



Responsible Gaming Code of Conduct

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Betting, Gaming and Lotteries Commission

78cef Hagley Park Road

Kingston 10

Jamaica, W.I.

Tel: (876) 630-1353

Fax: (876) 758-9761

Email: info@bglc.gov.jm

Web: www.bglc.gov.jm

CODE OF CONDUCT FOR RESPONSIBLE GAMING

Prepared by RISE Life Management Services Limited and the Betting Gaming and Lotteries Commission

All operators of prescribed premises are committed to promoting high standards of responsible gaming at their businesses.

Responsible Gaming describes a situation where all stakeholders within the gaming industry uphold agreed upon principles and standards that ensure safe and fair gaming experiences that protect customers and the wider society from the possible adverse effects of gambling disorders. Responsible gaming in a regulated environment exists when consumers can make informed choices and can exercise rational and sensible choices based on their circumstances. It involves a shared responsibility with collective action by the Gaming Industry, government, individuals and communities. The aim is to achieve outcomes that are socially responsible and responsive to the community's concerns.

The principles that govern responsible gaming are grounded in science and driven by a collaborative effort. This code of conduct for responsible gaming ("the code") must be made available to customers and the general public should they request it.

The code represents the dedication and commitment that the gaming industry stakeholders have towards the promotion of responsible gaming at their venues and demonstrates a commitment to four (4) significant groups. These are:

- (a) Employees
- (b) Customers
- (c) Public, and
- (d) Minors.

1. Commitment to Employees

All prescribed premises operators must recognize the importance of having employees who are able to recognize the signs of a potential gambling disorder in a customer and who will commit to promoting principles of responsible gaming. To accomplish this, operators will:

- A. organize and conduct Professional development training and educational workshops on Responsible Gaming which must be attended by all relevant employees at least twice per year. These workshops will be geared towards helping employees to identify and intervene when they recognize that a customer is a minor or displaying signs of a gambling disorder.
- B. educate new employees on the business' policies on practices relating to responsible gaming as a part of their induction/orientation process.
- C. make information/materials promoting responsible gaming including this code and the code of ethics available, to all employees.
- D. make information on how to access help regarding treatment for gambling disorders, readily available. This must include the RISE Life Management Services toll free help line and treatment initiatives.
- E. establish a clearly delineated staff gaming policy which must address whether or not gaming is strictly prohibited among staff. If staff members are permitted to gamble, the policy must specify under what conditions are they permitted, for example: whether in uniform or not; whether there will be limits as to the amount to be spent on a given gaming occasion.
- F. recognise employees who diligently work at incorporating the practices of the Code of Conduct and responsible gaming through a employee award system.

2. Commitment to Customers

The prescribed premises operators must acknowledge the possible difficulties that may be encountered by some customers who exhibit the symptoms of a gambling disorder. In furtherance of such acknowledgment, the operators of the prescribed premises must commit to the safety and wellbeing of customers as they enjoy gaming for entertainment purposes only. This value will be demonstrated by:

- A. publicizing the odds and probability of winning or losing at various games within the prescribed premises.
- B. establishing a Voluntary Exclusion Programme (VEP) or Voluntary Self-Exclusion Programme (VSEP) to allow customers to request a ban from entering the prescribed premises to game for a specific period of time. Once a customer has entered the VEP/VSEP, the prescribed premises operator will make every effort to honour this action by the customer as best as possible. Information relating to the programme will be made available in the form of brochures and all staff, inclusive of supervisors, must be trained to initiate customers into the VEP, upon request.
- C. making available the business' policies and practices relating to responsible gaming, which includes reserving the right to exclude a customer without a request from the said customer. This information may be presented in a variety of forms, including pamphlets, flyers, and on the screen of the gaming machines once logged in.
- D. making use of the national database/registry which has been established by RISE Life Management Services Ltd to record information on individuals who have either been excluded by operators of other prescribed premises or have voluntarily enrolled in the VEP/VSEP.
- E. making available at various points through the prescribed premises and particularly at the cash register information promoting

responsible gaming. This information must include RISE's toll free help line and where to go for help.

F. serving of alcoholic beverages in a responsible manner, specifically:

1. No serving of alcohol to persons who are visibly intoxicated.
2. Preventing visibly intoxicated persons from entering the prescribed premises and/or engaging in gaming on the prescribed premises.
3. The enforcement of a wait staff policy for responsible alcoholic beverage service.
4. Signage may be mounted to reflect the above.

G. responsible advertising. Advertising of the gaming product must be done in a responsible manner inclusive of responsible gaming messages in advertisements:

1. Advertisements must not be offensive or indecent in nature, false or misleading in any way about odds, prizes and chances of winning; and must comply with advertising laws of Jamaica;
2. Advertisement must not be designed to appeal specifically to minors; and
3. Advertisements must not feature anyone who appears to be below the legal age to participate in gambling activity
4. Licensees must get written permission of customer to send direct to customer (via email, text, or any other means) messages or advertising; and
5. Customers must be able to opt out of receiving direct messages (via email, text, or any other means) or advertising.

- H. proper placement of clocks within the prescribed premises to enable customers to keep track of time spent.
- I. designating a person or persons (Supervisor or Manager) who must be available at all times to provide greater assistance to customers on the VEP/VSEP and responsible gaming initiatives in general.
- J. establishing an efficient, effective and transparent mechanism through which customers may present complaints and have them addressed.
- K. enforcing Know Your Customer (KYC) principles most visible through the institution of cards for entry and gaming, issued by the prescribed premises operators.

3. Commitment to the Public

The issue of gambling disorders has far-reaching effects not only for the customers and employees but also for the public at large. Notwithstanding, responsible gaming is beneficial to the public in several ways including:

- A. The promotion of Responsible Gaming Principles where possible, even outside of the prescribed premises.
- B. Where possible, facilitating the collection of data that may contribute to national research and studies on gaming. This must be done in a manner that does not breach confidentiality issues.
- C. Dedicating sections on the prescribed premises website promoting responsible gaming.
- D. Full participation in the annual Responsible Gaming Week activities as planned by stakeholders.
- E. An annual review of the prescribed premises adherence to the Code of Conduct by the BGLC and RISE Life Management representatives.

- F. The prescribed premises must commit to cooperating with any or scheduled or unscheduled visit from any identifiable group or person acting on behalf of the Betting, Gaming and Lotteries Commission (BGLC) with regards to the Code of Conduct for Responsible Gaming.

4. Commitment to the Prevention of Underage Gambling and the Protection of Minors

Gambling by Minors is against the law. The prescribed premises operator understands the implications of underage gaming and demonstrates a commitment to ensuring that minors do not gamble and are not allowed entry into any room in which gaming machines are located; as failure to comply with this requirement amounts to a criminal offence.

- A. The prescribed premises will prevent minors from entering the prescribed premises and will communicate the legal age to gamble. This communication is applied to all promotional material including websites and all other publications or forms of media communication.
- B. When necessary, employees will ask for proof of age in order to ascertain that the individual in question is eighteen (18) or over. If relevant verification cannot be produced the individual must not be permitted entry to the prescribed premises.
- C. No Serving of alcohol to Minors

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