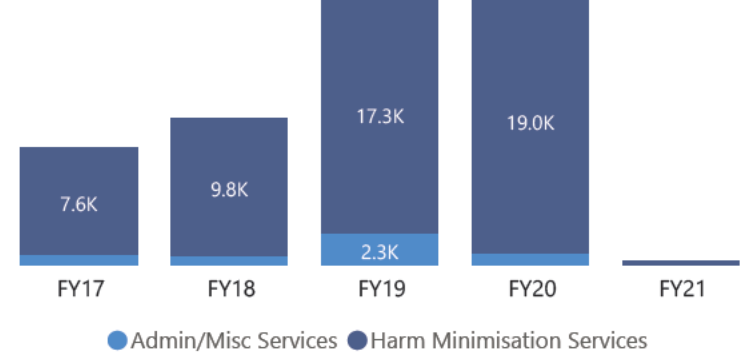




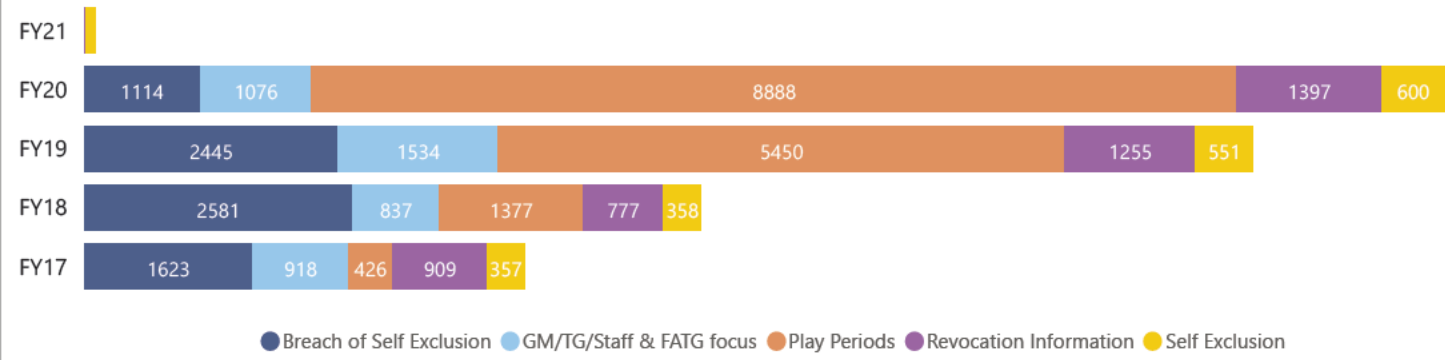
# responsible gaming - Harm Minimisation Overview

AWARENESS. ASSISTANCE. SUPPORT

### 1.1 - Total Patron Contact with RGC

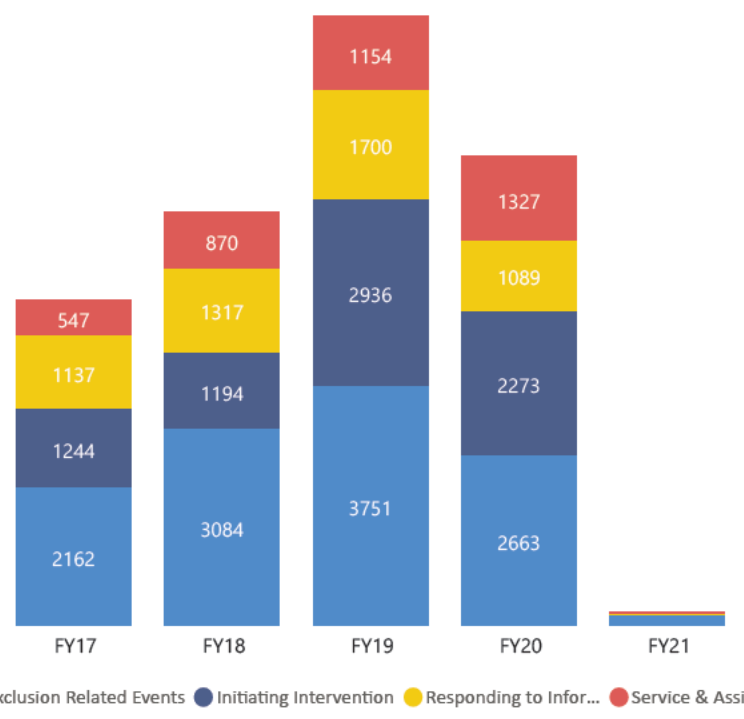


### 1.2 - Main Activities of RGC Staff



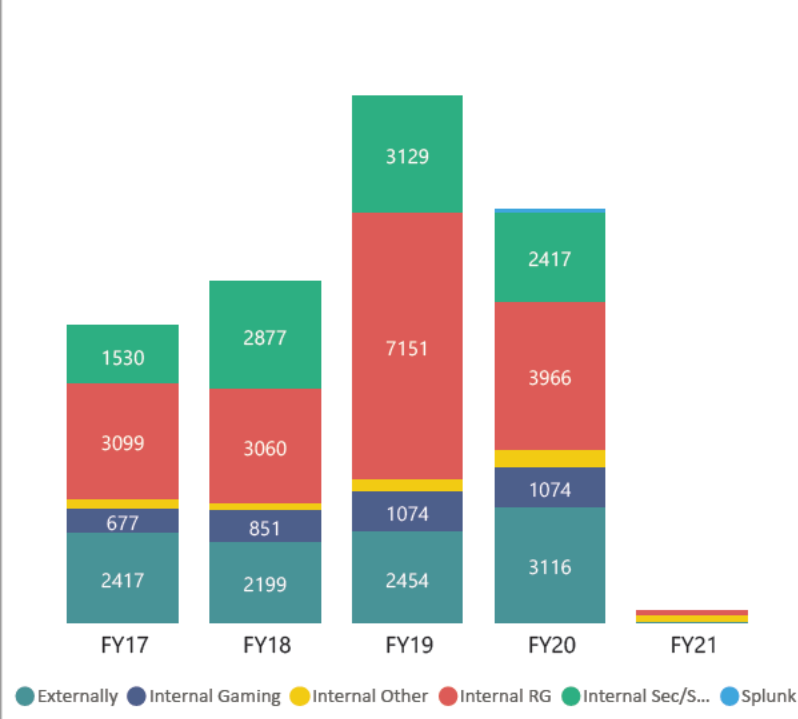
### 1.3 - Services By Harm Minimisation Categories

\*Excludes Play Periods



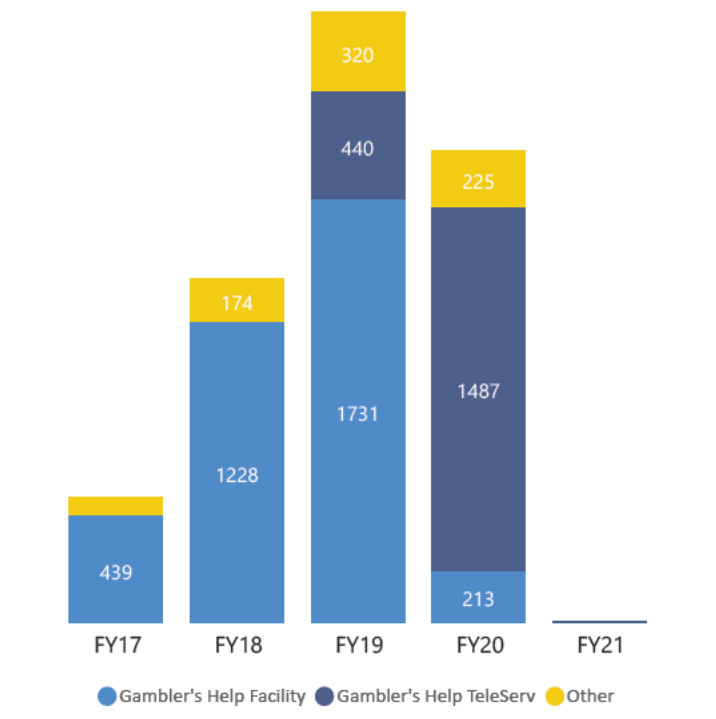
### 1.4 - Referrals from Crown Staff and Customers/Other

\*Excludes Play Periods



### 1.5 - External Service Providers Referred To

\*Excludes Play Periods





# responsible gaming - Exclusion Related Events

AWARENESS. ASSISTANCE. SUPPORT

Total Statistics (as at 31st October 2020) *Since 1994	4991*	1013	6,003*	741*
	Current Self Excluded	Current Cross Property Self Excluded	Total Current Self Excluded	Total Revocations

### Customer Follow Up Related to Crown Model Data

**Last 3 Months (FY21)**

Crown has been closed since March 23rd to the general public as a result of the COVID-19 pandemic.

