A message from the President

Recognizing tomorrow’s challenges by acting today ............

is the theme of this year’s conference in Johannesburg, South Africa (October 16-19, 2017).

As regulators we know that we must be prepared to respond quickly and effectively to the rapid changes which are occurring in the gaming industry. Our legislators, the industry, the players and the public at large expect no less from us. Your Conference Sub-Committee led by Vice-President Nick Tofiluk and immediate Past President and IAGR Patron Bheki Mlambo have arranged for speakers who will discuss how to regulate in the ‘new’ digital world. Changes will be coming as the industry begins to adopt blockchain technology (it can be used for much more than just eCurrency). We will also hear about the changes coming to the gambling regulatory landscape in Africa.

Keynote speaker, Professor I. Nelson Rose’s address is intriguingly entitled: ‘Where's My Jetpack: The Importance and Frustration of Planning for the Day After Tomorrow’.

Sub-Committee updates

In addition, the Statistics and Technical Standards Committees will be providing updates regarding their accomplishments since last year’s Conference. I hope that you have already responded to the survey sent out by the Statistics Sub-Committee. Their goal was to have all members respond by August 25, which will enable them to provide a report on the survey results at the Conference. A brief update is available on p10. And on p9 you will find an update from the Multi Jurisdictional Business Form Sub-Committee.

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Involvement of IMGL and GLI

We are also pleased to be working again with the International Masters of Gaming Law (IMGL) and Gaming Laboratories International (GLI) in development of the program. We are planning to host an IMGL Masterclass for a half-day during the conference which will focus on South Africa and lessons learned in achieving regulatory clarity and effective enforcement. There will also be another half-day GLI Regulators Seminar similar to the successful one offered in Sydney last year. GLI President and CEO James Maida and his team will be exploring new technology, cybersecurity, obsolescence and other topics which will impact regulators as we look towards the future.

Of course, the conference will also include the Annual Business Meeting. Scheduled to take place during the afternoon on October 17, this is the opportunity for all IAGR members to attend and hear reports, ask questions and make suggestions to the Board of Trustees regarding the manner in which IAGR serves its membership.

Golf Tournament

I also encourage all golfers, regardless of skill-level, to register for the annual IAGR Regulators Golf Tournament. Tournament President Atle Hamar along with IAGR Secretary Cedrick Chiloane and the local organizers have arranged for our annual pre-conference fun and networking golf event to take place at the Glendower Golf Club (www.glendower.co.za). Contact Cedrick Chiloane for more information.

Communications updates

During the past few months, the Board undertook a survey of our members to determine their communication preferences. As a result, the Board is in the process of adapting procedures which will enable members to opt-in or opt-out of certain types of email. Other surveys are either in process (Statistics Sub-Committee) or will be forthcoming shortly (Membership Satisfaction Survey and the Multi-Jurisdictional Business Form Survey). I encourage all members to participate in these surveys and provide constructive feedback so that the Board can ensure our efforts are meeting your needs.

Our new communications support, Cyrrhian Goldstein, is actively working to develop a communications strategy which will incorporate new communications tools – including social media, developing contacts with our members’ communications teams, and ensuring that content in our webinars, website and this newsletter are representative of all IAGR members.

Feel free to contact me directly at dfuga@lgamanitoba.ca or any other Trustee if you have any suggestions for ways in which we can improve our service to you.

I hope to see you in October!

Dale Fuga
President, IAGR

IAGR welcomes new jurisdictional members

Åland Lottery Inspection
National Lottery Authority of Liberia
Delegates attending the IAGR 2017 Johannesburg Conference have a range of hotels available to them. As the Emperors Palace is a desirable venue and October is a busy tourist season in Johannesburg, those planning on attending are encouraged to secure their bookings as early as possible.

Map of South Africa

The 2017 IAGR Annual Conference and Business Meeting is taking place over October 16 – 19 at the prestigious Emperors Palace Hotel Casino Convention Resort in Johannesburg, South Africa. The Conference theme is 'Recognising tomorrow’s challenges by acting today'.

This is the second time that South Africa has hosted an IAGR Conference, with Cape Town being the host city back in 2011.

Registration

Places at the Conference are filling up fast, so delegates are urged to book now.

The Conference is being held at the Emperors Palace Hotel Casino Convention Resort complex.

Emperors Palace

Emperors Palace precinct

The complex is conveniently located on the doorstep of OR Tambo International Airport in the municipal area called the City of Ekurhuleni.

Emperors Palace complex offers a variety of accommodation

The outline program (correct at time of going to print) is shown on page 6 and is updated regularly on the IAGR website.
Recognising tomorrow’s challenges by acting today’.

Vice-President and Conference Committee Co-Chair, Nick Tofiluk writes: ‘The organising committee is very excited at how the Conference program has shaped up under the overarching theme of ‘Recognising tomorrow’s challenges by acting today’. This theme will provide a link to the majority of sessions making up the Conference schedule.’

A stimulating and topical program

‘We have had an excellent response from IAGR members in putting together what promises to be a very stimulating and topical program. We just have a few finishing touches to make before the program can be finalised. But one aspect that the organising committee is keen to emphasise is how we want to maximise engagement between the speakers, the panel and attendees during conference sessions, networking opportunities and ‘down’ time when we are socialising.

‘As regulators, we are all aware that our world is changing rapidly: from changes in public policy to the entry of new regulators; from the emergence of new products and channels to the demands from consumers for new, personal and interactive experiences. This year’s conference will provide you with the opportunity to inform, to share your thoughts and experiences and make those all-important links with colleagues with whom you can communicate throughout the year ahead.’

Trying something new

To this end we have included an innovative ‘open microphone’ session early in the conference program where attendees will be able to address delegates (maximum of ten minutes) about a subject or issue that they are facing in their jurisdiction. They will then be able to take questions - or comments from the floor. Delegates will be encouraged to share their experiences with the speaker during networking and social times – perhaps providing that elusive solution to the speaker’s issue! This is, after all, completely in line with IAGR’s mission to advance the effectiveness and efficiency of gaming regulation.

We have never done this before – and to make it work, we need your input. From time to time, we all wrestle with the potential solution to a regulatory conundrum: the answer can be staring us in the face but we are just too close to see it. And you may be able to help!

Call to action

This is a great opportunity for us all to benefit from each other’s expertise. If you want to be part of this open microphone session, make contact with Birgitte Sand by Monday, 25 September. Birgitte, who is on our Board of Trustees, is organising this session but needs to know in advance who wants to ‘share and tell’.

So please make contact now – and contribute to a hopefully great session!
# Speakers

Our list of speakers is updated regularly on the website. At the time of going to print, confirmed speakers are:

- **Marja Appelman**, Chief Executive, Kansspelautoriteit (Netherlands Gaming Authority)
- **Steve Brennan**, Chief Executive, Isle of Man Gambling Supervision Commission
- **Martin Britton**, Managing Director, GLI Europe & Africa
- **Marco Cuesta**, Co-Founder, First Blood.io
- **Devon Dalbok**, General Manager, GLI Africa
- **Evert De Bruyn**, Attorney, De Bruyn Attorneys, South Africa
- **Professor Paul Delfabbo**, Deputy Head of School, School of Psychology, University of Adelaide, South Australia
- **Dale Fuga**, IAGR President & Trustee and Chief Operating Officer, Liquor and Gaming Authority of Manitoba, Canada
- **Professor Nerilee Hing**, Research Professor (Gambling Studies), Health, Medical and Applied Sciences, Central Queensland University, Australia
- **James Maida**, President & Chief Executive Officer, Gaming Laboratories International, LLC, USA
- **Janne Nikkinen**, Docent in Social Ethics, University Researcher, Department of Social Research, University of Helsinki
- **Pierre Otto**, Compliance & Quality Manager, GLI Africa
- **Simon Planzer**, Lecturer in Law, University of St Gallen, Switzerland
- **Professor I. Nelson Rose**, Whittier College, USA & Visiting Professor at University of Macau
- **Christina Thakor-Rankin**, Principal Consultant, 1710 Gaming
- **Adam Vaziri**, Co-Founder, Diaclé
General schedule of activities

Correct at time of going to press - the program is updated regularly on the IAGR website

Monday October 16

08.00-18.00 Registration – Information desk open

GLI Regulators Seminar

09.00-09.15 Welcome and opening remarks
09.15-09.45 Trends for 2017/18: Technology, expansion, security and obsolescence
09.45-10.30 Sports betting and wagering: the risks and differences in a live environment
10.30-10.45 Networking Break

Martin Britton

10.45-11.15 The where of iGaming

11.15-11.45 Gambling in Africa – the challenges and opportunities

11.45-12 noon Verification and inventory management tools for the modern gaming floor: lessons from the field

12 noon Final questions

13.30-16.45 IAGR Board of Trustees Meeting

18.00 Opening Reception: The Foyer of the CODESA Walkway outside the Fabia Rooms at the Emperors Palace

Welcome remarks by IAGR President, Dale Fuga, Chief Operating Officer, Liquor and Gaming Authority of Manitoba and Conference Host Jurisdiction official

Tuesday October 17

08.30-0845 Opening of the Johannesburg 2017 Conference

08.45-09.00 Key note address: Senior political figure to be confirmed

09.30-10.15 Key note speaker: Professor I Nelson Rose, Whittier College, USA: Where’s My Jetpack: The Importance and Frustration of Planning for the Day After Tomorrow’.

10.15-10.30 Networking & Refreshment Break

10.30-11.30 Africa focus. The changes in the punter profile and the possible impact to the gambling regulatory landscape in Africa

11.30-12.30 Open Microphone – Member-driven issues & discussions

12.30-13.30 Luncheon

13.30-14.30 Blockchain - the new Internet?

14.30-15.30 Regulating the digital market

15.30-15.45 Group photo

15.45-16.00 Networking & refreshment break

16.00-17.30 IAGR Annual Business Meeting (IAGR Members only)

Evening free

Wednesday October 18

08.45-09.00 Day Two Opening remarks & announcements

09.00-10.00 Problem/at risk gambling presentations

10.00-10.45 Responsible gambling policy and interventions

10.45-11.00 Networking & refreshment break

11.00-11.45 Creating revenue within a responsible gaming environment

11.45-12.30 eSports: Integrity and regulatory challenges

12.30-13.30 Luncheon

13.30-14.30 Anti-Money Laundering – practical guidance for gaming regulators

14.30-15.30 Establishing gambling policies in order to avoid harm for the poorest

15.30-15.45 Networking & refreshment break

15.45-16.15 PR and communication – tools to optimise gaming regulation in the future

16.15-17.30 IAGR work group updates

1830-2200 IAGR Gala Dinner: Sun International’s Time Square, Menlyn, Pretoria

Cont’d
Thursday, 19 October

13.00 – 19.30 with dinner at 20.00 Tour and dinner event - Tours of Lion Park and Apartheid Museum with closing dinner at Gold Reef City.

Please note that the exact timetable is subject to adjustments as tour and dinner plans are finalized.

**Lion Park**

IAGR delegates will have the opportunity to visit the Lion Park for a two-hour experience. The Lion Park provides guests with a unique opportunity for a close encounter with the majestic animals of Africa. There are over 80 lions to see, from the cutest cubs to magnificent white lions. See other indigenous game including spotted hyena, wild dog, cheetah, herbivores and many more.

**Apartheid Museum Tour**

From the Lion Park, we will drive to experience the Apartheid Museum Tour. The **Apartheid Museum** complex is dedicated to illustrating apartheid and the 20th century history of South Africa. The museum is a beacon of hope showing the world how South Africa is coming to terms with its oppressive past and working towards a future that all South Africans can call their own. The museum illustrates the rise and fall of apartheid.

Following both tours, the Host Jurisdiction will host a closing dinner at Gold Reef City to celebrate a successful week and bid goodbye to Johannesburg.
IAGR announces 2018 Conference location

And whilst this year’s Conference in Johannesburg is just around the corner, IAGR is also looking ahead to schedule its next international gathering. The Annual Conference and Members’ Business Meeting rotates among the five regions of the globe represented by our diverse membership.

And Europe is next in line in 2018.

The IAGR Board of Trustees is pleased to announce that IAGR 2018 will convene in the beautiful city of Copenhagen, Denmark.

Make a note of next year’s Conference dates:
September 17 – 20 2018 at Hotel Scandic Copenhagen, Denmark

Walk in the fairy tale footsteps of the Danish storyteller Hans Christian Andersen and feel the vibrant modern city with streets filled with cyclists, and an exciting and ever flourishing restaurant scene. These attractions combined with the hospitality and easy-going attitude of the Danes makes this an attractive venue.

Photo credit: Jacob Schjørring – Simon Lau, Copenhagen Media Centre

The ancient capital of Denmark, with an abundance of cyclists, Nordic food - and hygge

And in case you are wondering, ‘hygge’ (pronounced “HUE-gah”) can simply be described as the Danish ritual of enjoying life's simple pleasures. Friends. Family. Graciousness.

Further details for Copenhagen 2018 will be shared after the gathering in Johannesburg in October.

The Danish Gambling Authority looks forward to welcoming you to Copenhagen in September 2018!
Multi-Jurisdictional Business Form Sub-Committee Report

The Multi-Jurisdictional Business Form Sub-Committee is responsible for drafting and updating a Multi-Jurisdictional Business Form (MJBF) and a Multi-Jurisdictional Personal History Disclosure Form that can be used by member jurisdictions for business applicants. Through August 2017, twelve (12) member jurisdictions have committed to using the MJBF as either their main form or as an additional form to their required documents.

Jurisdictions that accept the MJBF

IAGR is another step closer towards a single business form for all IAGR member jurisdictions. The jurisdictions are:

| Office of Liquor and Gaming Regulation | Queensland, Australia |
| Danish Gambling Authority* | Denmark |
| Gambling Commission* | UK |
| Betting, Gaming and Lotteries Commission | Jamaica |
| Casino Gaming Commission* | Jamaica |
| Department of Internal Affairs/Gambling Commission | New Zealand |
| Casino Regulatory Authority* | Singapore |
| Limpopo Gambling Board | South Africa |
| Mpumalanga Gambling Board | South Africa |
| Michigan Gaming Control Board* | USA |
| Nevada Gaming Control Board* | USA |
| New Jersey Division of Gaming Enforcement* | USA |

* Denotes jurisdictions that have additional jurisdictional rider form alongside the MJBF

The MJBF Sub-Committee

To streamline the application process for business entities, in January 2012, we established a Multi-Jurisdictional Business Form (MJBF) Sub-Committee to develop a form which would standardise the categorisation of information to be provided by business entities.

With the MJBF, business entities only need to complete a single form (with relevant riders that are specific to particular jurisdictions) for submission to IAGR member jurisdictions that accept the MJBF. The MJBF (Phase 1) was introduced to IAGR members during the IAGR 2012 Conference in Singapore and underwent a one-year pilot trial ending 31 May 2014. After incorporating a good spread of views and feedbacks from multiple member jurisdictions the revised MJBF version 1.2 is now available for use.

Benefits of the MJBF

- Ease of use
- Usable across multiple jurisdictions as consensus was achieved among multiple member jurisdictions
- Free to use by member jurisdictions
- Secured through password protection
- Built-in validation mechanisms
- Flexibility as jurisdiction has the option to have their own rider form for questions unique to them
- Able to extract information from the MJBF to eXtensible Markup Language data format (“XML”) for further processing in jurisdictions’ licensing system using the built-in native XML extraction feature. A user guide together with the MJBF data

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dictionary are available to provide a step-by-step guide to assist member jurisdictions in the implementation of IT system to support XML data exchange with overseas counterparts such as email exchange and server-to-server file transfer.

A survey will soon be shared with IAGR Members regarding the application and awareness of the Multi-Jurisdictional Personal History Disclosure Form. Member feedback will be reviewed and considered in regards to any necessary revisions to this secondary document. The Sub-Committee will provide a briefing at the October 2017 Johannesburg Annual Members Meeting.

As part of the on-going effort to ensure that the MJBF remains relevant, we would appreciate it if you could let us know whether the MJBF continues to serve your needs, what you would like to see in the MJBF and suggestions to generate further values and interests in the adoption of MJBF. Once your jurisdiction adopts this form, we would appreciate if you could notify us to list your jurisdiction on the IAGR MJBF webpage amongst the jurisdictions that are on board the MJBF.

IAGR gambling regulation survey already producing results

After a summer waiting anxiously for responses, the IAGR sub-committee on statistics looks forward to sharing a wealth of data with attendees at the IAGR annual conference in Johannesburg this October.

‘The number of contributions we have received is testimony to the cooperative spirit that lies at the heart of IAGR,’ says Birgitte Sand, chair of the IAGR sub-committee on statistics. ‘We are extremely grateful that so many members have prioritized what we believe to be the foundation for a valuable tool for all members!’

The IAGR gambling regulation survey was sent to members in mid-July, motivated by a desire to create a reference tool to assist regulators in their day-to-day work.

As Birgitte Sand notes, the ability to compare the regulatory framework in different jurisdictions is essential for 21st century gambling regulators:

Birgitte Sand

‘Developments in the gambling sector are moving at such a pace, it is not enough to simply know what is going on in your own market, we need as regulators to understand what is happening elsewhere. Having an easy reference tool to hand, where policies, powers, and problems from different jurisdictions are compiled in a common format will hopefully make international knowledge building much easier and raise our mutual awareness about how similar part of our regulation and some of our regulatory challenges might turn out to be when studying the responses.’

The statistics sub-committee brings together IAGR representatives from Massachusetts, Netherlands, Great Britain, Norway, and Denmark. From September 21 - 22, statistics sub-committee members will meet to analyse the findings from the survey, ready to present to IAGR 2017 conference delegates in Johannesburg this October.

The survey is also available in Spanish, as will be the final report, in recognition of the diverse membership pool IAGR draws from.

‘We apologise for bombarding your inboxes over the past few weeks with invitations to participate, reminders and so forth,’ says Michael Herborn, also of the Danish Gambling Authority and a member of the statistics sub-committee. ‘The truth is, we are extremely keen to gather as many responses as possible and produce a comprehensive report all IAGR members can benefit from.’

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If you have not yet participated in the survey, it is still not too late.

‘Filling in a survey is never fun, and although the deadline for submissions has already passed, please get in touch with me and I will help you through the process,” says Michael Herborn. ‘We are keen to showcase as many jurisdictions as possible in our findings.’

The IAGR statistics sub-committee comprises
- Chair: Birgitte Sand (Denmark)
- Flóra Felso (the Netherlands)
- Gayle Cameron (Massachusetts, USA)
- James Green (United Kingdom)
- Joan Matsumoto (Massachusetts, USA)
- Michael Herborn (Denmark)
- Trude Felde (Norway)

For more information about the work of the IAGR sub-committee, and to participate in the IAGR gambling regulation survey 2017, contact Michael Herborn at mh@spillemyndigheden.dk.

News from our strategic alliance partners

Bheki Mlambo, IAGR Trustee and member of the GRAF Conference sub-committee provided this update:

GRAF 2017 Conference Report

The Gaming Regulators Africa Forum (GRAF) held its 13th Annual Conference from April 23-26 2017, in the city of Mbombela, formerly known as Nelspruit in the Mpumalanga Province, South Africa.

The conference brought together 190 delegates from across the African continent, representing regulators and various distinguished experts in the gambling industry. The mission of gatherings such as this, is critical for policy-makers and regulators, as we strive to advance the effectiveness and efficiency of gaming regulation by providing a forum in which gaming regulators can meet, exchange views and information, and discuss policy issues among themselves and with representatives of the gaming industry in the continent and across the globe. A summary of the conference highlights includes:

Co-operation and collaboration

- The dawn of regulated gambling in Botswana was a perfect example of what information sharing and collaboration can achieve for united regulators – various jurisdictions in the South African

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• Development Community (SADC) region heeded the call for help.
• The conference also provides the means of fostering co-operation between gambling regulators to root out illicit gambling practices from the industry, for example:
  - dumping of sub-standard gambling machines on our sister jurisdictions;
  - eradicating illegal gambling, money laundering and racketeering.

Emerging technologies

• Technology is increasingly being used by operators and regulators to regulate gambling and offer more resources for games. New technologies have made it possible to mitigate the risk of harmful behaviour such as underage and problem gambling through play management tools.
• The role of test laboratories cannot be overemphasized, which is to ensure that gambling devices are random in nature so that gameplay is fair to players and operators.
• Traditional industry models and structures are coming under increasing threat. The ability for an organisation to act with agility and adaptability is more important than ever – smart organisations re-invent themselves before change forces them to. Therefore, the future success and survival of many organisations will rest on their ability to anticipate, prepare for, and even pre-empt change.
• The challenge for regulators is that they are always left behind when technology advances. The question is how to stay one step ahead to prevent disruptions caused by technological advancements in regulating gambling.

The Future Gambling landscape

• The new era is fast approaching where the future gambling industry will know no physical or geographical boundaries; this is a new generation induced by technologies such as mobile and the internet.
• Regulators need to carefully examine the costs and benefits of the new innovations. Currently trending innovations in the gambling industry are:
  - digital currencies such as Blockchain - what are the possible implications for gambling products and regulators?
  - eSports/social gaming – what are the risks?
  - Fantasy sports
  - Sports Betting Integrity – development of approaches to tackling match-fixing, protecting sports betting markets from corruption and the role that regulators can play.

Responsible Gambling

• Responsible gambling messages must be visible, audible and appropriate and must contribute to the social change of behaviour in minimising harm associated with irresponsible and excessive gambling.
• The messages must be reviewed to make punters think about such messages and be compelled to act responsibly. The messages need to be enforced by the regulators - clearly visible on machines, on the gambling floor etc.
• Responsible gambling strategies must consider the language barrier and demographics of the country. Also critical to effective responsible gambling strategy, is the relevance of the message in terms of age, gender, race, as well as the need to ensure the use of best

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platforms – social media, radio, TV advertising

• Research reveals that player’s pre-commitment is of paramount importance as a responsible gambling initiative hence the development of these tools to assist players to commit themselves to play or gamble responsibly.

Consolidation of regulatory services

• Jurisdictions are increasingly confronted by the question of whether to consolidate regulation services or not. In the South African context, this question resonates with the rationale for the National Development Plan for economic growth. Some of the benefits for consolidation are:
  - unlocking a single gateway to all economic sectors from a consumer perspective
  - the opportunity for the implementation of one consolidated legislation
  - reduction in operational cost
  - shared regulatory experience and knowledge base resource
  - opportunity to develop new remuneration and reward streams based on the ability to realise the strategy
  - the need for integrated accounting system to streamline resources and operations in order to achieve effectiveness and efficiency of business processes
  - the common denominator between FSLA, FSGRB and FSTA was that they reported to the Department of Economic Development, Small business, tourism and environmental affairs
  - of paramount importance in the decisions to consolidated public entities was to address capacity constraints (particularly Finance, IT and HR).

We look forward to the next annual conference to be held in Botswana.

Steve Brennan – GREF Chair and CEO – Isle of Man Gambling Supervision Commission provided this update:

GREF 2017: May 30 – June 2

This year’s GREF Conference, attended by over 75 delegates, was held in London at the centrally located Hilton London Metropole Hotel on the Edgware Road. While the conference is for European authorities involved in the regulation and supervision of gambling, we were pleased authorities from outside Europe attended with delegates welcomed from Australia, Canada, Cape Verde, Jamaica, Singapore and South Africa.

‘Hands on Regulation’

In recent years GREF conferences have had a theme or particular focus. This year’s theme was ‘Hands on Regulation’ and was aimed at the practical application of regulation by regulatory authorities. Recognising gambling authorities in Europe have different regulatory policies ranging from state controlled/monopoly gambling through to an open market approach, the GREF Board worked hard to secure great speakers and panellists and develop a programme that would appeal to all.

An evening reception was held in the Sky23 restaurant, a fabulous venue on 23rd floor of the Hilton Hotel. Delegates were treated to superb food and wine whilst enjoying breathtaking views of the setting sun over London.

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Day one

Bill Moyes, Chairman of the UK Gambling Commission provided the welcoming address and formally opened the conference. This year’s keynote address was delivered by representatives of the Netherlands Central Bank and focussed on the supervision of behaviour and culture in an organisation. Arising because failings in behaviour and culture were primary causes of the 2008 financial crisis. This relatively new concept has a central theme, which is that behaviour and culture are driven down from the top of an organisation. If the Board does not embrace a culture of good corporate governance and compliance, then it almost certainly follows, their organisation won’t. Banks in the Netherlands are already subject to this type of supervision at a Board level and it is an area of growing interest beyond the banking sector. The remainder of day one of the conference was given over to addiction and in particular prevention methodologies for slots, effectiveness of exclusion systems in different jurisdictions and difficulties of tracking and enforcement posed by the online environment, and finally co-operation. Co-operation is a much talked about topic, which is very easy to say but really quite difficult to achieve. In the absence of any relevant binding legal framework, divergent national rules and national licences agreements, as well as involvement of several regulators in multiple jurisdictions, an expert panel discussed the difficulties to be overcome in order for good co-operation to be achieved.

A thought-provoking and busy first day ended with the traditional GREF Dinner. This year delegates were treated to a sumptuous dinner with exquisite service at the historic Painters’ Hall, home to the renowned Association of London’s fine artists and painters.

Day two

The morning sessions of day two of the conference continued the hands-on regulation theme concentrating on game fairness and in particular game testing. Regulators and independent test houses gave their views and opinions on a range of topics including product testing, need for game certification, national standards in an international market and what can be done to improve effectiveness for regulators and test houses alike.

The afternoon was given over to GREF’s longstanding working groups. The conference split with delegates free to attend one of three working groups. The eGaming and Technical issues group hosted by joint chairs from the Isle of Man Authority and French Authority focussed on anti-money laundering initiatives. The Information and Statistics (Infostat) group co-chaired by Dutch Gaming Authority and Swedish Gambling Authority collected and collated regulatory information and provided throughout the year analysing trends and changes over the year and the final group focused on the protection of consumers and citizens, mainly ensuring the protection of minors, enhancing responsible advertising, reducing problem gambling or gambling addiction. This working group is co-chaired by Finnish National Police Board and the Norwegian Gaming Authority.

GREF business meeting

The conference was rounded off with the GREF business meeting; a recap of the year, a financial overview from the Treasurer and election of new officials.

GREF 2017 in London was a great success, GREF 2018 in Prague is sure to build on this. The GREF Board looks forward to welcoming you there.
Dave Jeseritz, NAGRA Past-President provided this update:

NAGRA’s 2017 Training and Education conference in Orlando, Florida, saw a significant increase in conference attendance over the previous year. Approximately 118 participants converged on the DoubleTree by Hilton Convention center, across the street from Universal Orlando, to take in three full days of engaging speakers on a wide variety of gaming topics and trends.

Day one

On June 6, we kicked off the conference with remarks from Mike Purcell, the Director of Sales at the Florida Lottery. Our opening speaker, Terry Rich from the Iowa Lottery, got things going with a very dynamic presentation on Government Ethics and Innovation. The speakers that followed kept the momentum going with topics on North American Gaming Trends, Charitable Gaming’s Use of Electronics, E-Sports Integrity, and Pre-Licensing Requirements.

Day two

Day two continued along at the same great pace, with presentations on Problem Gambling; New Technologies; Marijuana Impacts to Regulators in the US & Canada; Cyber Security; Responsible Gaming; New Jersey’s Gaming case review and Modernizing the Delivery of Content.

Final day and annual membership meeting

On the final day of the conference, we started the first session off with Gaming Perspectives of both the Canadian Gaming Association and the American Gaming Association. Training on the Indian Gaming Regulatory Act as well as clarification on Class II and Class III gaming followed. We also held our annual membership meeting where members were given updates on our finances, our collaboration with UNLV to offer discounted courses and customized regional training, a glimpse on how things are going after ending our contract with our management company, and we concluded with voting in our new board of directors for the upcoming year.

We welcome Kathy Oviedo from Michigan as incoming President, Mike Menefee from Virginia as Vice President, Alfonso Royale from Texas as Secretary, Desira Glenn from Texas as Treasurer. Our Midwest Regional Director will be Sara Throener from Iowa, Western Regional Director, Roger Pinson from Colorado, Canadian Regional Director, Tom Mungham from the Ontario Province, Indian Country Director, Joe Osterloh from California and Eastern Regional Director, Robert Moncrief from New Jersey. I will move into the role of Past-President.

Our afternoon closed out with sessions on Conducting Civil & Criminal Investigations; Leadership training on Strategies for Success; Regulator and Industry Collaboration; Electronic Raffles with US and Canadian experiences and last, but not least, an Industry’s Perspective on Daily Fantasy Sports.

Our farewell reception was well attended given it was on the last day of training. We presented our Excellence in Gaming Award to...
a former NAGRA President and long-time supporter & member who helped form the organization in its infancy. Rick Ask, former Administrator of Montana’s Gambling Control Division, was the recipient of this year’s special award. Rick shared with those in attendance, some great history and perspective in his acceptance speech.

Promote your message

Does your regulatory agency have a job opening? a request? or proposal? or other announcement? If so, send the item to the IAGR secretariat at iagr@iagr.org for posting as a new article on IAGR.org.

Be sure to include in your listing any deadlines by which a response must be received.

Don’t forget that you can share your articles or reference materials with colleagues around the world using the library section of the IAGR.

Portal Library

If you have a ‘best practice’ that you would like to share or examples of how you have overcome particular issues within your jurisdiction, feel free to post them in the library so your fellow regulators can learn from your experiences.

Please make use of this resource to share developments within your jurisdiction, which may benefit other regulators.

Members may access the portal from the IAGR website here. You will need your individual access login information which was sent to each Member at the time of enrollment. If you have difficulties accessing the Portal, please follow the instructions on the Portal’s help link.

Next year, plan to join us in the Live Music Capital of the World—Austin, Texas (June 5-7, 2018) to see and experience what NAGRA has to offer in great training, great networking, and for this venue - great music!

I would like to say thank you to Dale Fuga for attending our conference this year and keeping us informed with IAGR’s events and happenings.

As I reflect on this past year, I am very humbled and grateful for the opportunity to serve as NAGRA President and proud of the accomplishments we have achieved. Our ongoing commitment to share opportunities with IAGR is also important and we look forward continuing that great relationship in coming years.
News round-up

Here are just some of the headlines that have been making global news from across member jurisdictions over the past few months:

UK Gambling Commission calls for more research into problem gambling (Aug 17)

The Victorian Commission for Gambling and Liquor Regulation has released gaming expenditure data for 2016-17 (Aug 17)

Australia senate approves changes to Interactive Gambling Bill 2016 (Aug 17)

Maine legalizes fantasy sports (Aug 17)

New Zealand introduces racing amendment Bill (Aug 17)

Malta may legalize use of cryptocurrencies (July 17)

Dutch court gives KSA green light to fine operators (July 17)

Pennsylvania table revenue rises 3% over fiscal year 2016/17 (July 17)

US Supreme Court agrees to hear New Jersey Sports Betting case (July 17)

Bermuda Casino Gaming Commission forms partnership with New Jersey Division of Gaming

We want your news!

We are keen to feature news from IAGR jurisdiction members on the IAGR website and in this newsletter. If you have something to say, please email IAGR communications or ask your communications teams to add Cyrrhian Goldstein to their news release mailing list at the same email address!

The deadline for inclusion in our next newsletter is 1 November 2017.