

Crown Melbourne Limited (CML) and Interaction with the Victorian Commission for Gambling and Liquor regulation (VCGLR) in relation to discussion of Responsible Gaming

Meeting	Date	Detail
VCGLR Executive/Crown Licence Management Meeting	23 March 2021	RG update, status of Recommendations (Sixth review) 8(b), 9 and 14
VCGLR Rowan Harris Steve Thurston	6 January 2021	Meeting re. Recommendation 9 (Sixth Review).
VCGLR Executive/Crown Licence Management Meeting	16 December 2020	<p>Responsible Gambling Update on initiatives to identify problem gambling post implementation of Sixth Casino Review responsible gambling recommendations, including responsible gambling training.</p> <ul style="list-style-type: none"> XW advised all Crown Reward Club promotional activity has been stopped to restrict gaming floor capacity. <p>SB advised:</p> <ul style="list-style-type: none"> Crown is maintaining normal Responsible Gaming staff levels. There are 11 RGAs on the roster. There has been a slow increase in the number of Responsible Gambling touch points with patrons. No increase in distressed patrons has been identified.
VCGLR Executive / Crown Licence Management Meeting	20 August 2020	<ul style="list-style-type: none"> Recommendation 9 <p>RH referred to the Commission's 18 August 2020 letter provided to Crown in relation to recommendations 7, 8 and 9 of the Sixth Casino Review, and advised that a meeting will be organised late next week to discuss the matters relating to the external independent assessment.</p> <p>MF advised that an extension may be required in relation to implementation of recommendation 9 given the impact of Covid-19 and the need to have the casino open to enable a satisfactory assessment.</p>
VCGLR Executive/Crown Licence Management Meeting	11 March 2020	<p>Facial Recognition Technology stats discussed</p> <p>Sixth Review Recommendation status</p>
VCGLR and Crown Licence Management bi-annual meeting	4 December 2019	<p>Responsible Gambling</p> <ul style="list-style-type: none"> Developments <ul style="list-style-type: none"> Not discussed

Confidential and Commercially Sensitive

		<ul style="list-style-type: none"> • Update on implementation of player data analytics: • JP spoke to the Crown player data analytics carded play model (Sixth Casino Review recommendation 8(a)) due 1 January 2020. From the 12 month trial, the Responsible Gambling team identified 900 patrons at 'potential risk'. Of these patrons, approximately 500 were contacted. Between 20 and 30 patrons self-excluded. • JP advised that the player data analytics tool will be provided to an external party for review in accordance with recommendation 9 of the Sixth Casino Review. • Presentation on evolution of player data analytics since the Fifth Casino Review: <p>JP offered to present as requested at the next Licence Management Meeting, the history of the initiative.</p>
VCGLR Officers Tim O'Farrell, Erika Russell And VRGF Tony Phillips,	2 October 2019	Meeting to discuss RSG Training Review and VCGLR approval
VCGLR Officers Tim O'Farrell, Erika Russell and Seona March And VRGF Tony Phillips, Lindsay Shaw Brett Hetherington	20 June 2019	Meeting to discuss RSG Training Review and VCGLR approval
VCGLR/Crown/VRGF Meeting	4 June 2019	Self Exclusion and Third Party Exclusion Program discussion, formulation to meet Sixth Review Recommendation 10 and 11 requirements
VCGLR Officers Tim O'Farrell, Erika Russell and Seona March And VRGF Tony Phillips, Lindsay Shaw Brett Hetherington	16 May 2019	Meeting to discuss RSG Training Review and VCGLR approval
VCGLR/Crown/VRGF Meeting	17 April 2019	Self Exclusion and Third Party Exclusion Program discussion, formulation to meet Sixth Review Recommendation 10 and 11 requirements
VCGLR and Crown Licence Management bi-annual meeting	3 April 2019	SB provided an update on implementation of player data analytics (recommendation 8).

VCGLR Officers Tim O'Farrell, Erika Russell and Seona March	26 March 2019	Meeting to discuss RSG Training Review and VCGLR approval
VCGLR/Crown/VRGF Meeting	15 February 2019	Self Exclusion Third Party Exclusion Program discussion, formulation to meet Sixth Review Recommendation 10 and 11 requirements
VCGLR Executive/Crown Licence Management Meeting	13 February 2019	Mr Kennedy noted that Crown's s 25 update indicates solid progress made by Crown. Feedback to the Commission from Crown is that the Recommendations have been progressing well. Mr Preston noted that Deloitte will review the Risk Framework as part of Recommendation 3
VCGLR/Crown/VRGF Meeting	18 December 2018	Self Exclusion Third Party Exclusion Program discussion, formulation to meet Sixth Review Recommendation 10 and 11 requirements
VCGLR/Crown/VRGF Meeting	29 November 2018	Self Exclusion Third Party Exclusion Program discussion, formulation to meet Sixth Review Recommendation 10 and 11 requirements
VCGLR and Crown Quarterly Licence Management Meeting	25 September 2018	Discussion of how to deal with the Sixth Review Recommendations
VCGLR Officers	9 April 2018	Briefing and discussion on The Crown Model
Quarterly Licence Management Meeting	28 February 2018	Responsible Gaming Update on Crown initiatives, including player data analytics modelling and next steps
Quarterly Licence Management Meeting	7 September 2017	<p>a) Responsible Gambling Awareness Week (RGAW) is approaching (October). SB advised that Crown is promoting the message "take a break" at its launch event and will be promoting RGAW in Front and Back of house areas.</p> <p>b) The "Time Out" program has been operating since the start of this year. This program is offered to players who refuse voluntary self-exclusion. The break lasts for a period of three months, and Crown reported that some players have not returned after the conclusion of the time out period. Around 20-</p>

		<p>30 people have participated in the program so far.</p> <p>c) Steve B expressed reservations about how excluded persons are dealt with, especially in circumstances where excluded persons are detected on the gaming floor. Steve B advised that the VCGLR is looking at data on how long excluded persons have been at the casino. Steve B also noted that facial recognition technology may help to prevent excluded persons from entering the casino.</p>
Quarterly Licence Management Meeting	7 June 2017	<p>a) Review of the use of player data for persons who self-exclude arising from Crown Presentation to the Commission (Crown letter 22 June 2016).</p> <ul style="list-style-type: none"> • Crown advised that it is undertaking a review of player data in relation to loyalty program members leading up to self-exclusion. <p>b) Ongoing work with respect to the identification of problem gambling:</p> <ul style="list-style-type: none"> ○ Update on potential use of player data; ○ Observable signs; ○ Potential use of compliance activities; and <p>Sonja B advised that the Crown Data Analytics team has been gathering the underlying data using player data from loyalty program members leading up to self-exclusion to create a Player Data predictive model. The model expected to be referred to the Crown Resorts Limited Responsible Gaming</p>
VCGLR/Crown Operations meeting	31 March 2017	Discussion of Time Out
VCGLR Director Steve Berriman	24 February 2016	Discussion about RG matters including RG Register, pre-commitment,
VCGLR Manager Regulatory Strategy & Research Research and Engagement Tim O'Farrell	13 December 2016	Discussion about Crown's RG programs
VCGLR staff	20 April 2016	Presentation of Crown's NAGS paper

Confidential and Commercially Sensitive

		'Crown Melbourne Self-Exclusion Program: An update on the exploratory follow-up to Self-Exclusion from a Casino'
--	--	--

The VCGLR conducts regular audits of the Responsible Gambling Register and has previously requested information in relation to the Time Out, Self Exclusion and Play Periods programs.