



Crown Melbourne Limited

Memorandum

To: Crown Melbourne Limited

From: Joshua Preston

Date: 6 August 2019

Subject: **Crown Melbourne – Sixth Review of Casino Licence under Section 25 of the *Casino Control Act 1991 (Vic)* – Update Report**

Dear Board Members,

Since the last report, the Crown Resorts Responsible Gaming Committee has reviewed and considered Crown's draft responses to the following responsible gaming related recommendations made by the VCGLR. These responses have been subsequently finalised and lodged, and are attached for your information:

- Recommendation 10, response dated 28 June 2019: *The review of voluntary exclusion and revocation practices, including the review of voluntary exclusion orders more than 10 years old.*
- Recommendation 11, response dated 28 June 2019: *The implementation of a third party exclusion program.*
- Recommendation 13, response dated 29 June 2019: *The refresh of responsible gambling branding and associated messaging.*
- Recommendation 14, response dated 29 June 2019: *The development of a responsible gambling strategy.*

In addition, Crown has also now formally responded to Recommendations 3, 4, 5, 12, 17 and 19 and provided a submission on each to the VCGLR. Please find attached in this respect responses to the following recommendations, for your information:

- Recommendation 3, response dated 1 July 2019: *The assessment of Crown's risk framework and systems, including reporting lines.*
- Recommendation 4, response dated 1 July 2019: *The review of internal controls to ensure the Regulatory and Compliance department is aware of all projects and works in progress.*
- Recommendation 5, response dated 28 June 2019: *Annual roundtable discussions to brief key internal staff on the VCGLR's regulatory approach.*

- Recommendation 12, response dated 28 May 2019: *The expansion of facial recognition cameras to all casino entrances, and monitoring of effectiveness.*
- Recommendation 17, response dated 1 July 2019: *The review of relevant internal control statements, including input from AUSTRAC, to ensure that anti-money laundering risks are appropriately addressed.*
- Recommendation 19, response dated 27 May 2019: *The implementation of a policy to make an exclusion order in appropriate cases where a person has engaged in significant unacceptable conduct in the casino or is the subject of serious criminal charges.*

The lodgement of these recommendation responses has ensured that required timeframes have been met by Crown. We understand the VCGLR is currently assessing our responses in the usual manner. Further detail regarding each recommendation, including those which have previously been responded to, and those which are in progress/not yet due, are included in the attached updated Section 25 Recommendations Table (as at 19 July 2019).

Regards



Joshua Preston
Chief Legal Officer – Australian Resorts