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25 October 2019

Mr Rowan Harris
Principal Major Licence Officer
Victorian Commission for Gambling and Liquor Regulation
Level 3, 12 Shelley Street
RICHMOND VIC 3121

By Email: [REDACTED]

Dear Mr Harris

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 3

I refer to your email dated 14 October 2019, requesting additional information with regards to Crown's response to the VCGLR's Recommendation 3 and the provision of the Deloitte report, and the meeting between Jason Cremona, Steve Thurston, Joshua Preston, Anne Siegers and myself on 24 October 2019.

Please find attached in response to your request for additional information a table that references each recommendation from the Deloitte report together its status as to impact, timeframe for implementation (related to future and longer term enhancements) and Crown's comments (including whether it accepted the recommendation or not).

Please note that all of the Deloitte recommendations were accepted save for two. In respect to the two recommendations not accepted, we note that:

- one was immaterial (the naming of the document) which Crown determined was not appropriate in the circumstances to progress with; and
- the other was already in place, however Deloitte suggested increasing the level of detail described in the Risk Management Strategy. This recommendation was not deemed appropriate by Crown as it would not effectively reflect the range of events that could be escalated to the Board and the range of possible responses. That level of detail already exists in other documents and the process is effective in practice.

Please do not hesitate to contact Anne Siegers on [REDACTED] or Joshua Preston if you have any queries.

Yours sincerely

[REDACTED]
Michelle Fielding
Group General Manager – Regulatory and Compliance
Encl

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