

GBG NEWSLETTER – 14TH DECEMBER 2023



THE GAMBLING BUSINESS GROUP WINS BETSMARTIES' CUSTOMER ADVOCATE AWARD

We are delighted to be the recipient in the inaugural year of Betsmart Consulting's [Betsmarties Awards](#) who have recognised the GBG's continuous work to improve the customer environment for all by awarding GBG the Customer Advocate Award.

ASK THE EXPERTS AT GBG's HIGH STREET HUB AT ICE

Just to remind members that on the Tuesday and Wednesday of ICE we will have a number of experts on hand including:

1. Age Verification – Tony Allen, [Age Check Certification Scheme](#)
2. Compliance – Howard Gant, [IHL Smart Hub](#)
3. Data Protection – Richard Dutton [Elias Partnership](#)
4. Licensing – David Lucas, Lucas Licensing Ltd
5. Operational Customer Compliance – Kirsty Caldwell, [Betsmart Consulting](#)
6. Security – Jim Leitch, [Link Integrated](#)
7. Technical Standards – Rob Wheeler, GBG
8. Night Time Economy – Sylvia Oates [Six till Six](#)

We will be sharing more information early in the new year about what you can come and speak to them about. We have a number of local licensing officers already confirmed to attend the joint GBG/IOL session on the Thursday.

DCMS' LEVY CONSULTATION

The GBG response to this consultation has been submitted and is available in the Members' area of the website.

GMTS PRE CONSULTATION WORK

Following discussions at the recent GBG Machines Group meeting, we have provided feedback to the Commission on its proposals to review and revamp the Gaming Machine Technical Standards (GMTS). The next step for this work is to feedback to the Commission on the manufacturer specific points before the end of January so we welcome your ongoing contributions to this work . The minutes from the Machines Group are available on the Members' area of the website.

MEMBERS SURVEY ON COMMUNICATION

Many thanks to those members who have already taken a few minutes to complete our survey seeking feedback on the way we engage with you. The [survey](#) is still open and we would be grateful if you can provide feedback on our communication

content and channels.

WITHHOLDING TIPS FROM WORKERS

Members with alcohol licences may be interested to read a [TLT article](#) which explains new legislation coming into force in May 2024 which makes it illegal to withhold gratuities from employees.

DECEMBER AND EARLY JANUARY 2024 MEETINGS

- 20 December - GBG Exec bi-monthly meeting with DCMS' land based gambling team
- 8 January - GBG Board Meeting, London
- 11 January - GBG Exec attend the National Licensing Forum
- 16 January - Hope to see some of you at EAG

CHRISTMAS WISHES

Steve, Peter, Amanda and Charlotte would like to take the opportunity to send best wishes to all GBG members and their families for Christmas and the New Year. We much appreciate your support and contributions to delivering GBG's strategic plan over the past year and look forward to more of the same in 2024 and we hope to say thank you in person at the GBG's High Street Hub at ICE in February, if not before. As we did in 2023, we have donated to Shelter in lieu of sending Christmas

cards this year.

[View this email in your browser](#)



Copyright © 2023 Gambling Business Group Limited, All rights reserved.

You are receiving this email because you members of GBG

Our mailing address is:

Gambling Business Group Limited

46 Fieldsend Road, Cheam

Sutton, Surrey SM3 8NR

United Kingdom

[Add us to your address book](#)

Feedback Link: [Amanda Fry](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

