

GBG NEWSLETTER – 21ST NOVEMBER 2023



THE GAMBLING BUSINESS GROUP'S RESPONSIBLE GAMBLING CHARTER

Many thanks to those Members who responded to the recent benchmarking exercise to understand how everyone is meeting the [Charter's Responsible Gambling \(RG\) Principles](#). The information received demonstrated that Members were meeting and, in some instances, going beyond the expectations set out in the Charter, which was launched at ICE in February 2023.

Anonymised feedback was discussed at the recent GBG's Land Based Responsible Gambling Group, who agreed to share it more widely to all Members. This Group is responsible for keeping the Charter under review and, whilst some minor changes will be made to reflect the feedback received, we anticipate further updates will be required as the various elements of the White Paper come to fruition.

RG Policy, Teams and Training

All Members meet the Principle of having a publicly available policy/information about their organisation's approach to Responsible Gambling. Examples include:

- Websites carrying the organisation's own Responsible Gambling statements and/ or signposting to variety of support services such as

- [The National Helpline run by GamCare](#)
- [Gamblers Anonymous](#)
- [Gamble Aware](#)
- [Gordon Moody](#)
- [Gamban](#)
- [Gamblock](#)
- [Netnanny](#)
- Leaflets and posters signposting support services located in land based venues.

The exercise confirmed that those Members providing consumer facing services have:

- individuals or teams leading on Responsible Gambling matters with established processes within their organisations on how relevant matters are escalated to them.
- regular Responsible Gambling training provided to staff both face to face and online, some involving lived experience sessions, and training is regularly reviewed.
- and they engage with their own employees, trade bodies, the Commission, organisations such as GamCare, YGAM, and some also take into consideration relevant feedback from customer surveys, when considering changes and improvements to best practices for Responsible Gambling.

Whilst some B2B Members undertake Responsible Gambling awareness training, GBG will explore options for short B2B responsible gambling training for those expressing an interest in such training.

Employees and Gambling Harm

Some Members had established policies setting out how they support an employee who develops or portrays harmful gambling behaviours.

The following examples may be helpful for those Members who don't currently have such a policy or process:

Preventative measures

- As part of your suite of HR policies, include a policy which could also cover support for employees who develop drug or alcohol problems, or have section in your Health & Safety policy which covers drug and alcohol misuse and problem gambling, which sets out how you aim to support and help them.
- Information/training to staff about the risks. This could include posters/leaflets in staff areas (canteens/kitchens/bathrooms) signposting sources of support or information on the company's intranet.
- Train Management to support staff and discuss it regularly with their teams.
- Create a safe environment so staff can speak up – both about themselves and with concerns about a colleague,
- Have a dedicated manager to speak to about gambling issues.
- Offer staff access to third party counselling/support/ have an external employee assistance programme

If a member of staff receives treatment/counselling:

- Consider the role that employee returns to.
- Enable regular dialogue with management, ensuring support for their health and wellbeing.
- Offer ongoing access to counselling.

The aspirations of the GBG Executive and the Land Based Responsible Gambling Group are that ALL of the GBG Members continue operating at this high level of Responsible Gambling standards

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