

From: Sonja Bauer
Sent: Wed, 24 Mar 2021 12:49:54 +1100
To: Steven Blackburn;Michelle Fielding
Cc: Sonja Bauer
Subject: FW: RSG - FY22 IT Initiatives - RG Budget
Attachments: F22 List _ RSG.xlsx

Dear Steve and Michelle,

Attached please find the RG component of the funds we are seeking in this year's budget from an IT perspective.

This is:

- \$150,000 for the upkeep and enhancements for the Play Periods program delivered via 'Splunk'. Play Periods is a rule based program that is required to monitor the time on device and time on site for carded players, to allow for interactions and actions as part of responsible gaming and harm minimisation. These funds are considered an ongoing maintenance cost.
- \$350,000 for the development of a purpose built RG Register and case management system. Currently we do not have an enterprise solution, nor one that is purpose built for RG. We are dealing with Unifii, which developed the AML case management system and can capitalise on the base and framework developed for AML. This would be an initial investment, and would most likely be seeking funds in the next two budgets to complete the entire work plan to ensure we have a robust register and case management system, that will have further future capabilities to synergise with AML to improve RG and AML synergies.

Other budget matters:

As for Capex, we are in discussion to make some changes to the Responsible Gaming Centre for improved privacy outcomes for customers as per the Responsible Gaming Advisory Panel recommendation. We have options, with the most expensive version being approx. \$60K.

In relation to Opex, I am allowing \$150,000 for the External Assessment of the Crown Model and Play Periods as required by Recommendation 9 of the Sixth Review. All other Opex is in line with recommendations by our Accountant.

Please advise if you require any further information.

With kind regards,

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

www.crownmelbourne.com.au www.crownperth.com.au www.crownsydney.com.au



AWARENESS. ASSISTANCE. SUPPORT

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

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From: Puneet Talwar <[REDACTED]>
Sent: Tuesday, 23 March 2021 5:44 PM
To: Sonja Bauer <[REDACTED]>; Luke Overman

<[REDACTED]>

Cc: Romeo Szakal <[REDACTED]>

Subject: RSG - FY22 IT Initiatives

Hi Sonja and Luke,

Attached are the two items on our list.

Kind Regards,
Puneet.