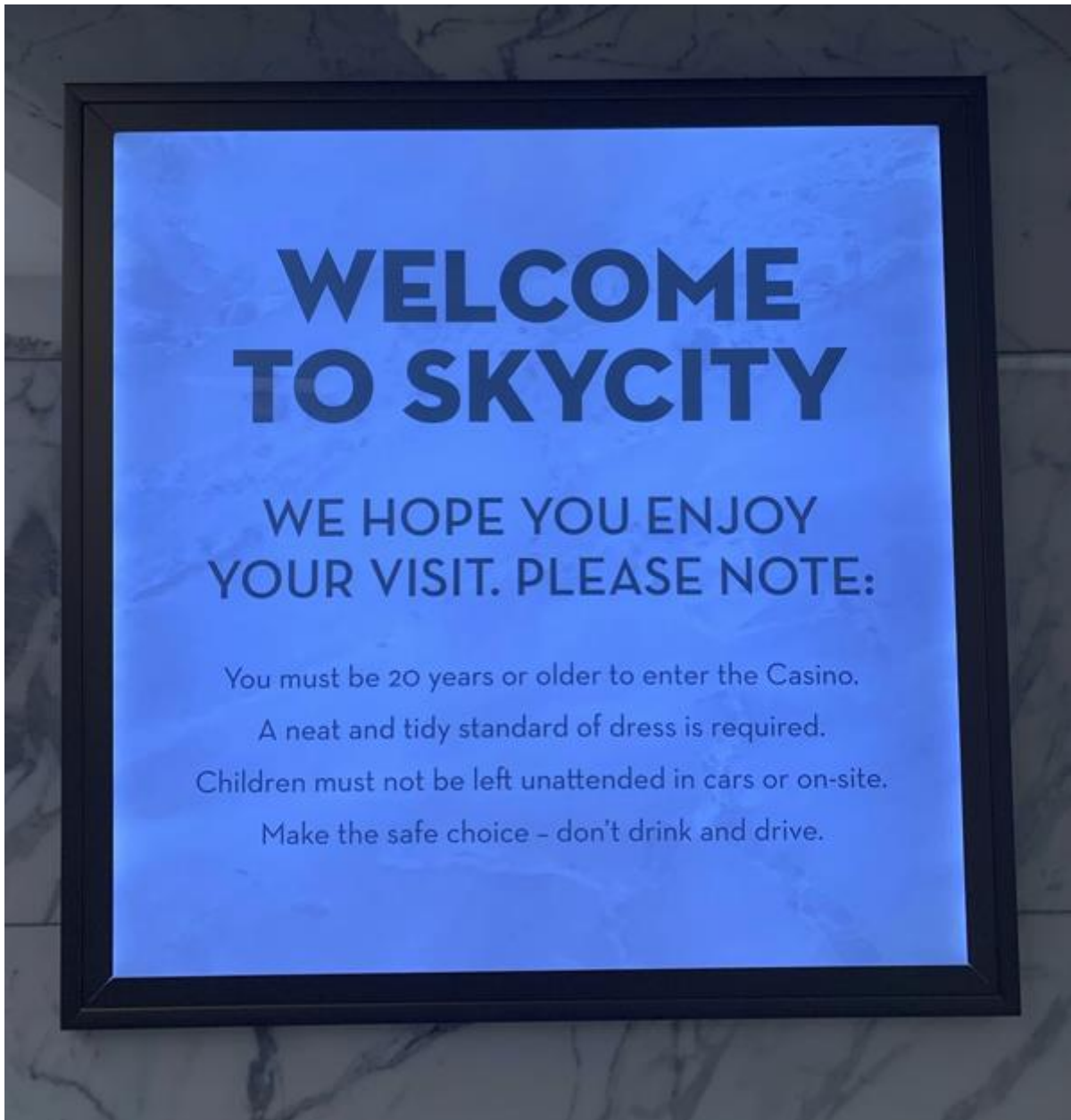
Underage Patrons

1. SkyCity has signage around the Auckland site advising that customers must be 20 years or older to enter the gaming area. Examples are attached at Appendix One.
2. At Appendix Two SkyCity has included an extract from the Host Responsibility Training programme that covers underage access and the service of alcohol. SkyCity has included extracts regarding the sale of alcohol as this is another layer of identification and age check for customers in the gaming areas.
3. SkyCity provides additional staff coverage on the main entrance during busy periods. [REDACTED]
[REDACTED]
[REDACTED] The schedule also contains a reminder of the minimum date of birth required to enter the casino.
4. All SkyCity staff remain vigilant for underage customers in the gaming areas.

Excluded Patrons

1. If excluded patrons are not identified by the entry cameras, there are over [REDACTED] cameras on the gaming floor to identify them.
2. SkyCity provides additional staff coverage on the main entrance during busy periods (see Appendix Three).

Appendix One



Car Park Lift Lobby



Main Casino Entrance

Cornerstone E-Learning (all new staff onboarding): Introduction to Host Responsibility



Add a caption

A responsible host:

- Does not allow anyone under 20 years of age into gaming areas.
- Provides information about exclusion options.
- Can identify and report potential problem gambling indicators.
- Works closely with customers, their family, problem gambling treatment services and community organisations.
- Excludes customers from gaming areas (often at their own request).
- Takes all practicable steps to ensure children (minors) are not left unattended (all children under 14 years must be under adult supervision at all times).



Cornerstone E-Learning Module: Responsible Service of Alcohol (RSA)

A responsible host:

- Asks for ID if a customer looks under 25.
- Prevents intoxication.
- Does not serve alcohol to minors.
- Provides and actively promotes low and non-alcoholic alternatives.

New Zealand laws mean no one under the age of 18 can be served alcohol. In casinos, the minimum age is 20. It is SkyCity policy to ask for valid identification from anyone who looks under 25.

Can you tell a guest's age?

 Click to flip the image cards below to reveal the person's age.

The point of that exercise is to demonstrate that you can't always tell someone's age from just looking at them. If you are in any doubt at all, always ask for ID!



Add a caption

SkyCity must **NOT**:

- Serve alcohol to the point of intoxication.
- Serve alcohol to an intoxicated person.
- Allow an intoxicated person to enter and/or remain on our premises.
- Serve alcohol to people under the legal drinking age.
- Allow intoxicated people to continue to game.

Cornerstone E-Learning: Advanced Host responsibility



Add a caption

- To prevent intoxication via our colour system (slow down, red light).
- To deny entrance to minors, ask for ID for under 25s.
- To provide and promote non-alcoholic and low alcohol beverages.
- To provide and promote substantial food.
- To promote information on a *Safe Journey Home*.
- To serve alcohol responsibly or not at all.

WHAT IS RESPONSIBLE SERVICE OF ALCOHOL (RSA)?

We provide an environment that is safe
Everyone is responsible
Regulations are met

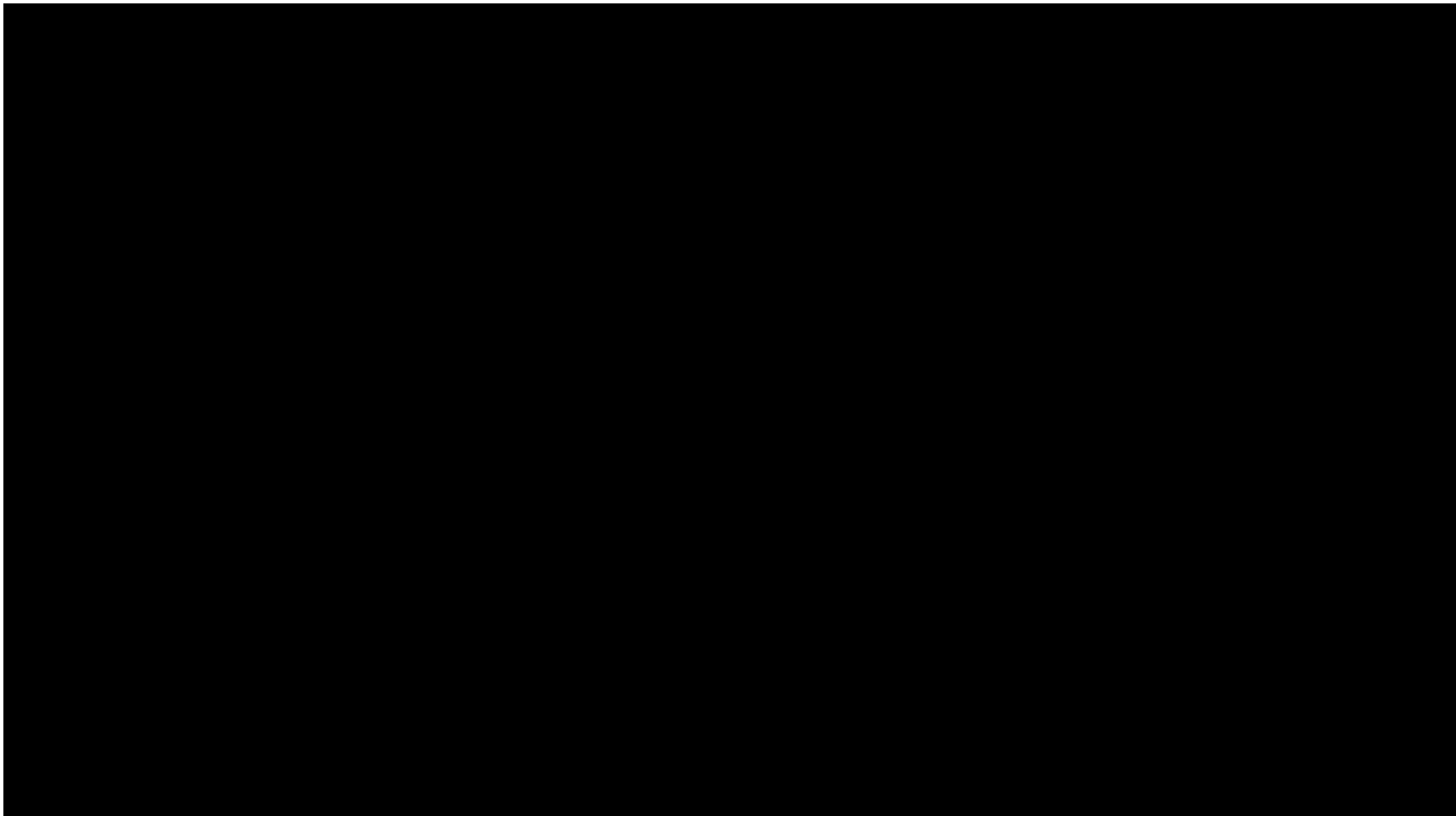
“SERVICE” highlights the key components of the RSA:

- Selling or supplying alcoholic beverages responsibly
- Ensure intoxicated patrons do not enter premises
- RSA Training is provided
- Verification of identity and proof of age
- Intoxicated persons can't stay and can't play
- Consumption of alcohol is always monitored
- Entry to SkyCity, means customers must abide by the RSA



22

HRT 2 Workshop (F2F)
slide 22 – reference to RSA & POA



Friday 01st July 2022

SkyCity Auckland Host Responsibility Programme Audit 2019

Recommendation 18 - SkyCity management issue communications to staff to remind them of the importance of pre-commitment and for it to be treated seriously.

Additional Information Sought - Examples of communication issued to staff regarding the importance of promoting the pre-commitment system to the patrons.

SkyCity Response

1. The Head of Host Responsibility meets face to face with other departmental Managers and raises pre-commitment at those meetings. These are regular meetings and no minutes are taken.
2. Pre-commitment was promoted by the Head of Host Responsibility New Zealand to SkyCity's People Leaders in April 2021. A copy of the presentation is included as Appendix One.
3. An email between the Head of Host Responsibility New Zealand and the Loyalty Programme Manager regarding the inclusion of pre-commitment flyers in all new membership sign-up packs is attached as Appendix Two.
4. An email from the Head of Host Responsibility New Zealand to the department heads of Gaming Machines, Table Games and Loyalty Programmes reinforcing the importance of pre-commitment is attached as Appendix Three.
5. New VIP staff are given a demonstration of how to set up pre-commitment and are provided the training document attached as Appendix Four.
6. Host Responsibility is working closely with VIP Gaming Machines and VIP Table Games to increase the oversight and monitoring of VIP customers. This enhanced focus on SkyCity's VIP customers includes a focus on further pre-commitment training, as evidenced in the document extract attached as Appendix Five.



HOST RESPONSIBILITY FRAMEWORK

Marcus Reynolds

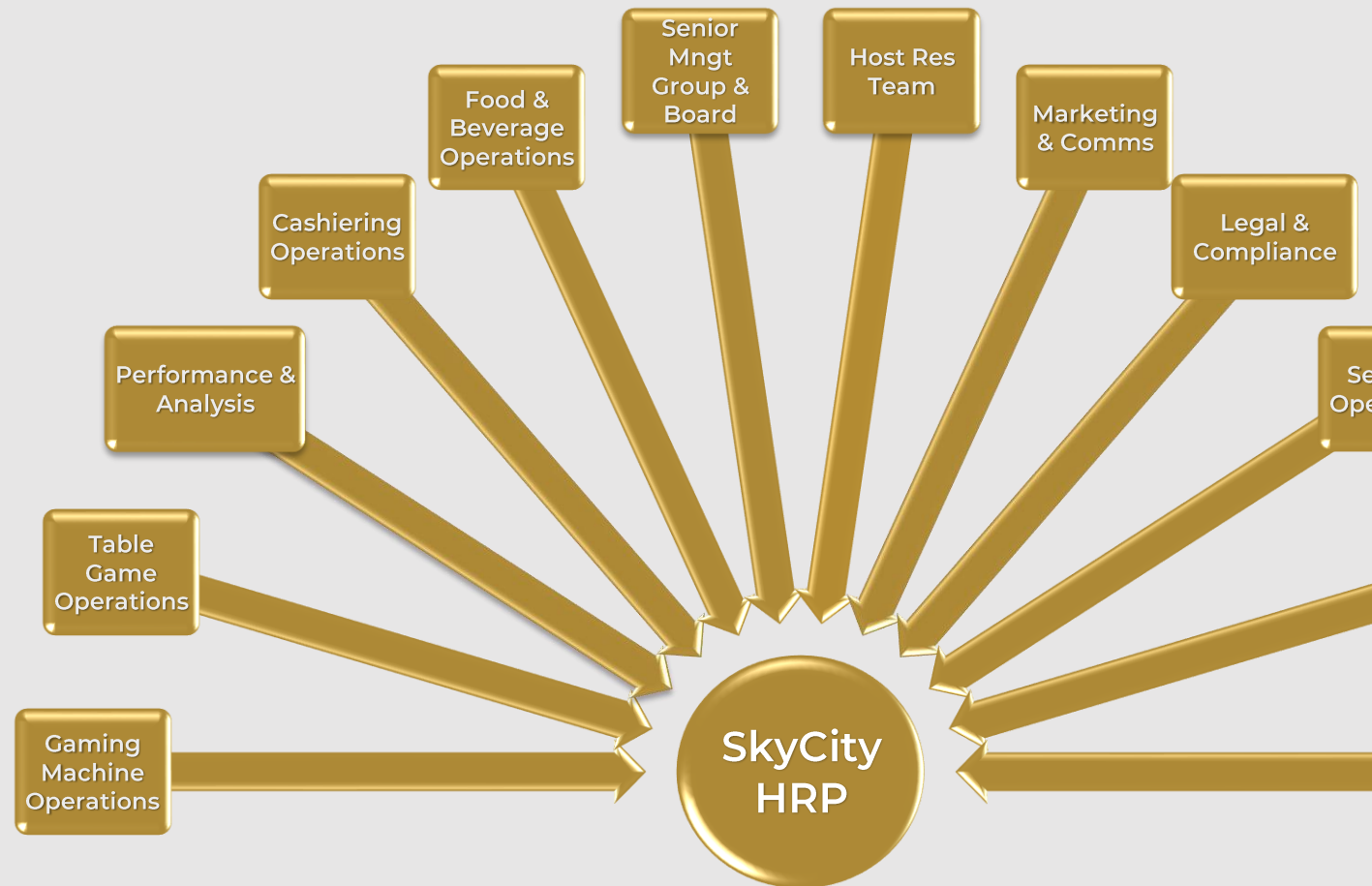
(Head of Host Responsibility – NZ)

What is Host Responsibility?

A culture of customer care that underpins everything we do at SkyCity

How do we achieve a culture of customer care?

1. Proactively look for signs of gambling or alcohol related harm
2. Escalate issues to your Manager, especially if you're unsure about something
3. Understand that Host Responsibility is part of everyone's job



What is new within Host Responsibility?

1. Facial Recognition Long Stay
2. Refreshed Host Responsibility Training
3. Enhanced mystery shopper exercises – across all teams, not just Gaming

What is coming up?

1. Work with Marketing to improve our customer messaging
2. Review the Host Responsibility Programme (HRP)
3. Further promote the pre-commitment facility
4. Continue to improve the internal communication around Host Responsibility within SkyCity

Appendix Two

From: Marcus Reynolds <Marcus.Reynolds@skycity.co.nz>

Sent: Tuesday, 3 August 2021 2:39 pm

To: [REDACTED]
[REDACTED]

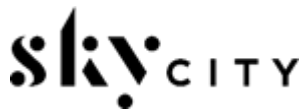
Subject: RE: Pre-Commitment Flyer

That's fantastic, thanks [REDACTED]

The Host Res Team have put in an order for additional flyers and I'll get some more dropped by once they arrive.

Regards,

Marcus.



Marcus Reynolds | Head of Host Responsibility - New Zealand
SkyCity Auckland

[REDACTED] | W <http://www.skycity.co.nz>

From: [REDACTED]

Sent: Tuesday, 3 August 2021 1:25 pm

To: Marcus Reynolds <Marcus.Reynolds@skycity.co.nz>

Subject: Pre-Commitment Flyer

Good Afternoon Marcus,

We are set now to explain Pre-commitment to gaming machine customers on signup.

Most importantly, **flyers** will be included in the welcome pack and we take this opportunity to discuss this available feature on gaming machines to members as we're signing them up.

Any feedback please let me know.

Regards [REDACTED]

Appendix Three

From: Marcus Reynolds <Marcus.Reynolds@skycity.co.nz>

Sent: Wednesday, 26 January 2022 11:11 am

To: [REDACTED]

Subject: Promotion of pre-commitment

Hi Team,

I hope you're all having a good week under the circumstances.

There is a desire at all levels (Board, SLT, DIA, Host Res) to further promote pre-commitment to our customers at SkyCity. An important part of this is creating awareness that pre-commitment exists. In response the following images will be appearing on screens across the Gaming Areas in the coming weeks.

It's likely that staff on the Gaming floor will get some questions, therefore they will need to be skilled up on (1) how to set pre-commitment limits and (2) if unsure, who to direct the query to.

Regards,

Marcus.



Marcus Reynolds | Head of Host Responsibility - New Zealand
SkyCity Auckland

[REDACTED] W <http://www.skycity.co.nz>



skyCITY

Want to limit how much
you spend during your
visit?

Talk to one of our team
about PRE-COMMITMENT.





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sky CITY

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Appendix Four

Guide to setting playing limits on Gaming Machines

How to set your limits

1. Insert your Premier Rewards card into any Gaming Machine.
2. Touch the 'Set Limits' icon on the screen.
3. Tap in your 4-digit PIN NUMBER and select ENTER.
4. The 'SET LIMITS' window will appear.
5. Set your playing limit by DAY, WEEK and/or MONTH by touching the applicable icon(s).
6. Set your playing limit by TIME and/or SPEND by touching the 'TIME LIMIT - HOURS' and/or 'SPEND LIMIT - DOLLARS' icon(s).
7. Enter a dollar value and/or length of time as applicable.
8. Touch 'Yes' to confirm these limits.
9. A confirmation screen will appear and the 'SET LIMITS' icon will change to 'CHECK LIMITS'.
10. Your limits have been successfully set.

Warnings

- * Your 'CHECK LIMITS' icon will change to 'LIMIT REACHED' when you have reached your set limits.
- * A message will appear on the screen when you are approaching your set limits.
- * A message will appear on the screen when you have reached your limits.

FAQ

1) HOW CAN I SET MY LIMITS?

You can set your limits by:

- time – by hours per day, days per week or days per month; and/or
- spend – by spend per day, spend per week or spend per month, where:
 - a day starts at 7am and ends at 6.59am the following day;
 - a week starts at 7am on any Monday and ends at 6.59am the following Monday; and
 - a month starts at 7am on the first day of any month and ends at 6.59am on the first day of the following month.

2) HOW DO I KNOW WHEN I HAVE REACHED MY SET LIMITS?

Once you have set your limits, a message will appear at the bottom of the Gaming Machine you are playing at when you are approaching your set limits and again when your set limits have been reached.

WHAT HAPPENS ONCE I REACH MY SET LIMITS?

Once your set limits have been reached, you will no longer be able to earn Premier Points and/or earn further entries into any SkyCity draws or promotions until your limits are reset.

Limits are reset as follows:

- for daily playing limits – 24 hours after your daily limit was reached;
- for weekly playing limits – at the start of the following week; and

- for monthly playing limits – at the start of the following month.

3) CAN I INCREASE OR REMOVE MY SET LIMITS?

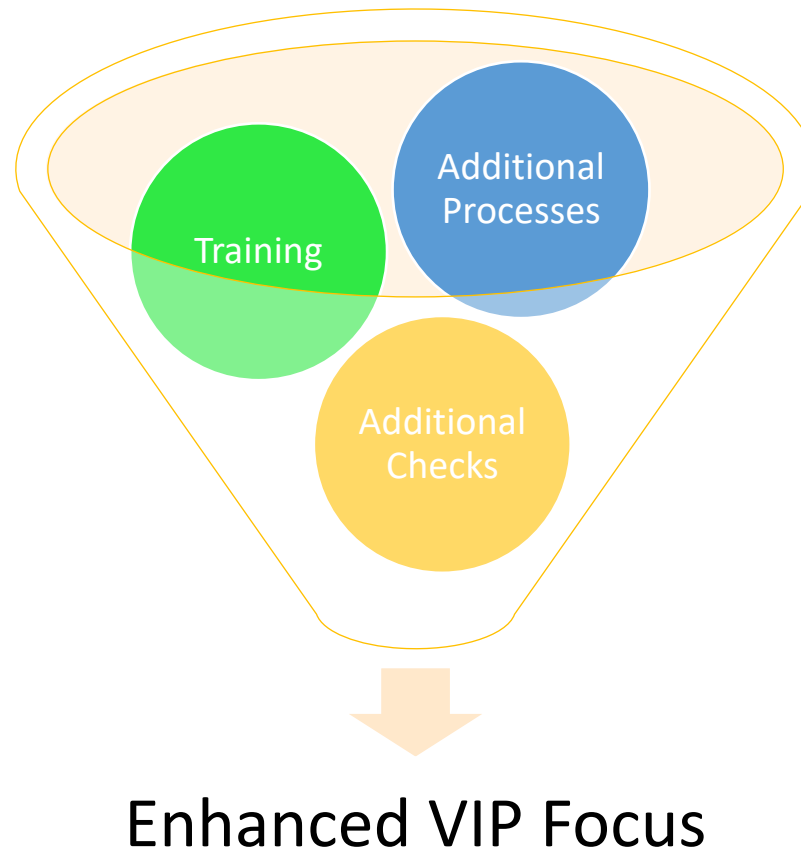
Once your limits have been set, you can only **increase or disable your set limits** at the Premier Rewards Station.

Your new limits will then take effect 24 hours after the time of change.

Enhanced VIP Focus

April 2022





- Ongoing scenario based training
 - Specific to VIP Hosts & Op's Managers
 - Designed to make them even more comfortable holding difficult conversations with VIP customers
 - Mandatory for each Host to attend on an annual basis
- Further training on what pre-commitment is, the benefits, how it works and how to set it up for customers
- Provide questions and scripts that Hosts can use to learn more about each customer's personal circumstances
- Guidelines on what information Host Res are looking for when entering interactions into iTrak

SkyCity Auckland Host Responsibility Programme Audit 2019

Recommendation 17 - Encourage and proactively promote the voluntary pre-commitment system.

Additional Information Sought - Documentation that shows how this is implemented eg may include a strategy plan covering a commitment from the management team and a means to measure the success of the implementation.

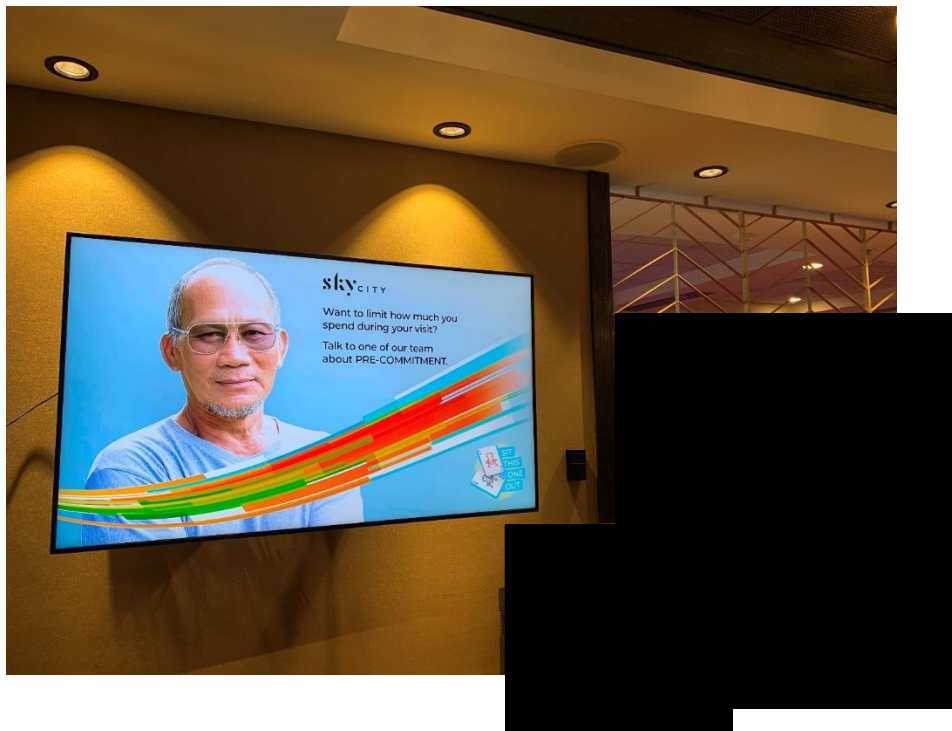
SkyCity Response

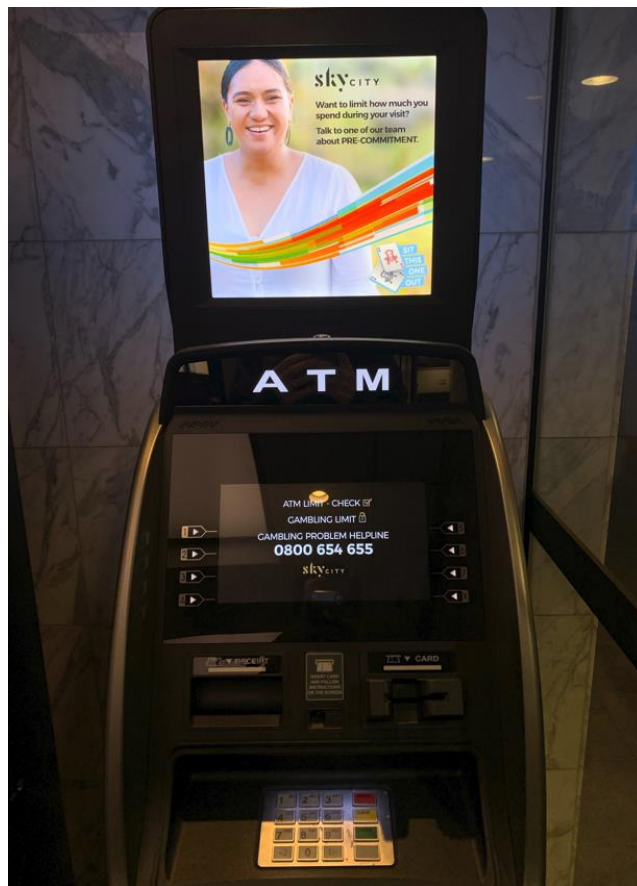
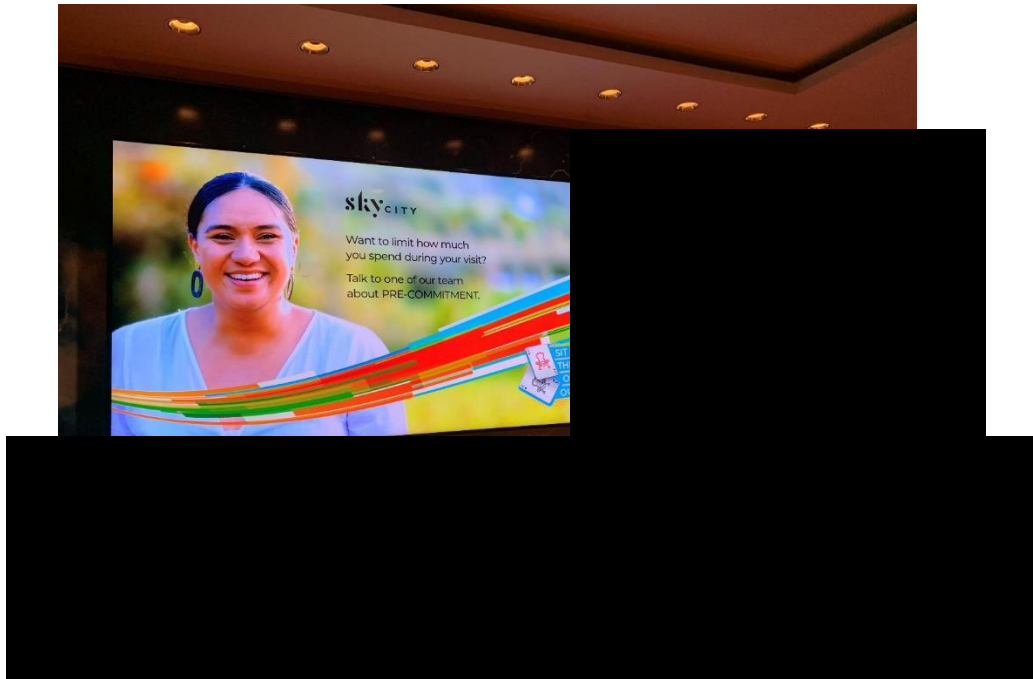
1. The promotion of pre-commitment was included in the FY22 Host Responsibility New Zealand 12-month rolling plan. The Head of Host Responsibility New Zealand reports against the 12 month rolling-plan to the Host Responsibility Governance Group at monthly meetings. The section on pre-commitment is included below:

<u>Pre-Commitment</u>			
<ul style="list-style-type: none"> Replace re-entry plans with pre-commitment plans to improve monitoring of re-entry customers Promote pre-commitment to customers via multiple forms of media, including external newsletters, membership sign-ups and screens in the Gaming Areas. 	Site Host Res Mgr's	January 2022	Complete
	Head of Host Res	January 2022	Complete

2. All re-entry customers are required to agree a safe gambling plan. For Gaming Machines customers this is set up as pre-commitment. This is evidenced via the re-entry policy, which was implemented in January 2022. Attached as Appendix One is the Safe Gambling Plan Standard Operating Procedure.

3. Digital screens on the SkyCity Auckland Main Gaming Floor and on ATM toppers promote pre-commitment to customers, as evidenced by the photos below.

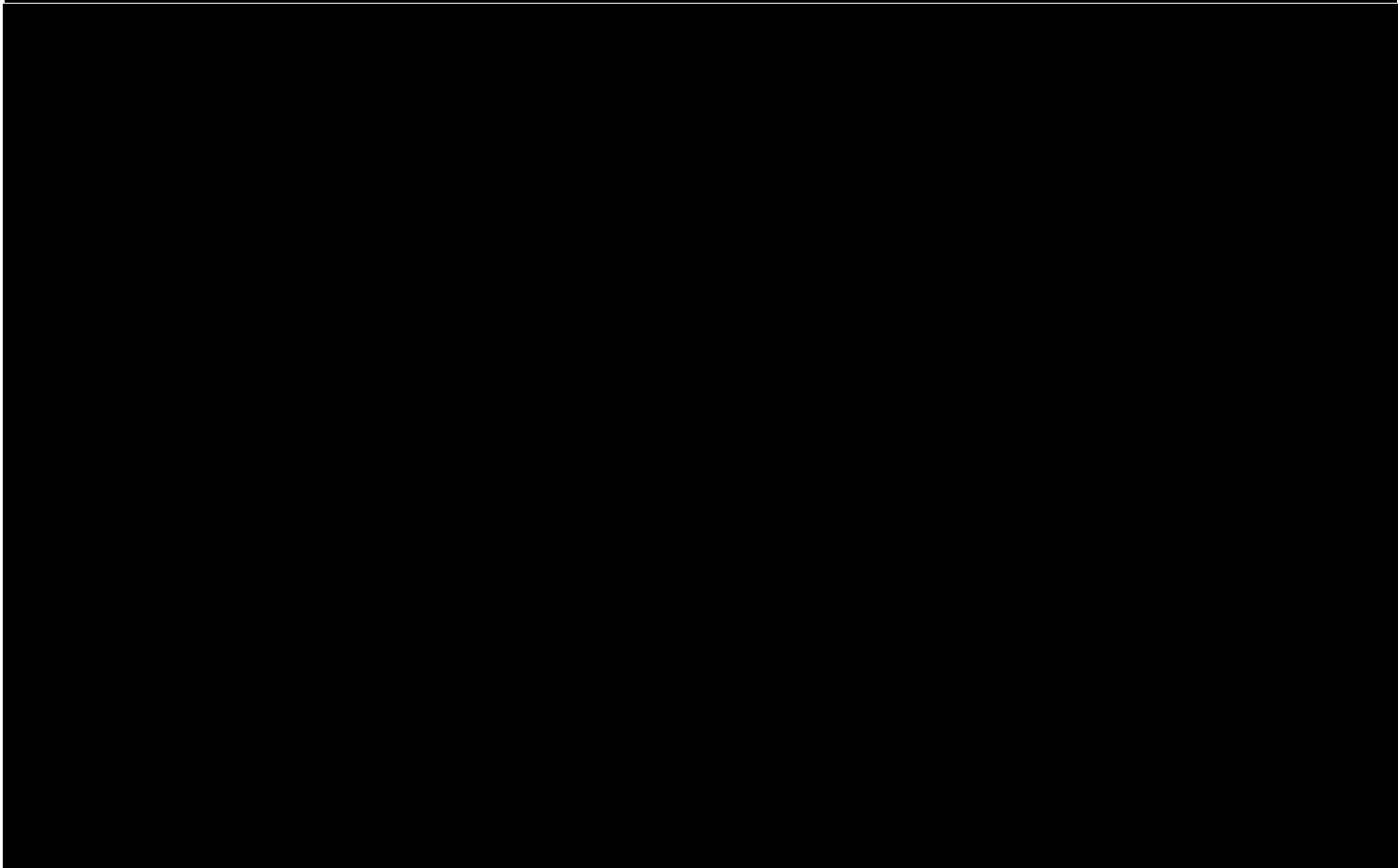
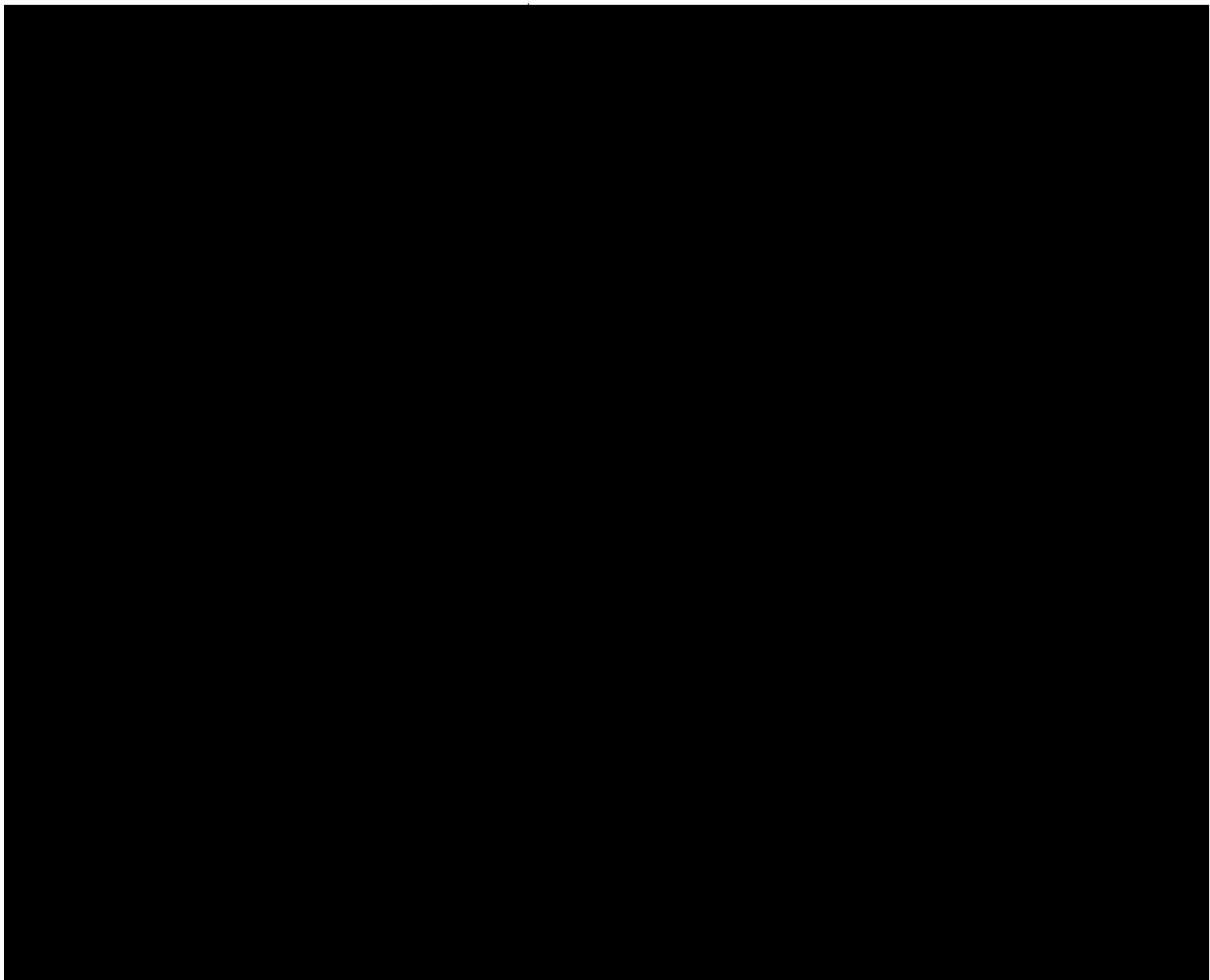


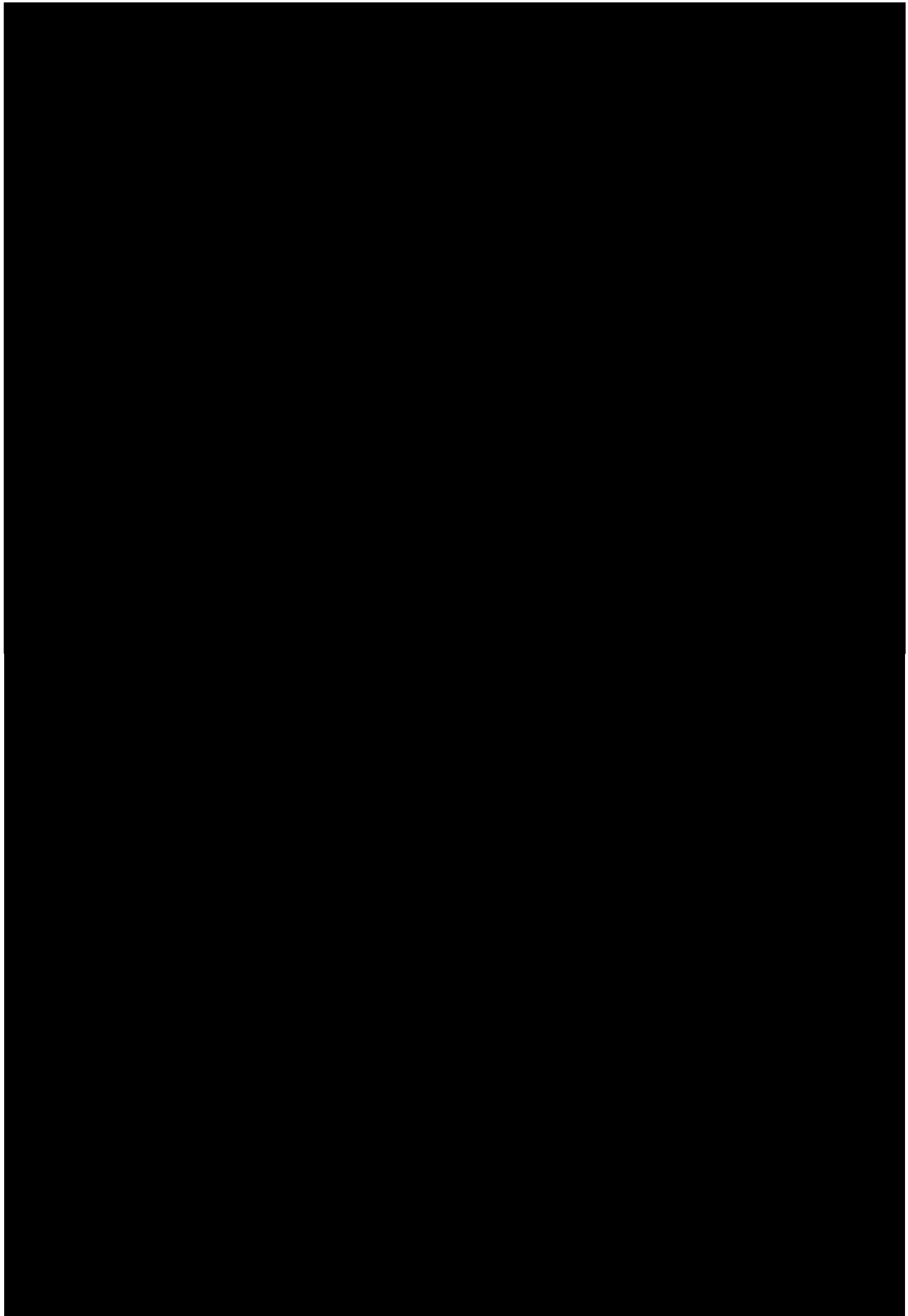


4. New membership sign-ups are provided with a brochure on how to set up pre-commitment. This is evidenced via the email attached as Appendix Two – kindly note that the ‘Know your limits’ brochure being referred to is the same brochure as the “Your guide to setting playing

limits on Gaming Machines” (attached as Appendix Three). This brochure is also available at information stations throughout the casino.

5. Pre-commitment is included on the flyer promoting ‘Quick Pay’, which was released in January 2022, attached as Appendix Four.





Appendix Two

From: Marcus Reynolds <Marcus.Reynolds@skycity.co.nz>

Sent: Tuesday, 3 August 2021 2:39 pm

[REDACTED]

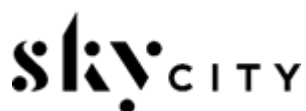
Subject: RE: Pre-Commitment Flyer

That's fantastic, thanks [REDACTED]

The Host Res Team have put in an order for additional flyers and I'll get some more dropped by once they arrive.

Regards,

Marcus.



Marcus Reynolds | Head of Host Responsibility - New Zealand

SkyCity Auckland

[REDACTED] W <http://www.skycity.co.nz>

From: [REDACTED]

Sent: Tuesday, 3 August 2021 1:25 pm

To: Marcus Reynolds <Marcus.Reynolds@skycity.co.nz>

Subject: Pre-Commitment Flyer

Good Afternoon Marcus,

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Most importantly, **flyers** will be included in the welcome pack and we take this opportunity to discuss this available feature on gaming machines to members as we're signing them up.

Any feedback please let me know.

Regards [REDACTED]

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6. Set your playing limit by TIME and/or SPEND by touching the 'TIME LIMIT - HOURS' and/or 'SPEND LIMIT - DOLLARS' icon(s).
7. Enter a dollar value and/or length of time as applicable.
8. Touch 'Yes' to confirm these limits.
9. A confirmation screen will appear and the 'SET LIMITS' icon will change to 'CHECK LIMITS'.
10. Your limits have been successfully set.

Warnings



A message will appear on the screen when you are approaching your set limits.



A message will appear on the screen when you have reached your limits.



Your 'CHECK LIMITS' icon will change to 'LIMIT REACHED' when you have reached your set limits.

R20 to sign up to the SkyCity Premier Rewards Programme

GAME RESPONSIBLY

sky
CITY

At SkyCity we take our responsibilities as a host very seriously. It is important to us that our customers game safely and responsibly.

All our Gaming Machines feature a pre-commitment facility, called "Set Limits", so you can manage the amount of time and/or money you spend playing Gaming Machines.

HOW CAN I SET MY LIMITS?

You can set your limits by:

- **time** - by hours per day, days per week or days per month; and/or
- **spend** - by spend per day, spend per week or spend per month,

where:

- a **day** starts at 7am and ends at 6.59am the following day;
- a **week** starts at 7am on any Monday and ends at 6.59am the following Monday; and
- a **month** starts at 7am on the first day of any month and ends at 6.59am on the first day of the following month.

To set your limits, you must sign up to the SkyCity Premier Rewards Programme and hold a Premier Rewards card. Visit the Premier Rewards Station on-site to sign up to the SkyCity Premier Rewards Programme. See overleaf for how to set your limits on any Gaming Machine.

HOW DO I KNOW WHEN I HAVE REACHED MY SET LIMITS?

Once you have set your limits, a message will appear at the bottom of the Gaming Machine you are playing at when you are approaching your set limits and again when your set limits have been reached.

WHAT HAPPENS ONCE I REACH MY SET LIMITS?

Once your set limits have been reached, you will no longer be able to earn Premier Points and/or earn further entries into any SkyCity draws or promotions until your limits are reset.

Limits are reset as follows:

- for **daily playing limits** - 24 hours after your daily limit was reached;
- for **weekly playing limits** - at the start of the following week; and
- for **monthly playing limits** - at the start of the following month.

CAN I INCREASE MY SET LIMITS?

Once your limits have been set, you can only increase or disable your set limits at the Premier Rewards Station on-site. Your new limits will then take effect 24 hours after the time of change. Exceeding, increasing or disabling your set limits are indicators of potential problem gambling. Please speak to a SkyCity staff member if you require further information.

GAMBLING HELPLINE 0800 654 655
(free and confidential, 24 hours)

www.gamblinghelpline.co.nz

SKYCITY Auckland 0800 SKYCITY (0800 759 2489)

SKYCITY Hamilton 07 834 4900

SKYCITY Queenstown 03 441 0400

SKYCITY Host Responsibility
email: hostresponsibility@skycity.co.nz

Appendix Four

QUICKPAY



KEEP YOUR
MONEY SECURE



SPEND LESS
TIME QUEUING



CARRY LESS
CASH

Turn your Premier Rewards card
into a Gaming Machines wallet by
activating QUICK Pay for FREE.

What are the benefits of QUICK Pay?

- It reduces the need to carry cash or QUICK tickets around
- It keeps your money safe on your PIN protected Premier Rewards card
- If you misplace your card, we will replace it for free
- You can still make deposits or withdrawals at our Cashier
- You still earn Premier Points with a QUICK Pay enabled Premier Rewards card
- Current users also enjoy less time queuing and the contactless element

Once activated, you can use QUICK Pay to:

- Load credit and Gaming Machine winnings directly to your Premier Rewards card
- Download funds from your QUICK Pay card directly onto a Gaming Machine
- Withdraw funds from your Premier Rewards card at a QUICK Exchange machine or Cashier

Can I manage my gaming spend using QUICK Pay?

Yes you can. All of our Gaming Machines feature a pre-commitment facility, called "Set Limits", so you can manage the amount of time and/or money you spend playing Gaming Machines. To find out more visit the Premier Rewards Station or VIP Reception.

How do I sign up?

Visit a Premier Rewards Station or VIP Reception with your photo ID (passport or driver's licence) and an official document confirming your current residential address such as a utility bill, IRD letter, ACC letter, bank statement or bank letter. You can bring in a printed copy or present one on your mobile device.

Remember to keep your Premier Rewards Account PIN secure and confidential at all times. If you lose your Premier Rewards card, visit a Premier Rewards Station or VIP Reception for a replacement.

skyCITY

GAME RESPONSIBLY

SkyCity is a responsible host. If you wish to discuss your gambling, please talk to a staff member or call the Gambling Helpline on 0800 654 655.

22/01/20

SkyCity Auckland Host Responsibility Programme Audit 2019

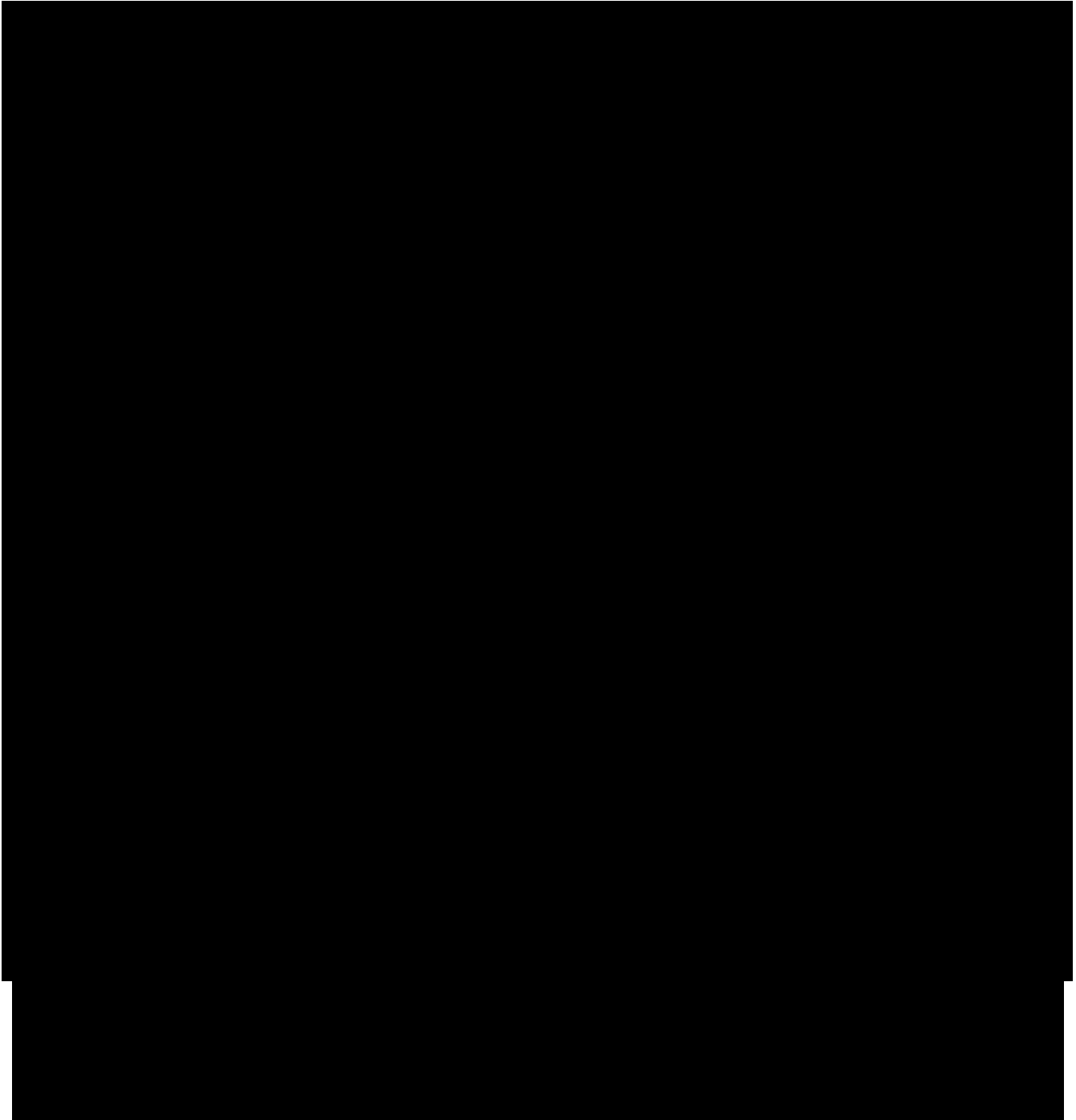
Recommendation 22 - Initiate post-promotion assessments that consider and assess the impacts of the promotion in relation to gambling harm.

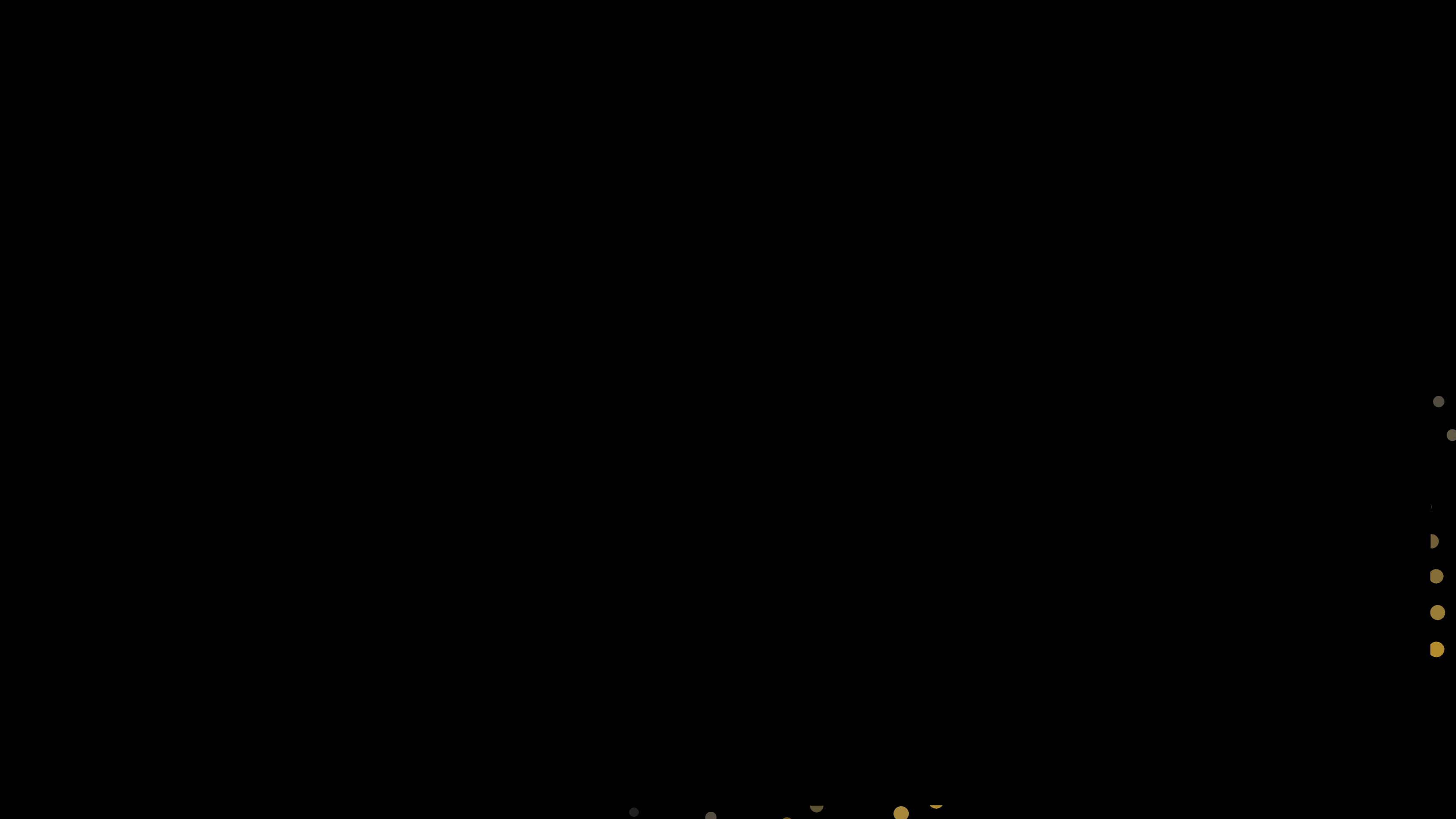
Additional Information Sought - Documentation showing post-promotion reviews completed for any promotional activity from a harm identification perspective.

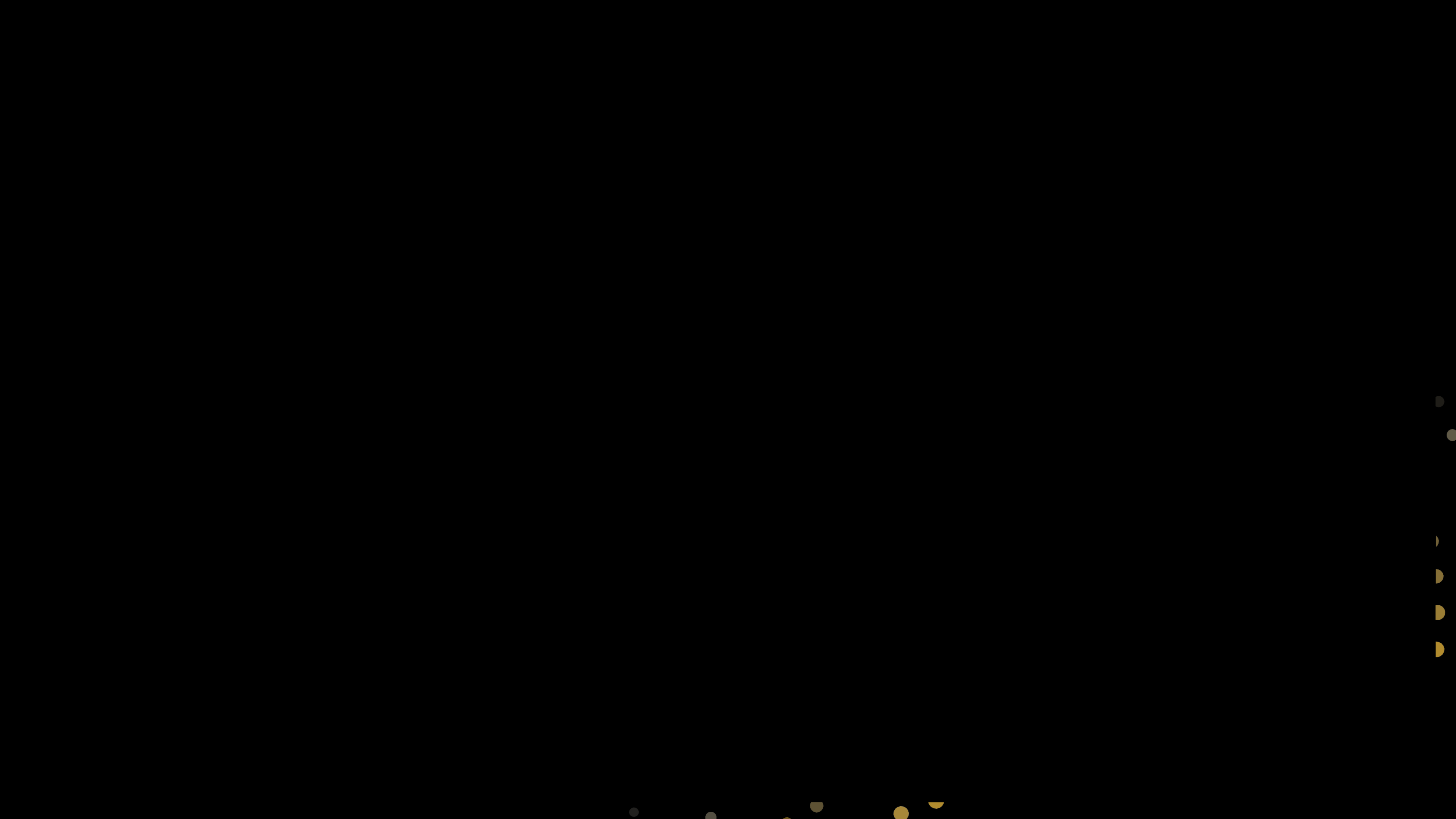
SkyCity Response

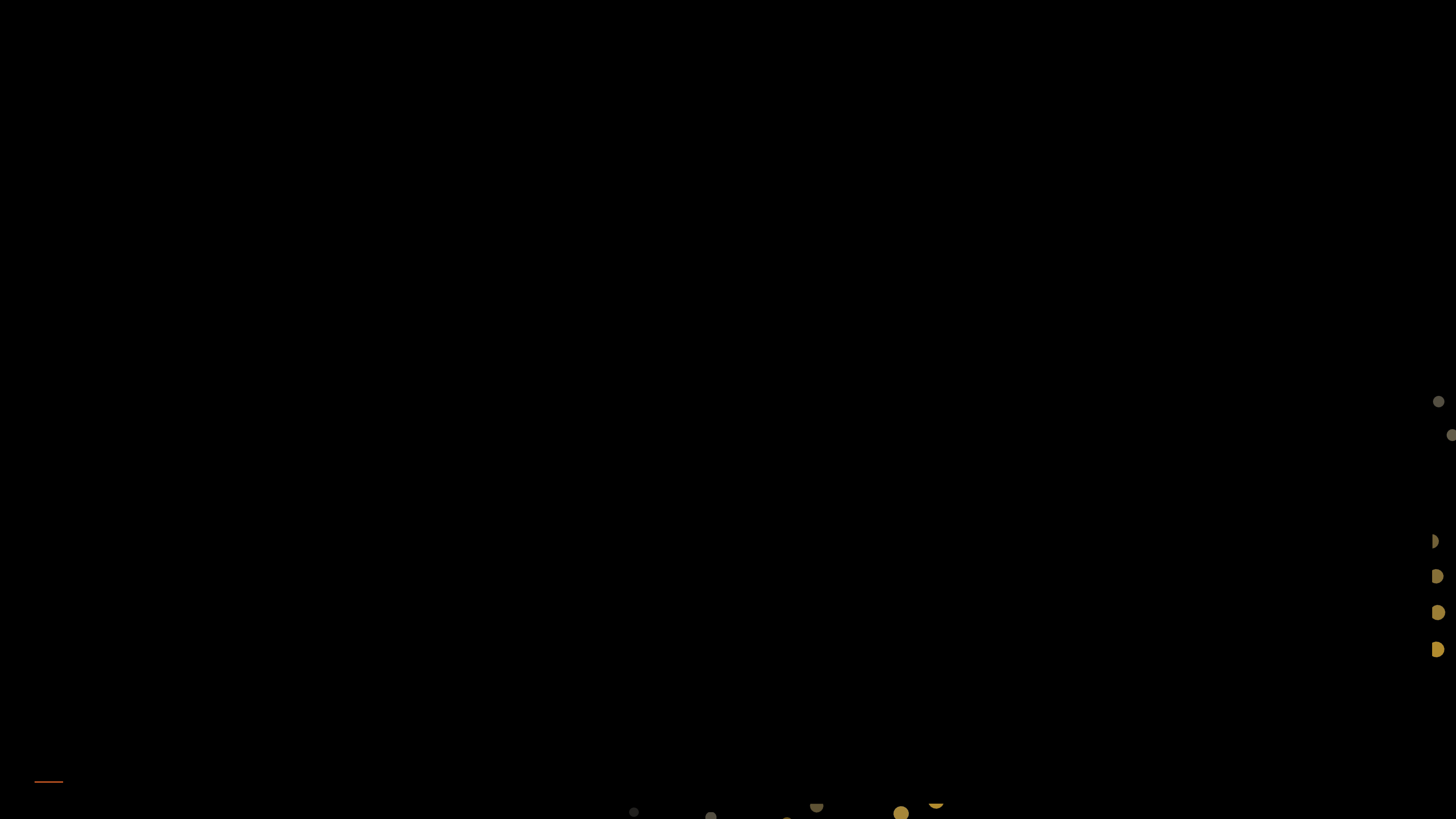
1. Host Responsibility previously sent an email to department heads asking if any harm had been witnessed as a result of promotional activity. An example email is attached as Appendix One.
2. At the end of 2021 the Head of Host Responsibility New Zealand conducted an analysis of the year's promotional activity, mapping promotions against Host Responsibility activity and exclusions. This analysis is attached as Appendix Two.
3. At the beginning of 2022 the Marketing Team introduced a standing agenda item into their monthly meetings, asking the team for feedback on any Host Responsibility issues they became aware of as a result of marketing/promotional activity. Given how closely marketing work with the gaming teams this is an appropriate medium for feedback. A copy of the February 2022 agenda is attached as Appendix Three.

Appendix One









SkyCity Auckland Host Responsibility Programme Audit 2019

DIA Recommendation 23 - Ensure information and reminders are included about host responsibility and signs of gambling harm when briefing staff on promotions.

Additional Information Sought - Documentation showing the messaging given to gaming floor staff on promotions and expectations of their roles in respect to host responsibility.

SkyCity Response – Please refer to Appendix One.



Who MUST read/action this brief?		
SkyCity		
<input checked="" type="checkbox"/> Call Centre		
Auckland		
<input checked="" type="checkbox"/> Premier Rewards	<input checked="" type="checkbox"/> Gaming Machines	<input checked="" type="checkbox"/> Table Games
Hamilton		
<input checked="" type="checkbox"/> Premier Rewards	<input checked="" type="checkbox"/> Gaming Machines	<input checked="" type="checkbox"/> VIP Hosts
<input checked="" type="checkbox"/> Table Games		
Queenstown		
<input checked="" type="checkbox"/> Premier Rewards	<input checked="" type="checkbox"/> Gaming Machines	<input checked="" type="checkbox"/> VIP Hosts
<input checked="" type="checkbox"/> Table Games		

Overview	
What	<p>To celebrate the long weekend, select SkyCity Auckland, Hamilton and Queenstown Premier Rewards members will be invited to claim free Premier Bonus Dollars (based on their play) on Sunday 26 June 2022.</p> <p>Select Mass members in Auckland (excluding AKL VIP) and select Mass and VIP members in Hamilton and Queenstown will receive the offer as a 'mystery offer' and will be communicated to visit SkyCity to reveal their PBD prize.</p> <p>The number of Premier Bonus Dollars they are eligible to receive will not be communicated via email and SMS rather the member will be communicated the minimum and maximum value they could get. The PBD value shall remain a mystery not be not revealed to eligible members prior to the redemption date.</p> <p>Offer is set up between 12am and 11.59pm on Sunday 26 June 2022 and redeemable at any of our sites in New Zealand – Auckland, Hamilton and Queenstown.</p>
Where (channels)	SkyCity AKL, HAM & QTN
Promo start date	12am on Sunday 26 June 2022
Promo end date	11.59pm on Sunday 26 June 2022
Target Audience	<p>Selected Ruby, Sapphire and Gold members in AKL (excluding AKL VIP).</p> <p>Selected Ruby, Sapphire, Gold and VIP members in HAM & QTN.</p>
Rate codes	Tags/Prize IDs have been attached to eligible customers account in CMP. The prize ID will also indicate the value members will receive.
Key Contact	<p>Loyalty Marketing Team:</p> <p>AKLLoyaltyMarketingTeam@skycity.co.nz</p>

Conditions (eligibility)
<p>Mystery Offer - All eligible customers will receive an email and/or text which will contain information such as date, time and redemption process.</p> <p>Check their account in CMP for the Mystery CB prize tag which will also indicate the value they will receive. The tag CB_Mystery will be attached to identify if the member is eligible for the mystery offer.</p>

Customer instructions
<p>Customers can redeem the offer between 12am and 11.59pm on Sunday 26 June 2022 by:</p> <ul style="list-style-type: none"> - Inserting their Premier Rewards card into any Gaming Machine, or by - Swiping their Premier Rewards card at any Premier Rewards kiosk and selecting 'redeem reward'; or via <p>Host (shift+ F7 in CMP)</p>
Full Terms and conditions
<p>This promotion is exclusive to selected SkyCity Premier Rewards members. The prize must be claimed between 12am and 11.59pm on Sunday 26 June 2022 otherwise it will be forfeited. Limit of one prize per eligible member.</p> <p>The number of Premier Bonus Dollars issued to an eligible cardholder will be determined by SkyCity in its absolute discretion. Premier Bonus Dollars are not transferrable, exchangeable or redeemable for cash and/or Premier Points and to the extent they are not redeemed will expire three months from the date of issue.</p>

Host Responsibility message		
<p>Being a long weekend our customers may be tempted to stay and play for longer than normal. Please proactively encourage customers to take regular breaks during their visit.</p>		
Detailed instructions for staff		
Who	What	Detail
Call Centre	Know about the offer	Know the offer dates
Premier Rewards/ VIP hosts	Know about the offer	Know the offer dates, Prize ID and redemption process on Gaming Machines and kiosk.
Gaming Machines/Table Games	Know about the offer	Know the offer dates and redemption process on Gaming Machines, Table Games and via kiosk.

Key Marketing Activity		
Channel	When	Notes
eDM & SMS	Friday 17 June 2022	eDM and SMS go live
SMS	Friday 24 June 2022	Reminder SMS

Contact person	
Name	Auckland Loyalty Marketing Team
Contact details	AKLLoyaltyMarketingTeam@skycity.co.nz

Mother's Day Perrier Jouet Champagne Tasting

STAFF



Who MUST read/action this brief?	
SkyCity	
<input checked="" type="checkbox"/> Call Centre	<input checked="" type="checkbox"/> Car Park
Auckland	
<input checked="" type="checkbox"/> Table Games	<input checked="" type="checkbox"/> Gaming Machines
<input checked="" type="checkbox"/> VIP Hosts	<input checked="" type="checkbox"/> Security/Surveillance
	<input checked="" type="checkbox"/> Premier Rewards
	<input checked="" type="checkbox"/> F&B Duty Managers
overview	
What	Mother's Day Perrier Jouet Champagne Tasting
Where (channels)	Black and EIGHT
Promo date	Friday 6 May – EIGHT Saturday 7 May – BLACK
Time	7pm – 9pm each night
Target Audience	VIP Cardholders in BLACK and EIGHT
Key Contact	[REDACTED]

Customer instructions

Customers will receive an immersive experience where they will taste a range of Champagnes by Perrier-Jouët.

There'll also be live entertainment and an exquisite canape food offering for a flavourful combination that dances on the palate with warmth and elegance.

Plus, a wrist band draw at 9pm where 10 winners will each win a fabulous Mother's Day themed prize.

Tasting stock:

- Perrier Jouet Grand Brut
- Perrier Jouet Blason Rose
- Perrier Jouet Blanc de Blancs
- Perrier Jouet Belle Epoque 2013

Canapes:

- "NZ" Salmon Tartare, Olive Oil Toasted Focaccia, Caper Berries
- herbed confit chicken sliders with passata sauce, coriander pesto
- Cold: Tartare of Heirloom Tomatoes, Yuzu Flakes, Micro Coriander, Clevedon Valley Buffalo Curd

Entertainment:

Friday 6 May- EIGHT
Ed Gaiger (Vox + Guitar)

Saturday 7 May – BLACK
Ernie Semu (Vox + Keyboard)

Cardholders must get a wristband at the start of the event at 7pm to be eligible for the wristband draw at 9pm.

MC



Wristband Draw Prize

BLACK:

10 Winners will each win a bottle of Perrier Jouet Belle Epoque 2013 (RRP \$300) and a Chocolate high heeled shoe.

EIGHT:

10 Winners will each win a bottle of Perrier Jouet Belle Epoque 2013 (RRP \$300) and a Chocolate high heeled shoe.

Host Responsibility Message

Next time you visit the SkyCity Intranet site, please take the time to visit the "Our Host Responsibility" page to refresh your knowledge of Host Responsibility.

Examples / Screenshots of Promotions

Join us for a
Champagne
tasting
evening with Perrier Jouët

Friday 6th May, 7 - 9pm

Live Entertainment | Canapes | Wristband Draw at 9pm

10 winners will each win a bottle of
Perrier Jouët Belle Epoque the valued at up to \$300 (RRP)

CHAMPAGNE
PERRIER JOUËT

For entry details, see your VIP Host.
Exclusive to SkyCity Premier Rewards Platinum or VIP Black Table Games cardholders

S

GAME RESPONSIBILITY
You must be at least 18 years old to win. Promotions run from 7pm to 9pm on Friday 6 May 2022. Limit of one entry and prize per cardholder. For full terms and conditions, please see your VIP Host. SkyCity is a responsible host. If you wish to discuss your gaming, please talk to a SkyCity staff member or call the Gambling Helpline on 0800 634 633. Children under the age of 14 years must not be left alone at SkyCity.

Join us for a
Champagne
tasting
evening with Perrier Jouët

Saturday 7 May, 7-9pm

Live Entertainment | Canapes | Wristband Draw at 9pm

10 winners will each win a bottle of
Perrier Jouët Belle Epoque the valued at up to \$300 (RRP)

CHAMPAGNE
PERRIER JOUËT

For entry details, see your VIP Host.
Exclusive to SkyCity Premier Rewards VIP Black Gaming Machines cardholders

S

GAME RESPONSIBILITY
You must be at least 18 years old to win. Promotions run from 7pm to 9pm on Saturday 7 May 2022. Limit of one entry and prize per cardholder. For full terms and conditions, please see your VIP Host. SkyCity is a responsible host. If you wish to discuss your gaming, please talk to a SkyCity staff member or call the Gambling Helpline on 0800 634 633. Children under the age of 14 years must not be left alone at SkyCity.

RUNSHEET

Time	What	Who
6.00pm	Trestle Table set up	
5.30pm	Entertainment sound check	Entertainers as per above
6.40pm	Pernod Ricard Ambassador onsite	
7.00pm	Wrist banding players starts	MC and promo staff
7.00pm	Canapes served	F&B
9.00pm	Wristband Draws start	MC and promo staff
9.15pm	Event concludes	

EIGHT MOTHER'S DAY PROMOTION - TERMS AND CONDITIONS

1. The EIGHT Mother's Day promotion ("**Promotion**") runs from 7pm until 9pm (inclusive of draw time) on Friday 6 May 2022.
2. The Promotion is open to all SkyCity Premier Rewards Platinum and VIP Black Table Games cardholders (together "**Cardholders**"), with the following exclusions:
 - (a) Cardholders who are in any way excluded from entering SkyCity (including those excluded after their entries have been accepted);
 - (b) Cardholders who are also commission players, rebate players and/or who do not earn Premier Points at SkyCity **and** who do not ordinarily reside in New Zealand; and
 - (c) employees of SkyCity, its related companies or its advertising agencies.

Prize Draws

3. A prize draw will take place in EIGHT at SkyCity Auckland at 9pm on 6 May 2022 ("**Prize Draw**").
4. A Cardholder may win a maximum of one prize at the Prize Draw.
5. At the Prize Draw, 10 winning entries will be randomly drawn from all eligible Entries (as defined in clause 7) received in the promotional draw barrel as at the time of the Prize Draw and the winner will, subject to clauses 4 and 8, receive a prize of a bottle of Perrier Jouët Belle Epoque (valued at approximately \$300 (RRP)).
6. SkyCity reserves the right to replace the prize with an item of approximate value should the prize not be available to be won for any reason. Prizes cannot be exchanged or redeemed for cash.

Entry

7. A Cardholder may enter the Promotion from 7pm to 9pm on 6 May 2022 in EIGHT as follows:
 - (a) each entry will consist of a wristband ("**Wristband**") with a detachable stub ("**Entry**"), where both the Wristband and Entry will display the same unique number;
 - (b) SkyCity personnel will, after placing a Wristband around an eligible Cardholder's wrist, detach the corresponding Entry and place that Entry into the promotional draw barrel, after which that Entry will be eligible for the Prize Draw; and
 - (c) a Cardholder may obtain a maximum of one Wristband for the Prize Draw during the Promotion.
8. Each Prize Draw winner must be present at the time of the Prize Draw and present their un-tampered Wristband displaying the winning number, together with one form of government issued photo identification acceptable to SkyCity to verify their eligibility to be in EIGHT and participate in the Promotion, to the SkyCity compere hosting the Promotion in EIGHT within 2 minutes of the Prize Draw. If a winner does not so present themselves in person within this timeframe, but the SkyCity compere receives visual or audio notification that the winner is present, then the timeframe may be extended at the discretion of the SkyCity compere to enable that winner to reach the stage. If a winner cannot so present themselves within the relevant timeframe and/or cannot present photo identification acceptable to SkyCity, then another winning entry will be randomly drawn by a licensed SkyCity employee from all remaining eligible Entries placed in the promotional draw barrel until an eventual winner can be found.



9. An un-tampered Wristband is one that when presented by a Cardholder is, in SkyCity's reasonable opinion, fully intact, undamaged, being worn by that Cardholder and has not at any time been removed by that or another Cardholder. If any Wristband has, in SkyCity's reasonable opinion, been removed or otherwise tampered with it will no longer be a valid entry into the Prize Draw and SkyCity reserves all of its rights, including to not award a Prize Package.

General

10. SkyCity's decision is final and no discussion or correspondence will be entered into.
11. To the extent permitted by law and subject to obtaining any applicable regulatory approvals, SkyCity reserves the right to change any Prize Draw time, delay the start of the Promotion, extend or cancel the Promotion or alter any of these Terms and Conditions without notice.
12. To the extent permitted by law, neither SkyCity nor any other person or party associated with the Promotion will be liable to any person for any loss, damage or personal injury suffered in connection with participation in the Promotion.
13. Participation in the Promotion and/or acceptance of a prize confirms acceptance to participate in any reasonable publicity or advertising of SkyCity.
14. Participation in the Promotion implies full acceptance of these Terms and Conditions. Failure to observe any of these Terms and Conditions may result in disqualification from the Promotion.

BLACK MOTHER'S DAY PROMOTION - TERMS AND CONDITIONS

1. The BLACK Mother's Day promotion ("**Promotion**") runs from 7pm until 9pm (inclusive of draw time) on Saturday 7 May 2022.
2. The Promotion is open to all SkyCity Premier Rewards VIP Black Gaming Machines cardholders (together "**Cardholders**"), with the following exclusions:
 - (d) Cardholders who are in any way excluded from entering SkyCity (including those excluded after their entries have been accepted);
 - (e) Cardholders who are also commission players, rebate players and/or who do not earn Premier Points at SkyCity **and** who do not ordinarily reside in New Zealand; and
 - (f) employees of SkyCity, its related companies or its advertising agencies.

Prize Draws

3. A prize draw will take place in BLACK at SkyCity Auckland at 9pm on 7 May 2022 ("**Prize Draw**").
4. A Cardholder may win a maximum of one prize at the Prize Draw.
5. At the Prize Draw, 10 winning entries will be randomly drawn from all eligible Entries (as defined in clause 7) received in the promotional draw barrel as at the time of the Prize Draw and the winner will, subject to clauses 4 and 8, receive a prize of a bottle of Perrier Jouët Belle Epoque (valued at approximately \$300 (RRP)).
6. SkyCity reserves the right to replace the prize with an item of approximate value should the prize not be available to be won for any reason. Prizes cannot be exchanged or redeemed for cash.

Entry

7. A Cardholder may enter the Promotion from 7pm to 9pm on 7 May 2022 in BLACK as follows
 - (d) each entry will consist of a wristband ("**Wristband**") with a detachable stub ("**Entry**"), where both the Wristband and Entry will display the same unique number;
 - (e) SkyCity personnel will, after placing a Wristband around an eligible Cardholder's wrist, detach the corresponding Entry and place that Entry into the promotional draw barrel, after which that Entry will be eligible for the Prize Draw; and
 - (f) a Cardholder may obtain a maximum of one Wristband for the Prize Draw during the Promotion.
8. Each Prize Draw winner must be present at the time of the Prize Draw and present their un-tampered Wristband displaying the winning number, together with one form of government issued photo identification acceptable to SkyCity to verify their eligibility to be in BLACK and participate in the Promotion, to the SkyCity compere hosting the Promotion in BLACK within 1 minute of the Prize Draw. If a winner does not so present themselves in person within this timeframe, but the SkyCity compere receives visual or audio notification that the winner is present, then the timeframe may be extended at the discretion of the SkyCity compere to enable that winner to reach the stage. If a winner cannot so present themselves within the relevant timeframe and/or cannot present photo identification acceptable to SkyCity, then another winning entry will be randomly drawn by a licensed SkyCity employee from all remaining eligible Entries placed in the promotional draw barrel until an eventual winner can be found.
9. An un-tampered Wristband is one that when presented by a Cardholder is, in SkyCity's reasonable opinion, fully intact, undamaged, being worn by that Cardholder and has not at any time been removed by that or another Cardholder. If any Wristband has, in SkyCity's reasonable opinion, been removed or otherwise tampered with it will no longer be a valid



entry into the Prize Draw and SkyCity reserves all of its rights, including to not award a Prize Package.

General

10. SkyCity's decision is final and no discussion or correspondence will be entered into.
11. To the extent permitted by law and subject to obtaining any applicable regulatory approvals, SkyCity reserves the right to change any Prize Draw time, delay the start of the Promotion, extend or cancel the Promotion or alter any of these Terms and Conditions without notice.
12. To the extent permitted by law, neither SkyCity nor any other person or party associated with the Promotion will be liable to any person for any loss, damage or personal injury suffered in connection with participation in the Promotion.
13. Participation in the Promotion and/or acceptance of a prize confirms acceptance to participate in any reasonable publicity or advertising of SkyCity.
14. Participation in the Promotion implies full acceptance of these Terms and Conditions. Failure to observe any of these Terms and Conditions may result in disqualification from the Promotion.

SkyCity Auckland Host Responsibility Programme Audit 2019

Recommendation 29 - Consider reviewing the mystery shopper scenarios to ensure they are realistic and challenge staff.

Additional Information Sought - An outline of the scope and purpose of the refreshed mystery shopper exercise.

SkyCity Response

1. In early 2021 the mystery shopper exercises were reviewed and a series of changes made. Two key changes were:

- SkyCity began using a mixture of individual mystery shoppers and pairs
- SkyCity provided mystery shoppers with a voucher to purchase food and drink during their stay

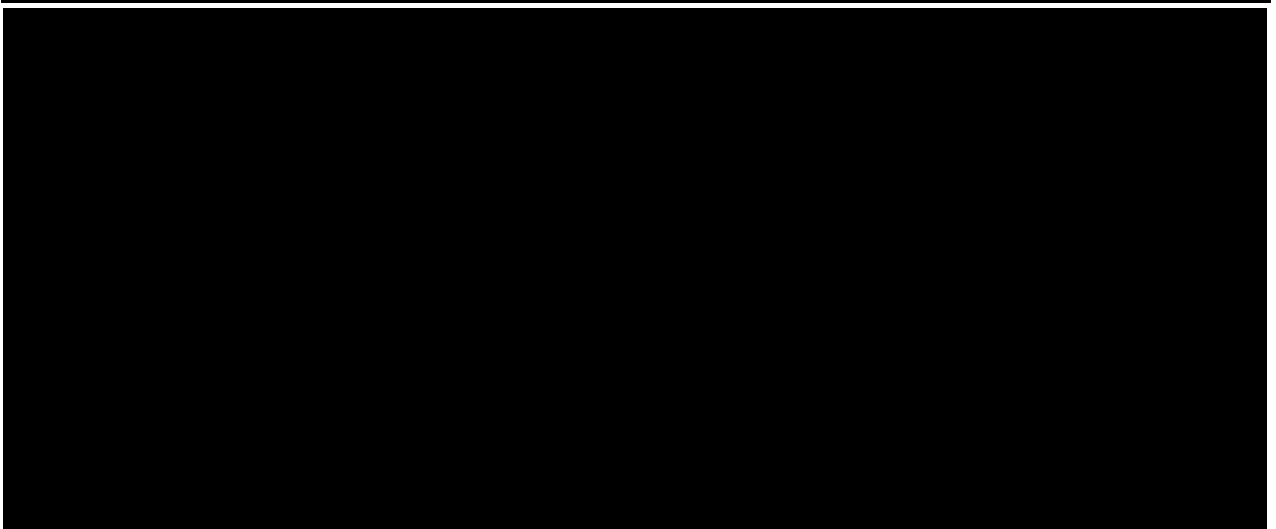
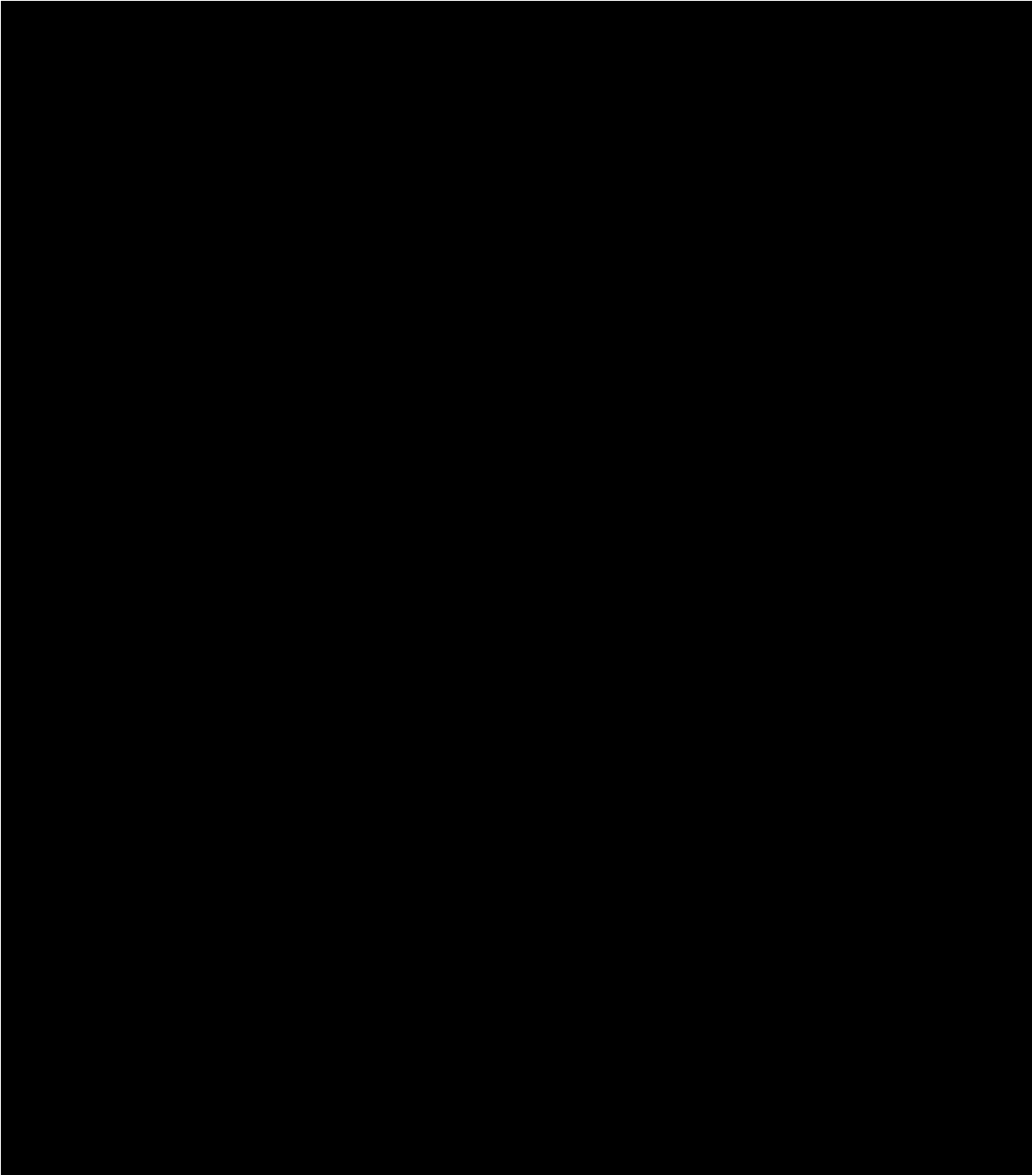
The purpose of these two changes was to make the mystery shoppers harder to identify and therefore create a more realistic exercise. The mystery shopper scenarios were also updated.

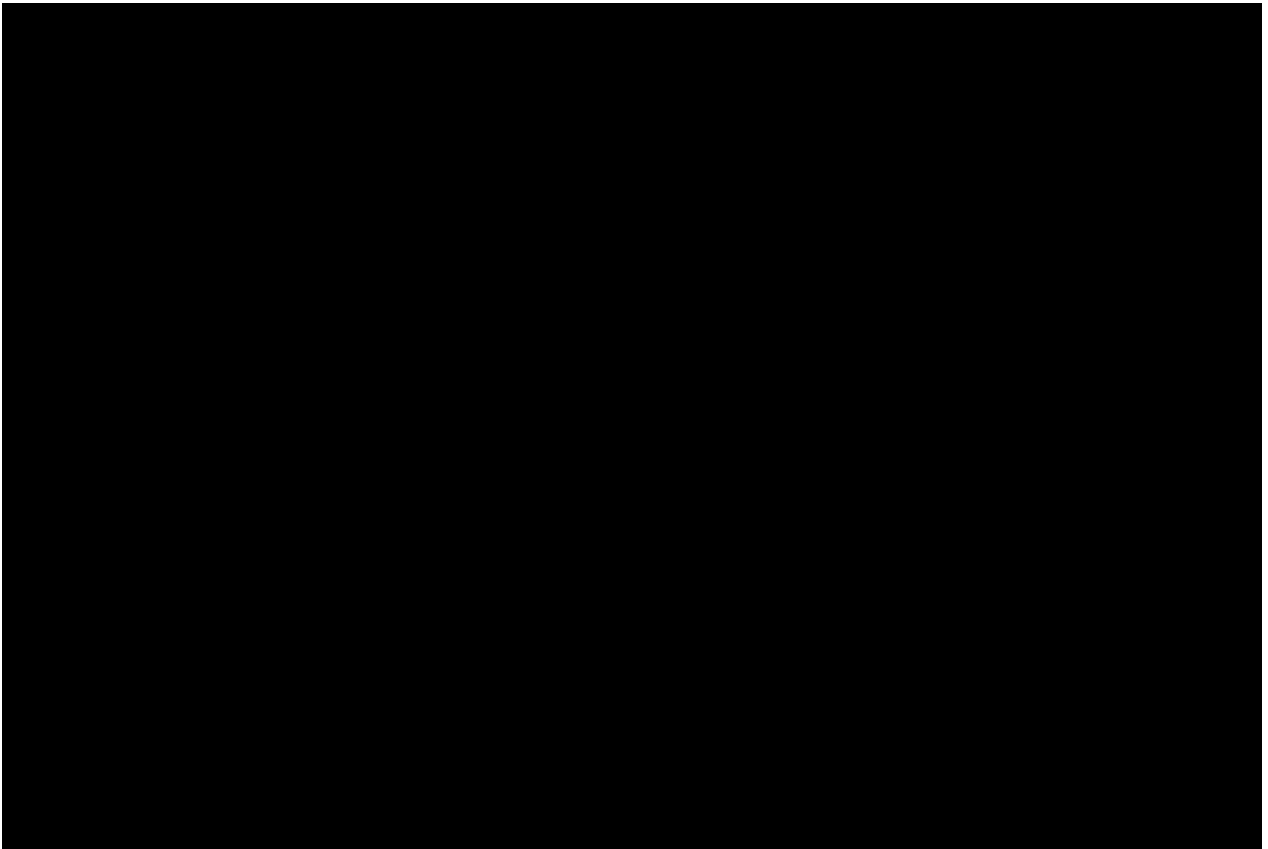
Please refer to the following:

- An email to the mystery shopper provider requesting two staff and showing that a voucher for Food Republic will be provided attached as Appendix One
- A document provided to the mystery shopper provider outlining the new scenarios attached as Appendix Two

2. In addition to the external Mystery Shopper Exercises, during the 2021 Covid lockdown SkyCity Auckland ran scenario-based training online. The purpose of this training was to provide scenarios that staff may face on a regular basis and provide guidance on how to best handle these situations. An example of this training has been included as Appendix Three.

Appendix One



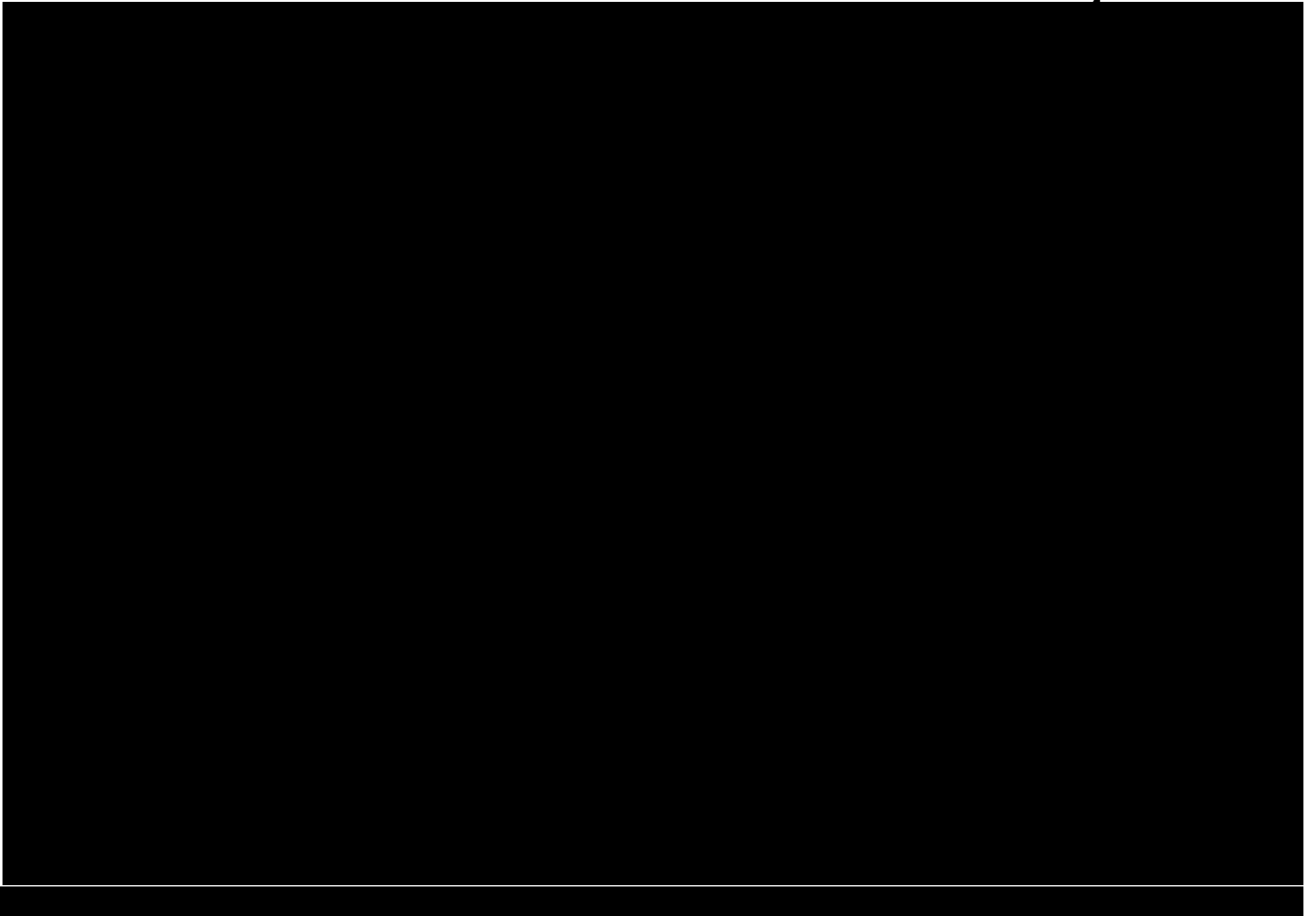


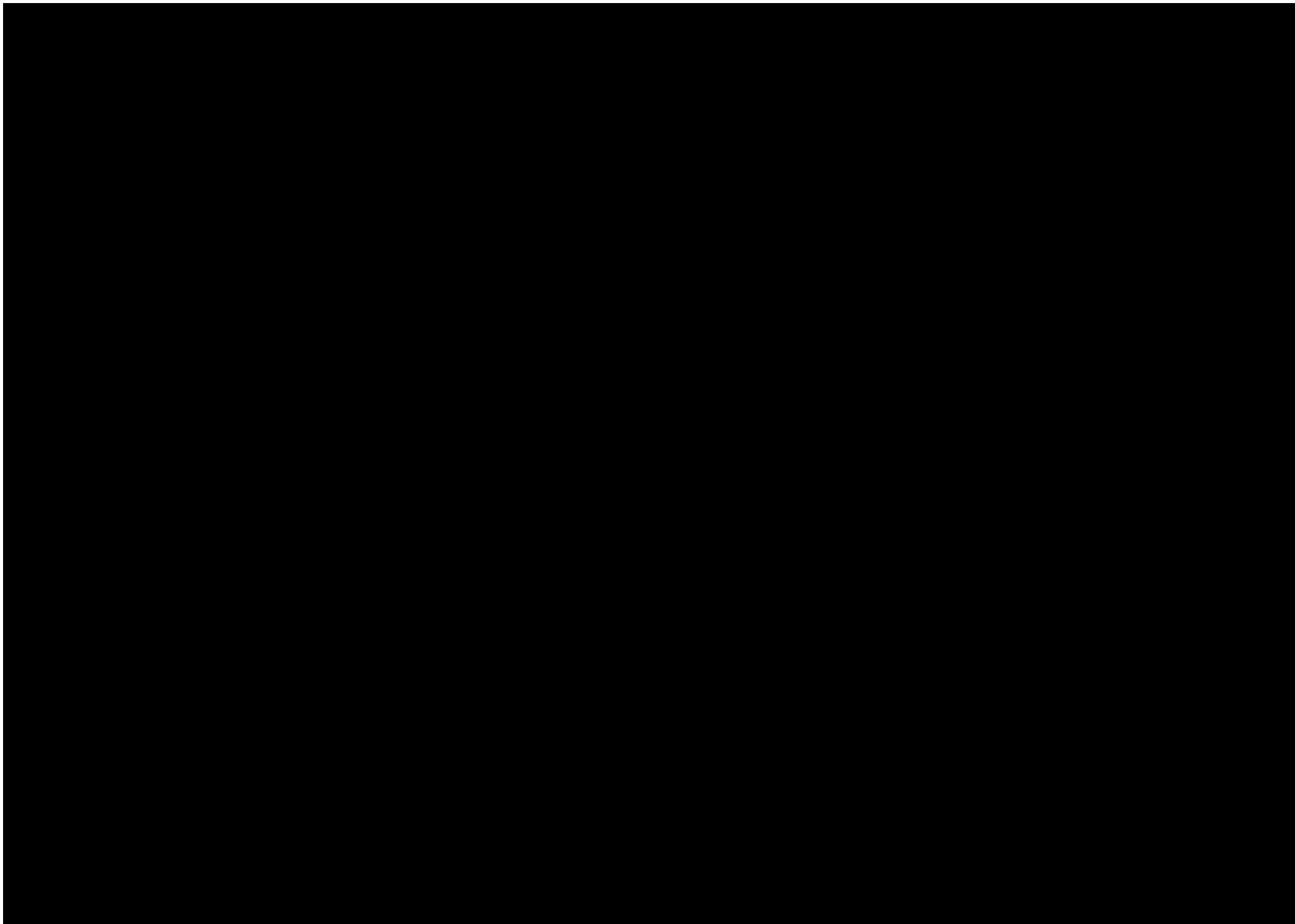
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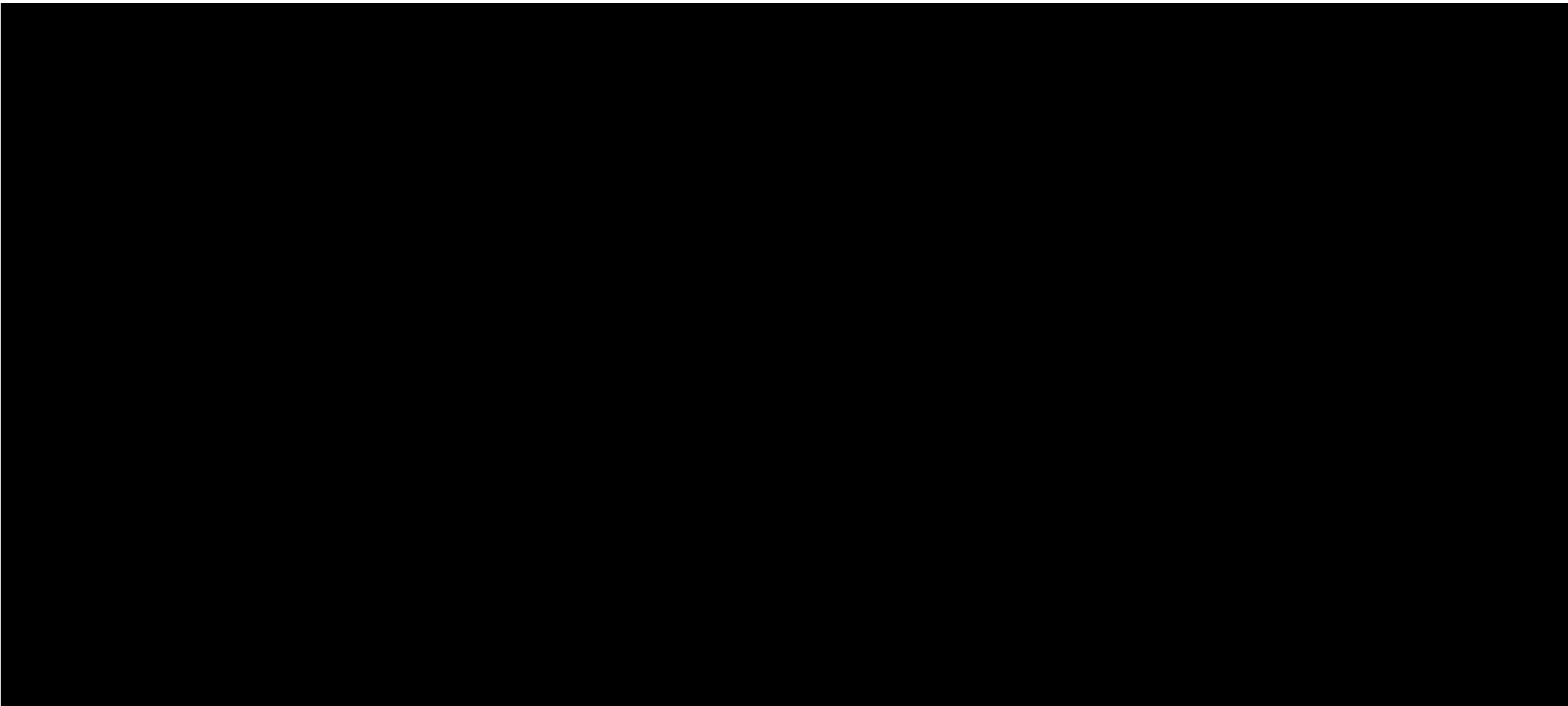
[REDACTED]

[REDACTED]

[REDACTED]







skyCITY

HOST RESPONSIBILITY TRAINING

Auckland



WHAT IS PROBLEM GAMBLING?

Problem gambling is gambling that causes or may cause **Harm** to an individual, his or her family, or the wider community.

The **Harmful** effects of problem gambling can include:

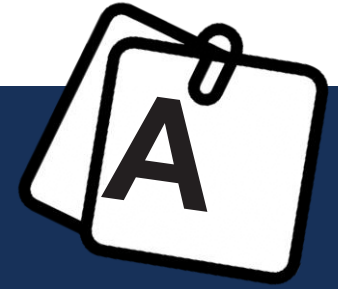
- Financial problems
- Problems at work (ranging from poor performance to fraud)
- Poor parenting and other relationship problems
- Family violence
- Alcohol abuse
- Mental health problems
- Suicide

Harm includes: personal, social or economic harm suffered by:

- The person
- The person's spouse, partner, family or whanau
- The wider community
- The workplace
- Society at large.



ABC's OF ALL PROBLEM GAMBLING INDICATORS (PGIs & Red Flags)



- Asks to exclude themselves
- Admits to problems
- Another person is concerned
- Agitation - mood swings
- Appearance/Hygiene deteriorating
- Attempts to conceal gambling
- Avoiding being monitored
- Abusing machines
- After spending all money - returning
- Anxiety
- Asleep (falling)








- Borrowing money/ Begging
- Breach of set limits
- Behaviour observation - distressed
- Behaviour observation - depression
- Behaviour change - irritation
- Bets/sessions/time - increased
- Breaches of exclusion
- Being possessive of machine or table



- Child unattended (anywhere) and parent gambling
- Claiming machine errors
- Constant demands for complementaries
- Changes in patterns of play
- Cash Out - Multiple Transactions
- Continuous play-taking very few breaks
- Complaining and rudeness to staff
- Consumption - high alcohol intake
- Concerned - family and friends
- Clock - losing track of time
- Cash out - multiple declined EFTPOS transactions
- Can't celebrate wins

RED FLAGS OF PROBLEM GAMBLERS

-  **Asks to exclude**
 - I want to take the photo
 - I want to ban myself
 - I don't want to come here anymore
-  **Admits to problems**
 - I can't afford to play
 - I have no money left
 - Makes an admission of hardship
-  **Leaving a child unattended**
 - Leaving a child alone to gamble – either at home or at the casino
 - Mum has just gone to the bathroom, she said she will be back soon
 - Dad has gone to get the car park ticket
-  **Another person is concerned**
 - My husband has a problem with gambling
 - My son has been gambling at the casino, spending all of the tuition fees
 - I don't want my partner to know I'm coming here
-  **Severe distress**
 - Talking about suicide
 - Emotionally distraught
 - Unable to control emotions – crying/distraught

Have you seen this before?

Amy is a regular visitor to SkyCity and visits most nights.

She loves playing the machines.

You notice Amy's visits are now everyday and sometimes twice a day.

She is looking tired, has been dressed in the same clothes for the last couple of days.

You notice she is also not her chatty self.



Have you seen this before?

Jack comes once a week and enjoys playing the machines.

He comes to you and asks if you know what it will show on his bank account if he uses the ATM at the casino.

He also asks about another place where he can go to get money.



Have you seen this before?

Audrey is a regular patron. She comes in and greets you.

You know Audrey has the habit of talking to the machines.

After 1 hour, you walk past her while she is playing and she is crying.



Have you seen this before?

Anna comes to the casino often. She is a regular patron with a Platinum card.

You know she owns a restaurant in the City.

One day she tells you that her husband will be upset if he found out the amount of money she has been losing this month.



Have you seen this before?

Doug is a nice patron who comes often with his wife Mary.

You know he has a Premier card but doesn't like using it because he thinks it's unlucky.

One day Doug tells you he thinks he should take a break from the casino.



Have you seen this before?

A couple of friends are playing at the machines and you are walking past them.

You overhear a man say to his friend that he's having trouble paying his rent recently and he really needs to win the jackpot.



Have you seen this before?

Jenny is a Gold cardholder. She is very nice and always chats to you.

You noticed Jenny was here when you started your shift at 1200hrs.

At 1800hrs you see Jenny playing at the same machine you first noticed her.

You did not see her using her card.



Have you seen this before?

You park your car in the carpark.

On your way to the lift lobby, you notice a car with two kids in the backseat.

You cannot see any adults around.



Have you seen this before?

An unknown female walks towards you and starts chatting about the games.

She asks where the lucky machine is.



Have you seen this before?

A male patron is playing on AR208. He is with his girlfriend who is not playing. They have been here for a couple of hours.

She starts talking to you about being upset they are here instead of enjoying the night out together.

She wants to go home but he wants to keep playing. She says she is concerned about the boyfriend's play and that they are in town on holiday to celebrate her birthday.



Quiz Time

- 1 – Name the 5 red flags
- 2 – Name 5 PGIs
- 3 – What is the age for an unattended child?
- 4 - What action would you take if you notice a PGI?
- 5 - What does HH card mean?
- 6 – If a patron is concerned about a family member gambling and asks for assistance, what would you do?
- 7 – What is the SkyCity 0800 phone number?
- 8 – Where would you find information about gambling service providers?
- 9 – What does RSA stand for?
- 10 – What would you do if a patron becomes aggressive?



skyCITY

THANK YOU!

