

Crown Resorts Limited Board Meeting: 18 August 2020

Summary of Responsible Gaming Committee

PART A: Responsible Gaming Framework

The Responsible Gaming Advisory Panel completed its review of Crown's Responsible Gaming Framework and presented its findings to the Committee together with a detailed report setting out its findings and recommendations.

The Panel highlighted:

- the high-quality responsible gaming induction and staff training program at Crown; and
- the areas for improvement which were identified by the Panel, including:
 - increasing public visibility of Crown's responsible gaming metrics
 - ensuring consistency of procedures across Crown's Australian resorts
 - expansion of the self exclusion program to offer an online self exclusion option

The Panel also recommended that consideration be given to evaluating patron affordability upon changes to loyalty card tiers.

PART B: Crown Sydney

Work is continuing to ensure the Crown can meet the responsible gaming requirements on opening of Crown Sydney.

The paper presented to the Committee will be provided to the Crown Sydney Gaming Board at its next meeting for consideration.

PART C: Crown Melbourne Licence Review

We are considering the timing of the upcoming Recommendation 20 meeting with the VCGLR.