

ADVERTISING

Unsolicited advertising of electronic gaming machines is prohibited in Victoria. All advertisements and promotions conducted by Tabcorp Gaming comply with applicable legislation and regulations and with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers.

COMPLAINTS

Complaints relating to the operation of this Code should be made in writing and sent to the attention of:

The Responsible Gaming Manager
Tabcorp Gaming
G P O Box 1943
MELBOURNE VICTORIA 3001

Complaints will be managed sensitively and comprehensively, with full regard to legislative requirements for privacy.

REVIEW OF THE CODE

Tabcorp Gaming will review this Code periodically to ensure it remains current and relevant. Where necessary, we will consult (where relevant) with key stakeholders in reviewing the Code.

**TABCORP
GAMING AND
NETWORK GAMES
DIVISION**

*Responsible
Gambling Code
of Practice*



INTRODUCTION BY THE MANAGING DIRECTOR



Tabcorp Gaming provides, through our products, and in conjunction with our venue partners, engaging and enjoyable gambling and entertainment experiences to millions of customers per year. Tabcorp Gaming strives to achieve excellence and be the leader in all facets of our business, including the provision of gaming products and services to customers in a responsible manner.

The vast majority of our customers enjoy their gaming experience. However, despite all protective measures that have been put in place, both by ourselves and Government, a small minority have difficulty in controlling their gambling behaviour and may encounter personal and financial difficulties.

The welfare of our customers, employees, and the wider community is paramount. The Tabcorp Gaming Responsible Gambling Code of Practice outlines our commitment to, and measures to achieve, a long-term positive relationship with our customers as the basis for operating a sustainable business.



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MISSION STATEMENT

Tabcorp Gaming is committed to providing the highest standards of customer care and responsible gambling in the provision of our products to customers. The Tabcorp Gaming Responsible Gambling Code of Conduct articulates how we demonstrate this commitment.

RESPONSIBLE GAMBLING

Responsible Gambling exists when gambling occurs in a regulated environment where consumers can make informed choices about gambling, exercising a rational and sensible choice based on his or her individual circumstances. Responsible gambling also exists where there is a shared responsibility and collective action is taken by the gambling industry, government, individuals and communities.

PROBLEM GAMBLING

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- the safety and wellbeing of gambling customers, or their families and friends is placed at risk; or
- negative impacts extend to the broader community.

GAMING INFORMATION

Tabcorp Gaming aims to ensure that information about the odds of winning on any of our gambling products is available where the products are utilised by customers. Information about the odds of winning on

Club Keno is also available on the Club Keno website.

CUSTOMER INFORMATION

Tabcorp Gaming works with our venue partners with the aim of ensuring that consumer information is available at all locations where our products are accessed by customers. This information is designed to assist customers to make informed choices, including information about the potential risks associated with gambling and where to get assistance in the event that gambling becomes problematic. This information is also available on Tabcorp gaming websites.

INFORMATION ABOUT SUPPORT SERVICES

Tabcorp Gaming works with our venue partners with the aim of ensuring that information about problem gambling support services is available at locations where our products are accessed by customers. Links to websites containing these contact details are also available on Tabcorp Gaming websites.

STAFF TRAINING

All Tabcorp Gaming staff members receive training on responsible gambling and this Code upon commencement of employment. A copy of this Code is included in the Tabcorp Gaming Staff Induction Pack. Tabcorp Gaming staff also receive regular responsible gambling updates from the Responsible Gaming Manager.