



AWARENESS. ASSISTANCE. SUPPORT.



Responsible Gaming Code of Conduct



CROWN

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Foreword

Burswood Nominees Limited (**Crown**) is the operator of the Crown Perth Resort including the Casino at the Resort. Crown is renowned for excellence in all aspects of its services and facilities. Our commitment to providing gaming services for our guests in a responsible manner, with a focus on harm minimisation, is no exception. This Responsible Gaming Code of Conduct (**Code**) is an important reflection of that commitment.

Our entertainment and gaming experiences are enjoyed by the vast majority of our guests. However, we recognise that some of our guests can at times experience difficulties in their relationship with gaming and this may cause them personal and financial difficulties, and potentially their family, friends and the wider community may also be impacted.

While the decision to game lies with the individual and represents a choice based on an individual's circumstances, we recognise that to make that choice, our guests need to be informed about our gaming products and information regarding the services and support available to them should they need to seek help with their gaming behaviours.

Our Code will be reviewed and updated over time. It is our goal to work with all interested sections of the community including Government, counsellors and gaming guests themselves to ensure that there is appropriate input into such developments. The ongoing support of the Gaming and Wagering Commission of Western Australia and Department of Local Government, Sport and Cultural Industries is acknowledged.

This Code represents our commitment to our guests and team members regarding harm minimisation and responsible gaming. We want you to enjoy your experiences with us, safely and sustainably.

As always, we welcome your feedback on any issue at any time and particularly with respect to our continued efforts to ensure that our gaming services are enjoyed by all who choose to participate.

**Sincerely,
Crown Resorts**

Crown's Commitment to Responsible Gaming

Crown's responsible gaming and harm minimisation initiatives are focused on minimising the potential risk for guests who may develop difficulties associated with their gaming behaviours.

Responsible gaming is exercising control and informed choices to ensure that gaming is kept within affordable limits of money and time, is enjoyable, in balance with other activities and responsibilities, and avoids gambling related harm (Prof. N. Hing, 2016).

Crown is committed to providing responsible gaming services by making available information, assistance and resources regarding responsible gaming matters. Crown's Code describes and demonstrates how we execute this commitment.

Crown's commitment to harm minimisation and the responsible service of gaming includes the Responsible Gaming Centre (RGC), a purpose-built facility where responsible gaming programs, services and resources are available, including a dedicated and professional guest support team. They deliver Crown's responsible gaming initiatives and provide a focal point for interacting with guests who may need support.

Crown's Responsible Gaming Message

Crown's responsible gaming message is simple yet meaningful – 'Awareness. Assistance. Support.' This is the commitment to harm minimisation and support for guests whereby:

- Awareness – supporting harm minimisation by building awareness of responsible gaming programs and services for guests and team members;
- Assistance – contributing to and advising of harm minimisation practices by providing assistance to guests in managing their gaming behaviours; and
- Support – delivering a supportive environment where the potential for harm is minimised and a culture of responsible gaming support is embedded in the organisation.

Our message is part of our logo and is clearly visible throughout the Casino.

Extended Brand Mark



AWARENESS. ASSISTANCE. SUPPORT.

Responsible Gaming Centre 1800 801 098

Helpline 1800 858 858

gamblinghelponline.org.au

Core Brand Mark

  **responsiblegaming** | Helpline 1800 858 858 | gamblinghelponline.org.au

Availability of the Code

The Code is available to guests, in written form and on request. Copies are available at or near Crown Rewards desks, brochure stands near and at Cashier locations and the RGC or by contacting a Responsible Gaming (RG) Advisor on 1800 801 098. The Code is also available on Crown's website at crownperth.com.au or gamblersresponsibly.com.au

Guests are notified about the Code and its availability via signage placed at the RGC, Cashiers and Crown Rewards desks.

Crown team members are from linguistically diverse backgrounds and are capable of interpreting this Code to assist guests. We encourage our guests to ask for this assistance if they require it.



Responsible Gaming Information

In addition to our own responsible gaming message, Crown displays responsible gaming information throughout the Casino in a variety of forms including brochures, posters, in-house TVs, on Electronic Gaming Machines (EGMs) and EGM bank ends, Electronic Table Games (ETGs), Table Games (TGs) monitors, on Automatic Teller Machines (ATMs), the Gaming Information Terminals (GITs), Voucher Issuance Kiosk (VIKs) and in restrooms.

For further information or assistance, guests are encouraged to contact the RGC or a RG Advisor on 1800 801 098.

Responsible Gaming Awareness, Assistance and Support

Crown's responsible gaming programs include:

- The RG Team and RGC which is available 24 hours a day, seven days a week (when gaming is operating);
- A Self Exclusion Program available for guests to exclude themselves from gaming areas at Crown Resorts properties in Perth, Melbourne and Sydney, that informs and encourages applicants to seek counselling and assistance;
- A Third Party Exclusion Program, where a family member, friend or other person, can apply to have Crown review a person's

gaming behaviour due to concerns about the effects the person's gaming may be having on themselves and/or others;

- Operation of Crown's Play Safe Limits Program which allows Crown Rewards members to set voluntary money and/or time limits when playing on EGMs and ETGs;
- The provision of Player Activity Statements for EGM play or ETG play (see 'Crown Resorts Loyalty Program' information in this Code);
- The availability of Psychologists experienced in the field of problem gambling to provide support to RG team members, as well as guests and family members through revocations and third party exclusions;
- A robust process that applies to the application by a guest for the revocation of their Self Exclusion or Involuntary Exclusion. This process includes satisfying criteria whereby the applicant demonstrates the ways in which they have addressed their gaming behaviours;
- Guests who are successful in satisfying the criteria for revoking their Self Exclusion or Involuntary Exclusion, are supported in their return to gaming at Crown through the development of individual strategies and three monthly follow up meetings; and
- Referral to Gambling Help WA and other welfare or community organisations.

Additionally, guests may attend the RGC in person or free call 1800 801 098 to speak to

our experienced team members or obtain more information about any of the services or information contained in this Code.

Crown complies with all relevant government legislation pertaining to Responsible Gaming.

Crown wants its guests to enjoy their gaming in a responsible manner and encourages guests to game within their means and budget.

Guests can obtain free information on household budgeting from websites such as the Commonwealth Government's website 'Understanding Money' moneysmart.gov.au

Problem gaming support websites can be found at gamblinghelponline.org.au and gambleaware.com.au

Exclusion Programs

Self Exclusion is a process available to guests to voluntarily ban themselves from gaming areas at Crown Perth, Crown Melbourne and Crown Sydney. Self Exclusions are facilitated by trained team members in the RGC.

Crown will not disclose information gathered during the facilitation of a Self Exclusion to any third party outside the Crown Group, unless legally obliged to do so or with the guest's consent.

Crown agrees to take reasonable steps to help prohibited individuals to refrain from entering the Casino. Crown will not knowingly send any advertising or other promotional material relating to gaming to Self Excluded or Involuntary Excluded guests.

Brochures containing information about Self Exclusion are provided to guests on request and made available at the RGC and various locations throughout the Casino. Information and Application forms for Self Exclusion are also available online by visiting our website gamblersresponsibly.com.au

Guests wishing to self exclude or take a break from Betfair are encouraged to call Betfair on 1300 238 324.

Third Party Exclusion is a process whereby a family member, friend or significant other can apply to have Crown review a person's gaming behaviour due to concerns about the adverse effects the person's gaming may be having on themselves and/or others.

Submitting a Third Party Exclusion Application is a very serious undertaking and Crown always encourages the third party seeking to have a person excluded to discuss voluntary Self Exclusion with this person prior to lodging an application.

To lodge a Third Party Exclusion Application:

- Obtain an application form; the form can be downloaded from our website gamblersresponsibly.com.au or from the RGC (in person, via email or by telephone).
- The Third Party Exclusion Application form contains a Statutory Declaration which must be completed and witnessed by an authorised witness.

- When submitting the Third Party Exclusion Application form, a recent photo of the person must also be submitted, together with any other evidence that supports the information contained in the Application.
- If there is sufficient evidence to indicate that the family member, friend or other person is experiencing problems with their gaming, or that gaming is causing harm to themselves or others, they will be contacted by Crown.
- It is not a requirement that the subject of the Application is made aware of the Application. The RG Team can assist and advise on options for disclosure.

Information and Application forms for Third Party Exclusion are also available online by visiting our website gamblersresponsibly.com.au

An **Involuntary Exclusion** process will be implemented for guests believed by Crown to be putting themselves or others at potential risk of harm as a result of their gaming behaviours. Persons who are subject to Involuntary Exclusion, under section 26(2) of the Casino Control Act 1984 (WA) or Notice Revoking Licence to Enter or Remain on Premises, have the right of appeal to Crown in the first instance and then to the Gaming and Wagering Commission of Western Australia if they are not satisfied with Crown's decision.

For further information about your rights of appeal, contact:

Chief Casino Officer

Department of Local Government, Sports and Cultural Industries

Gordon Stephenson House

Level 2, 140 William Street

Perth WA 6000

PO Box 6119 East Perth WA 6892

08 9425 1888

Revocation Following Exclusion

Crown will maintain a Self Exclusion or Involuntary Exclusion until it is revoked in writing by Crown. An application to revoke a Self Exclusion or Involuntary Exclusion may be made after the nominated period of the Exclusion has passed by submitting an application. Applicants are required to successfully complete the revocation process before being permitted to return to Crown Casinos. This is a three step process:

- Submit a completed Application for Revocation of Self Exclusion (or Involuntary Exclusion), the application form can be downloaded from our website gamblersresponsibly.com.au or from the RGC (in person, via email or by telephone);
- Engage in individual revocation counselling; and
- Attend a meeting with the RG Team.

Approval of an application to revoke a Self Exclusion or Involuntary Exclusion is at Crown's sole discretion. Crown will need to be satisfied that the person seeking revocation has appropriately addressed the issues that led to Self Exclusion or Involuntary Exclusion.

Information and Application forms for Revocation of Self Exclusion are also available online by visiting our website gamblersresponsibly.com.au.

To confirm eligibility for revocation and to obtain a referral to Gambling Help WA for free revocation counselling, please contact the RG Team on 1800 801 098 or email rgc@crownpertth.com.au

Breaching of Exclusion

If a person is found in breach of their Self Exclusion or Involuntary Exclusion, they will be removed from the gaming area and may be subject to receiving a higher exclusion barring from Crown.

Gaming Product Information

Crown will provide information on the Gaming Rules of all TGs, ETGs and EGMs offered for play at the Casino.

Those Rules are also available on Crown's website at crownperth.com.au

Information explaining the chances of winning on TGs, ETGs and EGMs 'Know the Games' is available on the GITs located throughout the gaming areas. The GITs are a self-serve terminal, if assistance is required on how to access the information on the GITs, our Gaming, Crown Rewards or the RG Team can assist. Brochures are also available at GIT locations and at the RGC.



Crown Rewards Loyalty Program Information

Crown operates a Resort-wide Loyalty Program called Crown Rewards that entitles its members to certain benefits and privileges.

Guests can obtain information on how to join or resign from the Crown Rewards program, benefits they may accrue, account balances and the manner in which points may be redeemed for rewards:

- at any Crown Rewards desk;
- by contacting the Crown Rewards Information Hotline on 1300 8 CROWN (1300 827 696);
- in the terms and conditions available on application for membership (or on request); and
- at crownperth.com.au

Guests have the right to ask to be removed from marketing mailing lists and membership-based programs when signing up to the Crown Rewards program.

Crown will not knowingly send or direct any advertising or other promotional material relating to gaming to any person who is Self Excluded or under an Involuntary Exclusion from the Casino.

As part of the Crown Rewards program, members are able to set Play Safe Limits on spend and time and access Player Activity

Statements which provide information on play history, including all wins and losses for the period of the statement on EGMs and ETGs.

Pre-Commitment – Play Safe Limits

The Play Safe Limits Program is a Crown operated money and/or time limit setting program available for EGMs and ETGs. Play Safe Limits allows Crown Rewards Members to set voluntary money and/or time limits when playing EGMs or ETGs. Crown encourages and supports guests who play EGMs or ETGs to set money and/or time limits.

Play Safe Limits brochures are available from the Crown Rewards desks, the RGC and on request.

Team members are also available to provide information regarding Play Safe Limits at locations throughout the Casino, including at the Crown Rewards desks and the RGC.

Crown cannot advise guests on the quantum of their personal money and time limits. This is a choice an individual should make according to their own circumstances.

RG Advisors are available on request to assist and support a guest with strategies for keeping within their Play Safe Limits or any other pre-commitment strategy.

Player Activity Statements

Crown Rewards Members who play EGMs and ETGs can request to have Player Activity Statements printed at any time. Player Activity Statements provide information on each Member's EGM or ETG play, including wins and losses for the period of the statement.* Player Activity Statement brochures are available throughout the Casino and on request; statements can be printed at the Crown Rewards desks, the RGC or at the VIKs.

**Some external jackpots not included.*

Interaction with Guests

Crown is committed to providing a world-class entertainment experience for our guests and exceptional levels of guest service in all areas. This includes being aware of our guests and our responsibility to foster responsible gaming and harm minimisation. All team members are trained in the responsible service of gaming when they are inducted into the business and on an ongoing basis.

Crown team members are instructed that, when approached by guests who request information or assistance with a gaming problem; request information on Self Exclusion; or display other observable signs that may be related to their potential problem gaming behaviours, to refer them as soon as practicable to the RG Team directly or via their Supervisor/Manager.

Crown's RGC, located within the Resort but away from the Casino, provides a range of services to guests and others.

The RGC is staffed by RG Advisors who are specially trained in all aspects of Crown's responsible gaming programs, including recognising observable signs which may be related to potential problem gaming behaviour. The RG Advisors are available to assist those guests who may be experiencing difficulties with their gaming behaviours.

The RGC:

- provides strategies to assist guests in managing their gaming behaviours, to foster responsible gaming and harm minimisation and prevent difficulties from arising;
- offers professional support, assistance and referral, which is available 24 hours a day, seven days a week (when gaming is operating), free of charge;
- facilitates referrals to problem gambling and financial counselling support services and welfare organisations, and provides contact with and information about these bodies;

- ensures its assistance and referral services are conducted on a strictly confidential basis;
- has available a dedicated RG Team to assist guests and family members;
- provides information regarding Self Exclusion for guests who wish to exclude themselves from the Casino and manages Crown's Self Exclusion Program;
- provides information about the Third Party Exclusion Program and support services for family members and friends who are concerned about a guest's gaming behaviour;
- provides information about the Play Safe Limits Program and Player Activity Statements for EGMs and ETGs; and
- is able to access and provide information in selected community languages.

As part of delivering exceptional guest service, our team members are encouraged to engage with our guests. A guest displaying Observable Signs that may be related to potential problem gaming behaviours or unacceptable behaviour will be approached by a team member who will offer assistance and referrals to specialist support as required.

Observable Signs are seen or reported behaviours or patterns of behaviours which are potential indicators that a person may be experiencing problems with their gaming behaviours. These are seen or reported in context and usually more than one is displayed to indicate potential problems

with gaming. Observable Signs are included in Crown's Responsible Gaming training and may include, but are not limited to:

- self-disclosure of a problem with gaming or request to self exclude;
- requests for assistance from family and/or friends concerned about an individual's gaming behaviour;
- children left unattended whilst parent/guardian games;
- gets angry while gaming or shows signs of distress during or after gaming;
- often games for long periods (3+ hours) without a break;
- witnessed or heard that a guest was trying to borrow money for gaming;
- noticeable decline in personal grooming or appearance;
- observed conflict over gaming between family members or friends;
- unrealistic remarks about gaming;
- complains to team members about losing or blames the Casino or gaming product for losing;
- secretive or embarrassed about being at the Casino or stays on to game when friends leave the venue;
- games without reacting to what is going on around him/her and avoids contact or conversation with others; and
- two or more visits within one gaming session to the ATM and/or EFTPOS.

Persons displaying these types of behaviours will be referred to RG Advisors or management for referral to the RGC.

Responsible gaming interactions and all personal information recorded by Crown is held in accordance with Australian privacy laws.

* These signs are adapted from 'Validation study on in-venue problem gambler indicators', Thomas, A., Delfabbro, P. and Armstrong, A. (2014), Gambling Research Australia; 'Identifying Problem Gamblers in Gambling Venues', Delfabbro et al, 2007 and 'Current Issues related to identifying the problem gambler in the gambling venue' various authors, Australian Gaming Council, 2002.

Interactions with Team Members

Crown team members are not permitted to game at the Crown Perth Casino at any time. Crown also has policies in place which restrict all team members from gaming at affiliated properties.

Crown recognises that some team members, like other members of the community, may develop difficulties associated with their gaming behaviours, outside of their employment at Crown. Crown team members affected are encouraged to seek professional assistance through Crown's Employee

Assistance Program. This is a free service for all team members and their immediate family, which is run by independently employed professional counsellors and details of all discussions are treated confidentially.

Where appropriate, team members are also encouraged to seek professional assistance from external support services and RGC team members can provide relevant information.



Problem Gambling Support Services

As a stakeholder in the gambling industry, Crown is a member of and participates in industry peak bodies and consultative groups to enable it to maintain awareness of harm minimisation programs and responsible gambling issues, practices and procedures.

Crown engages extensively with Gambling Help WA (GHWA), a division of Centrecare, which is a support service that provides free and confidential counselling and financial counselling for individuals experiencing problems associated with their gambling. Crown encourages all self excluded guests and any guests experiencing problems with their gambling (including families, friends and partners) to seek assistance from a recognised service provider or GHWA who can be contacted at Centrecare Inc. on 9325 6644.

Alternatively, the Problem Gambling Helpline and Gambling Help Online can be accessed 24 hours a day, seven days a week via phone on 1800 858 858 or at gamblinghelponline.org.au or visit gambleaware.com.au for more information about responsible gambling programs in Western Australia.

Crown is represented on the Problem Gambling Support Services (PGSS) Committee, which comprises representatives from the

Western Australian gambling industry and Government. The PGSS Committee addresses the social and economic issues that result from problem gambling in Western Australia.

The PGSS contributes to the funding of Gambling Help WA, Problem Gambling Helpline, Gambling Help Online and GambleAware website.

Crown maintains regular contact with principal problem gaming support services and other related entities. Examples of these may include:

- participation in meetings with Centrecare to discuss and refine programs such as GHWA problem gambling and financial counselling;
- Crown is a member of the Australasian Gaming Council;
- National Association for Gambling Studies membership and attendance at the annual conference; and
- other community support services.

Compliance with the Prohibition on Gaming by Minors/Persons Under 18 Years

Gaming by persons under 18 years is prohibited by law. Signs are located at every entry point to the Casino prohibiting minors from entering. Casino entry point team members are located at all entrances 24 hours a day, seven days a week and are vigilant and responsible for monitoring Casino guests and will request appropriate proof of age documentation if they are uncertain whether a guest is at least 18 years. Entry is refused if Acceptable Identification is not produced upon request.

In addition, all team members share the responsibility of asking for proof of age when they are uncertain whether a guest is a minor and all team members are trained to alert Security Personnel in these circumstances. If Acceptable Identification cannot be produced, the guest will be asked to leave the Casino, or removed as the situation requires.

Unattended Children

Crown has a commitment to ensuring the safety and security of people that enter Crown Perth.

A parent or guardian who brings a child or young person to the Resort must not leave

the child or young person unattended in or around the Resort, including while staying at Crown Hotels. Guests under 18 are not permitted to stay at Crown Hotels unless they are accompanied by a legal guardian or responsible adult.

Crown's team members and tenants are instructed to monitor and report the presence of any unaccompanied child or young person in or around the Resort to a Security Personnel.

Where a parent or guardian leaves a child or young person unattended (particularly in order to participate in gaming activities), Crown may exclude the guest from the Resort.

Security Personnel with the support of the RG Team will attempt to:

- ascertain the identity of the child or young person;
- establish the whereabouts of the parent or guardian in order to reunite them; and
- require proof that the located adult is the parent/guardian of the child.

The matter may also be referred to the Police and/or Child Protection if deemed necessary.

The Gaming Environment

Time in Gaming Areas

The maximum time guests are permitted to enter and remain on-site is twelve (12) hours in a twenty four (24) hour period. Guests identified as exceeding this limit may be asked to leave the Casino and not return for a period of twelve (12) hours.

All guests are further restricted to a cumulative forty eight (48) hours on-site in any seven (7) day period. Guests identified as exceeding this limit may be asked to leave the Casino and not return for a period of three (3) days.

Whilst this is the maximum period all guests are permitted on-site, guests are encouraged to assess their gaming behaviour with consideration to their personal situation and responsibilities according to their individual circumstances. Crown will monitor, where possible, time spent in gaming areas with the intention to approach and engage with guests, where identified, to allow for early intervention and education of harm minimisation strategies.

Play Period

Crown has a Play Period policy in place to promote healthy play and breaks in play.

As part of our commitment to Play Periods our friendly Responsible Gaming Team or other team members may check in with you throughout your visit to the Casino. Crown encourages all guests to take breaks in play when gaming.

Breaks in Play

To support guests from gaming more than they intended, Crown encourages guests to take regular breaks from gaming. This may take various forms including:

- guests observed to be gaming continuously for three (3) or more hours will be approached and encouraged to take a fifteen (15) minute break from gaming;
- reminders from team members either in person or via our public address system;
- information related to permitted time on-site displayed on EGM bankends; and
- alert notification to the guests who have reached their pre-set Play Safe Limits.

Alternative facilities and activities are available for guests during their break including:

- utilising lounge areas, available throughout the Casino and Resort;
- dining in one of the many food and beverage outlets;
- visiting the retail shops located at the Resort;
- enjoying a walk outside in the manicured gardens or along the river; and

- the opportunity to take large winnings payments in part or full by cheque or by Electronic Funds Transfer to a nominated personal or joint bank account.

Guests who are deemed to have not taken sufficient breaks in play or are displaying observable signs, will be asked to leave the Casino and not return for a period of twelve (12) hours.

Clocks

Clocks are displayed on our promotional televisions at the end of EGM banks, and some EGMs and TG monitors so that guests can be aware of the passage of time.

Lighting

Adequate lighting is provided in gaming areas of the Casino.

Non-gaming Options

Non-gaming forms of entertainment are available to guests, such as the theatre, music, bars, restaurants and hotel facilities.

Responsible Service of Alcohol

Crown is committed to the responsible service of alcohol and will not knowingly allow a person who is in a state of intoxication from alcohol, or under the influence of drugs other than alcohol, to gamble or bet in the Casino. Under relevant legislation, a person is intoxicated if his or her speech, balance, co-ordination or behaviour appears to be noticeably impaired and it is reasonable in the circumstances to believe that the impairment

results from the consumption of alcohol or other drugs.

Agencies

Crown operates a TAB agency (and TAB Electronic Betting Terminals) and as an agent, will comply with and adhere to the TAB's Code of Practice. A copy of the TAB's Code of Practice is available from the TAB agency upon request.

Financial Transactions

ATMs

ATMs are located away from the Casino and are positioned and/or restricted in accordance with relevant legislation.

EFTPOS

In the gaming areas of the Casino, EFTPOS is only to be used to access savings or cheque (not credit) accounts in accordance with relevant legislative and regulatory requirements, and subject to transaction limits.

Payment of Winnings

Guests who are the recipient of wins may take payment (subject to certain conditions) in part or full by:

- cash (or cash equivalent);
- cheque;

- Electronic Funds Transfer (where applicable); or
- chips.

Team members can provide information on the options for payment of winnings that are available.

Relevant team members are instructed to offer guests, who have received large pay-outs of \$5,000 or more on the main Casino floor and \$10,000 or more in the Pearl Room, the opportunity to 'cool off' by taking payment in part or full by cheque or funds transfer.

Credit

Crown will not provide credit or lend money to guests for the purpose of gaming other than approved by the Gaming and Wagering Commission of Western Australia.

Deposit Account Facility

Guests can apply for a deposit account for gaming purposes.

Responsible Advertising and Promotions

Crown will produce gaming advertising and Promotional Offers in accordance with:

- Advertising Code of Ethics as adopted by the Australian Association of National Advertisers;

- Regulation 43 of the Gaming and Wagering Commission Regulations 1988 (WA);
- Gaming advertising will not give an unrealistic expectation of the prospects of winning or encourage irresponsible gaming behaviour;
- Gaming advertising will not give the impression that gaming is a reasonable strategy for financial betterment;
- Crown's annual advertising program will not focus solely on gaming activities, but rather include gaming as one of a range of entertainment and leisure choices;
- Advertisements and promotions will not be false, misleading or deceptive;

- Gaming advertisements and promotions will inform guests, in a clearly discernible way of applicable terms, conditions and limitations, or where information about applicable terms, conditions and limitations may be found;
- Gaming advertisements and promotions will not offer a false understanding of how gaming technologies work or include misleading statements about odds, prizes or the chances of winning;
- Gaming advertising will not depict persons under 18 years of age and will not be broadcast other than in accordance with approved advertising standards for television;
- Gaming advertising will not promote the irresponsible consumption of alcohol;
- Gaming promotional material will not knowingly be sent to excluded guests or guests suspended or removed from Crown Rewards;
- Gaming advertisements and promotions will not be targeted at vulnerable or disadvantaged groups or portray people in a way that discriminates against a person or section of the community on the basis of their race, ethnicity, nationality, sex, age, sexual preference, religion, disability or political belief; and
- Gaming advertisements and promotions will be in good taste and not offend prevailing community standards.



Each prospective advertisement and promotion is checked by relevant marketing team members against relevant Codes and standards, and also checked against relevant legal requirements, including compliance with the Australian Consumer Law, by Crown's Legal Services department. Responsible Gaming checks are undertaken on relevant promotions and offers.

Promotion of Responsible Gaming

Crown will produce and display a range of materials promoting responsible gaming including:

- Stand-alone responsible gaming information brochures and advertisements;
- Responsible Gaming logo to accompany external gaming advertising and promotional material;
- Responsible Gaming notices for display inside the Casino; and
- Counselling service promotional materials such as brochures and digital signage that provide contact details for problem gaming counselling and assistance services.

Guest Comments and Complaints

Crown has comprehensive processes in place for managing and resolving issues relating to guest complaints received by Crown, including any complaints related to the provision of gaming and this Code.



All relevant team members are trained to manage and resolve guest complaints.

Complaints from guests may be received by Crown's Guest Relations Department, other Crown Departments directly, or frontline team members.

To register a complaint, guests may:

- complete a feedback form at crownperth.com.au/experience;
- contact Crown by telephone on 1800 556 688;
- send a letter to PO Box 500 Victoria Park WA 6979 or
- do so in person to a Team member.

Any complaint received is:

- managed and responded to in a timely and appropriate manner;
- investigated sensitively;
- recorded in the Crown Guest Relations system and by the RG Team (where applicable); and
- managed and resolved in accordance with Australian Standards.

All guest complaints are acknowledged, where possible, within three (3) working days of receipt of the complaint and resolution will be provided at first point of contact or within seven (7) working days.

In the management and resolution of guest complaints, Crown will comply with relevant legal obligations, including our obligations to protect the guest's privacy.

Complaints or comments about the Code can be directed to the RG Team on 1800 801 098.

Implementation and Review of the Code

The Code is made available electronically to all new team members when they commence employment at Crown.

The Code will be internally reviewed, at least annually, to ensure that it complies with relevant legislation.

The Responsible Gaming Management Committee (**RGMC**) was established in 2005 to monitor and review all gaming and associated activities to ensure that Crown provides a safe and responsible gaming environment. The RGMC will review the Code and be consulted on any amendments or updates to the Code.

The requirements of the Code are subject to review by Crown's Internal Audit department to ensure compliance.

Guests and team members are encouraged to provide feedback and/or inclusion into this annual review by writing to:

General Manager
Responsible Gaming
PO Box 500
Victoria Park, WA 6979

Glossary

Automated Teller Machine (ATM)

Automated Teller Machines are an interactive terminal with a touch screen or keypad that allows consumers with debit cards or credit cards to withdraw cash, check balances and/or make deposits as per their financial institutions terms and conditions of use.

Casino

The area at Crown to which the Casino Gaming License relates, as approved by the Gaming and Wagering Commission of Western Australia.

Gaming

All legal forms of gaming permitted in the Casino operated by Crown, gambling has the same meaning.

Gaming and Wagering Commission

The Gaming and Wagering Commission of Western Australia is a statutory authority responsible for administering the law relating to gaming and wagering in Western Australia, in accordance to the provisions detailed in the Gaming and Wagering Commission Act 1987, the Casino Control Act 1984, the Betting Control Act 1954 and the Racing and Wagering Western Australia Act 2003.

Gaming Areas

Areas of the Casino where gaming takes place.

Gaming Information Terminal (GIT)

Gaming Information Terminals are located in gaming areas and contain information about, including but not limited to, rules of the games, odds and chances of winning, responsible gaming services and responsible service of alcohol.

Loyalty Program

Crown Rewards, which is a Membership program that entitles Members to certain Benefits and Privileges.

Problem Gaming/Gambling

Problem gaming exists when gaming/gambling activity results in significant adverse consequences to the person, or others affected by their behaviour.

Resort

All areas at Crown, which includes the Casino, non-gaming areas, hotels, restaurants, theatre, car parks and retail tenancies that is located at Great Eastern Highway, Burswood, Western Australia.

Responsible Gaming

Responsible gaming occurs in a regulated environment where the potential for harm associated with gaming is minimised as guests are informed and therefore make sensible and rational choices based on their individual circumstances.

Responsible Gaming Advisor (Advisors)

Responsible Gaming Advisors are Crown

team members who have undergone specific and advanced responsible gaming training and are experienced in the provision of responsible gaming services and identifying and dealing with observable signs that may be related to potential problem gaming behaviour. Advisors are directly involved and trained in Crown's Self Exclusion process.

Responsible Gaming Centre (RGC)

The Responsible Gaming Team is located in the Responsible Gaming Centre, which is on the lower level of the eastern Tunnel Entrance. The Centre stocks a variety of brochures and information, including contact details for support services.

Self Exclusion

A written document signed by an individual who wishes to voluntarily prohibit themselves from entering or remaining in the gaming areas at Crown Resorts properties in Perth, Melbourne and Sydney.

Unacceptable Behaviour

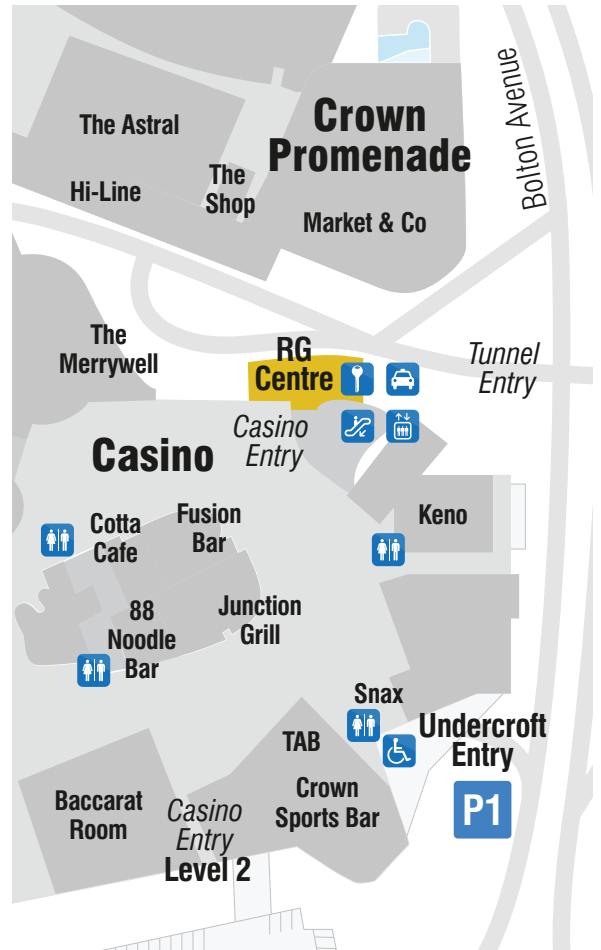
Any guest's behaviour that endangers the safety of any guest, themselves or others, or effects the enjoyment of others at Crown.

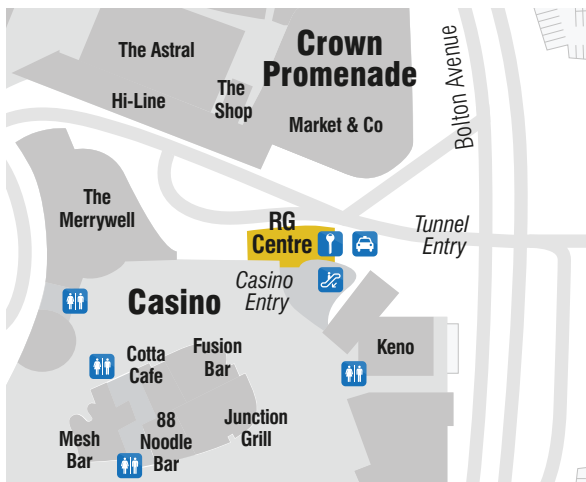
Voucher Issuance Kiosk (VIK)

Voucher Issuance Kiosks are located on the Casino floor. Guests can utilise the kiosk to print Player Activity Statements, check their Crown Rewards balance and enter promotions.

Location

The Responsible Gaming Centre is located on the lower level of the eastern Tunnel Entrance.





Burswood Nominees Limited ABN 24 078 250 307
a.t.f. The Burswood Property Trust ABN 35 491 489 282
trading as Crown Perth managed by Burswood Resort
(Management) Limited ABN 68 009 396 945

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Responsible Gaming Team

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 responsiblegaming | Helpline 1800 858 858 | gamblinghelponline.org.au

 responsibledrinking