

1. Strategy and Culture

Responsible gambling is the provision of safe, socially responsible and supportive gambling environment where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling. It occurs because of the collective actions and shared ownership of individuals, communities and the gambling industry.

Gambling addiction is a negative challenge that extends to all fields of human activity and human life. The player, who has a gambling addiction, is wholly focused on it and does not look at its social, emotional, and financial position.

RedStar employees are aware of the harms caused by gambling as well as prevention and mitigation measures. Issues are addressed with integrated policy, strategy, and culture-related measures.

- RedStar expects and makes a clear commitment to address harms related to gambling as well as mitigation and prevention measures.
- RedStar has strategy for preventing and mitigating harm with defined objectives and a clear plan of action.
- leadership sets a tone from the top that establishes responsible gambling as an organizational priority.
- responsible gambling is an integrated part of all job functions.

2. Self-Exclusion

A well-managed and communicated self-exclusion program is in place that facilitates access to self-exclusion information and measures:

- a comprehensive and support-oriented self-exclusion information is in place and available publicly.
- the self-exclusion registration process is efficient, well-managed and support oriented.
- players have options in term length.
- excluded individuals do not receive any advertising or promotional materials.
- clearly worded information about the conditions of the program and consequences of breaching is provided.
- there is a process in place for temporarily excluded individuals to safely return to play.
- permanently excluded individuals are not allowed to return.

RSP provides a Cooling-Off facility, allowing players to temporarily restrict access to gambling activities for 24 hours, 7 days, 1 month, or 3 months. Players can self-execute a cooling-off period directly through their account settings. During this period, no gambling activity will be permitted, and if opted, no marketing communications will be sent. Player funds remain accessible for withdrawal. Accounts are reactivated automatically after the selected cooling-off period ends.

RSP offers players the ability to self-exclude for fixed durations of 1 year, 3 years, 5 years, 10 years, or lifetime. Self-exclusion covers all brands and domains operated under RSP's license. During the self-exclusion period, players cannot log in, deposit, or gamble, and receive no marketing materials. Reactivation is possible only after written player request and not initiated by the operator. Before completing self-exclusion, players must confirm their chosen duration with a neutral confirmation message.

RSP must identify duplicate accounts and block self-excluded individuals from re-registering.

RSP reserves the right to exclude players showing signs of problematic gambling, fraudulent behavior, or criminal activity. Such exclusions are documented and retained for a minimum of five years.

Operator-initiated exclusions cannot be based solely on player winnings.

3. Assisting Players Who May Be Experiencing Harms from Gambling

Assistance for players who may be experiencing harms from gambling is in place.

- clear protocol is in place and staff responds appropriately when a player discloses, he is in distress, in crisis or disclosing a problem with gambling
- systems are in place to respond to players at risk of experiencing harm.
- player interactions with employees are tracked and assessed. This information is systematically used to assist players.
- procedures are in place to assess, detect and address situations where players may be experiencing harm.
- all RedStar employees are knowledgeable about a variety of help resources and can provide that information upon request from players or affected others.
- limits for deposits are set to minimise harm to players

Requests to increase deposit limits require a 24-hour delay before taking effect.

Requests to decrease deposit limits are applied immediately.

Limits do not cancel ongoing wagers but prevent further deposits during the restriction period.

RSP monitors player behaviour using data-driven systems and frontline staff observations. Risk indicators include deposit spikes, withdrawal cancellations, repeated failed deposits, extended gaming sessions, frequent RG tool changes, and communication indicating distress. Structured interventions will be initiated when risk indicators are observed, offering support tools or account restrictions where appropriate.

Players are encouraged to use self-assessment questionnaires to evaluate their gambling behaviour. Tests such as the Gamblers Anonymous 20 Questions and the CAGE Questionnaire help identify potential risk behaviours. Players indicating risk are directed to Responsible Gambling tools and support resources.

4. Informed Decision Making

A systematic approach is used to support, integrate, and disseminate information to enable players to make informed decisions and encourage safer play.

RedStar website provides easily accessible information that assists players in making informed decisions about their gambling as well as how to access help resources.

Information is provided on:

- how games work and about common misconceptions.
- gambling harms as well as the variety of supports available to players.
- lower risk gambling behaviours including how responsible gambling tools work.

RedStar website has designated player information and support services and employees are able to provide players with specialized information regarding their play (e.g., self-assessment, play management tools, support services, etc.)

Players may set deposit limits on a daily, weekly, or monthly basis. Requests to decrease limits take effect immediately. Requests to increase limits require a minimum 24-hour cooling-off period before being applied.

Players may opt into session time reminders and real-time clocks that notify them of gaming duration. These tools help players monitor time spent gambling and encourage periodic breaks.

Players may enable session timers that show real-time gaming duration, winnings, and losses. Periodic pop-up reminders will prompt players to confirm awareness of their session time and offer a choice to continue or log out.

Customized reality checks temporarily suspend play until acknowledged.

5. Marketing Communications

Marketing, including advertising and promotions, does not mislead players, misrepresent products, or target potentially vulnerable players.

RSP is responsible for monitoring all affiliate marketing content for RG compliance.

RedStar's advertising and promotional activities do not:

- contain false, misleading or deceptive information
- implicitly or explicitly misrepresent the probability of winning a prize
- give the impression that gambling is a reasonable strategy for financial betterment
- misleadingly state about odds, prizes or chances of winning
- offend prevailing community standards
- focus exclusively on gambling, where there are other activities to promote
- implicitly or explicitly target minors or vulnerable or disadvantaged groups
- involve any irresponsible trading practices by the gambling provider
- promote the consumption of alcohol while engaged in the activity of gambling

RSP's advertising avoids:

- targeting vulnerable persons or minors.
- suggesting gambling is a source of wealth.
- misrepresenting the role of skill in games of chance.
- emotional manipulation or portraying gambling as an emotional remedy.
- depicting or promoting alcohol, drugs, or sexual imagery related to gambling.
- featuring minors or underage actors.

All promotional communications include visible responsible gambling messages and links to support resources.

RedStar's advertising and promotional materials incorporate responsible gambling messages, where it is applicable.

All marketing materials must prominently feature Responsible Gambling messages. RSP's marketing avoids targeting vulnerable groups, does not promote gambling as a solution for financial hardship, and does not misrepresent the probability of winning. Advertising materials must not depict minors, promote unhealthy behaviours (alcohol, drugs), or use emotional manipulation.

6. Accounts and Payment

RSP conducts rigorous age verification. At account registration, players must confirm their age by entering their date of birth and ticking a checkbox confirming they are 18 or older.

Before the first withdrawal, a government-issued photo ID (passport, national ID, or driver's license) must be verified.

ID verification must occur before first withdrawal, regardless of any threshold.

If RSP detects a minor at any stage, the account will be closed immediately, deposits refunded, and winnings forfeited, following civil law obligations. All verification attempts and outcomes are recorded for regulatory audit. Records of all age verification attempts and results must be kept and available for regulatory audit.

Account registration at RedStar and money services are provided in a responsible manner:

- website's terms and conditions clearly inform players about legal age requirements, responsible gambling, and player protection measures.
- players cannot have multiple accounts on the site.
- precautions are in place to prevent and detect underage gambling.
- players can easily access their account information including play history and time and money spent.
- deposit limits and controls support player protection and harm mitigation.

Where RSP operates business models involving cryptocurrency transactions, agent networks, or VIP/high-roller player programs, enhanced Responsible Gambling measures apply, including stricter monitoring, loss limits, mandatory interventions, and specialized support services.

Players can view their full wagering and betting history, including timestamps, for the past 6 months directly via their account. Upon request, longer histories will be provided within 10 working days. Extensions to this timeframe may apply if justified.

RSP does not offer credit to players for the purpose of gambling. All wagers must be made from available player account balances without extension of credit.

7. Site and Product Design

Website and product design help prevent extended, continuous and impulsive play and enable low risk play behaviours:

- products and user experience are designed to promote breaks in play, avoid excessive play and track the passage of time.
- all new games are reviewed from a responsible gambling perspective.
- gaming products do not reinforce myths and misconceptions or encourage risky behaviour.
- players can set a variety of spend limits and gameplay limits.

Responsible Gambling tools and policies are referenced in the Terms & Conditions and are no more than one click from the homepage.

The RSP website includes a clearly accessible Responsible Gambling Section, providing information in English and the target market language. This section contains direct access to self-exclusion, cooling-off periods, deposit limits, and help resources, along with contact details for responsible gambling support.

- The RSP website footer displays:
 - notice prohibiting underage gambling.
 - name and registered address of the license holder.
 - official CGA license number and Digital Seal.
 - statement confirming regulatory oversight by the Curacao Gaming Authority.
 - direct links to Responsible Gambling Section and support organizations such as Gambling Therapy, GambleAware, and Gamblers Anonymous.

8. Stakeholder Engagement. Professional help

RedStar is committed to work with stakeholders including players, agencies, and researchers to collectively assess, improve and address the harms associated with gambling.

RedStar website provides detailed information, where it is possible to receive professional help under the decision of a gambling problem, information about treatment centers, and helpline numbers:

- Gambling Therapy <https://www.gamblingtherapy.org/information/what-is-problem-gambling>
- GambleAware <http://www.gambleaware.co.uk/>
- Responsible Gambling Council <https://www.responsiblegambling.org>
- Gamblers Anonymous <http://www.gamblersanonymous.org/ga/>

9. Employee Training

RSP has designated a Responsible Gambling Officer responsible for policy implementation, operational compliance, reporting to management annually, and recommending improvements. In the interim, the Compliance Officer assumes these responsibilities until a dedicated RG Officer is appointed.

RedStar employees understand the importance of responsible gambling and how their jobs impact player protection as well as the fundamental concepts of responsible gambling and problem gambling:

- employees understand the commitment to responsible gambling and how it is integrated throughout operations.
- employees understand the harms associated with gambling as well as essential prevention and mitigation concepts.
- employees demonstrate skills and procedures required of them to assist players who may be experiencing harm from gambling.

All employees receive mandatory training, which is refreshed regularly. Training must include marketing, customer support, and VIP staff.

Training involves a dynamic approach to learning including accommodating different learning styles, practice scenarios and regular reinforcement of concepts.

Training programs are regularly evaluated to include current best practice research and employee feedback.

The Responsible Gambling Officer will submit an annual report to RSP's management.

This report will assess the effectiveness of the Responsible Gambling policy, identify improvements, and propose operational enhancements.

Material changes will be reported to the CGA as required.