

From: Sonja Bauer
Sent: Tue, 30 Mar 2021 11:14:29 +1100
To: Helen Coonan;Natasha Stipanov;John Horvath
Cc: Sonja Bauer
Subject: RE: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY

Thank you Helen, will do.

With kind regards,

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

W:
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

Please consider the environment before printing my email

From: Helen Coonan <[REDACTED]>
Sent: Tuesday, 30 March 2021 10:13 AM
To: Natasha Stipanov <[REDACTED]>; Sonja Bauer <[REDACTED]>; John Horvath <[REDACTED]>
Subject: Fwd: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY

Agree the response

Sonja

Please provide detailed responses to these queries in the Board pack

Best
 Helen

----- Forwarded message -----

From: **Natasha Stipanov** <[REDACTED]>
Date: Tue, 30 Mar. 2021, 9:57 am
Subject: RE: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY
To: Alan McGregor <[REDACTED]>, Xavier Walsh <[REDACTED]>, Helen Coonan <[REDACTED]>, Jan Williamson <[REDACTED]>
Cc: Karl Bitar <[REDACTED]>, Chris Reilly <[REDACTED]>, Tanya Baini <[REDACTED]>, Claude Marais <[REDACTED]>, Nick Weeks <[REDACTED]>
 <[REDACTED]>

Received and noted.

We have now received approvals from **OPERATIONAL INPUT** (Xavier, Jan) and **CORPORATE INPUT** (AI), and will proceed with distributing the response.

Thanks
Tash

NATASHA STIPANOV
General Manager – Corporate Affairs
Crown Resorts Limited



Level 6, 8 Whiteman Street, Southbank, Victoria 3006

w: crownresorts.com.au

From: Alan McGregor <[REDACTED]>
Sent: Tuesday, 30 March 2021 9:53 AM
To: Xavier Walsh <[REDACTED]>; Natasha Stipanov <[REDACTED]>; Helen Coonan <[REDACTED]>; Jan Williamson <[REDACTED]>
Cc: Karl Bitar <[REDACTED]>; Chris Reilly <[REDACTED]>; Tanya Baini <[REDACTED]>; Claude Marais <[REDACTED]>; Nick Weeks <[REDACTED]>
Subject: RE: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY

Agreed

Alan McGregor
Chief Financial Officer
Crown Resorts Limited



Crown Towers, 8 Whiteman Street, Southbank, Victoria 3006

w: crownresorts.com.au

From: Xavier Walsh <[REDACTED]>
Sent: Tuesday, 30 March 2021 9:44 AM

To: Natasha Stipanov <[REDACTED]>; Helen Coonan
 <[REDACTED]>; Alan McGregor <[REDACTED]>; Jan
 Williamson <[REDACTED]>
Cc: Karl Bitar <[REDACTED]>; Chris Reilly
 <[REDACTED]>; Tanya Baini <[REDACTED]>
 Claude Marais <[REDACTED]>; Nick Weeks
 <[REDACTED]>

Subject: RE: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY

I agree with the response.

We shouldn't be commenting on the progress of our responses to the Section 25 review as it may well be an area covered in the Royal Commission.

Regards

Xavier

From: Natasha Stipanov
Sent: Tuesday, 30 March 2021 9:32 AM
To: Helen Coonan; Alan McGregor; Xavier Walsh; Jan Williamson
Cc: Karl Bitar; Chris Reilly; Tanya Baini; Claude Marais; Nick Weeks
Subject: VICTORIAN ROYAL COMMISSION INQUIRY: MEDIA REQUEST - THE AUSTRALIAN / LACHLAN MOFFET GRAY
Importance: High

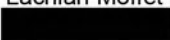
Morning Victorian Royal Commission Media Committee

Please see below media request, and proposed draft response for your approval.

I look forward to hearing from you at your earliest convenience.

Thanks
 Tash

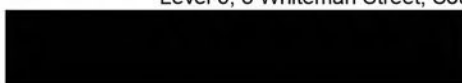
MEDIA REQUEST: LACHLAN MOFFET GRAY THE AUSTRALIAN 30/03/2021 9:26AM	<p>Good morning Natasha and all,</p> <p>Given the prevalence responsible gaming at Crown Melbourne will be afforded at the Royal Commission, I thought I might ask a few questions about recommendations relating to the subject made by the VCGLR in their last five year review.</p> <p>I understand now is a busy time for you all, so I hope these questions do not require too much digging. Would it be possible to get a response today?</p> <ol style="list-style-type: none"> 1. Can Crown provide breaches of voluntary exclusion figures for 2018 and 2019? 2. The VCGLR recommended Crown Melbourne " review its
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	<p>allocation of staffing resources to increase the number of work hours actually available to responsible gambling and intervention with patrons" by January 1 2020. Has this been completed?</p> <p>3. Crown's August 2015 play periods policy indicated that RGSC staff intervened after 16 or 24 hours of loyalty member play and implied this policy was too conservative. Has it been modified since?</p> <p>4. Recommendation 8 states : "Crown Melbourne will, by 1 January 2019, commence a comprehensive study of all the practical options for a real time player data analytics tool, with a view to reporting in detail (including legal, technical and methodological issues) to the VCGLR by 1 January 2020 and the tool being in operation by 1 July 2022." Has this detailed report been made and is the tool set to begin operation next year?</p> <p>5. The VCGLR recommended that "by 1 July 2019, Crown Melbourne rebrand or refresh its responsible gambling messaging and publish new responsible gambling messages throughout the casino, in all Crown Melbourne publications, including online and social media platforms." Has this been achieved?</p> <p>6. In line with recommendation 8, has Crown reviewed its policy for voluntary exclusion orders by 1 July 2019, and has it implemented the recommended policies of "short term exclusion orders for three, six, 12 or 24 months under section 72 of the Casino Control Act"</p> <p>Kind regards,</p> <p>Lachlan Moffet Gray </p>
<p>PROPOSED DRAFT RESPONSE:</p>	<p>Please attribute to a Crown Resorts spokesperson:</p> <p>Out of respect for the Crown Melbourne Royal Commission and its processes, Crown does not intend to comment at this time.</p>

NATASHA STIPANOV
General Manager – Corporate Affairs
Crown Resorts Limited



Level 6, 8 Whiteman Street, Southbank, Victoria 3006



w: crownresorts.com.au

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