

## Marina Bay Sands Responsible Gambling

Marina Bay Sands is a responsible operator, dedicated to providing all patrons an unforgettable experience and committed to supporting social safeguards established by the Singapore Government. The integrated resort has been committed to Responsible Gambling since opening in 2010 and has developed its programme over the years to reflect best practices in the industry.

### Training and Education

- All employees at Marina Bay Sands receive training and annual refresher courses in Responsible Gambling that reflects the industry's best practices. This training is based on the leading Responsible Gambling initiatives carried out at all Las Vegas Sands properties.
- Marina Bay Sands started the Responsible Gambling Ambassador (RGA) Programme in February 2013.
- Developed by Dr. Bo Bernhard (Ph.D), Executive Director of the University of Nevada Las Vegas (UNLV) International Gaming Institute, the RGA Programme is an additional education and training initiative implemented for Casino facing staff.
  - Over 500 RGAs have been trained since the programme's launch.
  - Ambassadors have a greater level of knowledge on Responsible Gambling and are equipped with additional skills to identify observable behaviours, interact and assist any patrons who may display signs of problematic gambling behaviour.
- As part of Marina Bay Sands' ongoing commitment to Responsible Gambling,
  - Collaterals such as brochures, signage and cards are displayed prominently throughout the casino to inform patrons of the assistance available to them through Responsible Gambling Ambassadors and Government funded support services.
  - This collateral is also available in back of house staff areas to ensure that Team Members understand that Responsible Gambling is everyone's responsibility.
- Since 2014, Marina Bay Sands has actively collaborated with the National Council on Problem Gambling for Responsible Gambling Awareness Week (RGAW). The integrated resort organises and hosts various activities to educate patrons on the importance of Responsible Gambling.

### Social Safeguards and other measures

- All Singapore citizens and permanent residents entering Marina Bay Sands casino are required to pay an entry levy imposed by the Singapore Government:
  - SGD100 for 24 consecutive hours
  - SGD2,000 for a one-year period
- Marina Bay Sands supports the casino exclusion programmes established by the Singapore Government. Through these initiatives, a person or family member may apply for the exclusion programme that best suits their situation. Exclusions from the casinos can take one of three forms:
  - Self-exclusion: Voluntary exclusion of patron from the casino.
  - Family-exclusion: Family member applies for the exclusion of a patron from the casino.
  - Third party-exclusion: People deemed financially vulnerable are automatically excluded by the Government from entering the casinos in Singapore.
- The Pre-Commitment programme is a voluntary programme that supports a patron's decision to limit the amount of money they are prepared to lose before they begin to gamble. This initiative is established by Marina Bay Sands to assist patrons to stay within their pre-committed spend.

# Fact Sheet



- As part of Marina Bay Sands' Responsible Gambling programme, patrons may be excluded from the casino if they are found:
  - Overstaying in the casino past the entry levy allowance
  - Gaining / attempting to gain access through false identification documents (Impersonation)
  - Posing threat or danger to themselves, other persons or property
  - Leaving children unattended while gambling
  - Exhibiting signs of intoxication
  - Sleeping in the casino
  - Exhibiting undesirable behavior that may be indicative of problem gambling or gambling-related problems