



**GBG Machines Group Meeting Notes**

**Held on Wednesday 8<sup>th</sup> May 2024 via Teams at 11.00 am.**

In attendance:

Nigel Davis (Merkur) – Chair  
 Charlotte Meller (GBG)  
 Steve Sharp (GBG)  
 Amanda Fry (GBG)  
 Steve Brownlow (Bpops)  
 Simon Reynolds (Buzz Bingo)  
 Andrea Rushworth (Crown Leisure)  
 Stuart Green (Game Nation)  
 Graham Glanfield (Game Nation)  
 Lee Jefferson (Inseinc)

Lee Morton (Light & Wonder)  
 Mark Gibson (Luxury Leisure)  
 Chris Packer (Luxury Leisure)  
 Maria Thompson (Moto)  
 Jade Gerrard (Moto)  
 Imogen Moss (Poppleston Allen)  
 Felix Faulkner (Poppleston Allen)  
 Caroline Bates (Roadchef)  
 Brian Jamson (Roadchef)

Item		Action
1	<p><b>Welcome and Introductions.</b></p> <p>ND welcomed everyone to the meeting and advised that apologies were noted. There were no declarations of interests.</p>	
2	<p><b>Notes from Meeting held on 14<sup>th</sup> February 2023 – Any outstanding matters</b></p> <p>Matters arising from the last meeting.</p> <ul style="list-style-type: none"> <li>• Need to manage and control the functionality and features of the protocols going forward – Peter is exploring options</li> <li>• A summary of the standards and protocols is now on the front end of the website but only members can access the protocols via the Members’ Area.</li> <li>• Coinslot will be doing an article on the various protocols and standards to raise the profile.</li> </ul>	

	<p>In RW's absence his update was shared</p> <p><b>GBG-TITO v.2.4a</b></p> <ul style="list-style-type: none"> <li>- Enhanced the narrative within v.2.4 <ul style="list-style-type: none"> <li>o If an attempt is made to redeem a Debit Card or Payment Wallet Ticket at a machine less than v.2.3 then system rejects by returning an Invalid Ticket.</li> <li>o Clarified several data types within the protocol.</li> </ul> </li> <li>- Changes to protocol approved and technical standard made available on GBG Drop Box</li> </ul> <p><b>MDC v.1.5</b></p> <ul style="list-style-type: none"> <li>- Added ability for System Host to issue a session id to the machine host, which could be displayed as a QR code and allow a player management system link the customer to a play session.</li> <li>- Added additional event codes that allow the machine to report when Time and/or Spend Limits have been adjusted by the player at the start of a play session.</li> <li>- Version approved after a 14-day consultation period and available within the GBG Drop Box.</li> </ul>	
3	<p><b>Update on White Paper (CM)</b></p> <ul style="list-style-type: none"> <li>• Awaiting on the land-based changes from DCMS – they are advanced in their write around stage.</li> <li>• GC put out a response last week to their summer consultation - the vast majority of which related to remote gambling with limited land-based changes. <ul style="list-style-type: none"> <li>(a) Changes from Think 21 to 25</li> <li>(b) Extension of test purchasing to all operator licence holders</li> <li>(c) Changes to PML requirements</li> </ul> </li> <li>• Timescales for when these are being introduced have been circulated</li> <li>• CM will keep members updated around the timescales from DCMS</li> <li>• GBG will be convening a face to face event on cashless once the DCMS response has been published</li> </ul>	<b>Action CM</b>
4	<p><b>Update on GMTS/Testing Strategy (CM)</b></p> <ul style="list-style-type: none"> <li>• GBG Proposals to amend the Testing Strategy were sent to Graham Burgin and Nigel Owen at the end of April – they will consider the information as part of phase 2 work in relation to testing strategy and GMTS</li> <li>• The proposals looked at how the Testing Strategy could be flexed in relation to the test house testing of Cat B machines with more in-house testing instead.</li> <li>• Different manufacturers have been told different things with the current Testing Strategy and so clarification has been sought on these points.</li> </ul>	

5	<p><b>Machine Self-Regulation Process (CM)</b></p> <ul style="list-style-type: none"> <li>• A three-stage process had been drawn up in 2015/2016 to be used when there are issues for manufacturers/operators to see if they can resolve the concerns between themselves as part of the first stage</li> <li>• The second stage is to involve GBG to help co-ordinate drawing in necessary expertise, either legal or technical</li> <li>• The third stage involves escalating the matter to GC.</li> <li>• GBG had a preliminary discussion with GC to explore what their role could be and will continue to progress this</li> </ul>	
6	<p><b>GC Correspondence on PDQ Credit Card Survey Findings (CM)</b></p> <ul style="list-style-type: none"> <li>• This is in relation to Guidelines on ATR and ATM use within licensed premises</li> <li>• GC put out an email recently with their survey findings and there will be a broader update next week around the survey which would encompass other land-based sectors</li> <li>• GBG had previously approached the GC about whether they wanted us to update or clarify anything with that Industry Code of Conduct for the use of ATM's and ATRs in regulated gambling premises which GC welcomed</li> <li>• GBG will produce some wording once the broader update from GC has been published and will share with this group for views.</li> <li>• ND does not see it being any different from what is currently stipulated for the use of 7995 and just extended to hand held PDQ devices where it is interfacing with gaming machines and gambling</li> </ul>	<b>Action CM</b>
7	<p><b>Test Purchasing Machines in Pubs (CM)</b></p> <ul style="list-style-type: none"> <li>• In the White Paper produced last year Government were not minded to take any action in the area of very poor Test Purchasing results from machines in pubs.</li> <li>• The GC Code of Practice for machines in pubs does not stipulate any control of the access of machines for young people hence why test purchasing failures have been so high.</li> <li>• Some LAs have recently been out doing test purchasing with mixed results.</li> <li>• CM asked for any feedback from supplier /manufacturer members who are involved in supplying machines to pubs. Do you have a say in the sighting of the machines? Do you get told about test purchasing results. Ultimately a pub could lose it machine entitlement if they fail to address under age gambling.</li> <li>• Is this worth GBG exploring by having conversations with the BBPA and UKH who have a Code of Practice for their members which has not been looked at since 2019 so could maybe raise standards as part of the broader work of GBG</li> </ul>	

	<ul style="list-style-type: none"> <li>LAs were asking at ICE whether they could condition that machines in pubs have AV technology in them because of underage gambling problems they are having in the pubs</li> </ul>	
8	<p><b>Machine Security Issues (ND)</b></p> <ul style="list-style-type: none"> <li>There is another version of an RBS Polymer £20 note doing the rounds in three different areas of the country</li> <li>Frauds are tending to re-surface</li> </ul>	
10	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>CM had an introductory meeting with director of BHHPA (British Holiday &amp; Home Parks Association) who has not been following the changes in the WP. CM provided them with an update and will keep lines of communication open with them</li> </ul> <p>Date of next Meeting: <b><u>Wed 4<sup>th</sup> Sept 2024</u></b> although if there is a need to call an earlier meeting to discuss the WP then we will do so</p> <p><b><u>Remainder of dates for 2024</u></b> Wed 27th Nov</p>	<b>Action CM</b>

Meeting finished at 11.20