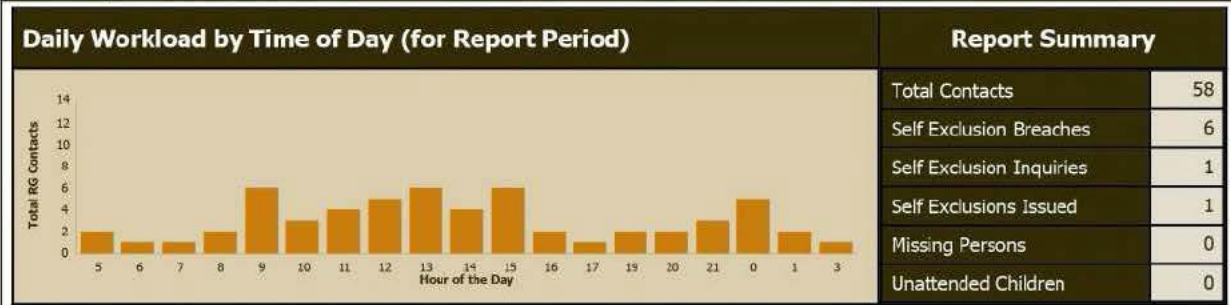


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021



Person Registration Details	Comments	Photo
Date / Time 10/02/2021 6:40:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA b1017908	PP17 MGF Tables Spoke to patron and explained about taking 8hrs break.	
Date / Time 10/02/2021 7:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA b1017908	PP15 MGF Tables Spoke to ██████ and informed that she needed to take break within 2 hours.	
Date / Time 10/02/2021 8:00:00 AM Person Name Chaplaincy Services RGC Person ID Pers Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Pers - Staff	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="margin: 0;">PHOTO REQUIRED</p> <p style="font-size: 8px; margin: 0;"> AWARDING ADDRESS SUPPORT Casino's Gaming Help 800-888-888 Responsible Gaming Center 800-450-1000 </p> </div>
Date / Time 10/02/2021 8:55:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA da027675	PP15 FRE Tables Advised TG ACM Maple Dale to remind patron to take a substantial break. Dale informed that she left the table. Later he located her advised me that she is leaving in 30 min.	
Date / Time 10/02/2021 9:00:00 AM Person Name Chaplaincy Services RGC Person ID Person Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	██████ - Patron	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="margin: 0;">PHOTO REQUIRED</p> <p style="font-size: 8px; margin: 0;"> AWARDING ADDRESS SUPPORT Casino's Gaming Help 800-888-888 Responsible Gaming Center 800-450-1000 </p> </div>



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details		Comments	Photo
Date / Time	10/02/2021 9:02:00 AM	PP12 PRE Machines Attended observed and no observable signs	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Gaming Machines		
RGA	da027675		
Date / Time	10/02/2021 9:22:00 AM	PP12 PRE Machines Attended Patron left already	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Gaming Machines		
RGA	da027675		
Date / Time	10/02/2021 9:26:00 AM	PP12 PRE Machines Attended Patron left already	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Gaming Machines		
RGA	da027675		
Date / Time	10/02/2021 9:27:00 AM	PP12 PRE Machines Attended D4606 Patron left already	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Gaming Machines		
RGA	da027675		
Date / Time	10/02/2021 9:38:00 AM	PP12 MGF Machines Attended observed and no observable signs	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Gaming Machines		
RGA	da027675		
Date / Time	10/02/2021 10:20:00 AM	PP12 MGF Tables Observed in Pit 0603. No issues.	
Person Name	[REDACTED]		
Person ID	[REDACTED]		
Referred By	Splunk		
Nature of Service	Play Periods		
Referral Location	Table Games		
RGA	da027675		



RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 10:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA da027675	Steve SV advised that [REDACTED] is in pit 0751. RGA arrived with SSO#267. Removed him via Ming's. Advised him to seek counselling from GH.	
Date / Time 10/02/2021 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jt380953	Received signed application via mail. Awaiting report before we can proceed.	
Date / Time 10/02/2021 11:00:00 AM Person Name Chaplaincy Services RGC Person ID Perso Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Pers Staff	<p>PHOTO REQUIRED</p> <p>ENABLED ASSISTANCE SUPPORT Casino's Gaming Help 800 200 600 Responsible Gaming Centre 800 900 198</p>
Date / Time 10/02/2021 11:01:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP12 PRE Machines Attended R8606 and observed [REDACTED]; no observable signs noted.	
Date / Time 10/02/2021 11:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location Security RGA b1017908	TN alleged that patron [REDACTED] is lending money to other patrons at high interest. Information email to SIU.	
Date / Time 10/02/2021 11:47:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location RGC RGA jt380953	Received a signed online revocation application via email from [REDACTED] Luke Perso confirms that attempted breach on 25/01/2021 to be waived. Responded with acknowledgment and reminded [REDACTED] that we will require his report before we can proceed.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 12:00:00 PM Person Name Chaplaincy Services RGC Person ID Pers Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Per - Staff	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p>  </div>
Date / Time 10/02/2021 12:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP15 PRE Machines Attended Patron said that she is leaving in an hour. VOSM advised.	
Date / Time 10/02/2021 12:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP15 PRE Machines Attended Patron said that she is leaving in an hour. VOSM advised.	
Date / Time 10/02/2021 12:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Break Referral Location RGC RGA jv031797	PPBR MGF Tables Approached [REDACTED] while playing at pit 02/20. [REDACTED] looked very well-rested from a 6h26m break. [REDACTED] showed me his room key from CT as a proof he is staying inhouse. Bryan (SV) provided coverage.	
Date / Time 10/02/2021 12:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA jv031797	PP18 PRE Machines [REDACTED] was spoken to by VOSM Alison and was explained PP policy for the very first time. [REDACTED] was directed to take an 8-hour break and was observed leaving Teak room after 5 minutes of being spoken to. [REDACTED] added to RGPP pager.	
Date / Time 10/02/2021 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Vietnamese (AVWA) RGA bl017908	[REDACTED] rang asking wether we have received her counsellor report. Explained that we haven't yet and she will contact her counsellor again. [REDACTED] had been informed that she will need to sign a new revocation application.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 1:00:00 PM Person Name Chaplaincy Services RGC Person ID Person 8 Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	<p>Patron</p>	<p>PHOTO REQUIRED</p>
Date / Time 10/02/2021 1:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	<p>PP15 PRE Tables</p> <p>Approached [REDACTED] while playing at pit 1712 and was reminded of his length of play. [REDACTED] is well-aware of PP policy. No observable signs noted. Steve (SV) provided coverage. ACM Steve notified.</p>	[REDACTED]
Date / Time 10/02/2021 1:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA da027675	<p>[REDACTED] phoned and asked for revocation information. All information passed in details. Reminded him in mean time stay away from casino.</p>	
Date / Time 10/02/2021 1:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA da027675	<p>PP17 MGF Tables</p> <p>Advised TG ACM to remind patron to take a substantial break. Advised by TG ACM Spoken and auctioned patron</p>	
Date / Time 10/02/2021 1:48:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953	<p>Received an email from [REDACTED] asking if he can apply for revocation again and asking how he can contact a counsellor. [REDACTED] has been advised before as to instructions to reapply and is not quite understanding. Asked RGA Dinesh to contact [REDACTED] directly because he has an English barrier.</p>	
Date / Time 10/02/2021 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location Security RGA bl017908	<p>[REDACTED] wife [REDACTED] attended the RGC to enquire about her husband's WOL. Explained that [REDACTED] need to write into Crown to have it looks into.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location Security RGA bl017908	[REDACTED] attended the RGC to ask about her husband's WOL. Explained that due to confidentiality we are unable to pass on any information. Her husband could write into Crown to have it look into.	[REDACTED]
Date / Time 10/02/2021 2:00:00 PM Person Name Chaplaincy Services RGC Person ID Person Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Person - Staff	
Date / Time 10/02/2021 2:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location RGC RGA jt380953	Received online signed application via email. Personal details updated. Reminded [REDACTED] that we still require his report before we can proceed.	[REDACTED]
Date / Time 10/02/2021 3:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Other Referral Location Security RGA bl017908	Another patron [REDACTED] alleged that [REDACTED] is lending people money with high interest. Info passed onto SIU.	[REDACTED]
Date / Time 10/02/2021 3:00:00 PM Person Name Chaplaincy Services RGC Person ID Person Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[REDACTED] - Patron	
Date / Time 10/02/2021 3:00:00 PM 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 da027675	Canvassed gaming floor. Liaised with patrons and staff.	



RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details		Comments	Photo
Date / Time 10/02/2021 3:09:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Information Referral Location GH Western RGA da027675	I phoned ██████ Explained in Hindi/ Punjabi regarding his declined revccation application. He will be eligible next year Feb2022. Which he acknowledged too. Advised him to seek counselling form GH and ask for interpreter.		
Date / Time 10/02/2021 3:18:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jv031797	██████ phoned to advise that he will be attending RGC in the next few days for a copy of his SE Order. ██████ was advised to bring in his DRVL as his proof of identity. He also enquired about his breaches which was advised to him by RGA Bobo on the 05/02/2021. ██████ advised that his requests are requirements made by his counsellor. ██████ was reminded of his SE legal boundaries and reminded to stay away from the gaming floor.		
Date / Time 10/02/2021 3:50:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Paperwork Received Referral Location RGC RGA jt380953	Received signed online application via email from ██████ Responded with acknowledgment and reminded ██████ that we still require his report before proceeding.		
Date / Time 10/02/2021 4:28:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Request for Revocation Referral Location RGC RGA jt380953	Received a request to revoke email from ██████ Personal details updated.		
Date / Time 10/02/2021 4:30:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Application Referral Location RGC RGA jt380953	Revocation application emailed to Personal ██████		
Date / Time 10/02/2021 5:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Interview Referral Location RGC RGA jv031797	Revocation interview conducted with ██████ with RGA Jo and RGP Susan perso ██████		



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 6:01:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location RGC RGA bl017908	Checked Splunk and Webex throughout the shift.	 PHOTO REQUIRED
Date / Time 10/02/2021 7:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Security RGA pf370890	SV (Ming) advised [REDACTED] entered Ming's at 19:30 and exited FC at 19:37. Nil contact with RGA	[REDACTED]
Date / Time 10/02/2021 7:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA pf370890	SV (Aaron) advised [REDACTED] was in Pit 9. SSO attended. [REDACTED] was removed via Ming's. RGA spoke to [REDACTED] at length with strategies to stay away.	[REDACTED]
Date / Time 10/02/2021 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location RGC RGA pf370890	[REDACTED] attended RGC to have his GRIP. All covid restrictions adhere too (Temp 35.6). RGA discussed revocation conditions, which [REDACTED] had agreed too. Paperwork signed and copy given to [REDACTED]. RGA obtained a new photo of [REDACTED] taken, placed in KALOF -RG.	[REDACTED]
Date / Time 10/02/2021 8:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA fb022711	Surveillance (Minh) advised [REDACTED] in Pit 4; attended with Security at Pit 4 / 13 and escorted [REDACTED] off gaming floor via Western entry. [REDACTED] initially denied identity and claimed to have no ID; when asked to leave he then stated that "it's expired" - meaning his SE. Explained that it was indefinite and he needed to apply for revocation; this wasn't possible for at least another 12 months due to tonight's breach.	[REDACTED]
Date / Time 10/02/2021 9:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location GHTel Service RGA nm018947	[REDACTED] attended the RGC with a female who he said was his sister (her details were not obtained due to no ID). Initially it was [REDACTED] that was going to SE then the female decided to after [REDACTED] spoke to her in Chinese. The female didn't have ID on her and therefore her SE didn't proceed. She said she will come back with photo ID. The SE for [REDACTED] began and then when it was explained that his Rewards card would be cancelled he then opted out and said he has a hotel stay and many points on the card. [REDACTED] said he would return after he used the hotel stay and will bring his sister with her ID. SE and GH brochures were given to the patrons.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 10/02/2021 9:46:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA pf370890	<p>█████ presented at RGC enquiring about SE. T&Cs were explained and █████ decided to proceed. All covid restrictions adhered too (Temp 37.9). SE papers were served at 22:06 with RGA Nina █████ as witness. GH brochure and RGC BC were accepted.</p> <p>Issued BY: CM Term of SE: 3 years 7 year drop off: NO</p>	
Date / Time 10/02/2021 9:57:00 PM Person Name ██████████ Person ID ██████████ Referred By Guest Services Nature of Service Observable Signs Referral Location RGC RGA fb022711	<p>█████ has submitted a customer comment describing his visit to Crown on 08/02/21 as "poor". RG to have a welfare chat with █████ based on previous interactions and to ascertain if his poor experience was gaming-related. Please remove from RGA pager when completed and advise team via email of response.</p>	
Date / Time 10/02/2021 10:00:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	Scanned SE files for ██████	
Date / Time 10/02/2021 11:00:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	RG chat/interview with RGP Thai.	
Date / Time 11/02/2021 12:26:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA pf370890	SV (Melissa) advised █████ entered GF via west end at 12:17 and exited GF via FC. Nil contact with RGA	
Date / Time 11/02/2021 12:38:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Welfare Referral Location RGC RGA pf370890	SV (Ming) advised █████ was at FC. RGA approached and spoke with █████ T&Cs were explained of SE and Revocation.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 11/02/2021 12:52:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed ██████ at E30; no observable signs noted.	
Date / Time 11/02/2021 12:53:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed ██████ at E32; no observable signs noted.	
Date / Time 11/02/2021 12:58:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Tables Observed ██████ at Pit 17 / 09; no observable signs noted.	
Date / Time 11/02/2021 1:09:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed ██████ at R21; no observable signs noted.	
Date / Time 11/02/2021 1:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by SV that ██████ was in Pit 16 and heading to Pit 8. I attended Pit 8 and met with Security. COMMS was unable to watch ██████ as there was a fire alarm triggered at 10 Miles. Security and I disregarded the call and I headed back to the office. SV called back to say that ██████ left the gaming floor to go to the ATM and he tried to gain entry onto the gaming floor and he was refused by Security. NIL contact with the RGA.	
Date / Time 11/02/2021 3:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA pf370890	PP15 VIP Tables TG ACM Mahogany_1 2:57 AM I have informed ██████ that she has to leave by 5am. Is is aware of our policy and knows she has to take a 6 hour break (she is staying in house).	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Feb 10, 2021

Person Registration Details	Comments	Photo
Date / Time 11/02/2021 5:43:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA pf370890	PP12 MGF machines RGA attended D0206, [REDACTED] had no observable signs	[REDACTED]
Date / Time 11/02/2021 5:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA pf370890	PP12 MGF Tables RGA attended 1012, [REDACTED] had no observable signs	
Date / Time 11/02/2021 5:52:00 AM Person Name Responsible Gaming DOR Person ID Pers Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA fb022711	Vetted and scanned SE files.	
Registration Date/Time	Operational Overview	Created By
10/02/2021 06:01:00 PM	Checked Splunk and Webex throughout the shift.	b1017908
10/02/2021 10:00:00 PM	Scanned SE files for [REDACTED]	nm018947
10/02/2021 11:00:00 PM	RG chat/interview with RGP Thai.	nm018947
11/02/2021 05:52:00 AM	Vetted and scanned SE files.	fb022711