

2023年度新濠博亞娛樂負責任博彩計劃

Melco Resorts & Entertainment Responsible Gaming Annual Plan 2023



負責任博彩 · 智者能自控 RESPONSIBLE GAMING · STAY IN CONTROL



由高層親自領導

作為負責任的企業，新濠承諾於營運所在的各司法管轄區發展並維持負責任博彩文化，定期舉辦超出法定要求及領先技術的負責任博彩活動計劃。負責任博彩監督委員會由公司高層親自領導，配合澳門特區政府推廣「瘋」家「輸」為主題的負責任博彩舉措下制定及推行全年負責任博彩策略。

LEADERSHIP FROM THE TOP

As a responsible organization, Melco is committed to developing and maintaining a culture of Responsible Gaming (RG) in every jurisdiction we operate in, our approach includes initiatives that go above and beyond mandated regulatory requirements and industry-leading technology. The Company's Responsible Gaming Steering Committee is led from the top. The Committee provides strategic direction for all annual RG initiatives which are based around the Macau SAR Government's "Lost Control, Lose Family" promotional campaign.





行之有效的負責任博彩系統

EFFECTIVE RESPONSIBLE GAMING SYSTEM

技術與流程

亞洲首間在其澳門娛樂場各入口安裝實時面部識別保安系統的博彩營運商，而位於澳門、馬尼拉及塞浦路斯的所有博彩設施中，實時容貌識別保安系統亦有助於自我隔離措施。

Technology and Process:

Asia's first operator to deploy real time facial recognition security systems at entrance of gaming areas in Macau. The system also forms an integral part of supporting self-exclusion in Macau, Manila and Cyprus.

為同事進行負責任博彩教育

- 投資於負責任博彩培訓上，培育同事識別潛在賭博失調和了解負責任博彩認知行為
- 推出進階負責任博彩培訓課程的網上學習版本及派員參與由澳門博彩監察協調局及澳門大學設計的「澳門負責任博彩指導員證書課程」。
- 定期於澳門及馬尼拉「員工心臟地帶」設置負責任博彩教育區
- 定期舉辦負責任博彩推廣月

Educating colleagues on Responsible Gaming:

- Investment in training to help colleagues identifying potential gambling disorder and understand the cognitive behaviors of Responsible Gaming;
- Launch of e-learning version of advance RG course and assign colleagues to attend the "Macao Responsible Gaming Advisor Certificate Program" designed by Gaming Inspection and Coordination Bureau and the University of Macau;
- Hosting experiential RG awareness-raising activities regularly;
- Set up of RG educational space at the Heart-of-House in Macau and Manila

普及社區負責任博彩文化

- 負責任博彩大使為賓客提供負責任博彩相關資訊和自我隔離的協助
- 提倡「負責任博彩·智者能自控」
- 支持並投資澳門博彩研究

Spreading RG culture to a wider community:

- Trained RG ambassadors to provide assistance on providing RG information and self-exclusion to patrons;
- Promoting "Responsible Gaming · Stay In Control"
- Investment in gaming researches in Macau



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MELCO RESORTS & ENTERTAINMENT RESPONSIBLE GAMING ANNUAL PLAN 2023

活動計劃 INITIATIVE	活動計劃 INITIATIVE
負責任博彩督導委員會會議(最高管理層) RG Steering Committee meeting (Top management)	年度負責任博彩重溫課程 Annual RG refresher training
負責任博彩執行委員會定期會議 RG Implementation Committee meeting	負責任博彩資訊亭使用培訓課程 Responsible Gaming Kiosk Training
負責任博彩環球委員會會議 RG Global Committee Meeting	負責任博彩推廣月活動 RG Awareness Month activity
負責任博彩工作委員會定期會議 RG Working Committee regular meeting	負責任博彩大使講座 RG Ambassador Seminar
與博彩業職工之家合辦季度負責任博彩路演及諮詢服務 Gaming Employees Home Roadshow and Counseling Services	負責任博彩大使重溫課程 RG Ambassador refresher training
與聖公會及澳門義務青年會合辦路演推廣 SKH and AJVM Roadshow	負責任博彩執行指標評估 RG Implementation Index
負責任博彩每月焦點海報 (於新濠通亦設有電子海報) RG monthly focus poster/ e-poster in Melco Apps	負責任博彩你我有責網上測試 Responsible Gaming, Everyone's Job Online Quiz
「生活的藝術」系列負責任博彩女性工作坊 Women workshop	