

Royal Commission into the Casino Operator and Licence**STATEMENT OF CRAIG WALSH**

Name: Craig Walsh
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Occupation: Executive Director, Security & Surveillance, Crown Melbourne Limited
Date: 5 May 2021

1. I make this statement in response to the Royal Commission's Request for Statement with reference RFS-Crown-011.
2. This statement has been prepared on the basis of my own knowledge, material that I have read and enquiries I have made with various employees within the Crown Resorts group.
3. I have been employed by Crown Melbourne in a number of roles since 2009. These roles include:
 - a) Senior Security Operations Manager (2009 – 2010);
 - b) General Manager Security (2010 – 2013);
 - c) General Manager Security and Surveillance (2013 – 2018);
 - d) Executive Director Security and Surveillance (2018 – present).
4. Prior to joining Crown Melbourne I was a Commissioned Officer with the Victoria Police having served over 24 years in a variety of areas including:
 - a) General uniform duties;
 - b) St Kilda Criminal Investigation Bureau;
 - c) Armed Robbery Squad;
 - d) Homicide Squad;
 - e) Armed Offenders Squad;
 - f) Special Operations Group;
 - g) Media Unit;

h) Operational Safety Division.

5. I am a Churchill Fellow and Williamson Community Leadership alumni and hold a number of formal qualifications including:

- a) Master of Education;
- b) Master of Public Policy and Administration (With Distinction);
- c) Graduate Diploma of Administration (With Distinction);
- d) Diploma of Security Risk Management;
- e) Bachelor of Science.

6. I am also the holder of the following awards:

- a) National Police Service Medal;
- b) National Medal;
- c) Victoria Police Service Medal with clasp.

33. Has Crown Melbourne implemented facial recognition at the Casino and for what purpose(s)? If so, when did it first do so? Currently, how widespread is the use of facial recognition?

7. Crown Melbourne commenced researching Facial Recognition (FR) in 2010 for a number of reasons including:

- a) To identify persons involved in previous incidents of unacceptable behaviour entering Crown Melbourne property;
- b) To prevent (if possible) the entry of banned and excluded persons onto the gaming floor;
- c) To identify and remove banned and excluded persons from Crown Melbourne property;
- d) To assist in investigations and identify persons suspected of committing crimes on Crown Melbourne property;
- e) To assist law enforcement agencies when requested;
- f) To identify VIP's or persons of interest.

8. As part of its research into FR, Crown Melbourne consulted widely and subsequently conducted small scale trials involving single camera systems on the property during 2012. In 2014 two FR products were assessed during a formal trial conducted at the entry of the Riverside Lounge using five cameras. Following on from that trial, a Proof of Concept utilising three FR cameras was conducted at the entry of the Teak Room in January of 2017 and in December of 2017 12 FR cameras were installed at the entrances of the gaming floor with a significant amount of success. In 2018 the FR system was expanded by the addition of another 57 cameras throughout the complex and in 2019 another six cameras were added to the system.
9. During the trial and Proof of Concept phases, Crown Melbourne worked with the FR vendor to design a FR system that was based on a layered camera configuration where each property entrance was covered by a FR camera linked to smart phones carried by Security Officers manning the gaming floor entrances as well as being monitored by the Surveillance Monitor Room. FR cameras were also located along pathways leading to the gaming floor entries and along the main walk ways inside the gaming floor.
10. The FR system now operates in the following way. Each match notification is simultaneously received by Security Officers located on the gaming floor entrances and the Surveillance Monitor Room which then monitor the matched person. Upon receiving notification of a match, the Security Officers manning the Gaming floor doors stop (if possible) that person prior to them entering the gaming floor, confirm identity and advise them they were not permitted to be on Crown property. These persons then either voluntarily leave the property or are escorted off the property by Crown Security Officers depending on the circumstances. This process is independently monitored by the Surveillance Monitor Room to ensure compliance. If a banned person is not identified by FR prior to entering the gaming floor and is subsequently identified by an internal gaming floor FR camera they are escorted off the gaming floor and if appropriate, off the property by Security Officers monitored by the Surveillance Monitor Room.

Crown Melbourne's FR system currently consists of 80 cameras and it continues to further expand and refine the system throughout the property informed by user experiences and matching results along with benchmarking locally and internationally.

34. When was the use of facial recognition at the Casino first raised with each of the board of Crown Melbourne and the board of Crown Resorts?

11. I have reviewed various internal documents and can confirm that the use of facial recognition was raised with the Crown Melbourne Board on the 11th of December 2014 and the Crown Resorts Board on the 14th of December 2016. Facial recognition was also raised with the Crown Resorts Board in June 2018 when a presentation was delivered to the Board outlining Crown Melbourne's Anti-Terrorism preparations. This presentation outlined Crown Melbourne's current FR capability and proposed a significant expansion in the number of cameras on the property.

35. What plans (if any) exist for the future use of facial recognition at the Casino?

12. Crown Melbourne is seeking to install an additional 10 FR cameras over the next financial year to ensure identified blind spots are addressed and the system expands progressively as needed.

