



**Minutes of The Gambling Business Group Limited Board Meeting
on Monday 15th July 2024 at 1.00 pm at
TLT LLP, 20 Gresham Street, London EC2V 7JE**

Present Steve Sharp (Chair)
 Peter Hannibal (Chief Executive)
 Charlotte Meller (General Manager)
 Amanda Fry (Company Secretary)

In attendance: Paul Terroni (Novomatic)
 Adam Hodges (Game Nation)
 Nick Jackson (Welcome Break)
 Andrew Ludlow (Boomerang Digital)

Virtual attendance Wayne Ellard (Light & Wonder)
 Simon Reynolds (Buzz Bingo)
 Sasha Blodau (Merkur Group UK)
 Simon Ainge (Inseinc) replacing Lee Gregory for this meeting

By invitation Kieran Sull (DCMS)
 David Forrest (University of Liverpool)

		<u>ACTIONS</u>
1	<p><u>Welcome & Introductions & Apologies for absence</u></p> <p>SS welcomed everyone to the meeting especially Andrew Ludlow who has joined the Board. Apologies were received from Lee Gregory (Inseinc).</p> <p>SS welcomed our guest speakers Kieran Sull (Head of Land Based Gambling at DCMS) and David Forrest (Professor of Economics at University of Liverpool).</p>	
2.	<p><u>Guest Speakers</u></p> <p><u>Kieran Sull (Head of Land Based Gambling at DCMS)</u></p> <p>KS updated the meeting on the new appointments following the General Election and took questions</p> <ul style="list-style-type: none"> • Lisa Nandy - Secretary of State for Culture, Media & Sport • Junior Ministers - Stephanie Peacock & Chris Bryant but portfolios have not been confirmed yet • King’s Speech on Wednesday 17th July 	

	<ul style="list-style-type: none"> • Recess 23rd July returning on 1st September but expects that to be shortened. • Will be recommending round table discussions with reps from different organisations which have worked well previously. <p><u>David Forrest (Professor of Economics) University of Liverpool</u></p> <p>PH advised that at the last meeting we discussed allocating RET funds for alternative types of research and Simon Thomas & Dan Waugh both recommended that we have a conversation with the University of Liverpool.</p> <p>DF advised the Board on the work he is doing at the University of Liverpool analysing gambling behaviours and made observations on the methodology being used in the Gambling Survey for Great Britain.</p> <p>University of Liverpool are on the RET list therefore contributions can be made direct to them and DF is happy for his contact details to be circulated.</p> <p>DF & KS left the meeting</p>	
3.	<p><u>Minutes of Meeting held on 15th April 2024</u></p> <p>The meeting will be recorded for the purposes of helping with the minutes only (and then deleted). There were no declarations of interest.</p> <p>The minutes were approved as a true and accurate record of the meeting.</p> <p>a) Matters Arising/Outstanding actions</p> <ol style="list-style-type: none"> i. Point 2 – LBOs more involved into groups – at the Cashless session last week William Hill, Paddy Power and a team from Entain all attended and we are anticipating them becoming members next year. ii. Point 4 (Aim 2) - Gambling Study of Great Britain <ul style="list-style-type: none"> • There is another meeting with the Cross Industry Group on Thurs 18th July • The dropout rate on the survey implies that people who are not interested in gambling don't do the survey • The survey is due out on 25th July and GC have a briefing session that morning • There are 43 people on the Cross Industry Group with not one GBG member • GBG Board all agreed to support GBG & PH informally calling out the bias with the GSGB. iii. TiTo Protocol (Aim 4) <ul style="list-style-type: none"> • 4 GBG members funded the administration of the TiTo protocol • GBG is using Elizabeth Speed (ES) to help with legalities 	

	<ul style="list-style-type: none"> • IP sharing agreement has been amended • Once agreement has come back from ES, PH will be going back to the funding partners to get it signed off and form a Governance Group to preside over. They will agree any changes or maintenance that needs to happen. This group will include other GBG members. • No licence fees are attached to the GBG Protocols. The funding we did have was to pay for writing expertise which is no longer required. <p>iv. A Responsible Gambling Awayday to discuss a variety of safer gambling initiatives was discussed at the Land Based Responsible Gambling group where it was agreed not to hold an event at the moment but may consider it later in the year when we know what is happening with the White Paper.</p>	Action PH
4.	<p><u>GBG Financial Update</u></p> <ul style="list-style-type: none"> • Our funds have now been split between Metro Bank and Starling to protect our cash in hand • There are no bad debts and have enough funds to see us through to the year end. • A draft budget will be produced including Membership fees for 2024-2025 and will be brought to the next meeting. <p>New Members this year:</p> <ul style="list-style-type: none"> • IGT, Gambling Recruitment Solutions (GRS), Link4Pay, CLMS & Debbie Bollard • Boomerang Digital have joined as a Group member which has incorporated existing members: Playsafe, IHL & NRM • Potential new members were discussed. 	Action PH/AF
5.	<p><u>GBG Strategy Update (paper circulated)</u></p> <p>CM went through the Board update on each Aim which was circulated with the agenda.</p>	
6.	<p><u>Feedback from GBG Cashless Session at Hippodrome – 10th July 2024</u></p> <ul style="list-style-type: none"> • 50 attendees • Worldpay and NMI (digital cash processors) were both represented <p>Summary of issues</p> <ul style="list-style-type: none"> • Issues around application of the 7995 code and the use of Google Pay and Apple Pay • Non-UK bank cards can be an issue when using a mobile device • Chip and pin is cost prohibitive • Different rules for different types of kiosks (machines): Attended, semi attended and unattended • Machine in a pub is effectively an unattended kiosk and there are more limitations on unattended terminals • Commercial model for digital cash does not work with machines 	

	<ul style="list-style-type: none"> • More work needed on staff alerts with unsupervised terminals • TiTO is better and works for everyone (except pubs) <p>Conclusions</p> <ul style="list-style-type: none"> • Need legislation changed now (only chance) • Commercial model will need work with banks • GMTS - need to work with the GC which will take 12-18 months • Digital cash processes will change (cards less prominent) • 3-5 years away <p>There is no commercial 'pull' on this.</p> <p>SA stated that from a single machine point of view operating in a pub cashless doesn't appear to work practically or commercially.</p> <p>Where TiTO is available, cashless will work (single transaction point).</p> <p>Cashless protocols – if GBG leads on this for the industry, PH's intention would not be to start creating cashless licences, it will be the same as the TiTO protocols created by the industry for the industry and fund it through the membership.</p> <p>PH has an obligation to go back to the Cross Industry Group and has a meeting with John Bollom this week. He will keep the board updated following that meeting.</p> <p>The GBG Board all agreed that the GBG, with its membership, are the natural industry lead for this and they support the GBG members and PH taking the lead on taking forward the work required in relation to cashless.</p>	Action PH
7.	<p><u>Sector Updates</u></p> <ul style="list-style-type: none"> • Disappointment with the date of the election and would have been good to get the SIs through with an effective date next year and now budgets have to be revised and we are now looking at potentially April 2026. • Budgets have been thrown out of kilter due to delays in implantation. • AH is leaving City Gaming on 31 July and will be replaced by Mark Jepp • As legislation is delayed there is now more time for the GC to do more work. 	
8.	<p><u>Any Other Business</u></p> <p>a) <u>Responsible Gambling Charter</u> This has now been streamlined to make sure nothing was duplicated. We are exploring training options that are available and CM will share some information around from Better Change who have free Safer Gambling Training. There is a launch next week.</p>	Action CM

	<p>AL advised that Boomerang has a cross-industry compliance platform used by ALL GBG Operator Members. The products are more than just LCCP compliance and need to develop and evolve further. These unique self-regulation compliance and RG products should be considered for inclusion within in the charter framework. There is potential from GBG’s point of view to look at how compliance can move even further forward from a technical advancement point of view. If this adds value it should be considered by the Responsible Gambling Group.</p> <p>CM will have a separate discussion with AL.</p> <p>b) <u>Industry Comms</u></p> <ul style="list-style-type: none"> • PH proposes that the regular meetings with the other trade bodies (Bingo Ass, BACTA, BGC) include a standard agenda with common areas where we should be working together. These include the Ombudsman, Cashless, Research (where cross industry groups already exist) plus, the Gambling Commission, the DCMS, the Levy, Responsible Gambling Week and activity around the LA 3-year policy statement reviews. AL suggested a representative from the GBG Board attending these meetings with PH to ensure continuity of messages at the other end. • Rob Wheeler now replaced by Mark Gibson in chairing the Technical Forum and is no longer being paid by GBG for writing any standards. Rob is also now a member of GBG. • GBG will look at attending the Labour Party Conference • CM asked about exploring a more detailed F2F Board Meeting in 2025 which was raised by the Board • SR asked if we could move the first meeting in 2025 on 6th January further back from the holidays. 	<p>Action CM</p> <p>Action PH</p> <p>Action AF</p>
8.	<p><u>Date of next meeting</u></p> <p>The next meeting is Monday 14th October 2024 at 1.00 pm. Please send a substitute if you are not able to attend</p> <p>Dates for 2025 Mon 3rd February Mon 14th April Mon 7th July Mon 13th October</p>	

Meeting finished at 1500