



# Crown Resorts Limited

Chief Executive Officer's Report  
December 2020

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## Trading Update

Please refer to **Agenda Item 4.4** for a detailed update on trading.

## Covid-19 Update

Trading at Crown Perth has continued above expectations, despite the ongoing COVID related restrictions relating to distancing and restricted capacities.

Gaming operations at Crown Melbourne commenced in a restricted capacity in the week commencing 9 November 2020. Current restrictions on gaming operations at Crown Melbourne include:

- a total capacity limit of 1,000 patrons;
- a maximum capacity limit in each indoor space of the lesser of 150 patrons or the number permitted by the density quotient of one person per four square metres;
- commencement of operation of table games;
- physical distancing between patrons;
- deactivation of every second electronic gaming machine and electronic table game;
- the presence of a COVID marshal; and
- enhanced hygiene protocols.

Crown Towers and Crown Metropol Melbourne have re-opened.

Crown Aspinalls ceased operations with effect from 5 November 2020 following the Government's announcement of new restrictions in the United Kingdom.

## Organisational Structure

As the Board is aware, Steven Blackburn has been appointed as the Chief Compliance and Financial Crimes Officer.

Further information on the proposed organisational structure is included at Agenda Item 15.2.

## **Crown Sydney Opening**

An additional meeting of the Crown Sydney Board was convened on 2 December 2020 to consider the operational readiness for the commencement of non-gaming operations.

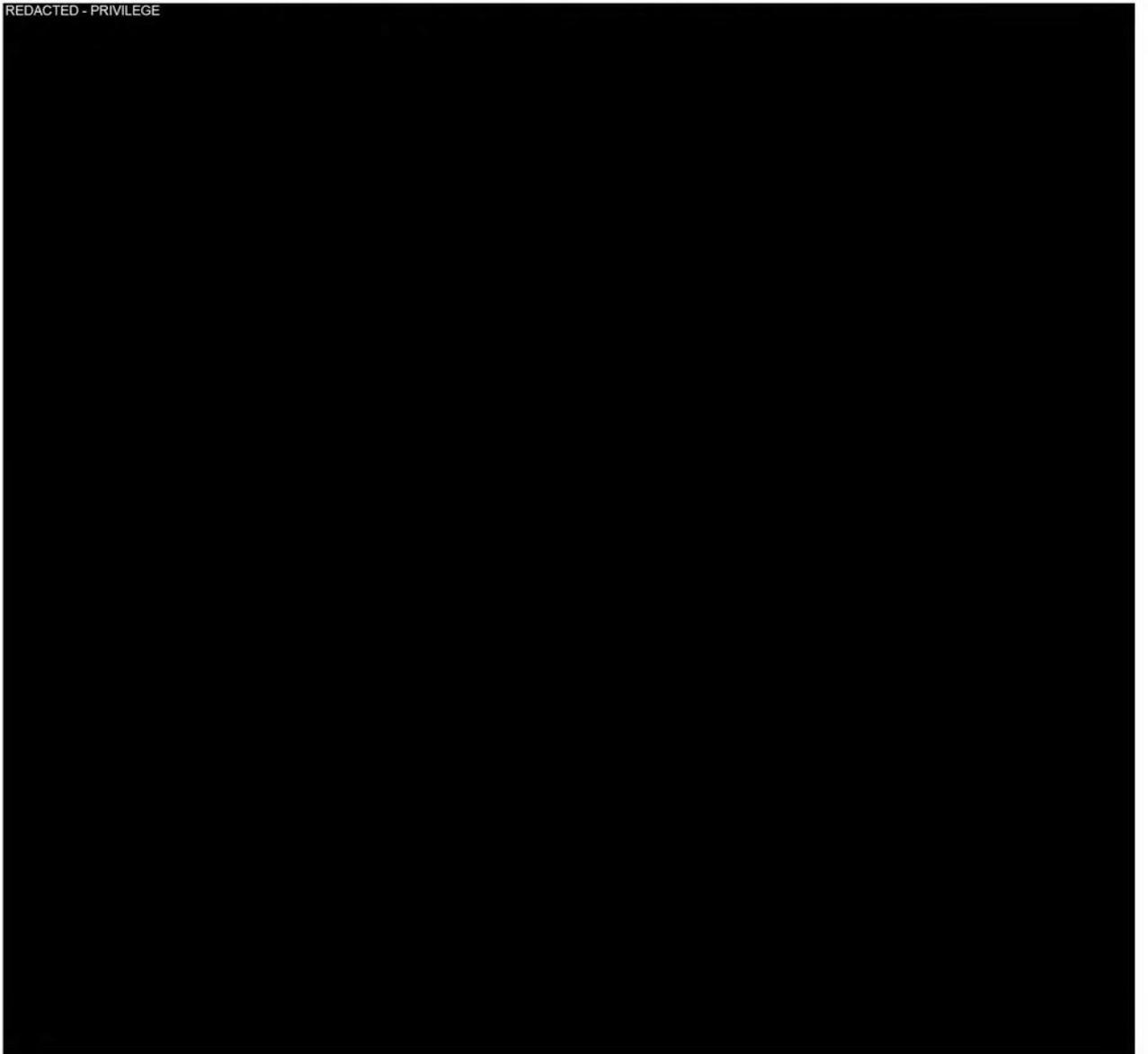
The key outstanding matter is the liquor licences which management is hopeful can be progressed in the next week or so.

On 7 and 15 December 2020, the first phase of handover and trialing with Crown staff only will commence.

Following this, if all areas are completed, a second phase of trialing will begin with a wider internal audience, followed by a soft opening phase to Crown's existing customers from 21 December 2020.

## **Litigation and Regulatory Update – privileged and confidential**

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REDACTED - PRIVILEGE



#### *ETS Update*

A detailed paper on Environmental Tobacco Smoke developments has been included for the Board at **Agenda Item 9**.

#### *VCGLR – Recommendation 20*

The date for the Recommendation 20 meeting is yet to be scheduled. Subject to directors' availability, Crown had proposed that the meeting be scheduled in January 2021. The VCGLR has indicated, however, that a number of its representatives will not be available during January and has expressed an interest to delay the meeting to February 2021. Currently proposed dates are 3 or 10 February with a preference for 10 February 2021.

Please refer to **Agenda Item 9** for a more detailed update on the above matters.

### **Insurance Renewal**

The insurance renewal for the 30 November 2020 to 30 November 2021 period is complete and cover was obtained in line with that communicated to the Board.

Please refer to **Agenda Item 14.1** for a detailed update.

## Digital Payment and Virtual Account Technology

Cashless transactions for gaming activity is being actively reviewed across a number of gaming jurisdictions, in part due to the encouragement of health authorities to avoid the use of cash as a potential fomite. Work is continuing.

### *Crown Perth – EFTPOS at the table*

The project to implement EFTPOS terminals on gaming tables at Crown Perth is now at the conclusion of Phase 2 which was a pilot phase of the project, involving 24 tables for 13 weeks.

The outcomes of Phase 2 are currently in the process of being reviewed, including the outcomes of the customer survey. This will allow Crown to consider whether any additional RG measures are required, and to determine which gaming tables should be included in Phase 3.

Please refer to **Agenda Item 9** for a more detailed update on the Crown Perth EFTPOS function.

### *Digital Payment Proof of Concept*

Crown is continuing to consider the use of digital payment and virtual account technology more broadly as part of its future business model, subject to any required regulatory approval.