



Contact: Michelle Fielding
Direct Line: [REDACTED]
E-mail: [REDACTED]
Document No: COMPLIANCE_522967.1

5 January 2020

Ms Catherine Myers
Chief Executive Officer
Victorian Commission for Gambling and Liquor Regulation
Level 3, 12 Shelley Street
RICHMOND VIC 3121

cc: Rowan Harris

By Email

Dear Ms Myers

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 12 Quarterly Update

I refer to Recommendation 12 of the Sixth Review, which provides:

'The VCGLR recommends that, by 1 July 2019, Crown Melbourne expand facial recognition technology to cameras on all entrances to the casino and that Crown Melbourne provide written updates on a quarterly basis on its effectiveness to the VCGLR.'

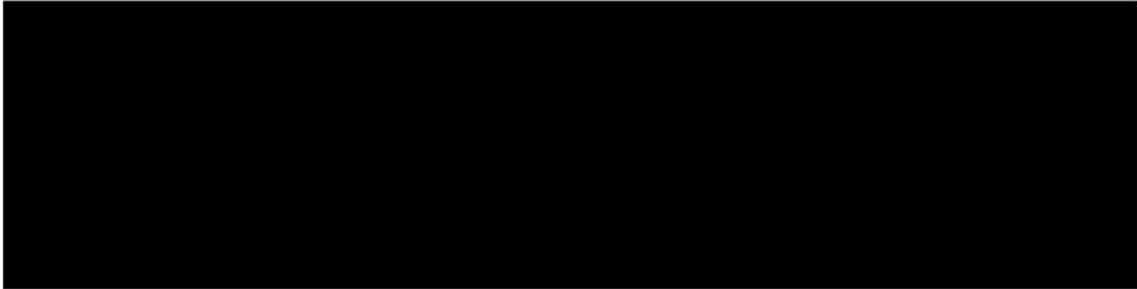
Pursuant to Recommendation 12, Crown is also to commence providing quarterly written updates to the VCGLR on the effectiveness of Facial Recognition Technology (or Neoface).

The attached Quarterly Update for the quarter (October to December 2020) demonstrates that Crown's Facial Recognition Technology has been effective during the quarter, in detecting persons who are not permitted to enter either the Casino and/or the Property. We expect that this technology will continue to evolve and assist in strengthening our perimeter access, in identifying barred persons and ultimately our responsible gaming framework.

By way of overview we note as follows:

- Of the 221 breaches/attempted breaches detected during the quarter (committed by 182 unique persons), Neoface identified 204 of the instances or 92% of all detections.¹

¹ Crown is unable to determine how many of those breaches/attempted breaches would have been identified by staff, as Neoface is the first line of defence and has the earlier detection capability, with staff being a second line of defence. Crown does not hold data in relation to false positives.



Please let me know if you would like to discuss the attached Quarterly Update or if there is any further information that can be provided to assist.

Yours sincerely



Michelle Fielding
Group Executive General Manager – Regulatory and Compliance