

Harm Prevention & Minimisation Policy of the New Zealand Racing Board

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1. Application

This policy applies to all NZ Racing Board employees, agents and agent's employees. This NZ Racing Board policy provides the framework for complying with the requirements of the Racing Act 2003, the Racing (Harm Prevention & Minimisation) Regulations 2004, the Gambling Act 2003, and the Gambling (Harm Prevention & Minimisation) Regulations 2004, as well as any other specific statutory obligations.

All betting, whether by placing a bet at a retail outlet or by using a TAB account via channels such as Phonebet, internet and Touch Tone is covered by this policy. The operation of gaming machines at TAB Agencies and Branches (but not at PubTABs or ClubTABs) is also covered by this policy.

Employees who have any questions about the application of this policy should raise these with their relevant Senior Executive Team member or the Governance and Assurance Division of the NZ Racing Board.

2. Purpose

The NZ Racing Board wants to ensure that any potential harm from products it provides to the community is minimised. The NZ Racing Board aims to identify customers who may have difficulties related to gambling and to minimise the effects of those issues.

3. Definitions

Harm means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling and includes personal, social or economic harm suffered:

- a) by the person; or
- b) by the person's spouse, partner, family, whanau or wider community; or
- c) in the workplace; or
- d) by society at large.

Harm Prevention & Minimisation Regulations

	means the provisions of the Racing Act 2003, the Gambling Act 2003 (and relevant subsidiary legislation such as the Racing (Harm Prevention and Minimisation) Regulations 2004 and the Gambling (Harm Prevention & Minimisation) Regulations 2004) concerned with Problem Gamblers and the prevention and minimisation of Harm.
Problem Gambler	means a person whose gambling causes harm or may cause harm.
Gaming Venue	means a NZ Racing Board Branch or Agency (not PubTABs or ClubTABs) that has gaming machines.
Venue	means any outlet that supplies NZ Racing Board wagering services or is a Gaming Venue and includes National Office, Branches, Agencies, Sub-agencies, Self-service outlets and On-course facilities. Note that this definition has a wider scope than that of "Board venue" as defined in the Racing Act 2003.
Venue Supervisor	means (a) a manager, or other staff involved in the supervision of racing and sports wagering, including agents and agents' employees; and (b) for Gaming Venues, a manager or other employee involved in supervising gaming at the Gaming Venue.

This Policy, and the processes and procedures that support this Policy, and any reference to 'gambling', apply to the NZ Racing Board's responsibilities in relation to both wagering on racing and sporting events, as well as gambling in Class 4 Venues where the New Zealand Racing Board holds the Venue Licence. It is important to note that some areas of the Policy go beyond the base requirements of the Gambling Act.

4. Policy

The NZ Racing Board will implement practices and procedures aimed at ensuring that customers are served in a responsible manner, and enabling staff to identify people who may have difficulties related to gambling, and to take any action appropriate in relation to that person.

The NZ Racing Board will enable all relevant staff to provide information about problem gambling to others, including information about problem gambling support services.

The NZ Racing Board will take such action as is required regarding problem gamblers, including the exclusion of customers from Venues, or refusing to accept bets from customers.

- 4.1. The NZ Racing Board will ensure that Supervisory staff are aware of their legal obligations in relation to Problem Gambling. To that end, NZRB will provide training to all Venue Supervisors on problem gambling awareness, which will include the requirements of the Racing Act 2003 and associated

regulations and for Gaming Venues, the requirements of the Gambling Act 2003 and associated regulations.

The NZ Racing Board will provide periodic refresher training on Problem Gambling for supervisory staff.

It is required that a trained person (supervisor) in Problem Gambling issues is on-site at all times.

- 4.2. All NZ Racing Board Venue Supervisors are required to take all reasonable steps to identify problem gamblers, and will approach any person identified as an actual or potential problem gambler and provide that person with information about problem gambling.
- 4.3. The NZ Racing Board will periodically monitor TAB accounts for signs of problem gambling and will investigate and take appropriate action, including refusing to accept bets from that account holder where a customer is identified as a problem gambler.
- 4.4. The NZ Racing Board will ensure that all Venues display signage informing customers of its Harm Prevention and Minimisation Policy, and providing information related to problem gambling, including problem gambling services, and as required by any harm minimisation regulations made under the Racing Act 2003 or Gambling Act 2003 as applicable.
- 4.5. The NZ Racing Board will have an exclusion procedure whereby customers can elect to be excluded or the NZ Racing Board can impose exclusion from wagering and gaming venues, and from having a TAB Account. The NZ Racing Board will ensure all relevant staff are aware of and know how to administer this procedure.
- 4.6. An exclusion order must be issued, under section 310 of the Gambling Act 2003, to a self-identified problem gambler who makes a request for the issue of such an order. An exclusion order must be issued under section 309 of the Gambling Act to any person identified under that section as a problem gambler.
- 4.7. Where a customer exclusion is required at a NZ Racing Board Gaming Venue an exclusion covering both gaming and wagering will be actioned.
- 4.8. The NZ Racing Board will refuse to accept bets from identified Problem Gamblers.
- 4.9. All Venues will maintain a Harm Prevention and Minimisation Manual including information on staff training and incident and intervention reports.

No customers under the age of 18 years will be permitted to enter the gaming area or participate in wagering or gaming at Venues. Venue staff will regularly and proactively monitor gaming and wagering areas for both excluded customers and under-age persons.

NZRB will provide CCTV camera coverage to assist in the monitoring of such issues.

- 4.10. No staff are to provide credit either directly or indirectly to customers for gambling purposes.

- 4.11. Venue staff and management must not play gaming machines at the Venue which they are employed where the NZ Racing Board is the Venue or Operator Licence holder.
- 4.12. No automatic teller machines will be available in NZ Racing Board Agencies or Branches.
- 4.13. The NZ Racing Board will discourage customers from leaving children unattended either in the Venue or the Venue car park.
- 4.14. The NZ Racing Board will take reasonable measures aimed at providing a safe and secure environment in which wagering or gaming activities are conducted.
- 4.15. The NZ Racing Board will comply with the Advertising Standards Authority Code for advertising gaming and gambling.

5. Penalties

The NZ Racing Board, agents and Gaming Venue operators and managers are subject to various penalties under the Racing Act 2003 and the Gambling Act 2003.

6. Procedures

Detailed procedures on Harm Prevention and Minimisation can be found in the Harm Prevention and Minimisation Manual.