

From: Sonja Bauer
Sent: Wed, 19 May 2021 15:29:15 +1000
To: Steven Blackburn
Cc: Xavier Walsh;Sonja Bauer
Subject: Briefing note - confidential and commercially sensitive
Attachments: RG Proposals.docx

Hi Steve,

As discussed, a briefing note from the meeting with Xavier et al all this afternoon.
Xavier, FYI.

The participants contemplated each potential measure from the attached document:

State-wide Exclusion Register

Agreed in principle.

The potential for a staged approach using Australasian Casinos as a first step was raised.

Outcome – support, but need to understand leadership and impact on all Crown Australian Resorts

Red carpet program

Outcome – currently not operational, this will be ceased

Time limits on play

Outcome – to be implemented, preferably as proposed in the GMRG paper to ensure operational and IT capability and readiness, including customer engagement and RG evaluation

Bingo

Outcome – currently not operational, this will be ceased

Recruitment of CALD Responsible Gaming staff

Outcome – current CML RGAs are of a highly CALD background. To be framed for all Australian Resorts if additional FTEs approved and targeted recruitment that fits within Legal and Crown Recruitment practices. There is informal register of languages spoken by staff, to be revisited.

Cashless

Outcome – currently discussed following Philip Crawford announcement and impacts in terms of Legislative prohibitions. Wider consideration that will also be contemplated by the Digital Steering Committee. Ongoing discussion.

Inducements

Outcome – stretch targets have not been in place since reopening and will not be introduced.

Crown Rewards

Outcome – sign up vouchers to be non-gaming, likely to be F&B

Other – Gaming Sales staff rem

Currently no Gaming Sales staff participate in a Sales Incentive Plan. New scheme to be developed, which will maintain current non-inclusion of turnover based incentives. Approach is that HR will apply relevant filters prior to submission to the Remuneration Committee approval, which would be the final lens.

With kind regards,

Sonja Bauer | Group General Manager Responsible Gaming | Crown Resorts Limited

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AWARENESS. ASSISTANCE. SUPPORT

Gambler's/Gambling Help 1800 858 858
Responsible Gaming Centre 1800 801 098

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From: Chris Reilly [REDACTED]
Sent: Tuesday, 18 May 2021 4:37 PM
To: Mark Mackay [REDACTED] Sonja Bauer
Subject: For discussion

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