



Responsible Gaming Committee

Minutes of a Meeting of the Committee held on Tuesday, 20 October 2020
by videoconference at 1.30pm

Members Present:

John Horvath (Chair)
Andrew Demetriou
Toni Korsanos

Mary Manos (Secretary)

By Invitation:

Ken Barton (Crown Resorts Limited)
Sonja Bauer (Group GM Responsible Gaming – Australian Resorts)
Rowan Cameron (GM – Responsible Gaming) (Agenda Item 4 onwards)
Lauren Harris (Crown Resorts Limited)
Alan McGregor (Crown Resorts Limited)
Luke Overman (GM – Responsible Gaming) (Agenda Item 4 onwards)
David Skene (Betfair)
Melanie Strelein (Crown Perth)

Apologies:

Helen Coonan (Crown Resorts Limited – Chair)
Barry Felstead (CEO – Australian Resorts)
Joshua Preston (CLO – Australian Resorts)

B U S I N E S S

Minutes of Meeting held on 11 August 2020:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 11 August 2020 be approved.

Matters Arising:

The Matters Arising paper was taken as read and it was noted that there were no outstanding matters which arose at previous meetings of the Committee.

Betfair Responsible Gaming Report:

The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene provided the Committee with an update on the following matters:

- Betfair had released its new mobile App which developed in accordance with responsible gaming requirements;
- Betfair was liaising with the Northern Territory Racing Commission in relation to a proposed amendment to the Responsible Gaming Code to provide greater clarity on the application of the 'red flag behaviours' requirement for online wagering operators; and
- the responsible gaming statistics which were tracking well.

In response to a question from Toni Korsanos, David Skene advised that 'red flag behaviours' were captured in automated daily reports with modifications to be made if changes to the Responsible Gaming Code were implemented, noting that the transaction monitoring program is currently conservative.

It was **RESOLVED** that the Betfair Responsible Gaming Report be noted.

Australian Resorts Responsible Gaming Report:

Australian Resorts Responsible Gaming Report

The Australian Resorts Responsible Gaming Report was taken as read.

It was noted that planning was continuing for the opening of Crown Sydney and the Office of Responsible Gambling and Liquor & Gaming NSW had been provided tours of the Crown Sydney property. It was also noted that changes had been made to the Crown Sydney Responsible Gaming logo and wording following some changes made by the relevant regulatory bodies.

On staff engagement, Sonja Bauer advised that there were welfare check calls being made on a weekly basis to the responsible gaming team members. In addition, a number of the Crown Melbourne staff were supporting Crown Perth.

In relation to contact with patrons, it was noted that the responsible gaming inbox was being monitored and referred to the clinicians where required.

The Committee also discussed the implementation of the debit card facility trial noting that no responsible gaming concerns had yet arisen.

It was **RESOLVED** that the Australian Resorts Responsible Gaming Report be noted.

Crown Melbourne Responsible Gaming Statistics

The Crown Melbourne Responsible Gaming Statistics paper was taken as read.

Responsible Gaming Framework – Recommendations:

The paper with respect to this item was taken as read.

Sonja Bauer advised that a Working Group had been established to oversee the implementation of the recommendations of the Responsible Gaming Advisory Panel on the Responsible Gaming Framework.

It was noted that consideration was being given to:

- the addition of an analyst resource to assist with implementation of the recommendations; and
- the location and size of the Responsible Gaming centres.

John Horvath requested that the Responsible Gaming Advisory Panel be invited to present to the Committee again in the first half of calendar year 2021.

It was **RESOLVED** that the Responsible Gaming Framework – Recommendations paper be noted.

Crown Melbourne Licence Review Update:

The Crown Melbourne Licence Review Update was taken as read.

It was noted that work was continuing in respect of Recommendation 8a and that management was working with another external provider in relation to Recommendation 8b.

In relation to Recommendation 9, it was noted that the Company would write to the VCCGLR as the data would be impacted by the property closure.

It was **RESOLVED** that the Crown Melbourne Licence Review Update be noted.

Gaming Environment Scan:

The Gaming Environment Scan was taken as read.

It was noted that the Company had offered support to Liquor & Gaming NSW on responsible gaming matters.

It was **RESOLVED** that the Gaming Environment Scan be noted.

Future Meetings:

The future meeting dates were noted.

Other Business:

The Committee discussed media monitoring and the notification of media reporting on the Company to Committee members and other directors.

The Committee requested that consideration be given to the engagement of a third party to undertake a media sentiment analysis for presentation to the Board in late 2020 or early 2021 which may be able a valuable tool in highlighting emerging risks for the Company.

Closure:

There being no further business, the meeting was declared closed at [insert]pm.

Signed

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Chair
John Horvath

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