

Hotels

ALH Group operates 331 licensed venues and 558 retail liquor outlets across Australia. We are a market leader offering a diverse array of hospitality experiences, including sports bars, bistros, restaurants, cafes, retail liquor, accommodation, nightclubs, electronic gaming and wagering.

PEOPLE

Responsible gambling

ALH Group is committed to providing responsible gambling in our venues.

We want to ensure that our hotels provide a safe and supportive environment, where our customers make informed decisions about gambling, and provide timely, appropriate assistance and information.

We have developed and distributed a responsible gambling pocket guide to every one of our gaming staff.

ALH Group has a hotel and gaming charter that clearly demonstrates our commitment to responsible gambling.

ALH Group complies with, and seeks to exceed, all applicable responsible gambling legislative requirements in each state and participates in many state and local government gambling working groups to assist in identifying and developing appropriate responsible gambling initiatives.

Responsible Gambling Ambassador

ALH Group works with David Schwarz, a well-known former professional footballer and reformed problem gambler, as its Responsible Gambling Ambassador. David provides employee education and customer awareness about the importance of 'asking for help if your gambling becomes a problem' Most importantly, David is available for our staff to discuss any gambling problems they or their families and friends may be experiencing.

ALH Group hotels' operating standards are well in excess of legislative requirements. To build on our existing commitment to be Australia's most responsible operator of hotels, ALH Group is particularly focused on three areas: setting limits, staff education and training and partnerships

Voluntary pre-commitment (setting limits)

Pre-commitment is a cornerstone of our responsible gambling plan moving forward. It is our intention to have pre-commitment functionality on every gaming machine in Victoria, New South Wales, Queensland and South Australia by the end of 2015. This will mean that our hotels will have pre-commitment functionality installed years ahead of planned legislation in most jurisdictions in Australia.

Staff education and training

A key focus is our e-learning module providing staff the skills to approach and interact with customers who may be indicating signs of problems with their gambling, and how our self-exclusion program operates.

Community partnerships

We partner with agencies such as Gamblers' Help in each state. We want ALH Group staff to learn from these agencies how best to promote the message of responsible gambling. We have established partnerships with The Salvation Army, gambling research experts and mental health organisations. This recognises that problem gambling is a complex issue and requires a multi-level approach.

This additional three point plan coupled with our Hotel and Gambling Charter and David Schwarz program will help us continue to be a leader in responsible gambling initiatives, and will ensure safer environments for all.

Responsible service of alcohol

ALH Group believes that individuals have the right to choose to consume alcohol in licensed venues as a form of social activity. We have a responsibility to deliver best practice in terms of our service of alcohol and to set a positive example to our customers and to other licensees.

To prevent underage drinking in our venues we require valid proof of age to be presented by young adults on our premises.

PROSPERITY

Community

ALH Group is proud of its involvement in the community, with hotels often being a community hub and meeting place. ALH Group works closely with many charitable organisations, financially supporting a diverse range of worthwhile causes ranging from seriously ill children to services supporting the families of armed services personnel.

In 2015, we contributed a total of \$1.51 million to worthwhile organisations that include Very Special Kids, the Leukaemia Foundation, Bravehearts and The Salvation Army.