



**Machines Sub-Group Zoom Meeting Notes**

**Held on Wednesday 8<sup>th</sup> September 2021 at 11.00 am.**

In attendance:

- |                                      |                                   |
|--------------------------------------|-----------------------------------|
| Peter Hannibal (GBG)                 | Paul Monkman (Luxury Leisure)     |
| Amanda Fry (GBG)                     | Mark Gibson (Luxury Leisure)      |
| Steve Sharp (GBG)                    | Nigel Davis (Merkur Casino)       |
| Rob Wheeler (GBG)                    | Paul Comer (Moto)                 |
| Ant Moore (Blueprint Gaming)         | Wayne Forster (Moto)              |
| Steve Brownlow (Bpops)               | Nigel Kelly (Novomatic)           |
| Tony Boulton (Gauselmann)            | Ian Fuller (Playsafe)             |
| Mark Edmundson (GeWeTe)              | Brian Jamson (Roadchef)           |
| Howard Gant (IHL)                    | Lee Morton (Scientific Games)     |
| Andy Bullock (Innovative Technology) | Dave Newman (Welcome Break)       |
| Lee Jefferson (Inseinc)              | Graham Glanfield                  |
| Graham Roberts (Inseinc)             | Dragoljub Grekulovic (JCM Global) |

Item		Action
1	<p><b>Welcome and Introductions.</b></p> <p>PH welcomed everyone to the meeting.</p>	
2	<p><b>Previous notes from Meeting held on 10<sup>th</sup> June 2021 – Any outstanding matters</b></p> <p>Item 4(a) – Cashless transactions – we are setting up a working group to discuss the banking implications and PH is in the process of putting together an agenda. Mark Gibson, Howard Gant, Alan Humble, Rob Wheeler have agreed to sit on the forum. If anyone else wants to sit on this forum please let PH know.</p> <p>Item 4(b) – Machines and Terminal Technology – too early to be talking too descriptively about terminal technology requirements but it is on our list to do.</p> <p>Item 5 – Linked Jackpots – this was discussed with the Technical Forum but referred back to the operators for them to scope and provide a clear steer on the functional requirements. RW described the two types of typical</p>	<p><b>Action PH</b></p>

	<p>linked jackpots; a) manufactured controlled (on their products only) or b) a linked jackpot to extend across multiple manufacturers.</p> <p>All other actions completed.</p>	<b>Action PH</b>
3.	<p><b>Machine Security Issues</b></p> <p>ND – the only issue is the MEI SC Advance which is mainly in the equinox cabinet. We understand it was a problem on the polymer £20 notes which has now been resolved.</p> <p>No other security issues were reported by Members.</p>	
4	<p><b>Cash Vulnerability Discussion</b></p> <p>Operators are looking to improve their safety measures individually and we all need to be engaged with this, make sure everyone is made aware of the problems when they arise. TB has a meeting with DCMS tomorrow and will raise this issue with them as part of the cashless conversation, but believes there is. PH advised that the Bingo Association initially raised this as one of the few remaining venue types on the High Street that still have to process cash.</p>	<b>Action PH</b>
5	<p><b>Gambling Commission</b></p> <p>(a) <u>New Ways of Working</u></p> <p>PH advised he wants to feedback some intelligence we have on the way the Gambling Commission are going to regulate in the foreseeable future. The comments that have come back from the regulatory team is that they are not planning on making any visits to operators (since the meeting the GC has now said that they will be recommending site inspections from Oct 1<sup>st</sup>) they will be managing regulatory issues over Teams calls. They are looking at:-</p> <ul style="list-style-type: none"> <li>• Understanding operator’s activity on age verification and the challenges presented by mask wearing.</li> <li>• Test purchasing and the reporting of results.</li> <li>• Customer interactions and implementing the three stages ‘identifying, interact and evaluate’ which are taken from the Gambling Commission’s guidance on interactions.</li> <li>• They are also introducing the language of affordability and customer personal circumstances more and more into the dialogue.</li> <li>• Self Exclusion.</li> <li>• Money laundering and counter terrorism and proceeds of crime.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Availability of machines re the 20% rule and the use of tablets and infill machines which PH thinks are to do with the newer venues that are opening up in previously used betting shops because of the constraints of the size of the venue.</li> <li>• Local area risk assessment.</li> </ul> <p>With AGC's they plan to speak to the two biggest operators to start with then Motorway services and then work down the operator size.</p> <p>ND advised that they have already had a zoom meeting with the Commission so they have already started.</p> <p>If anyone wants any further information of this let PH know and, if necessary, we can then put out a communication.</p> <p>(b) <u>New Chair confirmed</u></p> <p>PH advised that Marcus Boyle has been appointed as Chair.</p>	
6.	<p><b>Standards and Protocols</b></p> <p>PH advised he had a good conversation with Alan Claypole, who chairs the BACTA Technical Committee. Alan &amp; PH have agreed to liaise every two months on what we are both doing – Alan is looking after the BACTA data port making sure it remains relevant and up to date and GBG will continue to focus on the development and maintenance of web services documents.</p> <p>RW advised that there have been two Tech Forum meetings since June and will meet on a regular basis with the next meeting in November. The suggestion at the last meeting was to set up a Blog site so all the relevant technical people can start talking amongst each other in respect of any issues that come up.</p> <p>We changed the narrative on the July call and agreed to make the promotional documentation clearer for machine hosts, and the game manufacturers on how they handle cash match.</p> <p>We talked about EFT and the promotional functionality and the request from GPT to include promotional on cash match. There is a question on whether you should be playing promo or cash or first or not. The general rule is you play your promo funds first and then play cash (unless it is a cash match) So we are now looking into a third type of promo which is a cash match for EFT because the actual cash is injected at the service system level. There is work to do on this before the next meeting which will then be reviewed in a report back at the next meeting.</p>	Action RW

	<p>Identification of machine system hosts which allows both parties to identify who they are and who they are talking to (for monitoring purposes).</p> <p>Machine data capture – a couple of additional messages being added to the documents in particular on cash games to bring it in line to what data port is - so we pretty much have a digital version of data port.</p>	
7	<p><b>General Update from members</b></p> <p>There were no updates from members.</p>	
8	<p><b>Any other business</b></p> <p>(a) <u>Future agenda items</u></p> <p>PH wants to discuss the Strategy Roadmap that GBG has produced. We are in the process now of putting together the relevant strategic groups to push each of the strategic aims. This will include a request to members to support, help and advise with each of these steering groups where they feel that can add value. The groups we are putting together are:-</p> <p><b><u>Technical Innovation</u></b> – using GBG’s unique ability to create more of what Rob has just been talking about re standards and protocols, but extend into other development areas. The point of the forum would be to start the discussion about what other areas might benefit (the future of the industry) from a similar focus. The proposed date for the meeting is <u>Wednesday 6<sup>th</sup> October at 11.00 am.</u></p> <p><b><u>Future of Licensed Gambling Premises</u></b> – to improve the reputation and recognition and value that high street gambling provides to the local community. The proposed date for the meeting is <u>Wednesday 13<sup>th</sup> October at 11.00 am.</u></p> <p><b><u>Industry Data and Intelligence</u></b> – whether we can get better at using data to understand what we are doing well, identify how we do it and spotting trends, but only once amalgamated so it is anonymous. The proposed date for the meeting is <u>Wednesday 3<sup>rd</sup> November at 11.00 am.</u></p> <p><b><u>Standardise the monitoring and reporting of visits and dwell time in Licensed Gambling premises</u></b> – PH will circulate some questions to members about how they currently monitor foot fall and ascertain a broad picture of what currently happens and how we can consolidate for industry intelligence.</p>	<p><b>Action PH/AF</b></p>

