

Responsible gambling

Recognised as global industry leader

The Tabcorp Group is internationally recognised for its commitment to corporate social responsibility. In September 2008, the Dow Jones Sustainability Index rated Tabcorp 100% for promoting responsible gambling and Tabcorp was again assessed as the global sector leader.



The Tabcorp Group is committed to a sustainable gambling industry by delivering its products and services responsibly. The Tabcorp Group works closely with stakeholders and governments to maximise the customer enjoyment of our products and services, whilst taking action to minimise the potential harm that gambling can cause for some individuals.

Codes of practice

The Tabcorp Group maintains a leadership position in the area of responsible gambling, being one of the first Australian gambling companies to launch a voluntary group-wide Responsible Gambling Code of Practice in 2001.

During the year, the Tabcorp Group decided to introduce new responsible gambling codes for each of its divisions, and, where appropriate, for businesses within a division. The evolution from a group-wide code to individual codes will enable the Tabcorp Group to continue to comply with the responsible gambling requirements in every jurisdiction and to ensure codes are tailored to customer needs.

Tabcorp's group-wide Responsible Gambling Committee, and ultimately the Board's Risk and Compliance Committee, will continue to ensure that each business within the Tabcorp Group

operates within the framework of a responsible gambling code and that customer care initiatives are as consistent as practically possible.

The Tabcorp Group's responsible gambling codes are available from the Responsible Gambling section of Tabcorp's website at www.tabcorp.com.au.

Awareness

The Tabcorp Group again supported the annual Victorian Responsible Gambling Awareness Week in May 2009. The event represented a partnership between government (State and Local), the broader gambling

industry (including Tabcorp) and community organisations to highlight to gamblers that when they gamble they should do so responsibly and stay in control. The Group's four casinos also conducted their annual employee Responsible Gambling Awareness Week in the same month. During this event, the Star City Casino trialed a "time out" room that enabled customers to access information about responsible gambling and speak to counselors.

Supporting our people



The Tabcorp Group employs approximately 11,000 people. We recognise that our continued success is attributable to the people working in every area of the business and who are committed to making a positive impact every day.

Our ability to grow year after year is driven by our ability to attract, develop and retain quality people. Talent sustainability is valuing our employees and it is an integral part of our people agenda.

Our focus on expansion in Casinos, repositioning in Wagering and optimising in Gaming creates big

challenges – and big opportunities – personally, professionally, and financially.

Engagement and development in the Tabcorp Group is intended to be an accumulation of challenging experiences - with each experience contributing to the growth of the individual and organisation. It's all about experiences that will stretch our people, such as secondments, projects and rotations. Our objective is to align great talent with opportunities to build our business.

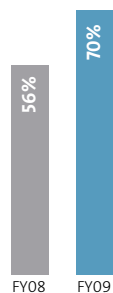
Our initiatives around employee engagement and development

have resulted in strong employee opinion survey outcomes in 2009 with engagement reaching 70%, up from 56% in the previous year. The survey was facilitated by an external independent assessment organisation. The results were communicated to the Board, management and employees and action plans were developed in each division focusing on the areas identified by employees.

We recognise and reward our people for outstanding performance and behaviours that deliver great business results and live our values. Our recognition

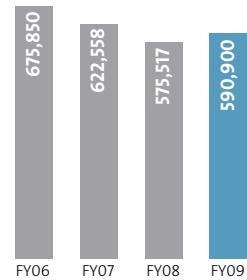
program is designed to reward the outstanding efforts of people who strive to make a real difference, whatever their role and wherever they work in the Tabcorp Group.

Employee engagement

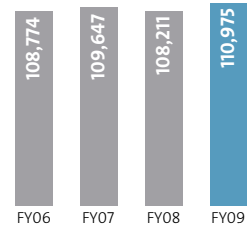


Helping our environment

Water consumption
Cubic metres



Total greenhouse gas emissions
Metric tonnes CO₂ equivalent for scope 1 and 2 emissions as described by www.ghgprotocol.org



The Tabcorp Group is committed to operating as efficiently as possible and reducing its impact on the environment wherever practicable. The Group works with communities, governments, and employees to identify and implement initiatives that are positive for the environment. The Group's most significant environmental opportunities are at its four hotel and casino properties where environmental management manuals and systems are in place to minimise environmental risks, and reduce the consumption of energy and water.

The Group participates in the Federal Government's **Energy**

Efficiency Opportunities

initiative and in December 2008 published its initial report regarding opportunities that have been identified to reduce energy consumption. This report is available under the Corporate Governance section of Tabcorp's website.

The Group has also registered for the Federal Government's **National Greenhouse Energy Reporting System**. Tabcorp is required to submit details of its energy consumption and emissions by 31 October 2009.

The Group has also reviewed the draft guidelines with regard to the Federal Government's

proposed **Emissions Trading Scheme**, which is expected to commence on 1 July 2011. Based on this review, Tabcorp is not expected to be required to participate in the scheme, because it does not have any "facilities" (sites) that have direct greenhouse gas emissions of more than the threshold 25kt CO₂e.

In addition, the Group's Star City Hotel and Casino in Sydney and the Conrad Jupiters Hotel and Casino on the Gold Coast continue to be voluntary members of the Federal Government's **Greenhouse Challenge Plus Program**.

As part of the Tabcorp Group's commitment to these programs, the Group has engaged external

parties to undertake regular independent verification of the Tabcorp Group's environmental management systems and performance in line with applicable legislation and requirements.

Refer also to pages 26 to 27 in the Directors' Report for information regarding the Tabcorp Group's environmental regulation and performance.

Community involvement



The Tabcorp Group actively supports many charities, not for profit organisations and local communities with a range of sponsorships, donations and in kind giving. Tabcorp continues to enrich its current programs to meet the needs of the community and which are aligned with Tabcorp's commitment to the communities in which it operates.

Victoria's bushfires

In February 2009, the Tabcorp Group made a \$2 million cash donation to the Victorian Bushfire Relief Fund to help bushfire victims affected by the catastrophe. Many of Tabcorp's

customers and employees were affected by this natural disaster, so as a major Victorian company with wagering and gaming operations throughout the state, Tabcorp wanted to make a significant contribution to help its fellow Victorians. This was the biggest single donation in Tabcorp's history, and it led the response offered by other corporates.

Camp Quality

Tabcorp's Casinos division continued its major community support partnership with Camp Quality, which brings optimism and happiness to children and families

affected by cancer through fun therapy. In March 2009, Tabcorp's Conrad Jupiters Hotel and Casino hosted 21 Camp Quality families for a fun filled weekend getaway on the Gold Coast.

Community connections

In addition to the \$2 million donation for the Victorian bushfires, the Group continued to make a range of valuable contributions to benefit local communities and charitable organisations. During the financial year ended 30 June 2009, the Group contributed approximately \$3.5 million through its businesses, people and brands.

This included donating casino and hotel facilities and services, employee time and expertise, supporting fundraising events and sponsoring local community partnerships.

State community benefit funds

During the financial year ended 30 June 2009, the Tabcorp Group also contributed \$92.8 million to community benefit funds in Victoria, New South Wales and Queensland. These funds help deliver many community facilities and services, such as roads, health facilities and other community infrastructure projects.