



Generalitat de Catalunya
Departament d'Interior,
Relacions Institucionals i Participació
**Direcció General del Joc
i d'Espectacles**

JOC
RESPONSABLE

Programme of Responsible Gaming in Catalonia

Barcelona, June 2008

Introduction: Gaming in Catalonia. Regulatory framework

In Spain, gaming competencies are attributed to the autonomous communities (regions).

The Generalitat Government of Catalonia (autonomic government) exercises the exclusive competencies in gaming through the Directorate General for Gaming and Shows (DGJE). The DGJE belongs to the Ministry of the Interior, Institutional Relations and Participation

The autonomic government regulates gaming in the territory of Catalonia

Introduction: Gaming in Catalonia. Regulatory framework

These competencies include:

- The creation and authorisation of games and stakes and their regulation.
- The regulation of the companies that manage gaming.
- The regulation and control of the premises, installations and equipment used for gaming activities.
- The tax system on gaming activities.

Introduction: Gambling supply.

In Catalonia, private companies run bingos, casinos, gambling saloons, operate and manufacture recreational machines and slot machines.

The Generalitat Government of Catalonia has managed the Catalan Public Lottery for 20 years.



There is also state lottery (Spanish) regulated by the Spanish government and lottery by a non-profit making organisation of the blind (ONCE) .



The programme of Responsible Gaming of the Generalitat Government of Catalonia.

Objective: To facilitate the informed practice of games and to minimise the possible negative effects of some forms of gambling.

It includes responsible gaming measures in all kinds of games regulated in Catalonia

The programme has 3 working axes:

Axis 1: Programme of Responsible Gaming in the Public Lottery.

Axis 2: Commission of Responsible Gaming between the government and the gaming industry.

Axis 3: Actions of the Government with respect to citizens: education, health and prevention.

Axis 1: Programme of Responsible Gaming in the Catalan Public Lottery

- The Catalan public lottery is the only autonomic public lottery in Spain.
- In 2007 it had a turnover of 145,532,000 euros
- It has a network of 2,200 sales agents.
- It devotes 100% of its profits to social ends





Axis 1: Programme of Responsible Gaming in the Public Lottery

The encouragement of Responsible Gaming is one of the *strategic lines* developed by Loteria de Catalunya

To make this possible, in October 2007 Loteria de Catalunya **adhered to the European Responsible Gaming Standards** promoted by the “European Lotteries” association



General description of the European Responsible Gaming Standards (I)

- 1. Research:** To encourage research in the area of Gaming.
- 2. Employee training:** To train lottery workers in Responsible Gaming and to send them information.
- 3. Programmes for the sales agents:** To sensitise and train the sales agents in Responsible Gaming.
- 4. Game Design:** To evaluate the potential risks of each new product before it is launched and to correct these risks if necessary.
- 5. Remote game channels:** To periodically check the suitability of the remote game channels (internet, TV, mobile apparatuses) in the perspective of Responsible Gaming.
- 6. Advertising and marketing:** Adoption of an advertising and marketing code that ensures there is no deceitful advertising.



General description of the European Responsible Gaming Standards (II)

7. Reference to the treatment service providers: To provide information on the possible treatments of the problems caused by immoderate gaming.

8. Player education: To design information for the player and on the probability of winning each game.

9. Dialogue with the interest groups: To establish channels of communication with the interest groups of the area of the game (associations working in the area of addiction to gambling, consumption associations..).

10. Reporting, Measures and Certification: To disseminate reports to the interest groups of the developments achieved. To organise independent checking of the developments in responsible gaming.



The aim of this protocol is to minimise the risks associated with gambling for society in general and for the most vulnerable groups in particular.

The measures are based on the principles of prevention and training.

There are a total 10 standards in which measures are to be introduced



Axis 1: Actions carried out to implement Responsible Gaming in the Catalan Public Lottery

- ✓ To adhere to the European standards of Responsible Gaming (*October 2007*).
- ✓ To contract a person in charge of CSR (*February 2008*).
- ✓ To investigate how other European lotteries are implementing Responsible Gaming.
- ✓ To adapt the European protocol to the reality of Loteria de Catalunya by drawing up a Work Plan to implement the **European Responsible Gaming Standards** (*May 2008*).



Axis 1: Actions carried out for implementing Responsible Gaming in the Catalan Public Lottery. Work plan

- ✓ This has some 25 measures. The work plan is a dynamic instrument and therefore open to new measures or the revision of existing ones.
 - ✓ It implies the implementation of measures of Responsible Gaming in all European standards except for remote gaming channels.
- ✓ It includes measures that can be achieved before the end of 2008 and others that will have to be carried out in 2009



Responsible Gaming in Loteria de Catalunya: Measures 2008 (I)

- ❖ Training of Loteria de Catalunya workers in Responsible Gaming: training session in July.
- ❖ Inclusion of the principles of European Lotteries to exclude any kind of deceitful advertising in the technical conditions of the advertising campaign of the 6/49 pot. Campaign monitoring.
- ❖ Training of the new sales agents of Loteria de Catalunya.
- ❖ Modification of the selling agent manual of Loteria de Catalunya with 2 new chapters: Responsible Gaming and Information on the probability of winning in the games of Loteria de Catalunya.



Responsible Gaming in Loteria de Catalunya: Measures 2008 (II)

- ❖ Sending to the sale point of a dossier with information on Responsible Gaming intended for the salesperson.
- ❖ Sending to the sale point of a dossier with information on Responsible Gaming intended for the player.
- ❖ Survey among salespeople on different aspects related to Responsible Gaming.



Responsible Gaming in Loteria de Catalunya: Measures 2008 (III)

- ❖ Dossier of psychological and tax guidance for winners of the 6/49 pot.
- ❖ Modification of physical elements of the game: tickets, selection sheets, loto express screens, Loto-ràpid series with the inclusion of messages on Responsible Gaming and the telephone number of Sanitat Respon.
- ❖ Modification of the marketing supports of Loteria de Catalunya with the inclusion of messages on Responsible Gaming and the telephone number of Sanitat Respon.
- ❖ Publication of % prizes and the probability of winning on the web page of Loteria de Catalunya.

Axis 2: Commission of Responsible Gaming between the government and the gaming industry.

- The commission was created in April 2008
- The Commission represents a joint work space between the government and the gaming enterprise operating in Catalonia to encourage policies of social responsibility in the sector.

Actions:

1. Preparation of a code of good practice for encouraging responsible gaming in Catalonia.
2. To give continuous training on responsible gaming, aimed at personnel of the gaming industry in Catalonia.
3. To create disseminating and communication materials intended for citizens in general and vulnerable groups.

Axis 2: Commission of Responsible Gaming between the government and the gaming industry: Code of good practices

1. Voluntary adoption for private companies. The code will gather all the measures of Responsible Gaming to which the companies will adhere.
2. It will include messages of information and attention for the players, inclusion of messages of Responsible Gaming in the establishments and the physical elements of the games of chance, training of workers in Responsible Gaming, etc.
3. An evaluation system will be designed to ensure that the measures have been adopted by each company.

There is already a draft of the Code for each gaming sub-sector. This draft is currently under discussion in the Commission of Responsible Gaming.

Axis 2: Commission of Responsible Gaming with the Gaming Industry. Training of employees in responsible gaming

Three training levels will be established:

- Training for managers of the gaming companies.
- Training for employees in direct contact with the players.
- General training for employees of the gaming companies.

Work is being done with the autonomic Ministry of Employment.

The first 2 levels have to be achieved in 2008

Axis 2: Commission of Responsible Gaming between the government and the Gaming Industry. Production of disseminating materials

- Triptych of Responsible Gaming with a physical support (board) to be placed in gaming areas.
- Inclusion of message of Responsible Gaming and information of the telephone of Sanitat Respon on the physical elements of the games of chance.
- General triptych of Responsible Gaming which will be distributed through the different public spaces.
- Decalogue of Responsible Gaming to be attached to the documentation of the slot machines .
- Preparation of a web page on Responsible Gaming and a quarterly newsletter.

The first 2 products will have to be achieved in 2008

Axis 3: Government actions with citizens

Educational project on Responsible Gaming “Play and Enjoy”

Preparation of a digital comic aimed at the young population, in which a group of adolescents face the problems of gambling without responsibility

Preparation of support material by the teacher

Pilot trial in 7 educational centres in 2008-2009

Co-operation between the Directorate General for Gaming and Shows and the Ministry of Education of the Generalitat Government of Catalonia

Axis 3: Government actions with citizens



QUÈ T'HI JUGUES?

[index de seqüències](#) [crèdits](#)



Axis 3: Government actions with citizens

Co-operation agreement between the Ministry of the Interior, Institutional Relations and Participation, Directorate General of Gaming and Shows and the Ministry of Health

With the following objectives:

1. Information to consumers on responsible gaming and problematic gambling
2. To reduce the amount of problematic gambling
3. To develop help programmes for gambling addicts.

Axis 3: Government actions with citizens



- Diffusion of the 24/24 Sanitat Respon telephone on the materials disseminating Responsible Gaming.



- Preparation of the triptych "Do you have a problem with gambling?"



- Preparation of a health information space on problematic gambling on the Ministry of Health web (soon active).

Axis 3: Government actions with citizens

Attendance at Fairs to inform the population on the risks
of immoderate gambling

Fira Gran (a fair for the more elderly population)
Informative talks on gambling
Diffusion of triptychs



Other useful information (I)

Through a contest with pupils of the prestigious school of design, the Government of Catalonia has achieved a “Responsible Gaming” brand image that will be used in all of the actions or products of the programme.



Thank you for your attention



"RESPONSIBLE GAMING, the best bet"