



## **Redcape Hotel Group Pty Ltd**

COMPANY POLICY

# **RESPONSIBLE SERVICE POLICY**

**Date:** 17 August 2021



## RESPONSIBLE SERVICE

Redcape seeks to be a strong, viable company that cares for its customers, nurtures and develops its people and contributes positively to the communities in which it operates.

Redcape seek to provide venues where local communities can enjoy quality entertainment and social interaction in a friendly and secure environment. Our venues share common focuses of delivering excellent and responsible hospitality.

We are committed to acting responsibly in our service of both alcohol and gaming, and in doing so we provide our customers with the necessary tools to help them to make informed and responsible choices. We are also committed to partnering with other organisations who can provide support to any customer who needs help. We work closely with industry partners to ensure we continually refine and evolve our approach to responsible service with measures that have proven to be successful at reducing problem incidence.

## RESPONSIBLE SERVICE PRINCIPLES

- a. Redcape is committed to providing a safe and secure environment for its customers and staff.
- b. Redcape is committed to ensuring all employees are trained in the provision of responsible service of alcohol and gaming.
- c. Redcape is committed to being fully compliant with all applicable alcohol and gaming legislation. Our licensees understand the critical importance of compliance.
- d. Redcape minimises the potential for harm associated with the service of alcohol by being vigilant around intoxication.
- e. Redcape minimises the potential for harm associated with gambling by ensuring that all staff are trained in Responsible Gaming. We monitor and enforce all self-exclusion requests. We are committed to providing our patrons with tools to help them to make informed and responsible choices.

## HARM MINIMISATION

Redcape venues approach the sale, supply and consumption of liquor with the goal of shaping and nurturing social and sustainable communities.

Redcape believes that problem gamblers should not be in gaming rooms. We believe that the most effective measures to help problem gamblers are the ones delivered by trained professionals outside of the venue.

Redcape believes that information and awareness are the key enablers that allow our customers to make informed and responsible choices. In support of this, through our Public Help platform, we provide tools that allow our customers to monitor and manage their gambling activity. These include player activity statements, voluntary pre-commitment and awareness around support and counselling services available through external industry partners.

Redcape is committed to working in partnership with Responsible gambling services such as GameCare and GambleAware, to ensure vulnerable people can receive the help they need by trained professionals.