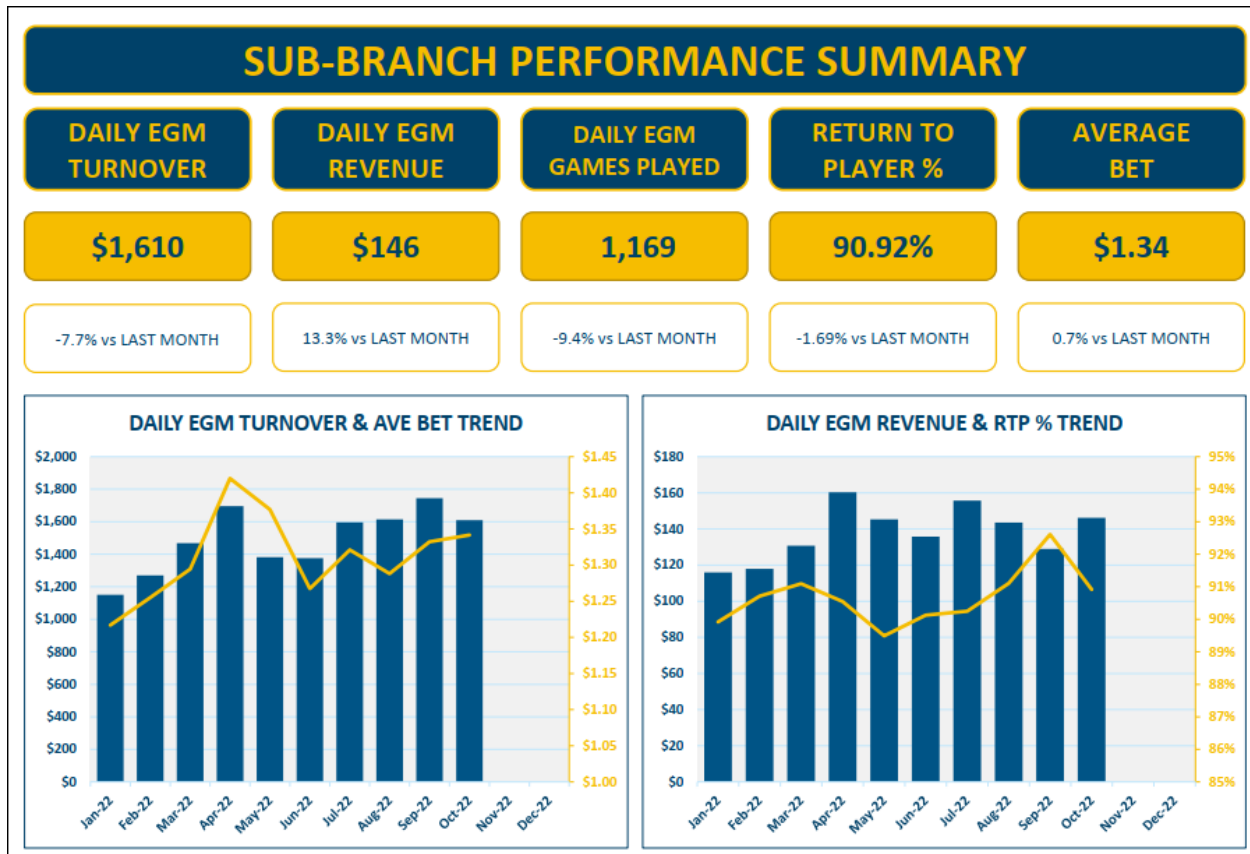


## 1. OH&S, Risk and Compliance

- Monthly self-audit for October for the gaming room has been completed for AML/CTF.
- Kitchen food safety is up to date and compliant.
- Have sent off our new office 365 cyber score to the insurer. Current Sophos Virus and malware protection on PC's is satisfactory. New privacy policy is being sent to have on file for our Guest sign in system from Infosign. Our biggest issue is our internet and plan, which I am currently reviewing. Access to IGT – have reviewed who has access and what level of access.
- Tuesday the 15<sup>th</sup> of November we are having our gaming operation audited by the VGCCC. Report will follow.

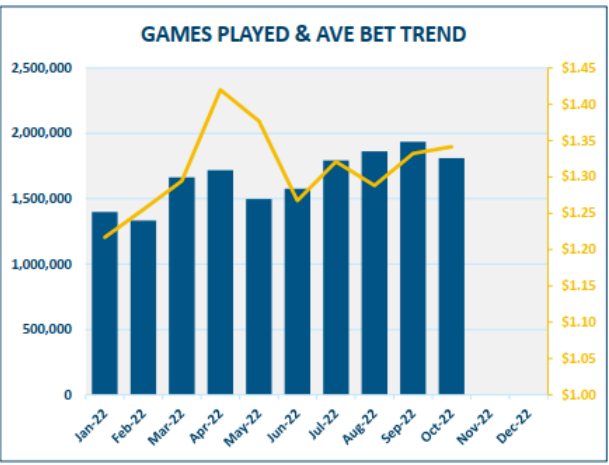
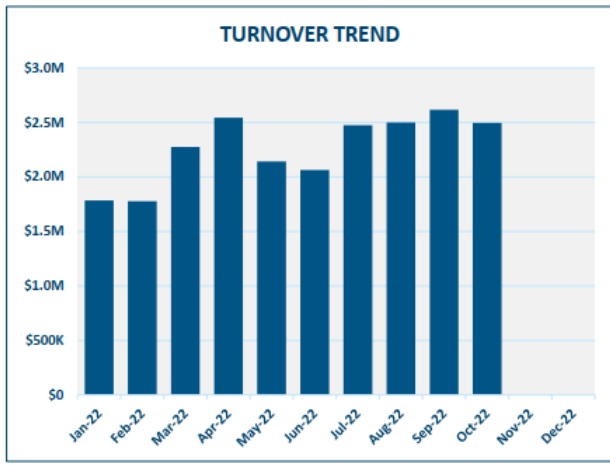
## 2. Finance

- October sees our best monthly financial profit year to date with all 3 revenues exceeding what we budgeted and current expenses remaining consistent.
- Beverage gp sat at 69.2% for the month of October with the food sitting at 55.5%
- Deployment for the 2 new machines has now been completed as of Tuesday 15<sup>th</sup> Nov.
- At the start of November, we made a 20k payment onto the 400k loan bringing this down to 362k to date.
- Gaming data below for the month of October with year-to-date trends.



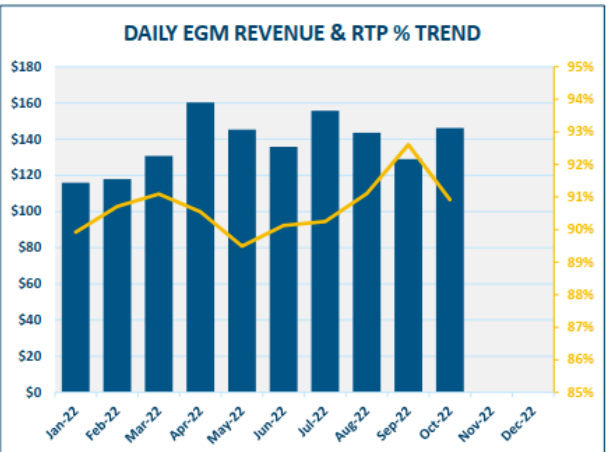
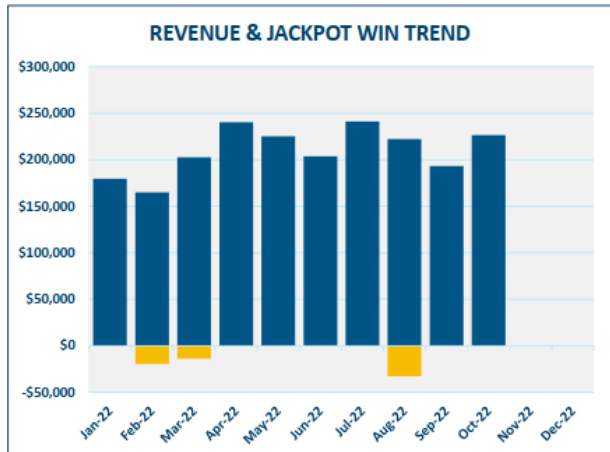
## SUB-BRANCH TURNOVER SUMMARY

MONTHLY TURNOVER	DAILY RSL TURNOVER	DAILY EGM TURNOVER	GAMES PLAYED	AVERAGE BET
<b>\$2,495,512</b>	<b>\$80,500</b>	<b>\$1,610</b>	<b>1,811,490</b>	<b>\$1.34</b>
-4.6% vs LAST MONTH	-7.7% vs LAST MONTH	RSL VIC DAILY TURNOVER -0.2% vs LAST MONTH	-6.40% vs LAST MONTH	0.7% vs LAST MONTH



## SUB-BRANCH REVENUE SUMMARY

MONTHLY REVENUE	DAILY RSL REVENUE	DAILY EGM REVENUE	RETURN TO PLAYER %	LINK JACKPOT WINS
<b>\$226,624</b>	<b>\$7,310</b>	<b>\$146</b>	<b>90.92%</b>	<b>\$0</b>
17.2% vs LAST MONTH	13.4% vs LAST MONTH	RSL VIC DAILY REVENUE 0.5% vs LAST MONTH	-1.69% vs LAST MONTH	NO CHANGE



LINK JACKPOT MONTHLY SUMMARY						
LINK NAME	EGM QTY	EGM %	LINK WINS	JACKPOT CONTRIBUTIONS	MONTHLY BALANCE	2022 YTD BALANCE
RSL TOTAL	21	42.0%	\$0	\$16,028	\$16,028	\$22,722
DRAGON LINK	11	22.0%	\$0	\$10,631	\$10,631	\$11,575
LIGHTNING LINK	7	14.0%	\$0	\$2,133	\$2,133	\$5,999
DOLLAR STORM LINK	3	6.0%	\$0	\$3,264	\$3,264	\$5,148

**3. Customer Feedback/Staffing**

- Customer feedback after jazz weekend has been fantastic. There was nothing but praise from customer feedback. Financially the weekend was a huge success. I will be having a sit down with Dave Fuller to debrief and plan for next year.
- Now that feedback forms are readily available on tables, we have a steady stream coming back to us. On the whole feedback received so far is great with only a small handful having constructive criticism for us to go through and action.
- Staffing continues to be an area to monitor as we head into the silly season.

**4. Marketing**

- ClevaQ is still undergoing some testing, also once testing is finished, I have also been told they need to get third party authorization from IGT.
- Currently working on dates for a photoshoot with Dutch media to refresh our current stock of images.

**5. Capital Improvements**

- New roof is now complete with the painter finishing last Monday.
- Deck to be completed in 2-3 weeks' time.
- Pointing to be completed in the next couple of weeks.
- Currently working through receiving multiple quotes for both internet and our phone system. Current supply does not service our needs.
- Gaming room and Kitchen plans – PBC currently drawing up a draft set of plans to make a start with.

**Upcoming Dates**

- 1<sup>st</sup> November - Membership renewal starts  
Early Renewal Points Promotion

November - 4 x 50,000 points

Draw dates: 9th, 16th, 23rd, 30th

December - 4 x 20,000 points

Draw dates: 10th, 17th, 24th, 31st

January - 4 x 10,000 points

Draw dates: 10th, 17th, 24th, 31st

- 15<sup>th</sup> November - Deployment
- 20<sup>th</sup> November – Diggers Golf Day
- 28<sup>th</sup> November – RSL Vic Hall of Fame
- 5<sup>th</sup> December - Summer Menu
- 11<sup>th</sup> December – Committee Christmas Party
- 15<sup>th</sup> December – Xmas Raffle (Date change)
- 21<sup>st</sup> December – RSL Rewards Early Renewal Draw (Hyundai Venue Active)
- 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup> December – Closed
- 31<sup>st</sup> December – New Year’s Eve – Live Music - Glenn Starr Band
- 1<sup>st</sup> January – Closed (Staff Party)