



**SUBJECT:** Corporate Policy Statement  
**POLICY TITLE:** Unacceptable Behaviour  
**APPROVED BY:** Craig Walsh      **REVIEWED:** 29 May 2019  
**VERSION:** Version 11.0      **ISSUE DATE:** July 2005

## 1. Statement of Purpose

1.1 The aim of this Policy is to provide an understanding of what constitutes unacceptable behaviour and what action may be taken.

## 2. Policy Statement

2.1 The term "unacceptable behaviour" includes but is not limited to:

- 2.1.1 Theft;
- 2.1.2 Assault;
- 2.1.3 Begging/Scrounging;
- 2.1.4 Employee Abuse or Harassment;
- 2.1.5 Loyalty Program Abuse;
- 2.1.6 Syndicate Play/Associated Activities;
- 2.1.7 Card Counting/Breach of Restrictions;
- 2.1.8 Recidivist Breach of Exclusion/Self Exclusion Order;
- 2.1.9 Prostitution/Soliciting/Sexual Misconduct;
- 2.1.10 Loan Sharking/Incidents Arising from Money Lending;
- 2.1.11 Illicit Commerce – Selling Goods;
- 2.1.12 Urinating/Spitting/Other;
- 2.1.13 Unattended Children;
- 2.1.14 Recidivist Intoxication;
- 2.1.15 Violent or Threatening Behaviour;
- 2.1.16 Criminal Damage;
- 2.1.17 Cheating at Gaming or use of Counterfeit: Chips, Vouchers or Money;
- 2.1.18 Known or suspected Gang Membership (i.e. known or suspected of being involved in outlaw motorcycle gangs) including known or suspected association with such Gangs or Gang Members;
- 2.1.19 Known or suspected to currently have, or to have had involvement or association with any organised crime figures, members and/or groups;

- 2.1.20 The customer is known to be the subject of serious criminal charges;
- 2.1.21 Drug offences; and
- 2.1.22 Any other behaviour deemed by Crown Melbourne Limited (**Crown**) in its discretion to be unacceptable.

### 3. Procedure

- 3.1 Crown employees are encouraged to report incidents of unacceptable behaviour to their Manager or to a Security Services representative for appropriate action.
- 3.2 Depending on the nature and/or severity of the unacceptable behaviour a Manager or Security Services representative involved in the incident may:
  - 3.2.1 Ask the customer to modify his/her behaviour;
  - 3.2.2 Ask the customer to leave the premises;
  - 3.2.3 If necessary remove the person from the premises; or
  - 3.2.4 Detain the person pending the arrival of the police.
- 3.3 Where deemed necessary, the Security Services Manager (or above) may issue a Withdrawal of Licence. A Withdrawal of Licence is a common law right to refuse someone entry to property.
- 3.4 Follow-up action
  - 3.4.1 Where the immediate action taken does not adequately deal with the situation, further action may be required and could include:
    - (a) Reporting of the matter to the Security Investigation Unit (**SIU**) for further investigation; and
    - (b) Preparation of a file containing relevant information or evidence.
  - 3.4.2 Submission of the completed file, together with any recommendation from any relevant department for further action that may be appropriate, including any one or a combination of the following:
    - (a) Advice to customer/s;
    - (b) Preparation of a Person of Interest (**POI**) file;
    - (c) A Letter of Warning;
    - (d) Withdrawal of Licence;

- (e) Exclusion Order<sup>1</sup> (where appropriate, including for significant unacceptable conduct or serious criminal conduct);
- (f) Referral to police; or
- (g) Formal legal action.

3.4.3 As a general rule Exclusion Orders are issued where the activity, behaviour or incident impacts on the integrity of the game (although there can be overlap with other unacceptable behaviours).

### 3.5 Assistance

3.5.1 At the time of an incident the attending personnel should provide whatever assistance may be required to the victim or complainant and/or employee.

3.5.2 Follow-up support will be offered to individuals (employees or customers) involved in an incident as deemed appropriate. Support may be in the form of medical assistance, counselling or referral to the Employee Assistance Program.

3.5.3 Any customer complaint, or appeal from an Exclusion Order can be made to the Victorian Commission for Liquor and Gambling Regulation (**VCGLR**) and Crown will assist the customer in providing the contact details for the VCGLR.

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<sup>1</sup> **Exclusion Order** means a written or oral order under section 72 of the *Casino Control Act* or a written order under section 74 of the *Casino Control Act*, prohibiting a person from entering, or remaining in, a casino or the casino complex.