



CYPRUS GAMING + CASINO  
SUPERVISION COMMISSION  
ΑΡΧΗ ΠΑΙΓΝΙΩΝ + ΕΠΟΠΤΕΙΑΣ  
ΚΑΖΙΝΟΥ ΚΥΠΡΟΥ



Κυπριακή Δημοκρατία  
Republic of Cyprus

# RESPONSIBLE GAMING AND SOCIAL RESPONSIBILITY



# INTRODUCTION

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- © The establishment, operation & function of any **casino or casino resort**, inevitably **causes positive and negative socio-economic effects**
- © **Government's decision to licence the Integrated Casino Resort**, seeks to **maximize the positive impacts** (e.g. promotion of **tourism growth/ capture of economic benefit/ attraction of inward capital investment**) by ensuring that:
  - **Casino gaming** remains restricted in small number of **highly regulated locations**
  - **Protection against problem and underage gambling** is efficiently provided
  - **Social concerns** are **addressed**
  - **Criminal activity** in gaming is **combated**
- © Significant part of **CGC's role and mission**, based on the **Casino Operations and Control Law of 2015 and the Regulations**, is to:
  - **Control the potential negative effects** of casino, especially on **minors** and **vulnerable** people
  - Ensure the **operator is compliant & consistent** in meeting its responsibility to establish and maintain a **Responsible Gaming Program (RG)** to produce a **responsible gaming environment**





# WHAT IS RESPONSIBLE GAMING AND RESPONSIBLE GAMING ENVIRONMENT?

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“Responsible gaming” (RG) is the concept of gaming in a **safe and controlled manner**. Gamblers are encouraged to practice responsible gaming by **making informed choices** while the operators are required, by the legislation and their licence terms, to **provide fair and safe games** to everyone who is legally able to game but also **help and support** to those who might **not to be in a position to control their gaming**. Responsible Gaming is **monitored and regulated by the National Gaming and Casino Supervision Commission** who has the **responsibility to ensure that Responsible Gaming Environment** is established and maintained in Cyprus.

## WHAT IS OUR SOCIAL RESPONSIBILITY?

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**Gaming** at the casino is a **legal activity** for all **persons over 21**. For **most**, casino gaming is an **enjoyable and controlled activity** but for **some**, it might **be or become a problem** which can affect many aspects of their lives and the ones around them (family, friends, work etc.). Our social responsibility is reflected in our harm minimization approach which operates in 3 levels:

- Individual (**player** awareness and self control)
- Organizational (**operator’s** culture and skills in safeguarding customer welfare)
- Community (**how we work with others** to increase knowledge and skills, prevention and treatment activities)



# HOW DOES THE OPERATOR COMMIT TO ESTABLISHING AND MAINTAINING RG?

- © According to **Section 66(1)** of the Law: *The operator shall establish and maintain during the term of the casino resort license, a responsible gaming program approved by the Commission*
- © The operator has submitted its' **Responsible Gaming Program** which has been **approved by the Commission** and it contains (among others) information about:
  - The goals, targets, performance indicators and timelines to **meet all RG requirements as set by the Commission** or defined by the **legislation**
  - The procedures and guidelines to **identify** and **trace** any **casino customer** who has or might **present gambling addiction problems**
  - The procedures and guidelines with respect to the **availability of information, treatment, counselling services or intervention services** to those **customers** who might face **problems caused by gaming**
  - The **exclusion systems** for customers with gaming problems
  - The systems/ options available for **self - exclusion** and **limit setting**
  - The operation of a **support program of casino addicted individuals**
  - The **training program** for the **casino staff** in promoting or adopting **RG measures**





## WHAT DO WE MEAN BY EXCLUSION ORDER, SELF – EXCLUSION AND LIMIT SETTING?

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- ❑ **Excluded person** = any person barred (by an exclusion order), from entering or remaining at the casino
- ❑ **Self – excluded person** = anyone who has voluntarily agreed to be excluded from all gaming activities at the casino
- ❑ **Limit – setting** = practice by which a person voluntarily agrees to set limits in his gaming while at the casino (amount of money to spend, duration of game, visits per calendar month etc)

## HOW IS ADVERTISING, PROMOTION AND MARKETING LINKED TO RG?

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- ⌚ **Regulations** shall, according to the Law, be issued to regulate (amongst other issues), **gaming related advertising** of the casino resort operation.
- ⌚ There is a **number of provisions in the Law**, with regards to **advertising and promotion**, from the **Responsible Gaming perspective**, which mainly state that:
  - Advertisements are **not to promote gaming as an economic transaction** and must **promote the casino resort as a whole** and not just the casino as a standalone
  - Advertising shall have regard to the **need to protect minors and other vulnerable persons from any negative effects** that may be caused by **casino gaming**
  - Advertising of the casino resort shall **guide persons who wish to gamble at a casino to a strictly controlled and safe casino resort**
- ⌚ There are also **limitations** with regards to the **promotional/ marketing material** available by the operator to its **self-excluded customers**





# WHAT IS THE DIFFERENCE BETWEEN A PERSON WHO GAMBLES FOR FUN AND A GAMBLING ADDICT?

Age <b>ILLEGAL</b> to game in casino		Age <b>LEGAL</b> to game in casino				
Children 0 - 18	Underage 18 - 21	No Gambling Activity	Casual Social Gambling	Frequent Social Gambling	Excessive Individual Gambling	Compulsive Gambling
			<ul style="list-style-type: none"> <li>Occasional casino or other gambling</li> <li>Gambling purely for fun/entertainment</li> <li>Financial loss in gambling considered part of the activity</li> <li>No loss chasing</li> </ul>	<ul style="list-style-type: none"> <li>Regular gambling</li> <li>Gambling is main source of entertainment</li> <li>Gambling not (or not yet) affecting personal life</li> </ul>	<ul style="list-style-type: none"> <li>Gambling has some negative effect in personal/professional/social life</li> <li>Gambling is no longer enjoyable</li> <li>Chasing losses</li> <li>Gambling has some negative emotional/behavioural indicators</li> <li>Some difficulty in setting/remaining within personal limits</li> <li>Increased time/ money spent on gaming</li> </ul>	<ul style="list-style-type: none"> <li>Serious distress/destructive effects of gambling in most aspects of person's life (emotional/mental/ health/ financial/social)</li> <li>Problems caused by gambling affect family/friend/ work environment</li> <li>Unable to abstain from gambling</li> <li>Need for help to recover</li> </ul>
		<b>NO RISK</b> OF DEVELOPING PROBLEM GAMBLING	<b>LOW RISK</b> OF DEVELOPING PROBLEM GAMBLING/ SELF – CONTROL FOCUS	<b>MEDIUM RISK</b> OF DEVELOPING PROBLEM GAMBLING / SELF – CONTROL FOCUS	<b>HIGH RISK OF DEVELOPING/ RECURRING PROBLEM GAMBLING / ASSISTANCE REQUIRED</b>	<b>REALISED RISK OF HIGH IMPACT PROBLEM GAMBLING/ REQUIRES INTERVENTION – TREATMENT TO RECOVER</b>
<b>PREVENTION</b>						<b>TREATMENT</b>
<b>DETERRENCE</b>						



## WHAT IS OUR STRATEGIC VISION?

- © Increase numbers of “low and medium risk” gamers
- © Reduce numbers of “high risk” gamers
- © Reduce “pathological” and “problematic” gamblers
- © Increase CGC’s professional knowledge on RG
- © Increase RG info availability on public domain
- © Encourage culture that reflects operator’s social responsibility to patrons and public

## WHAT TOOLS DO WE HAVE TO ACHIEVE THESE GOALS?

**Section 9(2)** of Casino Operations and Control Law of 2015 states: *the Commission shall, in the exercise of its powers and duties, establish and operate, on the basis of a percentage of its revenue collected by the annual licence fee, a fund for the rehabilitation of individuals addicted to gambling, through which it promotes actions to alleviate negative effects on society from gambling*

## DO WE HAVE A SPECIFIC ACTION PLAN? Pillars of Strategic Action Plan 2018 – 2021:

**Prevention** = Policies, measures, actions by CGC & partners/ stakeholders, to establish, maintain, safeguard RG

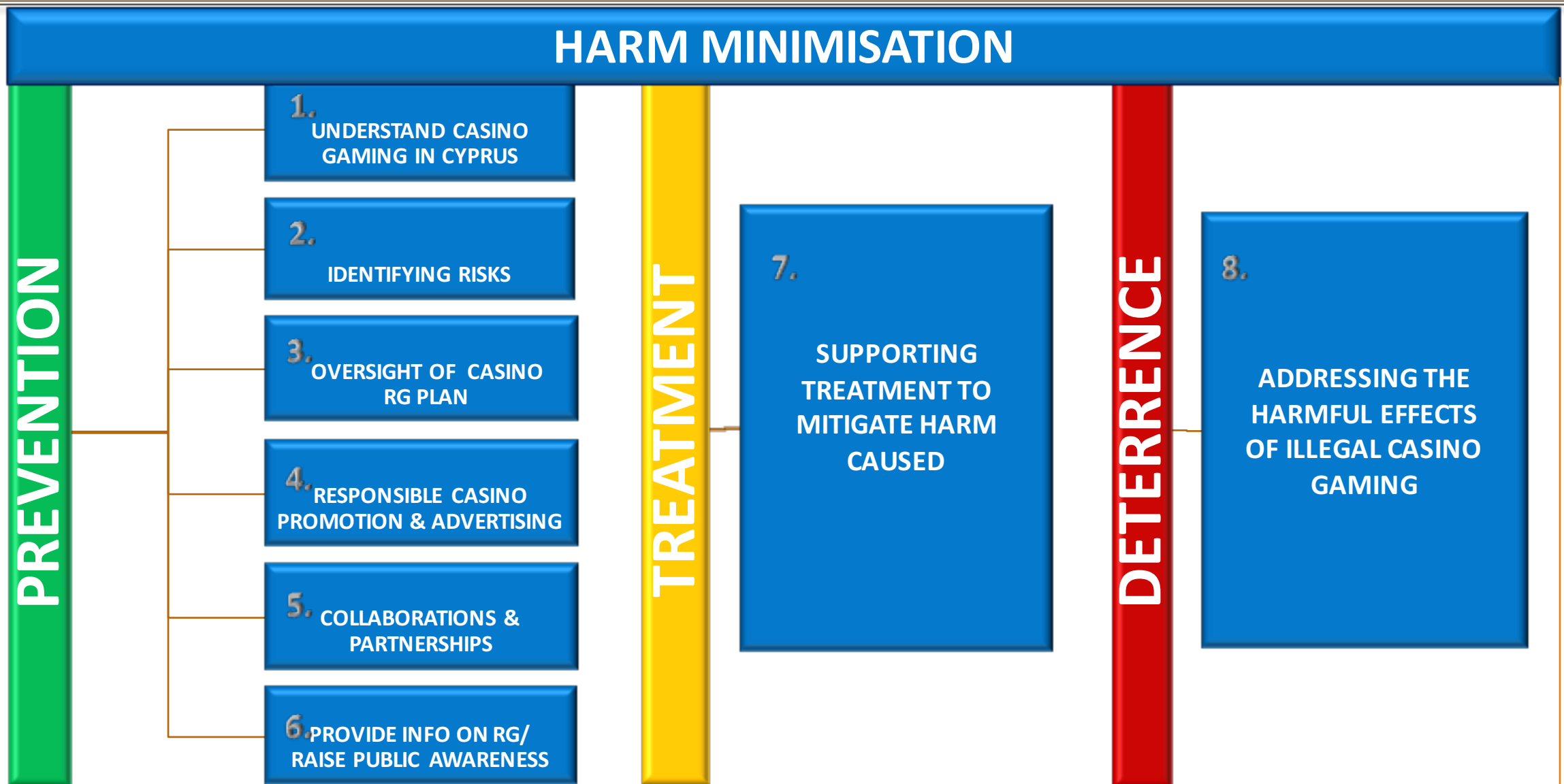
**Treatment** = Policies, measures, actions by CGC to support existing/ new professional providers, to increase & enhance the availability of effective/ readily available supportive treatment mechanisms to those in need

**Deterrence** = Policies, measures, actions by CGC & stakeholders, to address harmful effects of illegal gaming in Cyprus





# RESPONSIBLE GAMING STRATEGIC PLAN 2018-2021







# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

**Objective No. 1** = Understand the scale & risk factors related to casino gaming in Cyprus:

- Prevalence study
- Collect & analyse data from casino regulatory returns
- Commission research

**Objective No.2** = Identify RG risks of casino gaming in Cyprus

- Develop risk assessment methodology through consultation with experts in Cyprus/ internationally
- Produce RG action plan outcomes measures to guide our plan
- Analyse casino RG activity/ interactions (e.g. self exclusions/ time outs/ limit setting)
- Research to identify repetitive behaviours in problematic gambling/ associations between problematic gambling with other issues



# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

## Objective No.2 (CONTINUED)

- Engage with RG National Strategy stakeholders to improve our RG plan & actions/ contribute to actions of other stakeholders
- Establish our library of casino gaming RG research
- Increase our knowledge on current global research and trends through engagement with experts/ international bodies
- Share knowledge through partnerships with stakeholders in Cyprus

## Objective No. 3 = Oversight the Casino RG plan:

- Monitor implementation of casino RG policies and procedures
- Require from casino and assess their appropriate RG plan migration to the ICR
- Require and assess casino patron's feedback on RG



# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

**Objective No. 4** = Responsible promotion and advertising of casino gaming:

- Establish Advertising Code & Directive
- Monitor casino advertising and manage complaints
- Monitor EU and international gambling advertising standards and issues
- Establish a Cyprus Gambling Advertising Forum

**Objective No.5** = Collaborations and Partnerships:

- Collaborations in Cyprus to broaden knowledge & influence stakeholders
- Contribute to RG National Strategy work reflecting our mission
- Support research conducted by other stakeholders and individuals regarding casino gaming
- International collaborations/ partnerships (inc. visit to casino resort to prepare for ICR challenges)





# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

**Objective No. 6** = Provide information and raise awareness:

- Focus upon adults, to raise awareness on risks and good practice (covering all stages of spectrum – from those who do not gamble to those who do it with low risk, to high risk gamblers/ also covering persons who have the responsibility or connection with people who gamble in a potentially problematic manner)
- Focus upon children, through facilitation of education and training for educators and guardians of the underage and vulnerable groups
- Organize and collaborate with RG awareness events and conferences
- Organize workshops/ seminars/ events with RG focus, during the hosting of the GREF meeting in Cyprus in 2019





# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

**Objective No. 7** = Support treatment to mitigate harm caused by gambling:

- Support research to improve the efficacy of gambling addictions treatment
- Support research project to identify Cyprus gambling addiction treatment needs (in next 5 years)
- Support training of staff working in gambling addiction establishments
- Support NAAC and KENTHEA in maintaining their knowledge of global research and best practice in the field of gambling addiction treatment
- Support NAAC and KENTHEA in efforts to increase public / partners knowledge of services and activity





# WHAT OBJECTIVES AND ACTIONS ARE INCLUDED IN PREVENTION?

**Objective No. 8** = Address the harmful effects of illegal gaming:

- Investigate regulatory issues
- Collaborate with NBA for exchange of practice/ information on common issues emerging from illegal gambling
- Offer training for police staff on casino gaming and RG provisions
- Support where requested police investigations into illegal gaming





# WHAT OUTCOMES FROM RGAW HAVE INFLUENCED OUR STRATEGIC PLAN:

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**During the Responsible Gaming Awareness Week, the following issues for consideration emerged:**

- The global tendency in Responsible Gaming, calls for co-operation between Regulators and operators in reducing problematic gaming and overall strengthening the existing Responsible Gaming strategies and measures
- Prevention is currently considered to be the best practice in minimizing potential gaming harm
- Different ages, at different stages in the gaming spectrum, require different communication approach
- For knowledge with regards to Responsible Gaming, to be improved, competence between networks and research environments has to be established and stimulated
- Preventive programs for the underaged have been successfully designed and applied in other countries and are thought to be important proactive measures towards minimizing the numbers of future “victims” of problematic gaming
- When working with youth, its is highly recommended to promote and encourage a healthy and positively creative lifestyle, which has been proven to enhance their wider decision making skills and their self defence mechanisms towards any harmful habits and addictions (including gambling addiction)