



Norths Group - Responsible Conduct of Gaming Policy

Intention

norths, norths Bowling Club and **seagulls** acknowledges that most people participate in gambling activities for the purposes of entertainment and suffer no harm from their activities. However, for a small percentage of our patrons gambling can create problems of a personal and financial nature. The Club Group has adopted the Betsafe Policies and Procedures to ensure our staff are adequately informed and trained in the Club Group's responsibilities and to assist those patrons that identify themselves as having a problem.

Scope of Policy

This policy is to apply to all premises, and other venues owned, controlled or leased by North Sydney Leagues Club Limited Group, and to all Management, staff and other authorised officers, including those who are employed by a contracting party to the Club.

Definitions

As outlined in the Policy, definitions are as follows:

Employee/Staff Member: person employed by North Sydney Leagues' Club Limited Group for any duties and governed by a Contract of Employment, or Agreement for Service (sub-contractor/contractor – such as Catering, Cleaning and Poker Machine Service), whether in full-time, part-time, casual, fixed term or temporary engagement.

Patrons: those patronising **norths, norths Bowling Club** and **seagulls** facilities

Gambling: to wager a bet

Self-exclusion scheme: to allow patrons to exclude themselves from the entire premise

ID: identification

Act: when any provision of the Act is referred to, the reference is to that provision as modified by any law for the time being in force. Unless the contrary intention appears in the Constitution, expressions appearing in this Constitution, which are defined in the Act, or any modifications thereof made by an law in force at the date at which this Constitution becomes binding on the Club shall have the meaning so defined

The Board: means the members for the time being the Board of Directors of the Club constituted on accordance with this Constitution

By Law: means and includes regulations

Constitution: means and includes rules

Instruction

norths, norths Bowling Club and **seagulls** seeks to create a responsible gambling environment and is committed to implementing Responsible Gambling, under the Gaming Machines Act 2001, the Constitution of North Sydney Leagues Club Limited Group, the By Laws of North Sydney Leagues Club Limited Group, other relevant legislation, and best practice for the benefit of patrons and employees.

North Sydney Leagues Club Limited Group aims to deliver gambling services in a lawful and responsible manner, with regard to the potential for self-harm to individuals and the communities broader concerns by:

- ✓ Development and implementation of best practice policies and procedures for the responsible conduct of gambling
- ✓ Provision of a free 24 hour counselling and crisis intervention service for club patrons and staff who have a gambling problem or know of someone who does – this is through the Betsafe Program
- ✓ Provision of an effective voluntary self-exclusion scheme for patrons
- ✓ Responsible Conduct of Gambling Training for all staff
- ✓ Assistance with the handling of gambling related incidents, which occur at the Club/s, and advice
- ✓ Promoting responsible gambling practices among Club patrons and the wider community

ID Checking

You are reminded that it is a requirement of your role as an employee of North Sydney Leagues Club Limited Group, to be stringent and frequent in requesting to see identification. This is inclusive of our RSA policy and RCG policy.

The general rule, and we encourage you to do so, is to ask for ID (identification) from all customers who appear to be under 25 years of age.

Allowing minors to access the Club or gambling products could see the Club and individual face a fine of up to \$5500.00.

If you are uncertain of what Australian identification is acceptable, please refer to the red Australian ID Checking Guide, which is located at Reception (Front and Rear), Duty Managers along with the Beverage and Cashier Service areas. The guide contains various forms of ID such as driver's licenses and proof of age cards in each State and Territory and describes their security features. It also gives advice on how to spot a fake or altered ID. Note that the NSW Photo card issued by the Roads and Traffic Authority (RTA), to replace the proof of age card, is not displayed on the ID checking Guide. The NSW Photo Card is issued to NSW residents aged 16 and above. Consequently, it is necessary for you to examine the photo to determine if the bearer is in fact over 18 years of age.

If you suspect that you have been given a fake or altered ID, please call the Duty Manager immediately.

Staff Members

Gambling other than that permitted by the Registered Clubs Act, the Gaming Machines Act, the Constitution of North Sydney Leagues Club Limited Group, the By Laws of North Sydney Leagues Club Limited Group and any other deemed Act or Regulation, is prohibited on any of the Club's premises.

No employee of norths, norths Bowling Club and seagulls (including Management and Contractors) is permitted to engage in any form of gambling activity on the Club premises at any time.

Employees are further not permitted to participate in the Club Group's trade promotions at any time. Employees may not participate in the Club's raffles or in any other draws.

The Group Chief Executive Officer may, from time to time, make specific written exemptions for special events, such as Melbourne Cup, or for a specified group of employees for an agreed type of gaming activity.

Should you choose to use the Club facilities as a member or visitor, you must do so under the terms and conditions of the Registered Club's Act.

As Staff Membership is for social privileges only, as outlined in the Constitution, this means that staff are not eligible to:-

- Accrue points for any other purpose, other than for food and beverage purchases
- Transfer points
- Participate in Promotions of any kind (this also means that staff members are not eligible to receive birthday bonus points)
- Hold an ATLAS Card
- Participate in the Tiered Loyalty / My Choice Rewards Program
- Receive discounts of any nature other than for beverages and Fitness membership only
- Participate in Mahjong
- Participate in Poker
- Participate in any promotions or forms of gaming that are for Members
- The prohibition extends to all forms of gaming provided by the Club Group and is not limited to Gaming Machines alone

Clause 19 (b) Staff Members, of the Constitution of North Sydney Leagues Club Limited Group states the following requirements for Staff Members;

1. Any person who has attained the age of 18 years who is employed by the Club and is elected as a Staff member.
2. Staff membership ceases upon termination of the Staff member's employment with the Club (for whatever reason including resignation).
3. A former Staff member may apply to become an Ordinary member of the Club in another class of membership by making an application in the form prescribed by the Board.
4. A Staff member may not participate in any Club promotion or raffle unless the Board expressly provides that Staff members are permitted to participate.

Clause 12.5 Staff Membership, of the By-Laws of North Sydney Leagues Club Limited Group states that;

An employee of North Sydney Leagues Club Limited Group who has signed the conditions of employment approved from time to time by the Board and who has made an application for membership of the Club in accordance with the requirements of these By-Laws may be admitted to Staff Membership of the Club.

The membership of a Staff Member shall immediately terminate when the person ceases to be employed by the Club for whatever reason and whether by resignation or termination of employment or otherwise.

Staff Members shall be entitled to the social privileges of the Club only as determined by the Board from time to time and shall not be eligible to hold office on the Board of the Club or on any committee of the Club, vote at the election of the Board, vote at meetings of the Club.

The membership and privileges of Staff Members shall be subject to the Registered Clubs Act 1976, the Club Employees (State) Award NAPSA, the Club Managers (State) Award NASPA and the Registered and Licensed Clubs Award 2010, along with the conditions of employment of the Club as amended from time to time.

- (a) An employee who is the subject of a medical/doctor's certificate or is unfit for work duties is not permitted to utilise the Clubs facilities.
- (b) Any contractor or employee of a contractor that is deemed ineligible to participate in a trade competition by reason of these By Laws is entitled to be classified as a staff member for the purpose of the Constitution and the By Laws.
- (c) The staff membership of any person that ceases to be a contractor or an employee of a contractor, as outlined above, shall immediately terminate upon either their cessation of employment or when the contractual relationship between the Club and the contractor ceases.

Staff members are reminded that you are not permitted to watch patrons whilst they are gaming, nor are you permitted to make comments to the patron, for example "you are having a good day", or "look at what you have won". As you are not aware what the customer has wagered, factoring in that this may be a fraction of what they have actually lost, it is not ethical to make such comments, nor is it permitted as instructed during RCG Training. It is courteous to greet the customer, but please refrain from making any gestures towards their gaming machines.

By the adoption of this policy, North Sydney Leagues Club Limited Group acknowledges its responsibilities to individual club patrons, staff and the broader community and seeks to provide a professional and responsible gaming venue for the benefit of the community. This is reflected through North Sydney Leagues Club Limited Group By-Laws, North Sydney Leagues Club Limited Group Constitution and the Employee Handbook.



Luke Simmons
Group Chief Executive Officer