



CROWN PERTH

Public Submission to the Community Development and Justice Standing Committee of the Parliament of Western Australia

Inquiry into the Protection of Crowded Places from Terrorism Acts

Crown Perth (**Crown**) is pleased to provide this submission to assist the Inquiry by the Community Development and Justice Standing Committee (**the Standing Committee**) into the Protection of Crowded Places from Terrorism Acts.

By way of Background, Crown Resorts Limited (previously Publishing and Broadcasting Ltd) acquired the Burswood Island Casino in 2004. At the time, annual visitation was approximately 5 million. Post-acquisition, Crown has invested \$1.4 billion to upgrade all areas of the Resort, including –

- Two new hotels, including the 6 star Crown Towers, adding 772 additional rooms;
- 24 new bars and restaurants including a number Perth's top fine dining restaurants;
- Doubling the size of the casino gaming footprint;
- Expanding its workforce from 3,200 to 5,900; and
- Developing significantly enhanced international gaming facilities aimed at boosting international tourism.

This investment has seen annual visitation double to approximately 10 million, making Crown one of the State's most visited attractions, and contributing significantly to the Western Australian community and economy. This activity provides many opportunities for Western Australian businesses to invest and grow employment. Crown sources most goods and services from local businesses, with its contribution to Australian suppliers exceeding \$300 million for FY17, of which a number of suppliers were based in Western Australia.

As a premium integrated Resort, Crown attracts a high number of customers to a variety of activities. For example, annually there are over:

- 520,000 hotel guests in 1,200 hotel rooms
- 500,000 theatre tickets sold
- 70,000 convention delegates

Further, there can be up to 30,000 visits to Crown on peak event days, including over 1,000 staff and contractors.

This high level of visitation and business activity, coupled with the stringent regulatory requirements associated with operating, under licence, a large casino, hospitality and entertainment business on a 24/7 basis, requires that Crown makes significant investment in its security capability.

From the outset, the size of Crown's operation and the complexity of its regulatory framework have necessitated an approach to security that differs from the general practice in the hospitality and entertainment sector, which as a general rule engages external contractors to undertake security operations. Key elements of Crown's security management framework include:

- Senior Management oversight;
- Senior Security personnel with extensive law enforcement experience (including in the WA Police Counter-Terrorism Intelligence Unit);
- A large in-house Security team, specifically trained (refer below for further detail), supplemented where necessary with contracted Security staff.
- The conduct of periodic security risk assessments, both internally and by external specialist consultants;
- Ongoing liaison with law enforcement agencies;
- Documented, detailed emergency management plans, which are periodically tested;
- A comprehensive digital surveillance capacity comprising 3,000 cameras. Around 1,000 of these cameras are devoted to non-gaming surveillance of internal and external areas of the Resort;
- Bicycle mounted security patrols of all external car parks and patron thoroughfares; and
- Physical access controls to restricted access (non public) areas.

Crown's policy is to recruit, train and manage its own internal security workforce. We believe this strategy provides a better trained and more effective security capability that is specific to our needs and can be readily adapted to meet new challenges such as those associated with countering terrorism threats.

To achieve this, Crown invested in its own Security Training Centre, which is a dedicated training environment for existing Crown Security employees and members of the public. This is a unique facility, considered to be the best equipped private sector security training facility in Perth.

To date, over 850 students have received nationally recognised training in Certificate II - Security Operations.

However, while Crown has adopted this 'in-house' approach to managing our security operations, we do engage external security experts to review our risk management plans, test our security procedures, and provide advice in respect of improvements that could be made and risks that need to be considered.

Crown is conscious of the growing threat posed by terrorism activities and is well advanced in adapting our security procedures in this respect. We have implemented a range of response measures and are in the process of implementing or evaluating others.

In response to the request to provide information in relation Inquiry's Terms of Reference 2 and 3 we provide the following information.

Term of Reference 2 - Implementation of Mitigation and Protective Security Measures

Crown has put significant effort into ensuring that its security resources are well prepared to respond to a terrorism incident. With the assistance of a specialised security service, Crown undertook a Counter Terrorism (**CT**) Risk Assessment to identify any weaknesses in our security plans that needed to be addressed.

This risk assessment assisted Crown to develop a dedicated Counter Terrorism Risk Management Plan (**CT Management Plan**), which also includes an Escalation Plan which can be activated in the event of an increase in the national terrorism threat level, or a local threat.

In addition, Crown's crisis and incident management plans, which include an overarching Emergency Management Policy, are periodically reviewed by external crisis consultants.

The above is a broad description of Crown's CT risk assessment and planning procedures.

Term of Reference 3 - Relationships between State Government Departments and Agencies and Owners and Operators of Crowded Places

Crown has a strong relationship with the WA Police and other emergency response agencies. Besides day to day engagement on general security matters, Crown's relationship with State based policing services includes the following:

- WA Police Crowded Places Forum – gathering of Police and owners and operators of Crowded Places to share information on risk mitigation and includes presenters on particular topics.
- WA Police Protective Security Unit – provides advice on CT matters, including the distribution of material from ASIO.
- Business Advisory Group (**BAG**) – through the BAG, there are forums held once per year within a different jurisdiction across the country where Police and owners and operators of crowded places meet. It is a similar format to the local Crowded Places Forum.

In addition, Crown provides constant access for Police to attend our offices to view and review video surveillance footage as and when required.

Relationship with Federal Agencies

In respect of federal agencies, ASIO's Business and Government Liaison Unit provides literature relevant to terrorism, which includes strategies to best protect Crowded Places. Our relationship with local ASIO officers is strong and we regularly attend their briefing sessions in Canberra and meet periodically with the WA State Manager.