



2 August 2022

James Chapman
General Manager
SKYCITY Auckland
By email to: James.Chapman@skycity.co.nz

Dear James,

Auckland Casino Host Responsibility Programme Audit 2019

Thank you for your letter on 11 July 2022 in response to the Department's request for additional information regarding the actions SkyCity Auckland have taken in response to our 2019 audit report of the Host Responsibility Programme (HRP).

We have completed our review of this additional information and are satisfied that the information provided, confirms the changes SkyCity has made in the areas required.

I am now satisfied that SkyCity has taken adequate steps to address the concerns raised in the 2019 HRP Audit. We have discussed before that the Department expects that all casinos operate their HRP in the spirit of best practice and not just to meet the minimum requirements. In this context, during our review we identified areas within the mystery shopper programme and the staff briefing on promotions where SkyCity Auckland can continue to lift its harm minimisation practice.

- *Including further non-verbal cues in the mystery shopper scenario.*
The information SkyCity provided demonstrated that the mystery shopper scenarios have been made more realistic to test staff practices on the gaming floor, however the majority of the problem gambling cues signalled in the scenarios are verbal. Non-verbal cues are an important indicator and more of these should be included in the scenarios. This will better allow SkyCity to test the effectiveness of the host responsibility training given to staff.

- *More explicit linkage of events to harm minimisation messaging for staff.*
The Mother's Day champagne tasting briefing has a host responsibility message which states "Next time you visit the SkyCity Intranet site, please take time to visit the 'Our Host Responsibility' page to refresh your knowledge of Host Responsibility." This could be more strongly linked to the promotion itself to avoid the risk of staff seeing it as an add-on rather than an expectation.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'S. Allen', written in a cursive style.

Susan Allen
Deputy Director, Operations
Gambling