



**Machines Sub-Group Zoom Meeting Notes**

**Held on Thursday 10<sup>th</sup> June 2021 at 11.00 am.**

In attendance:

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|---------------------------------------|--------------------------------------|
| Peter Hannibal (GBG)                  | Andy Bullock (Innovative Technology) |
| Amanda Fry (GBG)                      | Graham Roberts (Inseinc)             |
| Steve Sharp (GBG)                     | Paul Monkman(Luxury Leisure)         |
| Joanne Craig (Blueprint Gaming)       | Mark Gibson (Luxury Leisure)         |
| Ant Moore (Blueprint Gaming)          | Nigel Davis (Merkur Casino)          |
| Steve Brownlow (Blueprint Operations) | Mike Robinson (Novomatic)            |
| Alan Humble (Crane PI)                | Gerwyn Griffiths (Novomatic)         |
| Brian Hunt (Game Nation)              | Rob Wheeler (GBG)                    |
| Paul Deed (GPT)                       | Lee Morton (SG Gaming)               |
| Howard Gant (IHL Tech)                | Byron Evans                          |

Item		Action
1	<p><b>Welcome and Introductions.</b></p> <p>PH welcomed everyone to the meeting and to our latest new member Paul Deed from GPT. Apologies were noted.</p>	
2	<p><b>Previous notes from Meeting held on 27<sup>th</sup> April 2021 – Any outstanding matters</b></p> <p>No matters arising from the last minutes.</p>	
3.	<p><b>Machine Security Issues</b></p> <p>ND is led to believe there is a problem with the MEI Advance, which is the same fraud we had on the earlier products with a double laminated note, but this is now on polymer not the old £20. ND received photos last night and called them first thing this morning. They were aware of a problem but had not seen the tool and are now working on a fix.</p> <p>AH had a report last week there was a potential problem which we have been trying to investigate with no real evidence then ND forwarded a picture of the tool this morning so now we have a good idea of what they are doing and are working on counter measures to prohibit that tool.</p>	

	<p>PH asked if anyone else has this same issue to contact Alan Humble direct. AH advised it is on £20 notes but they could do it on the £10 notes so we will look at a counter measure that keeps that tool out. LM advised that they are seeing a similar thing on £50 notes.</p>	
<p>4</p>	<p><b>Cashless Transactions on Machines – Preparations for Working Groups</b></p> <p>PH advised that this is the removal of the credit card ban in the current Gambling Act. We discussed at the last meeting the four areas below and we need to have a more detailed discussion on how we are going to take these forward.</p> <p>(a) <u>Banking sector requirements – eft facilitation/functionality and social responsibility support.</u></p> <p>PH advised there are two sections to this:</p> <ol style="list-style-type: none"> <li>1. How can we get the banking sector to help with responsible gambling and social responsibility measures? Specifically, customers putting daily limits &amp; other controls on their gambling activity through the banking system rather than through the machines. We have DCMS’s moral support in approaching the banking industry which will be a key cashless attribute if we can achieve it. There have been some initial discussions with UK Finance (the banking sector’s trade association) and they are not interested in speaking to us as they will only speak to their own members. We need to identify a route into the banking sector to get them to be more responsible towards their customer’s gambling activity.</li> <li>2. The second part of the banking sector requirement is facilitating the EFT transactions and processes. We have had initial discussions with a merchant bank and believe the merchant banks are the best route to achieve the technological solution. PH suggests that we have a working group around the transactional side of the banking requirements, but not the social responsibility side as we can leave that for the cross-industry group to deal with</li> </ol> <p>We need to think how we are going to tackle this and it could be that 3 or 4 of us get together on a regular basis and start to engage more actively with the merchant banks.</p> <p>HG highlighted that we also need to ensure that the customer journey does not have unnecessary barriers or complications.</p>	

	<p>MG thinks there is a trade body for the merchant banks. But we need to avoid those motivated by selling hardware as we effectively need the machine to behave like a pdq.</p> <p>MG &amp; HG are happy to sit on a Working Group. PH will set up a small forum to discuss this and add two elements to it, the transfer of the EFT and the customer journey.</p> <p>JC is happy to get involved with the Social Responsibility/Customer journey group.</p> <p>(b) <u>The machines and the terminal technology</u></p> <p>PH advised that there is a piece of work for us to do to create standards around the machine technology and although it may be a little premature to start that work, we should task the technical forum to start thinking about it. PH asked RW to put it on the agenda for the Technical Forum.</p> <p>AM happy to sit on a Working Group for this.</p> <p>(c) <u>Security and risk management</u></p> <p>PH advised that whatever meetings we have on this subject, Security &amp; Risk Management should be on every agenda rather than have a separate group.</p> <p>(d) <u>Infrastructure and environmental requirements</u></p> <p>PH advised that we need to start thinking about the environment the machines are in and is bluetooth technology, wifi, broadband in the venues secure and safe? And what do we need to specify when these machines are operational. PH suggests it is a technical piece to start with and the Tech Forum should give some consideration to it.</p> <p>HG asked if any other trade associations are doing any work? PH advised that the way the cross-industry group has worked up to now is that GBG has been the technical advice on the whole project and therefore no one else is working on this.</p> <p>PH advised that some in the cross-industry group who think we should always have cash functionality with EFT enabled machines, however RW didn't see this as an issue The first stage is to get the Act changed so that Cashless is enabled. JC advised that that might not happen for about two years but it is critical so we need to drive this forward to futureproof the industry.</p>	<p><b>Action PH</b></p> <p><b>Action RW</b></p> <p><b>Action PH</b></p> <p><b>Action PH</b></p> <p><b>Action PH</b></p>
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<p>5</p>	<p><b>Linked Jackpots – initial discussions</b></p> <p>PH advised that this is the request we put into the Call for Evidence for Licenced Gambling Premises other than casinos to have in-venue linked jackpots. Casinos use standard systems for their linking however we will likely want to have linked jackpots across different technologies. We hope this will be enabled in the new Act but this agenda item is to start the discussion about what we need to do.</p> <p>RW one of the first things to consider is if jackpots are based on manufacturer only or would you have a jackpot linked across multiple manufacturers. The meeting agreed to put this through the Technical Forum to start the technical conversation off.</p>	<p><b>Action RW</b></p>
<p>6.</p>	<p><b>Standards and Protocols</b></p> <p>(a) <u>General update</u></p> <p>RW advised that the Tech Forum has not been able to get together since March last year due to furlough etc. Someone has approached RW about promotional and in particular the cash match and how standard promotions are handled at the games. The tech standard itself is fine, it is the explanation on how the machine should handle those funds and in particular with combining two different types of promo funds (one is a standard one and the other one is cash match) and the way in which those are handled by the machine. The documentation around which funds are used first is very basic in its description, which has led to interpretation on an inconsistent basis, and certain approaches taken may lead to an inconsistent customer experience. Is this something the GBG members want the tech forum to look at and enhance the documentation with a more consistent and guidance? It was agreed that they should.</p> <p>RW suggested that the tech forum have a monthly fixed meeting which will be an open invite for people to join and this will ensure going forwards that any ambiguity gets resolved.</p> <p>(b) <u>The need for an EFT e-Wallet wsdl file</u></p> <p>RW reported on something that was raised regarding the lack of a wsdl file for EFT. Our process is that the wsdl file is created by a volunteer member but it does not get posted onto the GBG tech forum for everyone to share until we have reviewed &amp; ratified it, but we have not had a tech forum meeting due to people being on furlough. It will be included in the next tech forum meeting and make sure an appropriate file is issued beforehand to give people a week or so to review it beforehand.</p>	<p><b>Action RW</b></p> <p><b>Action RW</b></p>

	<p>(c) <u>Any other issues members wish to raise</u></p> <p>PH reminded everyone about the structure/process for the Tech Forum. The MSG is intended to be the steering group for the technical forum so whatever we want to happen in these meetings, we can request they look at it and give us some feedback. RW advised that conversely, if something needs to be raised by the Tech Forum to the MSG he will raise it on the MSG call or raise it with PH.</p>	
7	<p><b>General Update from members</b></p> <p>No update from members.</p>	
8	<p><b>Any other business</b></p> <p>(a) <u>Future agenda items</u></p> <p>PH asked if everyone is happy with the Zoom meetings. All members agreed that meetings will continue on Zoom every other month (except August).</p>	
8.	<p><b>Dates and Format for future meetings</b></p> <p>The date of the next meeting is <b><u>Wednesday 8<sup>th</sup> September 2021 at 11.00 am</u></b>. AF will send out a calendar invite.</p>	