



Victorian Commission for
Gambling and Liquor Regulation

Level 3, 12 Shelley Street, Richmond VIC 3121
GPO Box 1898, Melbourne VIC 3001
T: 1300 162 457
www.vcglr.vic.gov.au

Our ref: CD/19/13350

- 6 AUG 2019

Mr Joshua Preston
Chief Legal Officer – Australian Resorts
Crown Melbourne Limited
8 Whiteman Street
SOUTHBANK, VIC 3006

By email: [REDACTED]

Dear Mr Preston

Sixth Casino Review Recommendations 2, 12 and 19

I refer to Crown Melbourne Limited's (Crown's) submissions to the Victorian Commission for Gambling and Liquor Regulation (the Commission) dated 27 May, 28 May and 3 June, 2019 in relation to the completion of recommendations 2, 12 and 19 of the Sixth Casino Review.

At its meeting on 25 July 2019, based on the submissions provided by Crown, the Commission noted that:

- in relation to recommendation 2, Crown has conducted a review of the Crown Resorts Limited committee chairs
- in relation to recommendation 12, Crown has expanded the use of facial recognition technology to cameras on all entrances to the casino, and that Crown will provide the Commission with written updates on facial recognition technology's effectiveness for the September 2019 quarter and each quarter thereafter, and
- in relation to recommendation 19, Crown has implemented a policy (Corporate Policy Statement) to make an exclusion order under section 72 of the *Casino Control Act 1991*, in appropriate cases where a person has engaged in significant unacceptable conduct in the casino or is the subject of serious criminal charges.

In relation to recommendation 19, the Commission requests Crown make further amendments to its Corporate Policy Statement, in particular clauses 3.4.2(e) and 3.4.3 of the policy to provide greater clarity to staff about when to issue an exclusion order, withdrawal of licence or both.

Should you wish to discuss this matter, please contact Alex Fitzpatrick, Director Licensing, on [REDACTED]

Yours sincerely

[REDACTED]
Ross Kennedy
Chair