

**Responsible Gambling
Code of Practice**

**Take a tip.
Set your
limits
and bet
responsibly.**

Introduction

The NZ Racing Board operates 750 TAB outlets throughout New Zealand as well as On-course Tote Terminals, Internet, Phonebet, Touch Tone and SKYbet wagering channels.

The NZ Racing Board is committed to providing a safe and enjoyable environment for customers to wager on racing and sport, responsibly.

While racing and sports betting are reported by very few people as the cause of their gambling problem, the NZ Racing Board supports proactive assistance that helps those people who may be at risk of a gambling problem.

We take our statutory responsibilities under the Racing Act 2003 to minimise problem gambling very seriously.

The NZ Racing Board participates in the Problem Gambling Expert Advisory Group established by the Ministry of Health and Department of Internal Affairs, to ensure that our understanding of the issues associated with problem gambling, and the effective management of these issues, meet industry standards.

About the New Zealand Racing Board

The New Zealand Racing Board facilitates all racing and sports wagering in New Zealand. If you bet on the gallops, trots or greyhounds, take a punt on the All Blacks or the US baseball, or go to a raceday, part of your betting dollar is contributing towards New Zealand racing or sport through the New Zealand Racing Board.

Under the Racing Act 2003, the responsibilities of the NZ Racing Board are to facilitate and promote racing betting and sports betting; to maximise profits for the long-term benefit of New Zealand racing; and to promote the racing industry.

The NZ Racing Board conducts its business activities with integrity and to the benefit of the many diverse members who derive their livelihoods from the New Zealand racing industry.

The New Zealand Racing Board, as the operator of the TAB, is committed to responsible gambling practices.



Our Vision

Our Vision is to lead New Zealand racing to deliver greater success and excitement.

Our Values

- **Innovation** - look for new ways to advance, seek creative solutions, create opportunities and become more receptive to change
- **Valuing People** – recognise, retain, nurture and develop individuals in the organisation, work to individual's strengths and serve as you wish to be served
- **Dynamism** –focus on change and move forward, think big, start small and scale fast
- **Teamwork** – combine our experience and skills by working together effectively and leverage these principal resources with effective communication
- **Passion** – have strong beliefs in the industry, be considerate and enthusiastic about your contribution and have fun in the workplace
- **Integrity** – have transparency of purpose, fulfill our social responsibilities and do the right thing all the time.

Underpinning our Vision and Values is the requirement that we encourage our customers to wager responsibly and to set their limits in terms of what they can afford.

For more information about the New Zealand Racing Board, please visit www.nzracingboard.co.nz

Our Commitment

Treated responsibly, betting on racing and sport is associated with fun and excitement. However, we recognise that for a small percentage of people it may cause harm and lead to potential gambling problems.

The NZ Racing Board is committed to promoting responsible gambling and has a Harm Prevention & Minimisation Policy and procedures in place to help minimise the potential harm associated with gambling. Our aim is to ensure all customers are served in a responsible manner. All staff responsible for supervising betting across the NZ Racing Board's TAB network receive comprehensive training in problem gambling awareness and are trained to take appropriate action if a person shows the behavioural signs, or is at risk of, or is identified as, having a gambling problem. This includes providing information about problem gambling support services.

Our Statutory Responsibilities

Under the Racing Act 2003 and associated Regulations, the New Zealand Racing Board is required to meet the following obligations with respect to Harm Minimisation and Problem Gambling.

Restriction on Automatic Teller Machines

The NZ Racing Board must ensure that there are no automatic teller machines available at TAB venues.

Provide information about problem gambling

The NZ Racing Board must, at each TAB venue, display signage that is clearly visible to players that encourages players to wager only at levels they can afford, and contains advice about how to seek assistance for problem gambling.

Provide problem gambling awareness training

The NZ Racing Board must provide problem gambling awareness training to employees responsible for the supervision of racing and sports betting at Board venues.

Credit Betting is illegal

It is an offence for NZ Racing Board staff, TAB retailers or retailers staff to offer or provide credit to any person for the purpose of making a bet.

Bets may be refused

The NZ Racing Board reserves the right to refuse bets, or exclude a customer from a TAB venue, if the customer is under the age of 18, is identified as a problem gambler, or is deemed at risk of having a gambling problem.

Customer assistance available through the New Zealand Racing Board

Set your Limits Programme

If you are a TAB account customer, you can contact the NZ Racing Board to request that a weekly limit be placed on your financial activity through your nominated betting account. Once the agreed limit has been reached, no further bets will be accepted on the nominated account for that week. The Set Your Limits programme may operate indefinitely and can be revoked with the agreement of the NZ Racing Board.

Self Exclusion Programme

Any TAB customer can voluntarily arrange with the NZ Racing Board for their access to gambling services offered by the TAB to be denied. This service is available to customers who want to control their wagering activity. The Self Exclusion Programme may operate indefinitely and can be revoked with the agreement with the NZ Racing Board.

For further information on these services, please contact the NZ Racing Board on **0800 102 106** or visit either of our websites:

www.tab.co.nz or **www.nzracingboard.co.nz**

Our Policies

The NZ Racing Board's Harm Prevention & Minimisation Policy established in 2005 applies to all NZ Racing Board staff, TAB retailers and retailers' staff. The policy is reviewed annually and provides the framework for

complying with the spirit and intent of the Harm Prevention & Minimisation Regulations as well as the NZ Racing Board's specific statutory regulations under the Racing Act 2003.

All racing and sports betting is covered by this policy. The operation of gaming machines at NZ Racing Board venues is also covered by this policy.

Training and Development

All staff responsible for supervising betting across the NZ Racing Board's TAB network receive training in problem gambling awareness and the process for intervention with customers.

The training is designed to give staff the confidence and ability to approach customers who they believe may be at risk of having a gambling problem. This includes refusing to accept bets, how to identify customers who may be at risk, and providing information about problem gambling services.



Provision of Information

The NZ Racing Board is committed to making information about Responsible Gambling and Problem Gambling Assistance easily accessible to customers.

Confidentiality

TAB customer information held by the New Zealand Racing Board is treated with the strictest confidentiality in accordance with the Privacy Act 1993.

The confidentiality of customers who volunteer to NZ Racing Board staff, TAB retailers or their staff, that they have a gambling problem is respected at all times.

Responsible Marketing

Marketing of racing and sports betting products and services, including advertising and promotions, is directed at promoting these services as entertainment and recreational products.

The NZ Racing Board endeavours to ensure that the marketing of its products:

- targets people who are over 18 years of age
- is in accordance with the codes of conduct specified by the Advertising Standards Authority (ASA)
- is not false, misleading or deceptive
- does not offend the general public
- is not directed at minors or vulnerable or disadvantaged persons
- as far as practicable, does not encourage problem gamblers to place bets
- meets responsible trading practices.

Serving Our Customers Responsibly

All staff at TAB outlets are required to:

- promote and abide by the Harm Prevention and Minimisation Policy of the NZ Racing Board as well as the NZ Racing Board Responsible Gambling Code of Practice
- display signage including the NZ Racing Board posters and pamphlets about Responsible Gambling
- comply with all relevant legislation and regulations
- have completed the approved problem gambling awareness training

- be familiar with the features, rules and requirements of all betting products and services offered
- refuse to take bets for any customer under the age of 18 years of age
- take all reasonable measures aimed at providing a safe and secure environment in which betting or gaming activities are conducted
- provide a friendly and efficient service to customers at all times
- provide all materials required to place bets with the NZ Racing Board
- take all reasonable steps to identify problem gamblers and approach any person identified as an actual or potential problem gambler and provide that person with information about problem gambling
- comply with all policies and procedures set out in the Retail Operations Manual of the NZ Racing Board
- refuse to extend credit to any customer for the purpose of making a bet.

Problem Gambling Helpline

If you think you, or someone you know, may have a problem, there is help available through a range of support and counselling services. Call the Gambling Helpline on 0800 654 655.

Contact Us

For more information, or to request a copy of our Harm Prevention and Minimisation Policy, please call the NZ Racing Board Helpdesk on 0800 102 106 or visit our websites: www.nzracingboard.co.nz or www.tab.co.nz

New Zealand Racing Board National Office
106-110 Jackson Street, Petone
P O Box 38899
Wellington Mail Centre

Ph: 04 576 6999 Fax: 04 576 6942

Email: gamblinghelp@nzracingboard.co.nz