



27 June 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 email on 14 April 2022 outlining the actions taken by SkyCity Auckland in response to our 2019 audit report of the Host Responsibility Programme.

We have completed our review of SkyCity's response and acknowledge that changes have been developed and implemented to address issues identified in the audit. However there are several areas of SkyCity Auckland's response where we are seeking further information as the final step in this audit process. These are outlined in the attached Appendix A. Please provide the information to me by Monday 11 July 2022.

Additionally, as SkyCity's response included information on processes and policies implemented since 2019, we will be undertaking a future targeted audit of these changes to assess their effectiveness at mitigating gambling related harm. These will include:

- Analysis of iTrak and facial recognition software data to ensure consistent identification of problem gamblers and effective support for other host responsibility areas, including monitoring uncarded players
- Staff interactions with returning excluded gamblers that breach their re-entry plans
- Staff training consistency and effectiveness
- Effectiveness of the Host Responsibility roles.

The topics of the audit and audit start date will be confirmed once the information request above has been satisfied.

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

Appendix A

Recommendation	Additional Information sought
15. Review Entry Controls in respect of staffing, training or entrance layout and remedy accordingly.	The updated content in the HRP training programme focused on identifying and managing underage persons, 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.
17. Encourage and proactively promote the voluntary pre-commitment system.	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.
18. SkyCity management issue communications to staff to remind them of the importance of pre-commitment and for it to be treated seriously.	Examples of communication issued to staff regarding the importance of promoting the pre-commitment system to the patrons.
22. Initiate post-promotion assessments that consider and assess the impacts of the promotion in relation to gambling harm.	Documentation showing post-promotion reviews completed for any promotional activity from a harm identification perspective.
23. Ensure information and reminders are included about host responsibility and signs of gambling harm when briefing staff on promotions.	Documentation showing the messaging given to gaming floor staff on promotions and expectations of their roles in respect to host responsibility.
29. Consider reviewing the mystery shopper scenarios to ensure they are realistic and challenge staff.	An outline of the scope and purpose of the refreshed mystery shopper exercise.