



## Social Responsibility for Gambling Operators

### Keeping Crime out of Gambling

September 7-8, 2021

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# 4<sup>TH</sup> ANNUAL KNOWNOW CONFERENCE: SOCIAL RESPONSIBILITY FOR GAMBLING OPERATORS AND KEEPING CRIME OUT OF GAMBLING 2021

## Agenda – Day 1, Social Responsibility for Gambling Operators

**09:00** Registration and refreshments

**09:45** Opening remarks from the chair

David Clifton, Director, Clifton Davies Consultancy

**09:50** Keynote – Gambling Commission

Tim Miller, Executive Director, UK Gambling Commission

**10:25** Player tracking and reducing gambling related harm

Michael Auer, Director, Neccton Ltd

**11:00** Networking Coffee break

**11:30** Responsible gambling and regulatory changes across different jurisdictions

Moderator: Paula Murphy, MD, KnowNow Ltd

Alastair Graham, CEO, Age Checked

George Billinge, Regulatory Analyst, AgeChecked

Rachel Butcher, Head of Sales, Gaming Innovation Group

**12:00** Panel – Throughout the period of lockdown there was a lot of concern about the potential for an increase in problem gambling. However, the Gambling Commission's annual gambling behaviours study reported a drop in problem gambling rates from 0.6% in 2019 to 0.3% in 2020. Why do we think this was? And what should our takeaways be to keep those stats going in the right direction?

Moderator: Hidee Fletcher, Principal Analyst, VIXIO Gambling Compliance

Peter Higgins, Commercial Mediator. – Specialising in gambling disputes

Nick Hill, Founder, Premier Chain

Rob Mabbett, Head of Growth, Gordon Moody Association

**13:00** Networking lunch break

**14:00 Crash course on affordability, your questions answered on what the post consultation landscape could bring and how to navigate it.**

Harris Hill, Business Development Manager and Scott McGregor, Co-Founder and COO BeBettor

**14:35 MyCognition brain training as an RG approach**

Martina Ratto, Cognitive Scientist, Being Well Group

Adrian Sladdin, Director, Seventhwave

Alistair Wheatley, Senior VP, Being Well Group

**15:10 Networking coffee break**

**15:30 EGBA members reported that customer take up of safer gambling tools is up to 63%. This is great news but how do we get the best out of the tools? Which ones work in which circumstances and who should they be aimed at – problem gamblers or all gamblers?**

Moderator::Paula Murphy, MD, KnowNow Ltd

Ben Davies, Head of Safer Gambling Partnerships, Betknowmore UK

Jason Shiers, Certified Psychotherapist & Transformative Coach

Andrew Tottenham, Managing Director, Tottenham & Co

**16:30 Closing remarks and close of conference**

## **Agenda – Day 2, Keeping Crime Out of Gambling**

**09:00 Registration and refreshments**

**09:45 Opening remarks and regulatory round up**

David Clifton, Director, Clifton Davies Consultancy

**10:30 How are criminals actually operating and what are the key considerations for operators?**

Neil Tyson, Director, Rightway Compliance

**11:00 Networking coffee break**

**11:30 Mediation – A growing niche trend in dispute resolution**

Peter Higgins, Commercial Mediator. – Specialising in gambling disputes

**12:00 Panel: AML update – FATF recently issued advice on taking a Risk-based approach. How do we apply this when assessing risks and what is our experience in day to day work?**

Moderator: Daniel White, Chief Commercial Officer, SYNALOGiK

Peter Murray, Head of Gaming, Veriff

Neil Tyson, Director, Rightway Compliance

Tim Tyler, Head of Qualifications, International Compliance Association

**13:00 Networking lunch break**

**14:00 The black market debate. What we really need to know**

Brean Wilkinson, Operations Manager, Rightlander

**14:35 Panel – We can't not talk about the Gambling Act Review – What might the impact be on the industry?**

Moderator: Adrian Sladdin, Director, Seventhwave

Andy Danson, Partner, Bird & Bird

Wes Himes, Executive Director, Standards and Innovation, Betting and Gaming Council (BGC)

Lee Richardson, Chief Executive, Gaming Economics

**15:35 Closing remarks and close of conference**

**15:40 – 16:30 Networking – tea coffee and cakes will be served**