

GBG The Gambling Business Group

Machines Sub-group meeting notes - 11.00am, Friday February 15th 2019.

Held at Gamestec Offices, Sandiacre, Nottingham. NG10 5QG

- 1. Welcome & introductions.** Peter welcomed everyone to the meeting & noted yet again another excellent turn out of GBG members. The meeting thanked Gamestec for hosting the Machines Sub-Group again. A special welcome was extended to Aristidis from GeWeTe who was attending the meeting for the first time.
- 2. Previous meeting notes & actions;**
 - a. Point 2.c. and 2.d. were follow up actions from the GLI/NMI presentation and will be picked up later in the meeting.
 - b. Point 3.e. There were three questions for the MSG to consider; should we produce a minimum network standard for machine comms? Should we highlight the implications of a poor network? Should there be wireless encryption included? The meeting agreed that all three should be pursued as a new work-stream for the MSG. Action – PH & RW to map out a plan.
 - c. Point 8. Machines security communications protocol. This has been moved onto a first draft protocol designed with MSAs in mind. Once agreed the core disciplines can be adopted and if required (or necessary), adapted for other venue types.
 - d. There were no other matters brought forward.
- 3. Machines Security update;**
 - a. Ardac fraud still happening in the South East and Midlands. SG has a fix but there is a cost to deploy.
 - b. Wheatcroft is back out of custody.
 - c. New counterfeit RBS £20 note is appearing in small numbers (examples were circulated around the meeting for info). They appear to be being accepted in most note acceptors currently.
- 4. Emerging B3 Roulette games.** The meeting discussed the various B3 roulette iterations that appeared on display at the recent EAG show which have caused some consternation, particularly in the light of the pending demise of B2 roulette. Whilst the compliance of these games is not specifically in question, the fact that roulette chips at values above the minimum stake for the category of machine are able to be staked is bringing the wrong sort of attention to the sector and its operators and manufacturers. There is an inherent danger that if the Gambling Commission and/or the DCMS are forced into taking steps to prohibit such games/features, other machine games and features will get caught up as 'collateral damage' creating irreversible damage to the industry and its machine products. It is important that the industry does not 'shoot itself in the foot' at this sensitive time. It is likely that the Gambling Commission will be re-issuing a letter that was distributed to parts of the Industry in 2014 that explained why roulette features on roulette games are not acceptable. But there was also a different understanding that when the letter was issued 'roulette' would not be mentioned.

5. GBG Technical Standard/Protocols;

- a. **Adoption & Use of Technical Standards by Game Suppliers** - feedback from the Operator meeting at EAG primarily related to the discussion regarding some manufacturers being more 'open & cooperative' than others when it came to developing to the protocol standards. This is a 'less than ideal' scenario but the leverage to change things as always, lies with the operators. Paul Langham to pick up with Peter H.
- b. **GLI Testing Services** (from the last meeting). Currently there is no consistent approach to testing that would improve the consistency and quality of the implementation of the GBG technical standards by games and system suppliers. Paper presented outlined four options – see appendix at the end of this doc;

Option 1 GLI employed by GBG to develop standard test script for each Technical Standard that would be made available to members to use during their own testing (Games & System Suppliers and Operators).

Option 2 same as option 1, with GLI also testing game software in their test lab using an 'approved' GBG System supplied by a 3rd party.

Option 3 same as option 2, with GLI also testing system software in their test lab, which is the most expensive.

Option 4 stay as we are (which will soon become untenable).

The point was well made that quality issues will lead to inevitable increased costs to suppliers and operators within the industry that use the GBG protocols, therefore this needs to be addressed by the MSG.

To develop test scripts GLI charge on a time basis and their standard rate is \$150/hr. To develop a technical standard for a regulator or supplier usually takes 100 hours.

Therefore, the estimated budget is £10k per test script and based on requiring test scripts for four technical standards (TITO, Promotional, Data Capture & EFT) the total budgetary figure is c.£40k. However there are shared functions between the standards (registration process) which is likely to reduce this cost to c.£30k.

The test scripts would be owned by GBG and once the initial test script for a standard has been established then test scripts for future version releases could be managed by the GBG Technical Standards team.....one time setup cost.

The point was made that some operators will benefit from this expenditure without contributing, but this is the nature of industry standards & the bigger picture needs to be the goal.

It was agreed that Rob would speak to GLI to get a better handle on the costs. The action for the meeting is to consider which route we should take for agreement at the next meeting. Action – everyone.

- c. **TiTO & Promotional** - draft v2.2. of the web services protocol were issued to the GBG Tech Forum and a conference call has been set up to review these on March 7.....changes relate to enhanced security with the machine registration process.
- d. **Machine Data Capture** – web services alternative to Dataport has been approved and Playsafe have kindly agreed to make available a wsdl file as soon as they have completed building in support for the tech standard.
- e. **Tracked Play** - next 12 months; It is looking like some form of player tracking requirement is inevitable. Whilst the process for the identification of a player is not part of any of the technical standards that have been defined (there are many methods and technologies available for this which is operator choice) the requirement to link sessions between machines is. After some discussion, the meeting agreed that the GBG should start the process of developing an extension to an existing technical standard(s) or create a new standard that supports identified player sessions at gaming machines so that it can be deployed/utilised as and when we need to. Until then, there is no point in making any external communications.
- f. **GBG Tech Forums** – calls/meetings will be scheduled every two months so that all parties are aware of any issues encountered during implementation of the technical standards by suppliers and deployment by the operators in the field.

6. Purchase of Cash Tickets with Debit Cards Code of Conduct.

- a. Cashino shared with the meeting the details of a planned visit by the Gambling Commission to one of their venues to view their contactless solution.
 - i. The code of conduct has been updated to include a 'pin verification' option. This updated version has been supplied to the Gambling Commission.
 - ii. They (the GC) asked if £5 and £10 withdrawal options could be included, which was agreed.
 - iii. The GC also agreed to the inclusion of a £50 option due to the inclusion of a 'pin number' confirmation requirement of the Cashino solution.
- b. There was some discussion about some ATRs paying out via non-approved merchants and providing cash back facilities, which it is believed that the regulators will not take kindly to if they became aware.
- c. ITL confirmed that they have relevant approvals from high street banks for their eWallet solution that allows funds originally sourced from a bank account to be transferred from the players eWallet account onto the gaming machine and any residual funds/winnings are paid out in notes & coins. They have reviewed their solution with the Gambling Commission.
- d. PH put the question to the room whether it would be beneficial for 'payment facilitators' to be invited to a future meeting to explain exactly what can and can't be done? It was agreed that this would be helpful. Action – PH to identify suitable organisation & invite them.

7. Gambling Commission;

- a. The meeting discussed the current consultation regarding the National Responsible Gambling Strategy. The draft GBG response has already been circulated for members input. A number of members said that they would also be making submissions. Closing date is this evening.

- b. The absence of the Gambling Commission from this year's ICE show was discussed and there is a general concern that this direction of travel they are taking is less than healthy. In addition;
- c. The meeting also discussed a matter raised by the GBG Chairman that the Gambling Commissions expertise in many areas was slowly depleting, not least of all in the machines areas with just Nigel Owen left holding the reins. It was agreed that the GBG should make a formal approach to Neil McArthur to raise these matters and give them the opportunity to address them before speaking to the DCMS.

8. Responsible Gambling;

- a. The meeting had already agreed the next steps for Tracked Play.
- b. The meeting also talked through the issues being encountered by pubs and failed test purchases. PB explained the steps that they were taking with their customers. It is also apparent that the test purchasing process needs to be refined to the specific characteristics in a pub operation. UK Hospitality is still working on a 'Code of Conduct' for responsible gambling in pubs.

9. AOB – Date of the next meeting is Thursday April 11th, 11am here at Gametec again.

Attendees;

Name	Company
Rob Wheeler	GBG
Chris Robinson	ITL
Wayne Forster	MOTO
Steve Brownlow	Blueprint Machines
Ant Moore	Blueprint
Joanne Craig	Blueprint
Mike Douglas	Buzz Bingo
Alan Humble	CPI
Phil Boulton	Gamestec
Peter Hannibal	GBG
Mark Edmundson	GeWeTe
Aristidis Tsikouras	GeWeTe
Graham Roberts	Inseinc
Mark Gibson	Luxury Leisure
Simon Corley	Praesepe
Evgeny Shulyak	JCM Global
Ian Fuller	Playsafe
Nigel Davis	Praesepe
Brian Jameson	Roadchef
Lee Morton	SG Gaming
Tony Eyre	Storm Games