



**GBG Machines Group Meeting Notes**

**Held on Wednesday 14<sup>th</sup> February 2024 via Teams at 11.00 am.**

In attendance:

- |                                      |                                   |
|--------------------------------------|-----------------------------------|
| Nigel Davis (Merkur) – Chair         | Lee Jefferson (Inseinc)           |
| Peter Hannibal (GBG)                 | Dragoljub Grekulovic (JCM Global) |
| Steve Sharp (GBG)                    | Lee Morton (Light & Wonder)       |
| Charlotte Meller (GBG)               | Mark Gibson (Luxury Leisure)      |
| Rob Wheeler (GBG)                    | Chris Packer (Luxury Leisure)     |
| Amanda Fry (GBG)                     | Paul Monkman (Luxury Leisure)     |
| Ian Fuller (Playsafe)                | Stephanie Bickers (Moto)          |
| Howard Gant (Boomerang Digital)      | Maria Thompson (Moto)             |
| Steve Brownlow (Bpops)               | Martin Beard (Novomatic)          |
| Simon Reynolds (Buzz Bingo)          | Rob Bennett (Novomatic)           |
| Sam Moore (Buzz Bingo)               | Vince Bateson (Paddy Power)       |
| Andrea Rushworth (Crown Leisure)     | Ian Fuller (Playsafe)             |
| Claire McMullan (Entain)             | Felix Faulkner (Poppleston Allen) |
| Stuart Green (Game Nation)           | Caroline Bates (Roadchef)         |
| Graham Glanfield (Game Nation)       | Brian Jamson (Roadchef)           |
| Mark Edmundson (GeWeTe)              |                                   |
| Andy Bullock (Innovative Technology) |                                   |

Guests: Graham Burgin & Nigel Owen (Gambling Commission)

Item		Action
	PH welcomed everyone to the meeting, and in particular Claire McMullan (Entain) and Vince Bateson (Paddy Power) who will be attending these meetings going forward.	
1	<p><b>Update from Gambling Commission – Graham Burgin, Senior Manager, Policy</b></p> <p>PH introduced Graham Burgin from the Gambling Commission and Nigel Owen who is supporting Graham on the GMTS. A list of attendees from the meeting will be sent to Graham.</p> <ul style="list-style-type: none"> <li>Graham has been working on the area of policy with particular focus on land-based proposals arising out of Gambling Act Review</li> </ul>	<b>Action AF</b>

	<p>supporting DCMS in their current consultation and also to review the Gaming Machine Technical Standards (GMTS) with Nigel supporting GB in this work</p> <p>Plans around the GMTS review are taking a two-phased approach.</p> <ul style="list-style-type: none"> <li>Phase 1 - Consolidate the existing 12 technical standards into a single document and amend the style of format to align with the remote tech standards. Currently drafting that consultation document and targeting a publication in Spring. There are some potential interdependencies with DCMS. An area that could come up is cashless and there is the ability to include some cashless consultation within Phase 1. GB thanked GBG members for the feedback already received.</li> <li>Phase 2 – looking at potential player protections on gaming machines in areas such as limit setting which is voluntary at the moment. This will flow from Phase 1 and will be looking to do some engagement with industry on Phase 2 whilst Phase 1 is ongoing.</li> <li>GBG feedback is asking for a discussion on test house approval process, the criteria flowing from that, the cost effectiveness of the GC’s current approach to testing and the quality outcomes. Potential feedback or analysis looking at the outcome of the tests completed. Need clarity on what the specific ask is, what the rationale supporting it is, what risks there might be to the licensing objectives and how those risks could be mitigated.</li> </ul> <p>PH will come back to GB with something more formal of what we think needs reviewing and the evidence around that and agree a timeline and approach.</p> <p style="text-align: center;"><b>GB &amp; NO left the meeting &amp; PH handed over to Nigel D</b></p>	<b>Action PH</b>
2	<p><b>Welcome and Introductions.</b></p> <p>ND advised that apologies were noted. There were no declarations of interests.</p>	
3	<p><b>Notes from Meeting held on 29<sup>th</sup> November 2023 – Any outstanding matters</b></p> <p>There are no outstanding matters from the last meeting.</p>	
4	<p><b>Matters arising from ICE (CM)</b></p> <ul style="list-style-type: none"> <li>Positive three days</li> </ul>	

	<ul style="list-style-type: none"> <li>• Good footfall coming to see experts on the stand</li> <li>• GBG launched our new Strategy</li> <li>• LAs attended on the Thursday morning who spoke to a number of experts and had a tour around some members’ stands. Interesting feedback from them around not knowing about tech standards, age estimation, limit setting and facial technology. GBG is following up with the IOL to raise the LAs knowledge more widely on land-based gambling.</li> <li>• LAs are keen to have face-to-face engagement with GBG members</li> </ul> <p>Two operators approached Eurocoin about GamCare messaging/helpline number being printed on the back of TiTO tickets and being a legal requirement. There are already tech standards on what is required on a TiTO ticket however, due to technology differences it is not ideal to set out what should be printed on the reverse of the ticket. GamCare information is being included on the reverse side of TiTO tickets now, where it is possible and is good practice. No further action required.</p>	
5	<p><b>Strategic Aim No. 4 – To be Innovative Lead</b></p> <p>PT launched the new GBG Strategy at ICE, which has been circulated to members</p> <p><u>Priorities for GBG Machines Group for 2024</u></p> <ul style="list-style-type: none"> <li>• To be the innovative lead on technology to meet industry’s challenges</li> <li>• GBG has the best forum to deliver these solutions</li> <li>• What things do members want us to think about with creating new standards?</li> <li>• Examples may be; <ul style="list-style-type: none"> <li>○ Use of cameras in machines and premises (even when there is one technology used in different machines the process that are being employed are different for the consumer). There might be a role for GBG to play as a central body to set out those processes so the consumer journey is the same regardless of technology.</li> <li>○ Standards of age estimation should be similar regardless of technology so we have a reputable outcome for the consumer at the end.</li> <li>○ Is there a need for ‘floating licences’ to be managed at a system level?</li> </ul> </li> <li>• GBG Members to come back to PH on areas where can add value.</li> </ul>	

	<ul style="list-style-type: none"> <li>• This strategy item will be on the agenda at each meeting.</li> </ul>	
6	<p><b>GBG Technical Standards (PH)</b></p> <p><u>Stocktake, Ownership and Comms</u></p> <ul style="list-style-type: none"> <li>• A list of current protocols which are on the Members’ Area of the website was circulated with the agenda. Need the correct protocols on the website and maybe delete older versions (Tech forum to advise).</li> <li>• As the GBG Standards become more and more integral to our future the GBG must likewise raise its game in terms of Governance and controls.</li> <li>• GBG Exec will be taking a more structured approach to managing the protocols and standards going forwards.</li> <li>• PH asked members for their thoughts on how they think that things should be governed.</li> <li>• GBG does not readily promote the benefits of the standards and protocols with third parties, which is a missed opportunity</li> <li>• RW will draft case studies on each protocol showing what it actually means to the operation of machines.</li> <li>• PH suggested having a face to face annual or twice-yearly technical conference with different speakers.</li> <li>• Members to feedback their thoughts on all of the above</li> </ul>	<p><b>Action RW</b></p> <p><b>Action RW</b></p> <p><b>Action All</b></p>
7	<p><b>Update on Gaming Machine Technical Standards (RW)</b></p> <ul style="list-style-type: none"> <li>• Latest version of TITO has been released that allows the system to tell the paystation (machine host) the maximum amount of the ticket value that can be returned onto the bank account linked to the original Ticket Purchase transaction. This feature allows the system host to protect against money laundering and other fraudulent activity.</li> <li>• Limit settings for machines where the system host controls the existing machine base parameters for limit settings so that there is consistency across all machines installed onsite. The framework will be discussed at the next GBG Tech Forum meeting and an update provided at the next GBG MSG Meeting.</li> <li>• Request from an operator to update the narrative within the GBG Promotional tech standard with a recommendation to game manufacturers to ensure that promo/cash match funds cannot be used on Roulette games. No objections raised with proposal and appropriate narrative to be defined during the next GBG Tech Forum meeting.</li> </ul>	<p><b>Action RW</b></p>

	<ul style="list-style-type: none"> <li>Request from an Operator to ensure that all manufacturers adhere to the promotional technical specification, particularly the release of cash match related promo funds onto the machine credit meter. Operator complaining that some players play off the cash element at max stake (£2) but then reduce the stake 20p when the promo funds are released. The existing technical standard defines a process whereby cash and promo funds are played off equally on the machine and GBG is only able to encourage system and game suppliers to adhere to the processes defined within the technical standard.</li> <li>Request from an operator to display a session specific QR code on the game screen that would allow a player to link their player account to a specific play session on a machine as part of a player loyalty/rewards program. Agreed that this would be discussed again at the next MSG meeting to allow for more thought by operators.</li> </ul>	<b>Action RW</b>
8	<p><b>DCMS Data Request Update (PH)</b></p> <ul style="list-style-type: none"> <li>DCMS now have all the relevant data and should be able to produce some holistic reports. As agreed, we are waiting for them to share it with the trade associations before they do anything publicly.</li> </ul>	
9	<p><b>Machine Security Issues (ND)</b></p> <ul style="list-style-type: none"> <li>No new requests or issues.</li> <li>There are some Scottish £20 notes doing the rounds again, but all that have been presented were tested and validators cleared and certified.</li> <li>Some discussion around £2 slugs which seemed to be contained to the SE area.</li> </ul>	
10	<p><b>Any other business</b> Date of next Meeting: <b><u>Wed 8<sup>th</sup> May 2024</u></b></p> <p><b><u>Remainder of dates for 2024</u></b> Wed 4th Sept Wed 27th Nov</p>	

Meeting finished at 12.00