

CLUB RIVERS - RESPONSIBLE CONDUCT OF GAMING

Riverwood Legion and Community Club Ltd (**Club Rivers**) maintains a commitment to manage the environment in which gambling is conducted on Club Rivers' premises responsibly.

PATRONS

Club Rivers provides a Multi-Venue Self-Exclusion Scheme and counselling program through ClubSafe for any patron who wishes, at their own request, to be excluded from Club Rivers' premises (or a nominated part of the premises) and/or multiple other venues. Information about the scheme is publicised on the premises and is also available for patrons from Club staff on request.

All appropriate Club staff are trained to be a confidential point of contact for any patron who believes they may be experiencing any form of issue with gambling and are able to assist in providing them with information on various counselling services and programs available to them, including the Multi-Venue Self Exclusion Scheme.

Club Rivers is entitled to exclude any patron from its premises in accordance with the Multi-Venue Self Exclusion Scheme and the applicable law.

STAFF

Club Rivers' employees are not permitted to gamble on the Club Rivers' premises during working hours. However, they are entitled to participate in the Multi-Venue Self Exclusion Scheme at all times. Club Rivers also provides a discreet and confidential counselling and support program through ClubSafe for any staff member that may find they have issues related to gambling. ClubSafe can be contacted on 1800 99 77 66.

PROCEDURES

Club Rivers implements the following measures to maintain the responsible conduct of gambling on the Club Rivers' premises:

- Club Rivers provides a problem gambling counselling service which is available to all patrons through ClubSafe. Club staff are trained to deal with enquiries and provide patrons with information about the service on request.
- Club Rivers will not provide unlawful inducements, such as free or discounted liquor or free credits, to patrons to gamble, and advertising and promotional material will not include unlawful inducements.
- Club Rivers does not send gaming machine advertising to a patron, unless the patron has given consent.

- Signage to promote the Responsible Conduct of Gaming is posted in various locations in all gaming areas and elsewhere in the premises in compliance with legislation. Regular internal as well as external audits are also completed on all signage.
- Providing gambling services and gambling practices that comply with applicable legislation.
- Implementing a policy that ensures all legislative requirements related to winnings payments are enforced.
- Implementing a policy that ensures all legislative requirements related to gaming machine prizes and promotions are adhered to and complied with.
- Implementing a policy that encourages patrons to develop responsible gambling practices.
- Encouraging and supporting of patrons who take responsibility for their gambling through an effective Multi-Venue Self-Exclusion Scheme upon request.
- Developing and maintaining effective links between the Club and community organizations that provide support and advice for problem gamblers and their families.
- Implementing procedures and controls that prohibit gaming patrons receiving any prize or free giveaway that is indecent or offensive.
- All gaming machines are located in an area so as to not attract the attention of the public from outside the premises, and gambling-related signage is not displayed externally or where it can be seen from outside the premises.
- Gaming areas will be regularly monitored by Club staff to prevent unauthorised access by minors. Club Rivers will not accept gambling by minors on its premises.

The following house rules will be strictly adhered to at all times. These rules will apply to all areas of gaming encompassing gaming machines, and where applicable, KENO and the TAB:

- All gaming cheques provided by Club Rivers, will have the “prize winning cheque, cashing rules apply” message stamped on the rear of the cheque.
- Maximum cash payments of \$5,000.00 are enforced on all gaming machine payouts.
- If requested, the full amount of any gaming prize will be paid via crossed cheque or EFT.
- Club Rivers will not cash any cheques from a patron, nor will it provide cash loans/advances under any circumstances.
- Cash withdrawals from credit cards are prohibited at all ATMs on the Club Rivers premises.
- All individual prizes for promotions that are gaming related will not be cash prizes, and will not exceed the value of \$1,000.00
- All gaming machines will be shut down for the mandatory 6-hour period.

- All appropriate Club employees will hold a current RCG certificate and are trained in the responsible conduct of gaming.
- All appropriate Club employees involved in the conduct of gaming must be able to produce their RCG certificate to an authorised person upon request.
- Working clocks, set to within 10 minutes of the correct time are located in all gaming areas and are easily visible from each gaming machine.
- The availability of Player Activity Statements will be advertised on the Club Rivers prize redemption terminal (Rewards Centre) and at the cashier's desk. This information will also be included in gaming machine promotional material and to patrons participating in the Club Rivers' member rewards program. These statements will be provided at a patron's request at all times in accordance with the applicable law.
- All Club staff undergo annual compliance training for AML/CTF as well as refresher training from time to time throughout the year.
- The Club Rivers Privacy Policy and Confidentiality Policies will apply to personal information held by Club Rivers in relation to patrons, and confidentiality of player information will be maintained in accordance with those policies and applicable law.
- Player information brochures will be available for patrons in accordance with the applicable law.
- Appropriate Club staff involved in the conduct of gaming will be given training upon induction of this policy when they commence such employment and will be given refresher training throughout their employment.
- This policy will be available for inspection by any authorised person upon request.