

▶⏸ responsiblegambling

Responsible Gambling Code of Conduct



FOREWORD

Crown Perth (**Crown**) holds the only Casino licence in Western Australia and is renowned for excellence in all aspects of its services and operations. As a leading provider of entertainment facilities in Western Australia, Crown is committed to providing gaming services for customers in a responsible manner. This Responsible Gambling Code of Conduct (**Code**) is an important reflection of that commitment.

The vast majority of Crown customers enjoy their gaming experience. However, we recognise that some of our customers have difficulties with gaming responsibly 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 gamble lies with the individual and represents a choice based on an individual's circumstances, we recognise that to make that choice responsibly, our customers 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.

As the industry's and community's understanding of the causes of problem gambling and the appropriate responses further develop, 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 customers 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 customers and employees regarding responsible gaming. We want you to enjoy your experiences with us.

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.

Barry Felstead
Chief Executive Officer
Australian Resorts

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RESPONSIBLE GAMBLING CODE OF CONDUCT - OVERVIEW

This section is intended to provide an overview of the Crown Responsible Gambling Code of Conduct (**Code**).

The full version of the Code follows and is available at various locations throughout the Casino as well as on the Crown website www.crownperth.com.au

For further information, please contact any member of staff or telephone the Responsible Gambling Information Centre (**RGIC**) on 1800 801 098.

CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Crown is committed to providing responsible gaming services by making available information, assistance and resources concerning responsible gaming matters.

GAMBLING PRODUCT INFORMATION

The odds of winning on both Table Games and Electronic Gaming Machines (**EGM**) are available on the Gaming Information Terminals (**GIT**) and as a brochure at various locations throughout the gaming areas of the Casino. Brochures are also available on the Crown website www.crownperth.com.au

CROWN REWARDS (CUSTOMER LOYALTY PROGRAM) INFORMATION

The Crown Rewards Rules and Program Brochure (including how to join, resign, account balances and the accrual and redemption of benefits) are made available to all new members.

Further information is available at any Crown Rewards desk or by calling the Crown Rewards Information Hotline on 1300 8 CROWN (1300 827 696).

CROWN'S PLAY SAFE LIMITS

Crown's Play Safe Limits allow Crown Rewards members to set voluntary limits on the money and/or time spent playing EGMs and Fully Automated Table Games (**FATG**). Brochures are available throughout the gaming areas of the Casino and on request.

INTERACTION WITH CUSTOMERS AND COMMUNITY

All Crown staff complete approved Responsible Service of Gambling training.

Responsible Gaming services available to customers include (but are not limited to):

- Responsible Gambling Information Centre;
- Responsible Gambling Advisors;
- Self Exclusion;
- Third Party;
- Play Safe Limits;
- Player Activity Statements;
- Information and assistance (available in languages other than English);
- Referral to other support providers; and
- Brochures (available in languages other than English).

All services are confidential and free of charge, and are available 24 hours a day, 7 days a week.

EXCLUSION

Customers can enter into a voluntary Self Exclusion Agreement to prohibit themselves from entering the Casino. This exclusion is permanent, but the customer may apply to revoke the agreement after a period of 12 months. Crown can also involuntarily exclude a customer from the Casino if it is believed by Crown that they are putting themselves or others at potential risk of serious harm as a result of their gaming behaviours.

Further information is available at the RGIC or by calling the Responsible Service of Gambling Team on 1800 801 098.

INTERACTION WITH STAFF

Crown employees are not permitted to gamble at the Casino at any time. A free, confidential Employee Assistance Program is available to any staff member requiring assistance. The RSG Team are also available to assist staff who may require assistance with their gambling.

PROBLEM GAMBLING SUPPORT SERVICES

Crown maintains regular contact with a number of problem gambling support services, particularly Gambling Help WA, which is an organisation that provides free counselling and financial counselling for customers experiencing problems with their gaming behaviours. Assistance is also available through the 24/7 Problem Gambling Helpline on 1800 858 858 or online via gamblinghelponline.org.au

CUSTOMER COMPLAINTS

Crown has a comprehensive complaint handling process. Complaints may be made in person, via telephone, fax, email, or by letter. All complaints will be acknowledged and responded to promptly.

Complaints or comments about the Code can be directed to the Responsible Service of Gambling Team on 1800 801 098.

PROHIBITION ON GAMING BY MINORS/PERSONS UNDER 18 YEARS.

No person under the age of 18 is permitted entry to the Casino. If appropriate identification cannot be provided, entry is refused.

Any parent or guardian bringing a child to any part of the Resort must ensure that the child is not left unattended. If a child is unattended, the parent or guardian may be banned from entering the Resort and the matter may be referred to the police.

THE GAMBLING ENVIRONMENT

A number of features exist within the gaming areas of the Casino which are aimed to encourage responsible gaming. These include (but are not limited to):

- Responsible gaming information (brochures, posters etc.)
- Clocks
- Adequate lighting
- Responsible Service of Alcohol
- Locating Automatic Teller Machines (ATMs) away from the Casino
- Non-Gaming options available

Sleeping in the Casino is prohibited.

FINANCIAL TRANSACTIONS

A number of restrictions apply to financial transactions. These restrictions include matters such as cheque cashing, ATM limits and identification requirements.

RESPONSIBLE ADVERTISING AND PROMOTIONS

Advertising and/or promotions will comply with the 'Advertising and Promotions' section in this Code, the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers and Regulation 43 of the Gaming and Wagering Commission Regulations 1988. Responsible Gaming will also be promoted throughout the Casino.

CULTURAL AND GEOGRAPHIC DIVERSITY

Crown provides responsible gaming information in a variety of languages other than English and will provide interpreters upon request.

CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Crown is committed to providing responsible gaming services through the provision of responsible gaming programs, information, assistance and services. Crown's Code describes and demonstrates how we execute this commitment.

Crown's commitment to the responsible service of gaming extends to include the RGIC, a purpose built facility where responsible gaming programs, services and resources are available, including a dedicated Responsible Service of Gambling (**RSG**) Team. Crown's responsible service of gaming initiatives are available 24 hours a day, seven days a week to assist customers who may need support.

RESPONSIBLE GAMBLING

Responsible gaming occurs in a regulated environment where the potential for harm associated with gaming is minimised and customers can make informed decisions when they participate in gaming, based on their individual circumstances.

Responsible gaming is the shared responsibility and actions of individuals, communities, the gaming industry and the Government, working in partnership to achieve socially responsible outcomes which are responsive to community concerns.

Crown's responsible gaming initiatives are focused on minimising the potential for risks for the small number of customers who may develop difficulties associated with their gaming behaviours.

CROWN'S RESPONSIBLE GAMBLING INFORMATION

Crown's Responsible Gambling logo and messages are clearly visible throughout the Resort and can be found on EGM end banks, EGMs, FATGs, Table Games monitors, ATM, GIT and Voucher Issuance Kiosk (VIK) and in the restrooms.

Crown's responsible gambling logo is printed on all gaming related material:





AVAILABILITY OF THE CODE

The Code is available to customers, in written form, on request, and is available at various locations throughout the Casino as well as on the Crown website at www.crownperth.com.au.

Crown employs staff from linguistically diverse backgrounds capable of interpreting this Code to assist customers. We encourage our customers to ask for this assistance if they require it.

RESPONSIBLE GAMBLING INFORMATION

In addition to our own responsible gaming logo, Crown displays responsible gaming information throughout the Casino in a variety of forms including brochures, posters, in-house TVs, on EGM and EGM bank ends, on ATMs, the GITs, VIKs and in restrooms. The Responsible Gambling logo is included in Crown Rewards correspondence to customers and responsible gaming information is featured in communications throughout the year. For further information or assistance, customers are encouraged to contact the RSG Team on 1800 801 098.

Information brochures are available at the RGIC and at various locations throughout the Casino, including the Crown Rewards desks and include:

- Responsible Gambling;
- Self Exclusion Program;
- Third Party Exclusion Application;
- Know the Table Games (odds of winning);
- Know the Electronic Gaming Machines (odds of winning);
- Play Safe Limits; and
- Player Activity Statements.

Information and contact details for various support services are also available at the RGIC.

Crown's responsible gaming programs include:

- The RSG Team, and RGIC, which is available 24 hours a day seven days a week;
- A Self Exclusion program available to customers who wish to exclude themselves from the Casino;
- A Third Party Exclusion Application available for family and friends who are concerned about a customer's gaming;
- Operation of Play Safe Limits which allow Crown Rewards members to set voluntary money and/or time limits when playing on EGMs and FATGs;
- Player Activity Statements that allow Crown Rewards members who play on EGMs and FATGs to keep track of their attendance and spend at the Casino; and
- A revocation process for customers who wish to lift their self exclusion that aims to ensure customers are ready to return to gaming;

Additionally, customers may attend the RGIC in person, telephone 1800 801 098, or email rsg@crownpertth.com.au to speak to our experienced staff to obtain more information about any of the services or information contained in this Code.

Some of the responsible gaming information is available in languages other than English and interpreters are available should a customer require this assistance.

EXCLUSION

SELF EXCLUSION

Customers can enter into a voluntary Self Exclusion Agreement to ban themselves from entering the Casino. Crown agrees to take reasonable steps to help the person not enter the Casino. The agreement is permanent; however, after a period of 12 months the customer can apply to revoke the agreement. The self exclusion program is maintained, promoted and enforced by the RSG Team.

The RSG Team at Crown is able to facilitate Self Exclusion from Crown Melbourne for all customers. Customers wishing to self exclude or take a break from Crown Bet and/or Betfair are encouraged to call CrownBet on 13 27 69 and Betfair on 1300 238 324.

THIRD PARTY EXCLUSION APPLICATION

The Third Party Exclusion Application is a process 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.

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 the applicant's family member or friend prior to lodging an application. Crown's RSG Team can assist and advise you on this.

INVOLUNTARY EXCLUSION

An involuntary exclusion process will be implemented for customers believed by Crown to be putting themselves or others at potential risk of serious harm as a result of their gaming behaviours. This involuntary exclusion will remain in place permanently, however, after 12 months the customer can apply to have this exclusion revoked. Persons who are subject to involuntary exclusion 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
Telephone: 08 9425 1888

REMOVAL FROM MAILING LISTS

Crown will not knowingly send any advertising or other promotional material relating to gaming to self excluded or excluded customers. Self excluded and excluded customers will be removed from marketing distribution lists and membership-based programs.

REVOCAION FOLLOWING SELF EXCLUSION OR INVOLUNTARY EXCLUSION

Customers who wish to re-enter the Casino following a minimum period of 12 months of exclusion will be required to complete the revocation process. This requires customers to:

- Submit a written application;
- Engage in individual counselling; and
- Attend a meeting with the RSG Team.

BREACHING OF EXCLUSION AGREEMENTS

If a customer is found in breach of their voluntary or involuntary exclusion they may be subject to receiving a higher exclusion barring from Crown.

RESPONSIBLE GAMBLING INFORMATION CENTRE (RGIC)

The RGIC is a purpose built facility that provides a focal point for customers seeking assistance with their gaming behaviours. The RGIC is easily accessible and is located in a discrete location away from the Casino. Operating 24 hours a day, seven days a week, the RGIC is staffed by specially trained employees who are available to assist customers with responsible gaming information and assistance and referral to relevant government funded gambling help services.

The RGIC:

- provides strategies to assist customers in managing their gaming behaviours, to foster responsible gaming and prevent difficulties from arising;
- offers support, assistance and referral;
- 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;
- provides information regarding Self Exclusion for customers who wish to exclude themselves from the Casino and manages Crown's Self Exclusion Program;
- provides information regarding Third Party Exclusion Applications for family members and friends who are concerned about a customer's gaming behaviour and manages Crown's Third Party Exclusion Application process;
- provides information about Play Safe Limits;
- provides information about Player Activity Statements;
- is able to access and provide information in a range of community languages; and
- provides all services free of charge, 24 hours a day, seven days a week.

Privacy of customers will be observed in accordance with the Australian Privacy Laws and Crown's Privacy Policy.

CULTURAL DIVERSITY

Crown will be sensitive to the needs of local communities and cultural groups that participate in gaming activities. Written information about self exclusion and counselling services are available in languages appropriate to significant customer groups. Interpreters can be arranged in a variety of languages when requested.

CUSTOMER LOYALTY PROGRAM – CROWN REWARDS

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

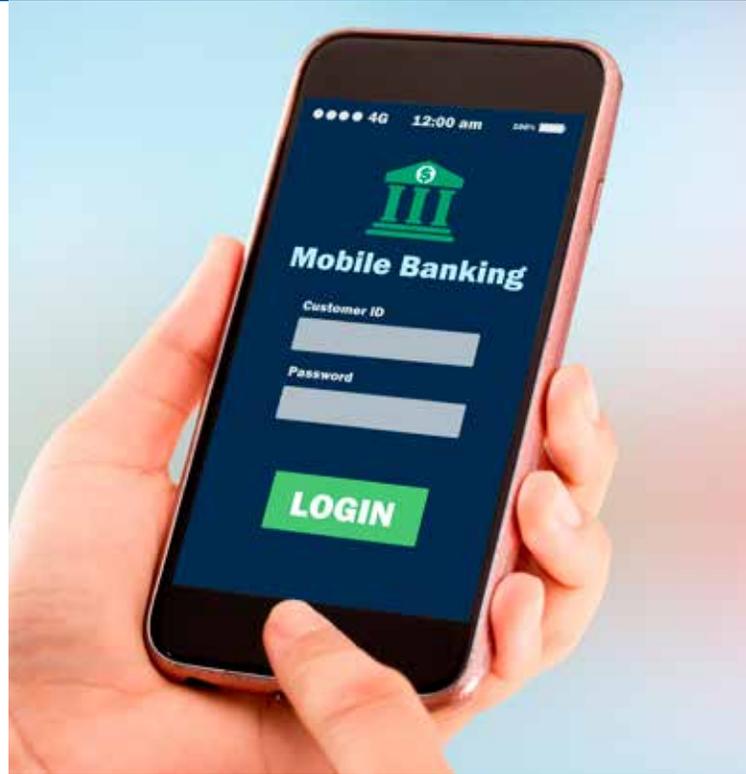
- At Crown Rewards desks;
- By contacting the Crown Rewards Information Hotline on 1300 8 CROWN (1300 827 696); and
- In the terms and conditions of membership.

Customers have the right to ask to be removed from marketing mailing lists and membership-based programs.

PLAYER ACTIVITY STATEMENTS

Crown Rewards members who play EGMs and FATGs can request to have Player Activity Statements (PAS) printed at any time. PAS provide information on each member's EGM or FATG play, including wins and losses for the period of the statement*. PAS brochures are available throughout the Casino and on request; statements can be printed at the Crown Rewards desk, the RGIC or at the VIK.

**Some external jackpots not included.*



PLAY SAFE LIMITS

Crown's Play Safe Limits (**PSL**) allows Crown Rewards members who play EGMs or FATGs to set voluntary money and/or time limits according to their personal preferences. PSL brochures are available throughout the Casino and on request.

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

Crown encourages and supports Crown Rewards members who play EGMs and FATGs to set PSLs and view their PAS by having staff available to provide information regarding both products at the Crown Rewards desks and at the RGIC.

INTERACTIONS WITH CUSTOMERS

Crown is committed to providing a world-class entertainment experience for our customers and exceptional levels of customer service in all areas. This includes being aware of our customers and our responsibility to foster responsible gaming. All staff, including Crown management, are trained in the responsible service of gaming both when they are inducted into the business and on an ongoing basis.

Crown employees are instructed that, when approached by customers who have requested information or assistance with a gambling problem; requested information on Self Exclusion; or display other observable signs that may be related to their gaming behaviours, to refer them, as soon as practicable, to the RSG Team.

The RSG Team consists of Responsible Gambling Advisors (RGA) 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.

A customer displaying observable signs that may be related to potential problem gaming behaviours or unacceptable behaviour will be approached by the RSG Team 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 gambling 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 RSG 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 a parent/guardian gambles;

- Gets angry while gaming or shows signs of distress during or after gaming;
- Often gambles for long periods without a break;
- Witnessed or heard that a customer was trying to borrow money for gaming;
- Significant decline in personal grooming or appearance;
- Observed conflict over gaming between family members or friends;
- Unrealistic remarks about gaming;
- Complains to staff about losing or blames the Casino or game for losing;
- Secretive or embarrassed about being at the Casino or stays on to gamble when friends leave the venue;
- Gambles without reacting to what is going on around him/her and avoids contact or conversation with others;
- Frequent visits to the ATM.

** 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.*



PROBLEM GAMBLING SUPPORT SERVICES

Crown has developed and maintains effective links with gambling counselling providers and other services available to assist those who may be experiencing difficulties associated with their gambling behaviours.

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 customers and any customers experiencing problems with their gaming to seek assistance from a recognised service provider or GHWA who can be contacted 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 www.gamblinghelponline.org.au.

Crown is represented on the Problem Gambling Support Services (**PGSS**) Committee, which comprises representatives from the gambling industry and government. The PGSS Committee addresses the social and economic issues that result from problem gaming in Western Australia.

Gambling Help WA, Problem Gambling Helpline and Gambling Help Online are organisations funded by the PGSS Committee.

INTERACTIONS WITH STAFF

Crown employees are not permitted to gamble at the Casino at any time. Crown also has policies in place which restrict certain staff from gaming at affiliated properties.

Crown recognises that some employees (like other members of the community) may develop difficulties associated with their gaming behaviours, outside of their employment at Crown. Crown employees so affected are encouraged to seek professional assistance through Crown's Employee Assistance Program. This is a free service for all employees and their immediate family, which is run by non-Crown employed professional counsellors and details of all discussions are treated confidentially.

Where appropriate, employees are also encouraged to seek professional assistance from external support services. The RSG Team can provide relevant information and assist with referrals.

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 staff are located at all entrances 24 hours a day, seven days a week and are vigilant and responsible for monitoring Casino customers and will request appropriate proof of age documentation if they are uncertain whether a customer is at least 18 years. Entry is refused if appropriate identification is not produced upon request.

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

UNATTENDED CHILDREN

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.

Crown's staff are instructed to monitor and report the presence of any unaccompanied child or young person in or around the Resort to Security personnel.

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

Security personnel with the support of The RSG 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 be referred to the Police and/or Child Protection if deemed necessary.

GAMBLING ENVIRONMENT

BREAKS IN PLAY

Customers are encouraged to take regular breaks from gaming. Customers who are deemed to have not taken sufficient breaks in play may be asked to leave the Casino and not return for a period of 24 hours.

Procedures are implemented to offer those customers who win large prizes the opportunity to take breaks in play.

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 to gamble or bet in the Casino.

CLOCKS

Clocks are displayed in gaming areas of the Casino to assist customers to be aware of the passage of time, such as on EGMs and EGM bank ends. Staff will mention the time in certain announcements about entertainment activities occurring in the Casino.

LIGHTING

Adequate lighting is provided in gaming areas of the Casino.

ATMS

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

NON-GAMING OPTIONS

Non-gaming forms of entertainment will be available to customers, such as the theatre, the nightclub, live music, and restaurants.

FINANCIAL TRANSACTIONS

ATMS

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

EFTPOS

In the gaming areas of the Casino EFTPOS is only to be used to access cash from savings or cheque (not credit) accounts, except for International Gaming purposes.

CREDIT

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

CHEQUE CASHING RESTRICTIONS

Customers are required to complete an Application for Cheque Cashing Facility form before a cheque cashing limit is set. Payroll cheques and third party cheques will not be cashed (other than as approved by the Gaming and Wagering Commission of Western Australia).

Relevant staff are instructed to offer customers, who have received large payouts of \$10,000 or more, the opportunity to 'cool off' by taking payment in part or full by cheque.

TAB AGENCY

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.

RESPONSIBLE ADVERTISING AND PROMOTIONS

Crown will produce gambling advertising and promotions in accordance with:

- Gambling advertisements and promotions will comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers;
- Gambling advertisements and promotions will comply with Regulation 43 of the Gaming and Wagering Commission Regulations 1988;
- Gambling advertising will not give an unrealistic expectation of the prospects of winning or encourage irresponsible gambling behaviour;
- Gambling advertising will not give the impression that gambling is a reasonable strategy for financial betterment;
- Crown's annual advertising program will not focus solely on gambling activities, but rather include gambling as one of a range of entertainment and leisure choices;
- Advertisements and promotions will not be false, misleading or deceptive;
- Gambling advertisements and promotions will inform customers, in a clearly discernible way of applicable terms, conditions and limitations, or where information about applicable terms, conditions and limitations may be found;
- Gambling advertisements and promotions will not offer a false understanding of how gambling technologies work or include misleading statements about odds, prizes or the chances of winning;
- Gambling 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;

- Gambling advertising will not promote the irresponsible consumption of alcohol;
- Gambling promotional material will not knowingly be sent to excluded customers;
- Gambling 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
- Gambling advertisements and promotions will be in good taste and not offend prevailing community standards.

PROMOTION OF RESPONSIBLE GAMBLING

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

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

REVIEW OF THE CODE

The Code is provided to all new staff when they commence employment at Crown.

The Responsible Gambling Management Committee (**RGMC**) was established to monitor and review all gaming and associated activities to ensure that Crown provides a safe and responsible gaming environment. The RGMC will regularly review compliance with the Code of Conduct.

CUSTOMER COMMENTS

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

To register a complaint or customer comment, customers may:

- contact Crown by telephone on 1800 556 688;
- send a letter to PO Box 500 Victoria Park WA 6979 or email comments@crownpertth.com.au;
- complete a customer comment form; or
- do so in person.

All customer comments will be acknowledged and responded to promptly.

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

GLOSSARY

Casino

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

Resort

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

Gaming

All legal forms of gaming/gambling permitted in the Casino.

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

Those areas of the Casino where gaming takes place.

Loyalty Program

Crown Rewards, which is a membership program that entitles members to certain benefits and privileges.

Problem Gambling

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

Responsible Gambling Advisor (RGA)

Responsible Gambling Advisors are Crown staff 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. RGAs are directly involved and trained in Crown's Self Exclusion process.

Self Exclusion Agreement

A written document signed by an individual by which that individual agrees to not enter the Casino and Crown agrees to take reasonable steps to help the person not enter the Casino.

Unacceptable Behaviour

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

