

Crown Resorts Limited Board Meeting: 9 December 2020

Summary of Responsible Gaming Committee

PART A: Australian Resorts

The Committee is overseeing the implementation of EFTPOS at gaming tables at Crown Perth from a responsible gaming perspective and, at this stage, no material responsible gaming concerns have been identified.

Crown Perth experienced a material patron issue at the Responsible Gaming Centre with threats to kill anyone from Crown Perth who the patron perceived as a threat to his health safety. This was escalated to the Police with no further contact having been made by the patron. The Responsible Gaming Centre is being monitored by security and surveillance.

Recruitment of the Crown Sydney Responsible Gaming team is progressing well, with 5 out of the 7 roles having been recruited and the establishment of the Responsible Gaming Centre is continuing to progress notwithstanding the delay in the commencement of gaming operations.

PART B: Responsible Gaming Framework

The Committee is overseeing the progress against each of the recommendations made by the Responsible Gaming Advisory Panel on Crown's Responsible Gaming Framework and the Panel will be invited to the February 2021 meeting to discuss the progress and implementation of the Recommendations.

PART C: Crown Melbourne Licence Review

Crown is liaising with the VCGLR on the timing for the Recommendation 20 meeting.

PART D: Betfair

The Northern Territory Racing Commission is considering amending existing licence conditions which would require online operators to check that the debit/credit card used to deposit funds is in the customer's name, which Betfair advises would be difficult to implement but will explore ways in which this can be achieved if required.