



RESPONSIBLE HOTELS AND GAMING



We have a clear commitment to be Australia's most responsible hotel and gaming operator – proudly going above and beyond what's required by legislation...

Bruce Mathieson Jnr,
CEO ALH Group



ALH GOING ABOVE AND BEYOND...

- ✓ **All gaming machines to have voluntary pre-commitment limits installed by 2014 – two years ahead of any legislation.**
- ✓ Comprehensive training including full day annual training for management and key staff at all hotels – mandated.
- ✓ Hotel and Gaming Charter. Rigorous internal and external audits.
- ✓ Gaming rooms are being screened or separated from other areas of the hotel at all ALH venues.
- ✓ Partnerships with expert groups, including Gambler's Help in each state, and the Salvation Army.

REGULATED + IMPLEMENTED

- ✓ Self exclusion program
- ✓ Staff trained in responsible service of gambling
- ✓ Large wins paid by cheque
- ✓ ATM/EFTPOS limits
- ✓ No credit betting allowed
- ✓ Maximum bet limits
- ✓ Information on counselling services available to all patrons
- ✓ Advertising restrictions



The ALH Group operates more than 300 licensed hotels across Australia, employing more than 16,000 people.

Our portfolio includes iconic hotels and neighbourhood pubs, each tailored to its local market, providing a safe, family friendly environment where local communities can socialise.

Each week ALH serves more than 300,000 great quality, good value meals and our hotels provide a diverse range of entertainment, including shows, sports bars, accommodation, nightclubs and gaming.

ALH RESPONSIBLE HOTEL AND GAMING CHARTER *(Introduced 2010, updated 2012)*

- 1** We provide a safe, friendly environment in which all hotel customers can socialise and enjoy themselves in a good atmosphere.

 - 2** We provide good value, good quality meals and family friendly dining experiences.

 - 3** We believe we have a shared responsibility, along with individuals, families, communities and governments, to ensure responsible behaviour.

 - 4** We do not conduct promotions which encourage irresponsible drinking.

 - 5** We restrict gaming room access to adults and ensure gaming rooms are screened or separated from other areas of the hotel, so as to not to attract children.

 - 6** We were the first national hotel operator to support voluntary pre-commitment – a system that helps players stick to their limit by nominating maximum spending or time limits on gaming machines. This system will be implemented at all ALH Hotels by 2014.

 - 7** We train our staff to be aware of behaviour that may indicate gambling problems and to provide appropriate patron support. We require all ALH hotel managers to complete additional advanced responsible gaming training.

 - 8** We partner with expert groups and specialists who can help staff and patrons deal with problem gambling, including Gambler's Help (Australia's leading professional counselling service) and the Salvation Army.

 - 9** We ensure that ATM machines, where approved, are provided for the convenience of all patrons in a safe, central location and not in gaming areas.

 - 10** We support local communities in numerous ways, including working with charities to raise money through our hotels.

 - 11** We conduct internal and external audits to ensure we deliver on our commitment to be Australia's most responsible operator of hotels.
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To build on our existing commitment to be Australia's most responsible operator of hotels, we have focussed on three areas: setting limits, staff education and training and community partnerships. These initiatives, which go well beyond legislative requirements, will help us continue our industry leadership on responsible gaming and will ensure safer environments for all.

ALH was awarded the

Socially Responsible Operator of the Year

at the International Gaming Awards held in London, January 2012.

ALH Group is committed to providing responsible gaming in our venues.

Our responsible gaming program has been internationally recognised and awarded as market leading and world class.

Voluntary Pre-commitment (setting limits)

We are committed to introducing voluntary pre-commitment, a system that helps players stick to their limit by nominating spending or time limits on gaming machines.

We will have installed pre-commitment functionality on every gaming machine in every state in our network by the end of 2014. This will mean all our hotels have pre-commitment installed years ahead of planned legislation in every jurisdiction in Australia – making us leaders in this field.

Staff Education and Training

We have worked with Gambler's Help to design a comprehensive full day annual training session for our management and key staff. A key focus for this training day is how to approach and interact with customers and how to ensure compliance with the self-exclusion program. We've assessed each state's self-exclusion program and launched a national "best practice" checklist for all ALH front-line gaming staff. We have made our training initiatives an annual event that is mandatory for management and key staff.

Community Partnerships

We are partnering with expert groups and specialists in each state, such as Gambler's Help and the Salvation Army, for in-venue support services, as well as gambling research experts and mental health organisations. ALH staff are learning from these agencies how best to help promote the message of responsible gaming.

This recognises that problem gambling is a complex issue and requires a multi-level approach.

David Schwarz – Responsible Gambling Ambassador

For the last five years, the ALH Group has worked with David Schwarz, a well-known former professional AFL footballer and reformed problem gambler, as its Responsible Gambling Ambassador. David provides employee education and customer awareness about the importance of "asking for help if your gambling becomes a problem". David is available for our staff to discuss any gambling problems they or their families and friends may be experiencing.

