

## European Safer Gambling Week 2023 - Together for Responsible Gaming

The Golden Palace Casino Sports Group, a founding member of the Belgian Association of Gaming Operators (BAGO), is proud to be taking an active part in European Safer Gambling Week, which runs from 13 to 19 November.

The aim of this major European event is to raise public awareness of the issues surrounding gambling, promote a more thoughtful and healthy approach to gambling and (re)put the protection of gamblers at the centre of our concerns. This is being done through a Europe-wide campaign, with the active support of stakeholders in the gambling industry.

At Golden Palace, our commitment to responsible gaming and the safety of our customers is an everyday affair. European Safer Gambling Week is a further opportunity to reaffirm our commitment to responsible gambling, to reiterate the importance of regulation and player protection and to highlight the actions we have already taken.

We take gambling seriously and have put in place a series of measures to ensure a safe and responsible gambling environment for all customers, both in Belgium and in France.

- ♣ **Staff training:** Staff training courses are currently being set up. The aim? To detect signs of problem gambling behaviour and provide appropriate assistance.
- ♣ **Gambling management tools:** We offer our customers gambling management tools, such as deposit limits, wagering limits, and self-exclusion periods.
- ♣ **Information and awareness:** We provide information on preventing gambling addiction and encourage our customers to gamble responsibly.
- ♣ **Detection of dangerous behaviour:** Our teams are working on software that uses AI to detect changes in player behaviour. This software will enable us to implement preventive protective actions if these new behaviours are deemed potentially dangerous.

### **Royal Decree: an unexpected obstacle on the road to responsible gambling?**

The Royal Decree of 1 July marked a significant change in the regulation of gambling in Belgium, aimed at protecting consumers from potentially harmful advertising and reinforcing player security.

However, these restrictions have had unexpected consequences for legal operators, including us. In particular, they have limited our ability to inform the public about responsible gambling measures, available tools and support resources. Legal operators have always promoted responsible gambling, but these new restrictions, particularly on advertising, have had a negative impact on our ability to communicate this essential information.

This has reduced public access to the awareness campaigns, prevention messages and support resources we previously offered. In addition, these restrictions have encouraged the proliferation of illegal gambling operators, creating an environment where players are exposed to greater risks by turning to unregulated operators. These operators escape the strict controls and regulations to which we are subject as legal operators, compromising player protection.

Not to mention the fact that the National Lottery, as a public operator, is not subject to these rules, despite operating in much the same way as other gambling operators. These disparities raise concerns about fairness in the sector. Restrictions on legal operators must be applied consistently to ensure a fair and responsible gaming environment.

Despite these challenges, the Golden Palace Casino Sports Group remains committed to playing an active role in protecting players and promoting responsible gambling, while educating the authorities and the public about the impact of these restrictions on player safety. Our commitment to responsible gambling does not end with European Safer Gambling Week. We are committed every day to maintaining high standards of responsible gambling and to working closely with authorities and regulators to promote a safe and fair gaming environment.

♣ **Massimo Menegalli, CEO & COO - Golden Palace Casino Sports:** "The Royal Decree of 1 July introduced significant restrictions for gaming operators. While these restrictions were put in place with the laudable aim of limiting consumer exposure, illegal gambling operators now have more room to operate in the shadows. The Golden Palace Casino Sports Group remains committed to playing a proactive role in protecting players, promoting responsible gaming, and combating illegal gaming operators."

**FOR MORE INFORMATION, PLEASE FEEL FREE TO CONTACT:**

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