



**Machines Sub-group Zoom Meeting Notes**

**2.00 pm, Wednesday 19<sup>th</sup> August 2020.**

In attendance:

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| Peter Hannibal (GBG)                 | Wayne Forster (Moto)          |
| Amanda Fry (GBG)                     | Nigel Kelly (Novomatic)       |
| Ant Moore (Blueprint Gaming)         | Ian Fuller (Playsafe)         |
| Joanne Craig (Blueprint Gaming)      | Tony Boulton (Project Coin)   |
| Alan Humble (Crane PI)               | Lee Morton (Scientific Games) |
| Mark Edmundson (GeWeTe)              | Graham Glanfield              |
| Simon Reynolds (GVC Group)           | Byron Evans                   |
| Andy Bullock (Innovative Technology) | Steve Brownlow                |
| Graham Roberts (Inseinc)             | Tony Eyre                     |
| Paul Monkman (Luxury Leisure)        |                               |

| Item |   | Action |
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| 1    | <p><b>Welcome and Introductions.</b></p> <p>PH welcomed everyone to the first MSG meeting since before Covid. Apologies were noted. There were a couple of late apologies from Rob Wheeler, Nigel Davis and David Lucas.</p>  |        |
| 2    | <p><b>Previous meeting notes</b></p> <p><u>Any outstanding matters from meeting on 26<sup>th</sup> February 2020</u></p> <p>PH advised that the workstream to produce best practice guidelines for the use of EFT/contactless via 7995 has been completed. PH advised that this is on the GBG website, it also went to Nigel Owen at the Gambling Commission and PH will follow that up as he has not heard anything from him. JC advised that Nigel Owen has taken voluntary redundancy so we might need to find someone else to send it to.</p> <p>PH advised on the Responsible Gaming measures, Nigel Davis has sent a couple of points for information:-</p> | PH     |

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|   | <p>A responsible gambling message has been deployed on all products both B3 and Cat C – ahead of any set your limits agreement, Praesepe have already tested a number of manufacturers beta versions. Need more information from ND.</p> <p>PH advised that the machine fraud and crime data sharing protocol is ‘work in progress’ with Amos Davis and the working group. We have a draft drawn up that we need to get opinions on. BE advised that it has been consolidated to one document and PH was going to run it past a few people to see if it was worth moving forward.</p>  | PH |
| 3 | <p><b>Machines Security update – issues since last meeting</b></p> <p>PH passed on some updates from Nigel - the Bank of England have produced an ‘Alert to Banknote Equipment Manufacturers’ about forged £20 notes. AF will circulate it to members. GR advised that the first part of the £20 note is the forged part and they are checking serial numbers at the moment to find out if they have been stolen or where they came from.</p> <p>Nigel has also reported the NV200 issue with SG – the bottom portion of a £20 is laminated and then used for strimming.</p> <p>AB advised that there is an update/fix available which is being rolled out.</p> <p>Paul Monkman advised that there was also an alert on Scottish Clydebank £20 notes which came out this week which is just forgeries.</p> | AF |
| 4 | <p><b>Update from members post lockdown</b></p> <p><u>Bingo</u></p> <p>PH advised on the slow recovery of the bingo sector. They are still finding it hard but are making good progress (on bingo admissions rather than machines).</p> <p>Tony Eyre advised that with the closure of a number of the Buzz sites the players are starting to migrate to other independent bingos nearby so some independents are seeing an increase in footfall.</p> <p><u>LBO’s</u></p> <p>SR advised OTC is still a struggle, shops are still quiet compared to pre lockdown. The gaming machines and the SSBT’s are in a much better</p>  |    |

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|   | <p>position. There was a downward movement when AGC's opened up which was expected but recovery is still a struggle</p> <p><u>AGC's</u></p> <p>PM advised that performance since opening has been strong but is currently not going in the right direction. The consensus is that the imposition of masks wearing has had a negative impact, as has the better weather.</p> <p><u>Casinos</u></p> <p>PH advised that casinos have only been open for less than a week so it is early days for them. However, feedback has been an encouraging over the first few days.</p>  |  |
| 5 | <p><b>Update regarding the Regulation</b></p> <p><u>Revised methods of working</u></p> <p>PH advised that part of the information we have received via NEXSTART is that the Gambling Commission people are revising their working practices so they can still work but work from home whilst restrictions are still in place. This appears to have manifested into increased requests for additional data. The Gambling Commission's account manager(s) has been emailing licensees asking for further information to be added to a spreadsheet template comparing last year with the same period this year including footfall, machine income data and customer profiles etc. This is for AGC's and they are also asking for similar but slightly less information for FEC's.</p> <p>The GC have been requesting this sort of information from online operators and LBO's for some time. It is a new requirement within the LCCP that when the GC ask for any information relating to the operating of the business operators are obliged to provide that information. PM advised that Luxury Leisure have received the same emails and much of the information is manual and not electronic, so it is proving to be quite difficult to provide in the short timescales set by them - it looks like it could take 4-6 weeks.</p> <p>SR advised that the original request came through on customers and there is a very obvious split now from 18-34's and 35 onwards. The Gambling Commission's focus on the under 25's has now clearly shifted. Under 35's is now seen as the more vulnerable group.</p> <p>Providing such information is an LCCP requirement so we have no alternative but to co-operate. SR advised that when you do respond if you</p> |  |

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|   | <p>are building assumptions onto it just be very clear what assumptions you have made when you are providing the data.</p> <p><u>Consultation on “affordability”</u></p> <p>PH advised that we were expecting a consultation this month for retail and online but have heard that the DCMS may have intervened and asked them not to do it yet because there is so much of the industry flagging negative consequences of such as change. The GC are focusing their efforts on corporate evaluation right now.</p> <p>SR advised the consultation on interaction and affordability have now conjoined with the general premise that (if) the average wage in this country is £30K then with the cost of living taken off leaves the average person with either no money or £125/month. Their hypothesis therefore is that your gambling should stop when you reach £125 and then you go through an affordability check to see if you are able to spend more than that. It has been pushed back but expect it to be revisited again.</p> <p>PH advised that the Commission’s intelligence on this is very limited to two of the questions in the public health survey, one of which is misleading (have you ever gambled with money you could not afford?) and the other more relevant (has your gambling ever caused you financial problems). There are less than 5% of gamblers who actually answered yes in the survey. A couple of online operators have commissioned research to evaluate this however it is not in the public domain. It is available to be purchased if anyone is interested in it.</p> <p><u>Games Design Consultation</u></p> <p>PH needs to finish off drafting our first draft – Tony advised that this will be handled through Blueprint Gaming as it is on online document. BACTA is putting in a response as well. Other remote games developers confirmed that they too will be making submissions. The deadline is September 3<sup>rd</sup>.</p> | PH    |
| 6 | <p><b>GBG Protocols Update</b></p> <p><u>Update since last reports</u></p> <p>PH advised that Rob Wheeler was hoping to be on the call however there is no update since the last call. Network standards were published and are available in Dropbox. We need to consider the maintenance of the TiTo and EFT protocols going forward and even the 7995. PH is looking at this with RW and will come back with some proposals.</p>  | PH/RW |

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|          | <p>AB asked how cash match is treated in the protocol and whether there is a prescribed method using credits? Ant Moore advised that there was never any guidance on it and we consume them equally at the same time (taking 50% from each). It was agreed that this is not really a protocol issue.</p>  |  |
| <p>7</p> | <p><b>Removal of Prohibition of debit card use with machines.</b></p> <p><u>Update from the 'cross-industry group'</u></p> <p>PH reminded members about the work the GBG working group has done around the potential to remove the prohibition on the use of debit cards on gaming machines that is written into the 2005 ACT. We held a workshop and produced a document that identified the issues. Since then there have been conversations with BACTA and with some casino operators about a collective ask for the prohibition to be removed. As we all seem to be working in the same direction we have formed a semi-cross industry working group including ourselves, BACTA, the Bingo Association, some casino operators and a couple of other interested people. We now have a 'principles' document we can work with to look at the aspects we need to address.</p> <p>AB added that we agreed there will be a small group to look at the political undertakings and requirements and a group to look at the technical requirements to achieve the results. This is probably a couple of years in the making but is something worth fighting for.</p> <p>PH asked if anyone wanted a copy of the document to let him know (SR requested a copy) and also said that he may be calling on the working group again to help with the workstreams Tony mentioned.</p> |  |
| <p>8</p> | <p><b>Any other business</b></p> <p><u>Date of next meeting</u></p> <p>Wednesday 14<sup>th</sup> October at 2.00 pm – Zoom meeting – AF will set up the meeting.</p>  |  |