

# Fact Sheet



## Marina Bay Sands Responsible Gambling

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

### Training and Education

- All employees at Marina Bay Sands receive Responsible Gambling training and annual refresher courses. This training is based on the leading Responsible Gambling initiatives carried out at all Las Vegas Sands properties.
- Marina Bay Sands established the Responsible Gambling Ambassador (RGA) Programme in conjunction with experts in February 2013.
- Developed by Dr. Bo Bernhard (Ph.D), Executive Director of the University of Nevada Las Vegas (UNLV) International Gaming Institute (IGI), the RGA Programme is an additional education and training initiative implemented primarily for casino-facing staff.
  - To date, there are over 1000 Team Members who have received training under the RGA Programme and Marina Bay Sands has over 630 active Ambassadors that are available 24/7, 365 days a year.
  - Ambassadors are provided with additional training on Responsible Gambling and are equipped to identify observable behaviours and assist patrons who may display signs of problematic gambling behaviour.
- As part of Marina Bay Sands' Patron Information Programme,
  - Collaterals such as brochures, signage and cards are displayed prominently throughout the casino, including casino entry points and drink stations, 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 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:
  - SGD150 for 24 consecutive hours
  - SGD3,000 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 a patron from the casino.

*As of August 2021*

# Fact Sheet



- 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 Voluntary Pre-Commitment (PCP) programme allows patrons to plan their gambling expenditure by voluntarily setting a limit on how much money they spend gambling over a 24-hour period. This initiative was established by Marina Bay Sands to assist patrons to stay within their pre-committed spend.
- 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 a threat or danger to themselves, other persons or property
  - Leaving children unattended while gambling
  - Exhibiting signs of intoxication
  - Sleeping in the casino
  - Exhibiting undesirable behaviour that may be indicative of gambling-related problems