



Crown Melbourne Limited
Responsible Gaming Management
Committee

Charter

September 2019

1. Purpose

- (a) The purpose of this Charter is to govern the operations of the Crown Melbourne Responsible Gaming Management Committee (**RGMC or Committee**). The RGMC will review the Charter at least annually and consider any proposed changes.
- (b) The Committee forms part of the Crown Melbourne Responsible Gaming Framework and strategy, which balances responsible practices, harm minimisation, regulatory and policy requirements.
- (c) The RGMC, through its work, supports the responsible gaming vision “Crown Resorts will be an industry leader in delivering the gaming experience in a responsible environment.”
- (d) The Committee’s activities will be communicated to the Crown Resorts Responsible Gaming Committee as relevant.

2. Functions

- (a) The primary function of the RGMC is to monitor and review gaming, responsible gaming and associated activities to ensure that Crown Melbourne provides a safe and responsible gaming environment that supports and drives harm minimisation.
- (b) The Committee will contribute to the Crown responsible gaming vision by:
 - Promoting the formulation and continual improvement of processes and practices for the responsible delivery and service of gaming and harm minimisation; and
 - Contribution to the Crown Melbourne responsible gaming framework priorities:
 - To proactively and visibly promote and support the responsible service of gaming for our customers and employees;
 - To support and implement harm minimisation practices based on collaboration and partnerships with key stakeholders with the intention of preventing and/or reducing the incidence of gambling related harm; and
 - To build a collaborative and respected responsible gaming team and function that delivers professional and engaged services.
- (c) RGMC members will consider responsible gaming department statistics and service trends and ensure the relevant processes are embedded in their respective portfolios.

3. Constitution, Membership and Meetings

- (a) The RGMC membership shall be approved by the Chief Legal Officer – Australian Resorts (**CLO**) and comprised of relevant members of the Crown Melbourne senior management team as the CLO determines from time to time.
- (b) Members of the RGMC are:

- Chief Legal Officer – Australian Resorts
- Chief Operating Officer
- Executive General Manager Table Games
- Executive General Manager Gaming Machines
- Group General Manager Responsible Gaming (Chair)
- General Manager Gaming Machines Operations
- General Manager VIP Business Development and Service
- General Manager Table Games Operations
- General Manager VIP Customer Service
- General Manager Tourism
- General Manager Marketing
- Responsible Gaming Psychologists
- Responsible Gaming Operations Manager

- (c) The Committee will meet four times per year and such additional meetings as the Chair of the Committee, or the Committee may determine as necessary.
- (d) The Group General Manager Responsible Gaming will be responsible for the preparation of the Agenda, in liaison with other members, and for keeping the Minutes of the meetings of the Committee.

4. Policy responsibility

- (a) The Group General Manager Responsible Gaming has responsibility for maintaining this Policy.
- (b) This Policy will be reviewed from time to time to ensure it remains consistent with the Crown Melbourne's objectives and existing regulatory requirements and recommendations.

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