



## **GBG Machines Meeting**

**15 May 2025 (by Teams)**

### **Item 1 GMTS (slides attached)**

The Group agreed to the proposed responses on the slides unless stated otherwise. Some additional comments were raised:

#### **a) Overarching Principles**

Include an additional overarching principle - about requiring a much longer lead in time and effective trialling for staff alerts (see (d) below).

Need to also note that GBG is offering to work with the Gambling Commission to develop the various protocols to facilitate the GMTS, including a possible new 'alert protocol'.

#### **b) Definition of session:**

- Need to add in reference to EBTs/tablets.
- Should be straight forward to change GBG protocols to reflect any change to session definition.

#### **c) Limit setting**

- Add Tapered time out for deposited sums, not just time played.

#### **d) Staff alerts**

- To set out the timescales for developing and testing GBG protocol on this plus then time for manufacturers to develop and adopt. Then there is an operational lead in time to train staff and put necessary audit processes in place.
- Need high level guidance from GC on their expectation of the outcome of the staff alerts.
- Pilots should have a gradual element e.g. – look at how many staff alerts at 1 hour, then move to 40 mins, 20 mins.
- New GBG protocol will need to include how sessional data will be included on the staff alert (taking relevant section from MDC protocol?)
- Need to ensure that GC does not make it a regulatory requirement to adopt the new GBG protocol. Not least as casinos use the SAS protocol.

#### **e) Safer Gambling messaging**

- Messaging should be through the system (and not game controlled) making it straightforward to update any messaging.
- Key point is to ensure the messaging is consistent across the machines and sectors – standardisation important.

- Query raised about whether the customer should automatically see the net position on the SG messaging screen or whether its their choice to see it. The Commission is very keen that it automatically appears.

f) Net position

- Huge piece of work if it is in the games.
- There should be a consistent approach between new and existing games (if the latter are in scope).
- If its permanently in the menu – then its just one action/button/click away as it will automatically appear there (and that way it could be applied to existing/older games).
- If it's on the menu then it would automatically capture Cat C/D on hybrid machines.
- Suggestion to reflect the wording of the latest Commission requirements for accessing net position on the digital side (where it doesn't specify the number of actions to find the information).
- Promotional tickets would be included in the session time but not session spend (but include any cash matching).
- Offer to have option to access net position as exit game.

g) Timescales

- 6 months would be ok for changes for new machines – as long as staff alerts are not included at this stage.
- Propose that it is the submission date to the test lab as the date to determine whether is machine is classed as new or existing.

h) Deposited Sums

- Is this the right metric or should it be committed sums. For online it is spend not deposited sums. Metric should be consistent when calculating limit setting and net position (currently they are not).

## **Item 2. GBG Protocols**

- Draft GBG TITO 2.4a to be circulated for comment.
- The Machines Group supported the proposal for a separate GBG Protocol for Cash Change Machines.

## **Item 3. Date of Next Meeting**

- GBG Machines Group 3<sup>rd</sup> September 11 -12, however we may convene a meeting before if there are further developments on GMTS.
- GBG Technical Forum meeting will be convened over the summer to discuss the protocols.