Responsible Conduct of Gambling Policy

Overview

The Responsible Conduct of Gambling ("**RCG**") refers to the delivery of gaming and wagering services in a manner that minimises the potential for harm that may be caused by gambling to individuals, their families and the community generally.

The focus of RCG is much broader than problem gambling. The essence of RCG is achieved by fostering responsible gambling practices among club patrons and staff. The Eastern Suburbs Leagues Club Ltd ("the **Club**") RCG Policy details the measures that are in place to ensure a responsible gambling environment is maintained at all times across all the related companies within the Club's corporate group.

The Club commitment

The Club acknowledges that while most people participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals. The Club therefore aims to deliver, advertise and promote gaming services in a lawful and responsible manner, having regard to the potential harm that may be caused by gambling and the community concerns about the conduct of gambling. The Club urges all patrons to gamble responsibly by setting a limit and sticking to that limit. Under no circumstances does the Club permit the cashing of cheques or provide cash through credit cards. Player activity statements are available on request which report the patrons spending on gaming machines over a monthly period.

The Club provides no illegal inducements to gamble and displays signage and various materials throughout the gaming areas that promote the responsible conduct of gambling and where to seek help or support if required. A Duty Manager is always available and trained to be a confidential point of contact for any Club patron.

The Club constantly monitors its compliance with the various authorities and legislative requirements pertaining to RCG, and regularly conducts self-audits designed by Liquor & Gaming. Further, the Club is partnered with BetSafe who provide a best practice RCG program to the Club and our patrons.

BetSafe program

BetSafe provides a comprehensive responsible gambling program including:

- Best-practice policies and procedures for the responsible conduct of gambling;
- Free 24-hour counselling and crisis intervention service for patrons who have a gambling problem. Betsafe's 24-hour phone counselling hotline number is ***1800 BETSAFE (1800 238 723)***;
- An effective voluntary self-exclusion scheme;
- Third party exclusion and involuntary exclusion of patrons at risk of harm;
- Conducting training courses for staff;
- Regular compliance audits of legal requirements;
- Anti-Money Laundering and Counter-Terrorism Financing compliance programs;
- Advice and assistance on a 24-hour basis to staff for the handling of gambling-related incidents which occur at the Club.

Staff responsibilities

All staff involved in the conduct of gambling must hold a current recognised RCG certification and ensure that their Competency Card is on their person at all times whilst working in gaming designated areas. In exceptional circumstances, staff who have misplaced their Competency Card, must instead seek permission from their supervisor to carry their phone on their person with a digital version of their license. Digital licenses can be accessed by securely signing in to the Services NSW App. In all other circumstances, phones must remain in staff lockers at all times.

The only occasion when neither a Competency Card nor the digital license is required to be carried on their person is when the staff member is only in possession of an Interim Certificate. In this situation, the People & Culture Department must be provided with a copy of the Interim Certificate. The People & Culture Department maintains a centralised register of all staff RCG certifications and will shortly be able to alert staff through the staff People & Performance portal when their RCG Competency Card is soon to expire. However, it is the staff member's responsibility to ensure their RCG Competency Card is up to date and also their responsibility for any related fees. No staff member will be permitted to work in gaming at the Club (and may be subject to disciplinary action) if their RCG Competency Card has expired or they fail to adhere to the above requirements.

Staff will undergo RCG training and refresher courses on a regular basis as appropriate. These courses will be conducted by BetSafe and coordinated by the People & Culture Department who will also accommodate roster changes if necessary.

All staff contribute to the well-being of members and guests by courteously responding to any patron approaching them with gambling-related concerns, and immediately informing the Duty Manager/Supervisor.

Staff should not approach a patron who they believe may have a gambling problem but instead they should report their concerns to the Duty Manager/Supervisor. Staff training will assist in the detection of behaviours that indicate a patron may have a gambling problem.
The common indicators of problem gambling include:

- A statement by the patron that he/she has a gambling problem;
- A request to self-exclude;
- Antisocial behaviour by the patron such as hitting or shouting at a gaming machine, abusing staff or other patrons;
- Leaving children unattended while gambling;
- Trying to borrow money from staff or other patrons.

Minors and excluded persons must be prevented from entering gaming areas and gambling. It is important to note that a minor is permitted to pass through a gaming area as is reasonably necessary in order to gain access to a non-restricted area of the Club, as long as accompanied by a responsible adult. If a staff member suspects that a person is under the age of 18 years and remains in a gaming area, the staff member must request either of the following forms of identification: Proof of Age Card, Driver's Licence, NSW Photo Card, Keypass Identity Card or Passport. Liquor & Gaming has produced the Australian ID Checking Guide to help staff in recognising fake or altered identification.

Staff must also be alert for unattended minors in carparks and around the Club premises and report any such incidents immediately to the Duty Manager/Supervisor and remain with the unattended minor.

Staff must report any suspicious activities to a Duty Manager/Supervisor or directly to the WHS Risk and Compliance Manager.

Staff are responsible for their personal choices about whether to gamble outside working hours. However, staff are strictly not permitted to gamble on any Club premises at any time, including, during work breaks, outside of work hours and during leave periods. Any staff member who feels they may have a gambling problem should contact BetSafe on 1800 BETSAFE (1800 238 723) for confidential counselling.

Self-exclusion

Self-exclusion is available to any patron who wants to stop gambling or wishes to take a break from gambling. Duty managers are available to assist patrons with self-exclusion and any such request by a patron to a member of staff must be immediately referred to the Duty Manager. It is strongly recommended that any self-exclusion is from the entire venue and there is also the option for the patron to self-exclude from more than one venue. Counselling support will be provided by the Club through BetSafe on the 24-hour hotline number which is 1800 BETSAFE (1800 238 723).

Involuntary and third-party exclusions

The Club operates an involuntary and third-party exclusion program in the case where there is actual knowledge that a gambling problem exists. In the instance where the Club becomes aware that a patron or their family is likely to suffer harm as a consequence of a patron's gambling, the Club will act in a responsible and appropriate manner.
Any approach to staff by a family member or a friend of a patron with respect to a request to exclude that patron from the Club should be immediately referred to the Duty Manager who is trained in dealing with these matters as well as ensuring the rights and privacy of the patron are adhered to with respect to the Club's Privacy Policy.

Issue Date	November 2026

Staff use only

Further Information	People & Culture Department
Policy Changes	Approved by the Group CEO
Review Date	November 2027

I, _____ (print full name), acknowledge that I have read and understood the guidelines outlined in this Responsible Conduct of Gambling Policy and agree to accept these guidelines as a condition of my employment at the Club and return this declaration to the People & Culture Department.

_____ _____

Signature Date