

CROWN RESPONSIBLE GAMING
 DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1"> <tr> <td>Total Contacts</td> <td>82</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>6</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>0</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>2</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>3</td> </tr> </table>	Total Contacts	82	Self Exclusion Breaches	6	Self Exclusion Inquiries	0	Self Exclusions Issued	2	Missing Persons	0	Unattended Children	3
Total Contacts	82												
Self Exclusion Breaches	6												
Self Exclusion Inquiries	0												
Self Exclusions Issued	2												
Missing Persons	0												
Unattended Children	3												

Person Registration Details	Comments	Photo
Date / Time: 27/01/2020 6:08:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Table Games Nature of Service: Play Periods Referral Location: RGC RGA: ov360590	PP20 VIP Tables DSM Ben [REDACTED] advised at 5:32 AM I have just walked both levels of Mahogany and couldn't see [REDACTED]	[REDACTED]
Date / Time: 27/01/2020 6:12:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Table Games Nature of Service: Play Periods Referral Location: RGC RGA: ov360590	PP20 MGF Tables TG ACM EastWest_1 advised at 6:00 AM Patron has been spoken to and is aware of her play period. She has said she will be leaving in the next couple of hours and I'd playing with friends who also seem to be aware.	[REDACTED]
Date / Time: 27/01/2020 6:13:00 AM Person Name: Responsible Gaming DOR Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: Operational Overview Referral Location: No Referral RGA: jc017687	Checked SPLUNK and WEBEX throughout shift.	
Date / Time: 27/01/2020 6:14:00 AM Person Name: Responsible Gaming Audit Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: GM/TG/Staff & FATG focus Referral Location: No Referral RGA: jc017687	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time: 27/01/2020 6:20:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Table Games Nature of Service: Observable Signs Referral Location: RGC RGA: ov360590	TG AM Vikks advised that [REDACTED] was sleeping at the table in Maple, RGA attended where RGA Joseph talked to [REDACTED] in Chinese and advised her to leave for a break for 24hrs not to return before 6:30am 28/01/2020. Added to RGPP to monitor, please return to BWPS once completed.	[REDACTED]



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 27/01/2020 6:25:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 PRE Tables RGA attended and observed.	██████████
Date / Time 27/01/2020 6:34:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location RGC RGA ov360590	Sighted ██████ was in Maple where he saw RGA he walked out of Maple, RGA followed and SV Cathy was notified, remove ██████ via Ming's where he claimed he is no longer ██████ and he has changed his name, would not provide ID or name change, ██████ also stated that his Lawyer said he has paid the fine so he could return to play. SE conditions and boundaries explained in Vietnamese, RG business card issued.	██████████
Date / Time 27/01/2020 7:02:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	PP16 MGF Tables In response to Splunk, I attended ██████ for reminding patron to take an adequate break. The patron left gaming floor shortly.	██████████
Date / Time 27/01/2020 7:14:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA gj014394	PP20 VIP Tables In response to Webex. I sent a message to ACM VVIP for reminding patron to take a break. The ACM VVIP replied: TG ACM VVIP_1 7:24 AM ██████ patron will be told that he can take an extra three hours now to return at 11am or he can play until 9am and take an 8hour break by international hosts.	██████████
Date / Time 27/01/2020 7:52:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP16 MGF Machines Attend but unable to locate patron.	██████████
Date / Time 27/01/2020 8:49:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	PP20 VIP Tables A SMS message sent to DSM Ben for reminding patron to take a break. Ben advised ██████ will play for 1 more hour before departing for at least 8hrs.	██████████



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 27/01/2020 8:52:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953	Duress test	
Date / Time 27/01/2020 9:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP12 PRE Machines Attended; patron left already.	[REDACTED]
Date / Time 27/01/2020 9:03:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP12 PRE Machines Attended unable to locate patron.	[REDACTED]
Date / Time 27/01/2020 9:04:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP12 PRE Tables Attended no observable signs.	[REDACTED]
Date / Time 27/01/2020 9:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP16 PRE Tables Attended to advise of PP policy to patron. Patron will leave shortly. Patron has reached 17 hrs and half.	[REDACTED]
Date / Time 27/01/2020 9:06:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP12 MGF Machines Attended and no observable signs.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 27/01/2020 9:06:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP20 MGF Machines Attended to remind patron for regular break. She aware of her time and saic will leave by 10 am today.	[REDACTED]
Date / Time 27/01/2020 9:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP16 MGF Machines Attend but unable to locate patron.	[REDACTED]
Date / Time 27/01/2020 9:09:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP24 VIP Tables Ben DSM advised [REDACTED] is fine to continue due to taking 2 x 5hr breaks and a 3.5hr break in the last 24hrs. I will remind him to take longer breaks in future. DSM Jaime Per advised at 6:22 PM AS above.... patron is staying in house and has had 2x 5hr and 1x 4hr breaks. DSM Jaime Per advised at 6:37 PM Departing at 8:40pm DSM aime Per advised at 7:30 PM [REDACTED] is currently settling his program and will be departing shortly.	[REDACTED]
Date / Time 27/01/2020 9:11:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA bp354596	Canvassed gaming floor around EGM, TG and FATG areas.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="font-size: small;"> AFRACIS 40220163 3.0/01 Casino's Gambling Help: 1800 118 888 Queensland Gaming Centre: 1800 101 038 </p> </div>
Date / Time 27/01/2020 9:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP20 VIP Tables Advised by Ben DSM patron has been spoken as a reminder that she will have to leave before 12:00.	[REDACTED]



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details		Comments	Photo
Date / Time 27/01/2020 10:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP20 MGF Tables Attended to advise of PP policy. Patron understood and will leave soon around noon.	[REDACTED]	
Date / Time 27/01/2020 10:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP16 PRE Tables Attended to advise of PP policy. Patron understood and will leave soon. Patron has reached 19 hrs and half. At 11:34am; TG ACM Premium_2 advised [REDACTED] has left the room. AM's have been informed.	[REDACTED]	
Date / Time 27/01/2020 10:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP20 VIP Tables Ben DSM advised [REDACTED] has been made aware of her play length. Her I/S host will follow up and ensure her break is appropriate.	[REDACTED]	
Date / Time 27/01/2020 11:18:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Host RGA bp354596	PP20 VIP Tables Txt to advise Ben regarding her long play period. Patron has reached 20 hrs and half with only 1 hr as her longest break. At 11:23; Ben DSM advised [REDACTED] Sydney host has just delivered the message. She is leaving at 14:00. Patron still rated at 2:15pm - Jaime then spoke with patron who has been asked to take a break, not to return before 10pm on 27/01/2020.	[REDACTED]	
Date / Time 27/01/2020 11:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP24 VIP Tables Advised by Ben Patron is going to lunch with host at 12:00 [REDACTED] has been advised to not return after lunch and take a longer break.	[REDACTED]	
Date / Time 27/01/2020 11:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP20 VIP Tables Ben DSM advised can't locate patron. Patron has reached 22 hrs with 1 and half hrs as his longest break. Ben has spoken to [REDACTED] and he will depart at 1pm.	[REDACTED]	



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Person Registration Details	Comments	Photo
Date / Time 27/01/2020 12:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Chinese Peer Connection (East) RGA gj014394	<p>[REDACTED] attended RGC requesting for self exclusion. I explained the process, obligation and consequence of SE to [REDACTED] who opted to apply for. The Order of SE was served and issued at 12:29pm on 27/01/2020 as per his request. Victoria [REDACTED] from RGC acted as Cat A witness.</p>	[REDACTED]
Date / Time 27/01/2020 12:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA bp354596	<p>PP12 MGF Machines</p> <p>The wife used patron card to play on the machine. Advised of Card policy. She understood. She said the husband sit behind her resting. Advised if this happened again; the card will probably be confiscated. She understood.</p>	[REDACTED]
Date / Time 27/01/2020 12:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA bp354596	<p>Referred to previous 2 entries; the wife used patron card to play on the machine. Advised of Card policy. She understood. She said the husband sit behind her resting. Advised if this happened again; the card will probably be confiscated. She understood.</p>	[REDACTED]
Date / Time 27/01/2020 1:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA vm370923	<p>PP20 VIP Tables</p> <p>ACM Premium - [REDACTED] had left the room. AMs have been informed.</p>	[REDACTED]
Date / Time 27/01/2020 1:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA gj014394	<p>Paul SV advised that [REDACTED] was playing at AR0405. I attended and met with SSO # 12. [REDACTED] was removed from gaming floor via western entry and advised seeking counselling service.</p>	[REDACTED]
Date / Time 27/01/2020 1:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA vm370923	<p>Mark SV informed [REDACTED] on the gaming floor. Attended with SSM Michael and SSO # 73, 200. Patron was escorted out of Towers entry. Explained boundaries of self exclusion again.</p>	[REDACTED]



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 27/01/2020 2:20:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 27/01/2020 3:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Welfare Referral Location RGC RGA jc017687	SSO #123 Glenda attended RGC to report a Medical incident at Lumia Bar balcony this afternoon. [REDACTED] was found unresponsive at the balcony. Later she told SSO that she has taken 5 Valium tablets with alcohol. She has just started work and she blew her money in the casino since 7am this morning. Her mother [REDACTED] was notified by phone. First Aid Officer James attended and moved the patron to the Pub for indoor privacy. Ambulance was called. FAO estimated her weight to be only 40kg and her blood pressure fluctuates greatly. Her mother [REDACTED] then arrived and told SSO that her daughter is suffering from Anorexia. According to SSO, when the mother arrived at the casino, she was not surprised of daughter's medical incident but was worrying. The mother then told SSO that "I thought she (the daughter) is in control of gambling" and she would like to have the information of exclusion for her daughter. The mother then accompanie	[REDACTED]
Date / Time 27/01/2020 3:19:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 27/01/2020 3:31:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA gj014394	[REDACTED] attended RGC with her friend requesting for self exclusion. [REDACTED] explained the process, obligation and consequence of SE to [REDACTED] who opted to apply for. The Order of SE was served and issued at 3:48pm on 27/01/2020 as per her request. Bobo [REDACTED] from RGA acted as Cat A witness.	[REDACTED]
Date / Time 27/01/2020 3:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA bp354596	Information call - SV Maria called to [REDACTED] legal act by stolen [REDACTED] wallet from Mrargo (\$1000 approx.)	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2020 4:00:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA vm370923</p>	<p>PP16 MGF Machines</p> <p>Attended to observe [REDACTED] with no observable signs. However; the wife whom had been approached earlier today due to using [REDACTED] reward card to play; presented agitated. She questioned of why we kept an eye on them. Advised of RG services. She did mention some staff advised if they did not put the card in; we would not be able to track on their hour. Advised of this was for their welfare -reminded for regular breaks and not play for long hour. She also complained about the lost they have had and never received any rewards. RGA reminded her to register to have her own reward card so she can earn her points accordingly. Also Informed RGOM of this incident accordingly.</p>	[REDACTED]
<p>Date / Time 27/01/2020 4:13:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA bp354596</p>	<p>PP20 PRE Tables</p> <p>TG ACM PREMIUM 2 advised patron left table before being sighted. AM's have been informed.</p>	[REDACTED]
<p>Date / Time 27/01/2020 4:16:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Seeking other Assistance</p> <p>Referral Location No Referral</p> <p>RGA bp354596</p>	<p>GM Area manager Robert called to advise the incident at Riverside as an information.</p> <p>Incident details - "Robert was called to a ticket dispute with [REDACTED] He inserted a \$9.02 ticket into R4404, which he got from R4405 as a result of another player "gift" it too him. He then collected and reinserted the same amount several times, with the EGM displaying the added amounts as collected, as on no play had occurred. When this was explained patron became irritate and could not understand what being explained. After several attempt [REDACTED] refused to look at what being explained and due to his behaviour the discussion ended, [REDACTED] angrily exiting the room" - refer from Syc0 comment. Nil contact with RGA.</p>	[REDACTED]
<p>Date / Time 27/01/2020 4:40:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location Chinese Peer Connection (East)</p> <p>RGA bp354596</p>	<p>[REDACTED] called to query for revocation. Revocation process explained. RGC email adress provided. Advised to seek for counselling. As well as stated firmly do not come into the gaming floor in the mean time [REDACTED] understood.</p>	[REDACTED]
<p>Date / Time 27/01/2020 4:55:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Security</p> <p>Nature of Service Unattended Child</p> <p>Referral Location Security</p> <p>RGA vm370923</p>	<p>Luke Comms informed that there were two unattended children (12, 8) outside of village cinemas. George RGA provided interpretation. Mother [REDACTED] denied being on the gaming floor but found open ratings. [REDACTED] (father) also had open ratings on the gaming floor. Both issued a WOL by SSM Michael.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 27/01/2020 5:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 VIP Tables DSM Jamie replied : [REDACTED] will take an 8 hr break be 7:30pm. He has already had 1x5hr and 2x2hr breaks and is currently alert and showing no signs of fatigue". DSM Jaime Per [REDACTED] advised at 7:28 PM [REDACTED] is departing in 5min	[REDACTED]
Date / Time 27/01/2020 5:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location GHTel Service RGA vm370923	[REDACTED] came to the office for GRIP. Explained 3 month tier lock out and 6 month lockout to VIP rooms.	[REDACTED]
Date / Time 27/01/2020 5:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Unattended Child Referral Location Security RGA vm370923	Luke Comms informed that there were two unattended children (12, 8) outside of village cinemas. George RGA provided interpretation. [REDACTED] (mother) denied being on the gaming floor but found open ratings. Father [REDACTED] also had open ratings on the gaming floor. Both issued a WOL by SSM Michael.	[REDACTED]
Date / Time 27/01/2020 5:58:00 PM Person Name Responsible Gaming Audit Person ID Pers [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas.	PHOTO REQUIRED <small>AMFIBL ADVANCED SUPPORT Member's Operations Help: 1800 888 888 Responsible Gaming Centre: 1800 888 028</small>
Date / Time 27/01/2020 6:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP12 MGF Machines Attended. No observable signs. Crown play period policy informed. He just won the mini jackpot of \$2,500.	[REDACTED]



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<p>Date / Time 27/01/2020 7:06:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Security</p> <p>Nature of Service Medical</p> <p>Referral Location RGC</p> <p>RGA jc017687</p>	<p>SSO #123 Glenda attended RGC to report a Medical incident at Lumia Bar balcony this afternoon. [REDACTED] was found unresponsive at the balcony. Later she told SSO that she has taken 5 Valium tablets with alcohol. She has just started work and she blew her money in the casino since 7am this morning. Her mother [REDACTED] was notified by phone. First Aid Officer James attended and moved the patron to the Pub for indoor privacy. Ambulance was called. FAO estimated her weight to be only 40kg and her blood pressure fluctuates greatly. Her mother [REDACTED] then arrived and told SSO that her daughter is suffering from Anorexia. According to SSO, when the mother arrived at the casino, she was not surprised of daughter's medical incident but was worrying. The mother then told SSO that "I thought she (the daughter) is in control of gambling" and she would like to have the information of exclusion for her daughter. The mother then accompanie</p>	
<p>Date / Time 27/01/2020 9:01:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location Host</p> <p>RGA ov360590</p>	<p>Pager alert that [REDACTED] has resumed playing 1hr earlier than instructed, DSM Jaime was notified and followed up. Jaime advised that [REDACTED] is staying in house and is refreshed. Jaime reminded [REDACTED] of PP policy but allowed her to stay, Jaime will monitor.</p>	
<p>Date / Time 27/01/2020 9:02:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location GHTel Service</p> <p>RGA jc017687</p>	<p>[REDACTED] attended RGC wanting to apply for SE Revo. She did choose min 2 yr of SE so she cannot apply before 18/8/2021. SE Revo process and 12 mth breach free period explained. She disclosed that she came in 3 times this months. Last time was 25/1/2019 at 11pm playing BA.</p>	
<p>Date / Time 27/01/2020 9:02:00 PM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Perso</p> <p>Referred By Self</p> <p>Nature of Service Seeking other Assistance</p> <p>Referral Location GHTel Service</p> <p>RGA ov360590</p>	<p>Unknown male called asking for GH phone number, number were given when I wanted to ask if I could help he hanged up.</p>	<p>PHOTO REQUIRED</p> <p></p> <p>responsiblegaming <small>Responsible Gaming Help: 1800 633 333 Responsible Gaming Centre: 1800 301 036</small></p>
<p>Date / Time 27/01/2020 9:05:00 PM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>Checked SPLUNK and WEBEX throughout shift.</p>	<p>PHOTO REQUIRED</p> <p></p>
<p>Date / Time 27/01/2020 9:20:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>PP12 PRE Machines</p> <p>Attended. No observable signs.</p>	



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Person Registration Details	Comments	Photo
Date / Time 27/01/2020 9:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA ov360590	PP24 VIP Tables Sighted [REDACTED] in Teak playing uncarded, DSM Jaime was notified and attended, DSM Jaime [REDACTED] advised at 9:56 PM FYI [REDACTED] reappeared in pit17. He has now been instructed to take a 24hr break - not to return until 9:30pm Tuesday. Added to RGPP to monitor, please return to DM pager once completed.	[REDACTED]
Date / Time 27/01/2020 9:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jc017687	PP12 MGF Machines RGA talked to patron. Play-period policy informed. [REDACTED] in for the B'day Bonus. She will have one more shot before returning home.	[REDACTED]
Date / Time 27/01/2020 10:04:00 PM Person Name Responsible Gaming Audit Person ID Person [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA ov360590	Canvassed gaming floor around EGM, TG and FATG areas.	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>AN ACT OF ASSISTANCE & PROOF London Operating 24/7 020 888 888 Responsible Gaming Centre 900 888 098</small></p> </div>
Date / Time 27/01/2020 10:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA jc017687	[REDACTED] called RGC to enquire about SE Revo. The process explained. Photo on RGC business card sent to him by SMS.	[REDACTED]
Date / Time 27/01/2020 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location No Referral RGA jc017687	[REDACTED] cousin, nephew and niece attended RGC wanting to enquire the SE Revo process for [REDACTED] because [REDACTED] thought that he cannot come to casino premises at all. RGA asked [REDACTED] cousin to pass RGC business card to [REDACTED] for him to contact us directly and RGA can discuss about SE Revo process with him.	[REDACTED]
Date / Time 27/01/2020 11:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location Security RGA jc017687	[REDACTED] was showing on NF as a WOL patron [REDACTED] Amos in SV informed.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 27/01/2020 11:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA ov360590	Sighted [REDACTED] as playing at F1804, Amos from SV was notified where [REDACTED] walked out via West End exit.	[REDACTED]
Date / Time 27/01/2020 11:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA jc017687	DFU : RGA talked to patron. RGC services offered and business card issued. Patron claimed to be in control of his gambling.	[REDACTED]
Date / Time 28/01/2020 12:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA jc017687	Informed by Cathy in SV that [REDACTED] was refused entry at Lucky Chan. No contact by RGA. [REDACTED] then headed back down to B1 carpark at Mings.	[REDACTED]
Date / Time 28/01/2020 12:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA ov360590	DFU - approached [REDACTED] at G3401 where [REDACTED] stated he just spend a little bit of money over the Lunar New Year, no concerns of gambling. RG services and location explained. Removed from pager.	[REDACTED]
Date / Time 28/01/2020 12:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Unattended Child Referral Location Security RGA ov360590	<p>SSO #54 advised that there are 5 unattended children at Atrium age 14, 12, 11, 11 and 10, 3 girls and 2 boys. When SSO #54 and I arrived [REDACTED] was there with Hotel SSO Ash, when I asked him for ID and CR card he stated that "what's the big deal?" I explained to him that leaving children unattended at Crown is unacceptable especially when they are in the gaming floor. [REDACTED] and his girlfriend were very argumentative and showing aggressive signs toward SSO and RGA.</p> <p>[REDACTED] refused to give SSO Ash his ID but eventually handed over, SSM Mo talked to [REDACTED] as he admitted that he has been playing all night but there are some other adult has been coming in and out to look after the children but the last 20mins or so they was all in the gaming floor. WOL card was issued to [REDACTED] as the rest of the group was tourist from Canada.</p>	[REDACTED]
Date / Time 28/01/2020 12:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Spunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	<p>PP12 PRE Tables</p> <p>Attended. No observable signs.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
<p>Date / Time 28/01/2020 1:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare</p> <p>Referral Location RGC</p> <p>RGA jc017687</p>	<p>Pager Alert : RGA conducted a welfare check on [REDACTED]. Informed him about RG strategies to which he all agrees. RGC business card issued. [REDACTED] claimed to be in control of his gambling. But he also made the following statements</p> <ol style="list-style-type: none"> 1. There are 20 to 25 black members considering taking class action against Crown as they think Crown has manipulated the odds of winnings to the detriment of the players especially since mid last year. [REDACTED] is considering joining the group in the class action. 2. He reckons that interstate customers seem to win Jackpots more frequently and easily than local players. Thus it is unfair for local players. 3. He did not receive the tickets that he deserved 4. He is happy with [REDACTED] who helped him on claiming on the repair bill of a car incident at Crown Valet Parking. He seems to have a good rapport with Rachael so RGA suggest to chat with Rachael regarding future promos. [REDACTED] is deleted from pager. 	[REDACTED]
<p>Date / Time 28/01/2020 1:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>Cathy from SV advised that [REDACTED] was at the RT near Jack Pot bar, RGA and SSO #133 and #185 arrived where [REDACTED] cashed out his ticket and walk off via Village without any interaction to RGA.</p>	[REDACTED]
<p>Date / Time 28/01/2020 1:53:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>PP12 MGF Machines</p> <p>RGA attended and observed.</p>	[REDACTED]
<p>Date / Time 28/01/2020 2:04:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>Cathy from SV advised that [REDACTED] entered the GF and is at Pit 11, RGA and SSO #226 arrived where he sighted us and walked off via Ming's. Did not talk to RGA.</p>	[REDACTED]
<p>Date / Time 28/01/2020 2:34:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>PP12 PRE Machine</p> <p>No observable signs.</p>	[REDACTED]
<p>Date / Time 28/01/2020 3:06:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location GHTel Service</p> <p>RGA jc017687</p>	<p>Informed by Cathy in SV that [REDACTED] was entered the casino thru Atrium entry. RGA spotted [REDACTED] playing in D bank machine. RGA talked to [REDACTED] and then escorted [REDACTED] to TITO machine to cash in his ticket then out thru Mings. Advised to seek counselling from GH. RGC business card issued.</p>	[REDACTED]



RESPONSIBLE GAMING


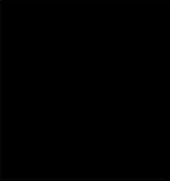




DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details		Comments	Photo
Date / Time 28/01/2020 3:24:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 MGF Tables Attended. No observable signs.	[REDACTED]	
Date / Time 28/01/2020 3:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 MGF Tables Attended. No observable signs.	[REDACTED]	
Date / Time 28/01/2020 3:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 MGF Tables Attended. No observable signs.	[REDACTED]	
Date / Time 28/01/2020 4:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Machines Observed [REDACTED] while playing in Teak.	[REDACTED]	
Date / Time 28/01/2020 4:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 PRE Machines Observed [REDACTED] while playing in Teak.	[REDACTED]	
Date / Time 28/01/2020 5:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 MGF Tables Observed.	[REDACTED]	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details	Comments	Photo
Date / Time 28/01/2020 5:06:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 MGF Tables Observed ██████ while playing in pit 7.	
Date / Time 28/01/2020 5:08:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP16 MGF Machines No observable signs,	
Date / Time 28/01/2020 5:09:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jc017687	PP12 MGF Machines No observable signs, Crown play-period policy explained.	
Date / Time 28/01/2020 5:17:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP12 MGF Machines No observable signs,	
Date / Time 28/01/2020 5:18:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Machines RGA attended and observed.	
Date / Time 28/01/2020 5:43:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jc017687	Checked SPLUNK and WEBEX throughout shift.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2020

Person Registration Details		Comments	Photo
Date / Time	28/01/2020 5:44:00 AM	Canvassed gaming floor around EGM, TG and FATG areas.	
Person Name	Responsible Gaming Audit		
Person ID	Personal		
Referred By	Responsible Gaming		
Nature of Service	GM/TG/Staff & FATG focus		
Referral Location	No Referral		
RGA	jc017687		

Registration Date/Time	Operational Overview	Created By
27/01/2020 6:13:00 AM	Checked SPLUNK and WEBEX throughout shift.	jc017687
27/01/2020 8:52:00 AM	Duress test	jt380953
27/01/2020 9:05:00 PM	Checked SPLUNK and WEBEX throughout shift.	ov360590
28/01/2020 5:43:00 AM	Checked SPLUNK and WEBEX throughout shift.	jc017687