



Redcape Group Ltd

Corporate Policy

Responsible Service

**Date:** 20/11/2015

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Redcape Group Ltd | Level 5, Suite 5.01, Birkenhead Point, Drummoyne, NSW 2047

[www.redcape.com.au](http://www.redcape.com.au) | **ABN** 44 124 753 733 | **T** 029719 4000 | **F** 02 9719 4099 | PO Box 115 Drummoyne, NSW 1470

## 1 Responsible Service

Redcape seeks to be a strong, viable company that looks after its patrons, nurtures and develops its people and plays a role in supporting the communities in which it operates. We want our venues to provide enjoyment and entertainment for our customers in an environment that is safe and secure for them and for our staff.

We are committed to acting responsibly in our service of both gaming and alcohol, and in doing so we provide our customers with the necessary tools to help them to make informed and responsible choices. We are also committed to partnering with other organisations who can provide support to any customer who needs help.

We maintain a close eye on how other businesses in our industry approach the service of alcohol and gaming products and we will continue to refine and evolve our approach accordingly.

## 2 Responsible Service Principles

1. Redcape is committed to providing a safe and secure environment for its customers and staff.
2. Redcape is committed to ensuring all employees are trained in the provision of responsible service of gaming and alcohol.
3. Redcape is committed to being fully compliant with all applicable gaming and alcohol legislation. Our licensees understand the critical importance of compliance and we support them by continuing to invest in an effective centralised administration structure.
4. Redcape believes that information and awareness are the key enablers that allow our customers to make informed and responsible choices. In support of this, we are committed to providing player activity statements to our gaming patrons to help them monitor their gaming spend.
5. Redcape is committed to working in partnership with gambling counselling services such as GameCare, an organisation providing services to customers and staff, as well as specialist advice to corporate and venue management in the area of harm minimisation.

## 3 Problem gambling

Redcape firmly believes that problem gamblers should not be in gaming rooms. We believe that the most effective measures to help problem gamblers are ones that are delivered outside of the venue.

We are committed to providing our patrons with information, such as player activity statements, to help them to make informed and responsible choices. We are also committed to providing all the support we can to patrons who require it, including ensuring that our corporate and venue management teams are trained in responsible service, and through maintaining links to gambling counselling services to whom we can refer patrons who need help.



We maintain a close eye on how other businesses in our industry approach the complex issue of problem gambling and we will continue to refine and evolve our approach accordingly.