



SOCIAL RESPONSIBILITY CHARTER AND CODE OF PRACTICE

2019

1. Introduction

NIACTA represents the Northern Ireland (NI) amusement machine and gaming industry. This includes seaside amusement arcades, inland Adult Gaming Centres, suppliers to pubs, bingo halls and clubs and amusement machine manufacturers. The NI amusement machine and gaming industry is an integral part of the entertainment, hospitality and leisure sector and already offers high levels of effective staffing, monitoring and supervision to protect those vulnerable to gambling-related harm.

NIACTA is both committed to Social Responsibility and committed to sustainable growth across each sector represented by its members.

NIACTA entered into partnership with GamCare in 2014. A dedicated NIACTA/GAMCARE telephone line was introduced to facilitate persons who felt they had a gambling problem to seek support.

For most people gambling is fun and an integral part of the NI leisure scene. NI amusement premises have many visitors each year; customers in pubs and clubs enjoy numerous machine plays a year. Our commercial objective is to offer a modern and diverse range of gambling products for an exciting and enjoyable experience in the safest environments.

We recognise that for some people gambling can become a problem which affects the gambler and the people closest to them.

Though the incidence of problem gambling in NI is evident in a small minority of the population, the industry is not complacent: we accept our responsibility to *all* our customers.

Customers who play in amusement centres and other licensed premises are served by trained staff in a regulated industry to ensure that gambling is closely and expertly supervised. A small percentage of customers gambling can find that they have a problem so we operate a range of social responsibility measures including provision of information regarding responsible gambling, staff training and voluntary self-exclusion schemes to help customers who perceive they might be at risk to help themselves. We also support research, education and counselling treatment by donating financial contributions. We keep what we do under constant review.

Our members who supply machines are also licensed to do so and take steps to inform and educate their customers about social responsibility. Our manufacturers are also all licensed to make and sell gaming machines.

This Charter is one of the ways the industry seeks to ensure it is achieving high levels of social responsibility.

2. Our Values

NIACTA and its members adhere to the following set of values:

- Ethical
- Sustainable
- Modern
- Professional
- Partnering
- Open and Transparent

It is therefore incumbent upon NIACTA and its members to place social responsibility at the heart of what we do by:

- a. preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime,
- b. ensuring that gambling is conducted in a fair and open way, and
- c. protecting children and other vulnerable persons from being harmed or exploited by gambling.

3. Executive Commitment

We, the owners of NIACTA member companies, accept ownership of the licensing objectives and commit to delivering gambling products responsibly while continuing to innovate and grow our businesses.

We commit to increase the visibility of the ways in which we put in place social responsibility and demonstrate its effectiveness.

This Social Responsibility Charter and Code of Practice will be reflected in the way we run our businesses, the care we take in offering and marketing our products and by the resources we devote to this initiative. As business leaders we are proud to continue making social responsibility a precondition to profitability.

4. **Our commitments in detail**

Some responsible gambling measures are required by law and regulatory requirements; others have evolved as good practice or are conditions of being a NIACTA member. For example:

- Premises Licence Conditions
- Licence Conditions & Codes of Practice
- Trained staff
- Age-verification testing

NIACTA members commit to adhere to the following pledges:

Pledge 1 Putting the Licence Conditions and Codes of Practice at the heart of what we do

This Licence Conditions and Codes of Practice (LCCP) Social Responsibility Code requires us to ensure all our employees are regularly trained and aware of our obligations. NIACTA has developed a national system of social responsibility training and compliance with the LCCP.

It is a condition of membership that members comply with this Social Responsibility Charter. We commit to make its provisions a central part of our business.

Pledge 2 Informed customers and trained employees

We will ensure that gambling on machines is both delivered and physically supervised by well-trained and experienced staff, skilled in customer interaction and identifying problem gambling issues, and reacting appropriately.

We will ensure, through trained staff, that our customers are informed about our obligations under this Code. We will help our customers maintain and improve where appropriate the actions they take on social responsibility.

Pledge 3 Self-exclusion

We will utilise the NIACTA self-exclusion scheme (or equivalent) to ensure those customers who wish to address their gambling-related problems have an easy-to-use way of excluding themselves from our premises.

Pledge 4 Using the power of technology

Amusement and gaming machines range from basic mechanical devices to advanced electronic computers. Where we can and if appropriate, we will use technology to inform our decisions about how best to structure our interventions with players.

Pledge 5 Making sure young people are excluded from adult only premises and adult only machines

Trained staff will do everything they can to ensure that anyone under the age of 18 is prevented from entering adult only premises or adult only areas or playing adult only machines. We operate as a minimum a rigorous 'Challenge 21' policy and display clear signs prohibiting entry by people under the age of 18.

It is a condition of NIACTA membership that all relevant members conduct age verification testing at least once per year. NIACTA has its own age-verification test programme operated by an independent company on a regular basis.

We will continuously monitor our age verification performance and will immediately rectify any shortcomings that we identify.

We will encourage our customers to put in place policies, procedures and evaluation protocols to ensure no one under the age of 18 plays adult only machines for example in pubs or clubs.

Pledge 6 Helping people to gamble responsibly

We provide information both directly and indirectly, about responsible gambling in a range of ways depending upon the type of premises and the best way to communicate to our customers.

We will continuously review our provision of information to our customers to ensure it is readily available, easily understood and effective, whether in electronic or physical form and where appropriate can be taken away from the premises.

Pledge 7 Not bringing the industry into disrepute

We will behave in relation to government officials, other NIACTA members and to our customers in a way that does not bring the industry or NIACTA into disrepute.

Pledge 8 Amusement Device Inspection Procedure Scheme (ADIPS)

All manufactures, distributors and operators of children's rides will ensure compliance with the Amusement Devices Inspection Procedures Scheme

Pledge 9 Quality Premises

Operators will ensure that their premises are well kept and in a state of good maintenance and repair.

Pledge 10 Evaluation

We will evaluate as appropriate new industry, product or process initiatives within our business for their impact on our customers and in particular for gambling products in relation to their potential to increase or decrease the risk of gambling-related harm.

5. Summary

1. We will make this Charter central to our business
2. We will inform our customers and train our staff
3. We will ensure that customers who wish to self-exclude can do so easily
4. We will make a financial contribution to Research Education and Treatment.
5. We will use the power of technology where we can to inform us on how to manage our social responsibility obligations
6. We will do everything we can to ensure no one under the age of 18 plays a machine or enters premises from which they are prohibited, safe-guarding children and young people.
7. We will help people gamble responsibly through the provision of appropriate information/interventions
8. We will not bring the industry into disrepute
9. We will adhere to the ADIPS
10. We will ensure we operate a quality environment
11. We will evaluate what we do.

NIACTA will monitor, amend and update this Charter from time to time.

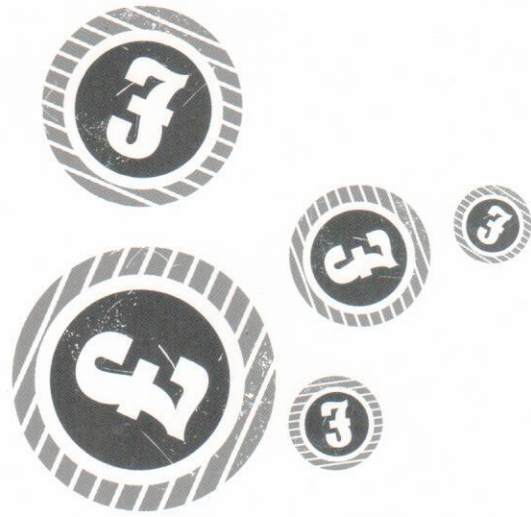
SIGNED.....

COMPANY.....

DATE.....

DO YOU RECOGNISE ANY OF THE FOLLOWING?

- Uncontrolled spending.
- Significant amounts of time spent gambling.
- Concealing or lying about gambling behaviour.
- Gambling impacting on relationships with family and friends.
- Withdrawal from family activities.
- Spending excessive amounts of time on a computer.
- No apparent interests or leisure pursuits.
- Absence from school, college or work.



GamCare offers advice, information and practical help by phone and online. Post messages on the Forum, chat online, or talk to an adviser who'll let you know about local support and sources of advice about related issues, like debt.

To find out more, talk to one of GamCare's specially trained advisers. They'll listen, won't judge you and it's completely confidential. The Helpline is open 7 days a week, 8am-midnight.

Gam-Anon
Support for friends and families affected by gambling.
www.gamanon.org.uk

Gamblers Anonymous
A support fellowship for problem gamblers.
www.gamblersanonymous.org.uk

Citizens Advice Northern Ireland
Free, independent and confidential advice and information.
www.citizensadvice.co.uk

Debt Action NI
Free, confidential and impartial debt and money advice service across Northern Ireland
0800 917 4607
www.debtaction-ni.net

Relate NI
Relationship counselling and advice to couples and individuals.
028 9032 3454
www.relatenl.org

Samaritans
Confidential, emotional support for anyone in crisis.
028 9066 4422 or
08457 90 90 90
www.samaritans.org.uk

StepChange
Free, independent debt advice and support.
0800 138 1111
www.stepchange.org

GAMBLING PROBLEM

A guide for problem gamblers

NIACTA

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MANY PEOPLE FIND THEMSELVES UNABLE TO EXPLAIN WHY THEY CONTINUE TO GAMBLE

Callers to the GamCare Helpline often ask a number of questions. This leaflet is designed to help you manage your feelings and cope with the issues associated with gambling. It is not designed to replace the support and guidance available from attending a support group. Contact the GamCare Helpline on 0808 8010 320 or log on to our website www.gamcare.org.uk to find out about the support services available in your area.

Why do I gamble?

Many people find themselves unable to explain why they continue to gamble despite the problems it causes in their day-to-day lives. The most obvious answer is "for the money", but is this true? When you win, do you spend your winnings on more gambling? Do you continue to gamble until you have little or no money left?

In our experience, even though winning money may have attracted you at first, most people who have a gambling problem are using gambling as an opportunity to escape from other problems or pressures in their lives - problems at home or at work, boredom, loneliness or anxiety. Understanding what role gambling is playing in your life can be an important first step in beating the problem.

Call free to NI GamCare
on 0808 8010 320
www.gamcare.org.uk

How do I stop gambling?

There is unlikely to be one single answer that will enable you to stop gambling. Gambling problems are complex and it can take time and effort to overcome them. Remember:

- You will probably need to use a number of different strategies to help you stop.
- You are more likely to succeed with support from others.
- Nearly everyone has relapses along the way - in order to stop gambling for a decent length of time, you'll need to be prepared to learn from these and try again.

What can I do to deal with my gambling?

- Schedule alternative activities at the times you're most likely to gamble.
- Make it harder to access your money. Ask someone you trust to handle your money for an agreed period of time (e.g. 3 months).
- Self-exclusion (banning yourself from gambling venues) can be very helpful in reducing your opportunities to gamble.

If you feel strong enough, consider writing your feelings down, e.g. in a diary. If you are not gambling, note how you are feeling and how you have coped. If you have gambled, think about the events that led up to the gambling episode and record your feelings before, during and after.

Contact the GamCare Helpline during times of crisis for emotional support and consider joining a self-help support group, such as Gamblers Anonymous.

GET HELP TAKE STEPS

- Try to stop all gambling while you are breaking the dependency. You need to do this in order to break the habit.
- Look for patterns in your behaviour. Do you gamble, or need to gamble, when you feel bored, stressed or under pressure?

- Using a calendar, mark each day you do not gamble. This gives you a visual marker of your progress. If you have a bet, use the calendar to see how many days up to then you had managed to stay clear of gambling. Set a target to beat that number.
- Reward yourself after a period free from gambling, by spending some of the money you saved on yourself. Buy something personal that is not related to gambling. If you feel uncomfortable handling money, take a friend along with you.

Take care

- Take one day at a time. If you do this, you'll find it easier to break your gambling habit.
- Be prepared for withdrawal symptoms. You may feel depressed, irritable, shaky and you may get palpitations.
- There will be times when you may feel desperate to gamble - don't! Call the GamCare Helpline or log on to the GamCare website to talk to someone about your feelings.
- Develop your range of interests, especially those that involve other people. Try to do things with friends and family who are not gamblers.
- Dependency on gambling can be replaced by a range of activities and interests that will meet similar needs.
- Try out some sports or activities which have a strong element of competition or involve taking calculated risks.

Take heart

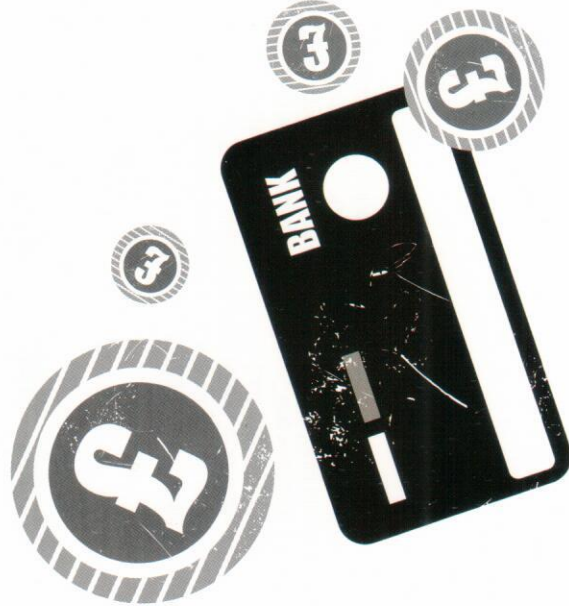
- Be positive. The key is to ensure that any changes you make are manageable and realistic. Then, with each goal that you achieve, you will grow in confidence and self-esteem. You will also find you have the incentive to reach the next goal. If you have been gambling for many years, don't expect your life to improve immediately. It will take a lot of hard work and motivation from you to change.
- If you have a 'slip', do not punish yourself - breaking a dependency is very difficult. Instead, reflect on the day and think about what you have learnt from it. Congratulate yourself for abstaining for so long.
- Be optimistic - you can overcome a gambling dependency. Some gamblers find it impossible to go back to gambling without losing control, whilst others are able to gamble again at a later stage but in a controlled way.

TACKLING YOUR DEBTS

- If you ignore your debts, they won't go away. You might be making the situation worse and making yourself more anxious.
- Don't confuse free specialist money advice with debt management agencies, which you may see advertised in the paper or on television.

HOW CAN A SPECIALIST MONEY ADVISER HELP ME?

- They can provide confidential advice, information and practical help. They will not make judgement about your situation.
- Specialist money advisers can assist you by helping to work out how much you owe and to negotiate repayment plans. They may also be able to act on your behalf.



GamCare provides a confidential HelpLine throughout the UK and a range of help online. These services provide emotional support, advice, information and referral for people experiencing problems with their gambling and family and friends affected by gambling.

GamCare provides a safe, confidential way for you to talk about your situation. Contact the GamCare HelpLine for details of advice and other support services available in your area. In addition www.gamcare.org.uk offers regular chatrooms, live website support on NetLine - our online HelpLine, and facilitates peer to peer support via the forum. The Helpline is open 7 days a week, 8am-midnight.

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A support fellowship for problem gamblers.
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StepChange
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Relate NI
Relationship counselling and advice to couples and individuals.
028 9032 3454
www.relateni.org

Samaritans
Confidential, emotional support for anyone in crisis.
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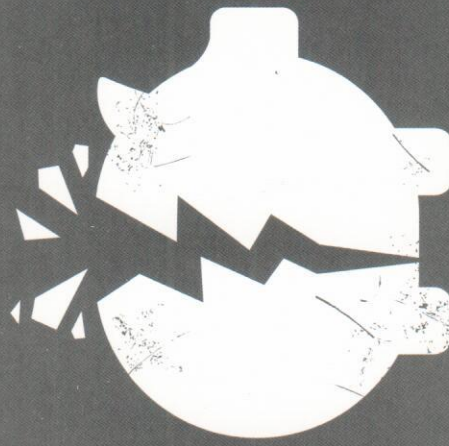


DEALING WITH DEBT

A guide for problem gamblers

NIAVCTA

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GAMBLING MAY FEEL LIKE THE ANSWER TO YOUR MONEY WORRIES

Callers to the GamCare Helpline are often anxious about money and debt problems. This leaflet is designed to help you to take the first steps to seeking help and advice to deal with your debts, whilst you are managing a gambling problem. It is not designed to replace the help you would receive from a specialist debt advice agency or the support and guidance available from seeing a counsellor or attending a support group. See the back page of this leaflet for details of debt advice agencies. Contact the GamCare Helpline on 0808 8010 320 or log on to our website www.gamcare.org.uk to find out about support services in your area.

Tackling your gambling

- Gambling may seem like the answer to money difficulties but in reality the chances of a big win to pay off accumulated debts or meet regular expenses are quite small. Be honest with yourself and share your problems with friends or family. Their support may help you to seek help for your gambling problem and advice about your debts.
- Try to stop gambling.
- A confidential support group, such as Gamblers Anonymous, where people with gambling problems meet to support each other, can be helpful.

Contact all your creditors

- Let them know about your financial difficulties and that you are seeking help to tackle the problem.
- Ask them for information, including copies of agreements and terms of repayment. Use this information to make a list of all your creditors and the amounts you owe.
- If you ignore your debts, they won't go away. Ignoring them is more likely to make the situation worse and to make you more anxious.
- Treat court papers and disconnection notices as urgent and seek specialist advice.

Work out your budget

- List all your income, including earnings from employment and benefit or tax credit payments.
- List all your expenses, including rent, mortgage payments, rates and fuel costs.
- Take a look at your spending. Could you make any savings, such as switching to a different fuel provider?

Focus on priority debts first

Once you have made a list of your debts, you will need to deal with some debts first as the consequences of these could be more serious, such as loss of your home, loss of essential services or risk of imprisonment. Priority debts include mortgage and rent repayments, rates, court fines, income tax and VAT arrears. Seek help from a specialist money adviser who can help you to identify priority debts.

TAKING STEPS TO UNDERSTAND YOUR GAMBLING WILL HELP YOU STAY OUT OF DEBT IN THE FUTURE

Sort out non-priority debts

These include overdrafts, unsecured payment loans, credit and store cards and student loans. You cannot be sent to prison for these debts, but if you do not pay them, the creditors may take you to court to secure the money you owe. If you fail to pay after a court order, then the creditors can take further action and try to remove your property. If this happens, seek specialist advice. If you have money to spare after priority debts, you may have several options for dealing with the others, including debt management plans, making offers of regular payments, and consolidation. If you have no money after you have done your budget, and you think your circumstances are unlikely to improve, your options will be limited to asking your creditors to write off the debts or facing bankruptcy. A specialist money adviser can take you through all the options.

IF YOU IGNORE YOUR DEBTS, THEY WON'T GO AWAY

THE PATH TO CLEARING YOUR DEBTS CAN TAKE TIME AND YOU WILL BE FACED WITH ALL SORTS OF PRESSURES ALONG THE WAY

Take heart

The path to clearing your debts can take time and you will be faced with all sorts of pressures along the way. There will be times when you may feel desperate to gamble - don't! Call the GamCare Helpline or log on to the GamCare website to talk to someone about your feelings. Taking steps to understand your gambling will eventually help you stay out of debt in the future.





NIACTA

LEISURE & GAMING

THE TRUSTED VOICE

**These premises are operated
by a member of NIACTA**

**Admission to these premises is
restricted by law to persons aged
18 years and over**

**Persons who appear to be aged
under 21 may be asked for age
identification**

**Any person who feels they may
have a gambling related problem
should contact Gamcare**

**As a member of NIACTA
this establishment operates
under a Social Responsibility
Commitment**

Gamcare: 0808 8010320

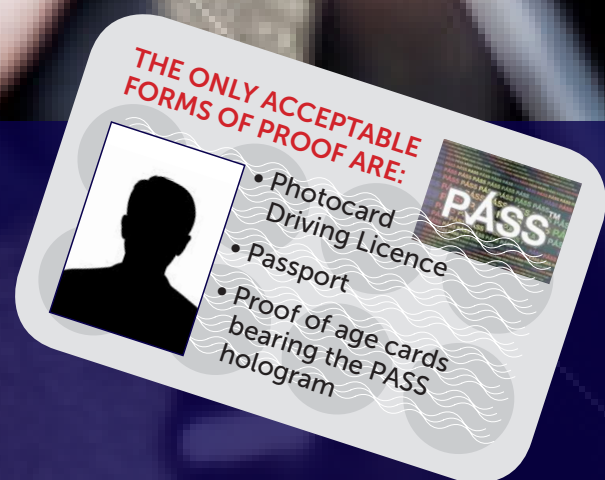


CHALLENGE 21

If you are lucky enough to look under 21 you may be asked to prove that you are over 18

If you are under 18 you are committing an offence by being on these premises

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THE ONLY ACCEPTABLE FORMS OF PROOF ARE:



- Photocard Driving Licence
- Passport
- Proof of age cards bearing the PASS hologram

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CHALLENGE 21 NIACTA

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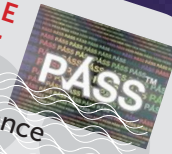
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