

leading the world in gaming regulation

A message from the President



By the time you receive this special edition of the IAGR newsletter, our Annual Conference will just be weeks away.

Work on this year's Conference began over two years ago – with activity ramping up

solutions to global issues and keeping up-to-date with emerging trends and new technologies.

We will be covering a wide range of subjects including sanctions; payment blocking; self-regulation; sports betting in Africa and the USA; loot boxes and skins; problem-gambling; crisis and emergency management within a casino perspective; e-sports, and bonuses.

Confirmed speakers and panel members include representatives from Australia, Canada, Denmark, Norway, Singapore, United Kingdom and the USA – all selected to provide expertise and their own perspective in areas such as gaming and gambling regulation, law enforcement, industry, the media and academia.

But it's not all about formalities: the host jurisdiction has also designed a social program that will allow delegates to network, learn more about the beautiful City of Copenhagen – and have some fun 'downtime'. See p.5 for more details.

And for those of you who enjoy a game of Golf, no IAGR Conference would be complete without the International Gaming Regulators Golf Tournament scheduled to take place on September 16. See p.2 for further information.

IAGR

International Association
of Gaming Regulators

Copenhagen 2018 Conference

September 17-20



almost as soon as last year's Conference in Johannesburg had finished. I commend the Conference Co-Chairs – Trude Felde, Vice-President of IAGR and Senior Advisor at The Norwegian Gambling and Foundation Authority, and Birgitte Sand, IAGR Trustee and Patron, and Director of the Danish Gambling Authority who have worked tirelessly, along with other Trustees, to ensure that we deliver a high- quality Conference once more.

The theme of this year's Conference is 'Let us make great regulation – together.' It's about sharing and comparing – helping to find

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Our program – which begins on p.11 – is rounded off on Thursday, September 18 by sessions delivered by Gaming Laboratories International (GLI) and the International Masters of Gaming Law (IMGL). I should like to place on record my thanks to their respective Presidents - James Maida (GLI) and Jamie Nettleton (IMGL) for their contributions, which always prove very popular with delegates.

IAGR's Annual Conference has a growing reputation for providing an international forum in which colleagues with regulatory interests in gaming and gambling come together to share issues and best practice.



Danish flags blowing in the breeze

Our world of gaming and gambling regulation is an ever-changing landscape, where technological advances bring both excitement and pleasure to gamers and gamblers – and challenges to those responsible for regulating in this environment. This year's Conference promises to provide stimulating and informative content to all those attending.

If you haven't already booked your place, there is still time! And feel free to forward this newsletter on to any colleagues who might be interested in joining us. Non-IAGR members are very welcome.

I look forward to seeing you in Copenhagen!

Dale Fuga

Anyone for golf?

IAGR Annual Regulators Golf Tournament

Please join us for the IAGR Annual Regulators Golf Tournament - a fun, informal, networking event.

Location: Royal Copenhagen Golf Course

Date: Sunday, September 16, 2018

Time: Noon

Depart hotel: 10:45 a.m.

Cost: Green Fees 575DKK; Club/Cart Rental 250DKK

Closing date for registration: September 7, 2018

Beginners may choose to play a Par-3 Course for 175 DKK

Please contact Kira Brianka (KB@spillemyndigheden.dk) to register and to rent clubs (please specify M/L Left- or Right-handed).

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Greetings from the Conference Co-Chairs



Trude Felde (left), IAGR Vice-President and Senior Advisor at The Norwegian Gambling and Foundation Authority, and



Birgitte Sand (left), IAGR Trustee and Patron, and Director of the Danish Gambling Authority

are co-chairs of the Conference planning sub-committee and have this message for delegates - and potential delegates.

Each year IAGR circumnavigates the globe, bringing its Annual Conference to a different continent. This September, it is Europe's turn with Copenhagen, Denmark's capital city, hosting proceedings. We – together with our fellow Trustees, Paul Newson and Audrey Robinson – have truly enjoyed planning the Conference program, bringing together global experts, who are all keen to share their experience, views and knowledge with all of us when we meet in Copenhagen. It has been a pleasure to receive so much support and interest in IAGR and willingness to engage in our panels or take on the role as a keynote speaker. We are very grateful to our speakers.

Members only – open Microphone session – enjoy sharing challenges and ideas

You will see from the Program on the pages that follow that we have highlighted a few sessions. These sessions are just for IAGR members. The sessions take place on Wednesday afternoon, September 19. Our Annual Members Business Meeting is followed by *an Open Microphone session* where members can stand up and share ideas and experiences – and seek answers from their fellow regulators. We trialed this at our conference in Johannesburg last year and it proved a great success. I believe we all felt

that this kind of honest knowledge-sharing and exchange of ideas took us to the core of our membership – it felt great to help each other out and at the same time realize that we might be from each our corner of the world but our regulatory challenges are sometimes very similar! Many regulators went on stage and shared their regulatory challenges or good ideas. It is meant to be very informal and you only need to briefly describe perhaps an issue about illegal gambling or ask for ideas on how to actually deal with skin betting - or maybe you would like to get some inspiration on new legislation in a specific area.

If you want to volunteer to take the microphone and speak to the floor, please email us at tfe@lotteritilsynet.no or bs@spillemyndigheden.dk by **Saturday, September 1**. We will also be happy to give you any guidance you might need about presenting an issue.

Social events – the best of Copenhagen

As the President mentioned in his welcome message, we want to ensure that delegates, many of whom will have travelled great distances, have the chance to experience some of what the beautiful City of Copenhagen has to offer. You will have the opportunity to enjoy a canal tour and see this beautiful old town from the waterfront. And after a half-day conference on the Monday we have been invited by the Lord Mayer to hold our welcome reception at the City's old Town Hall. Our traditional Gala Dinner will be in the very heart of Copenhagen – at H C Andersen Castle at the Tivoli Gardens.

We are sure that once you have experienced some of that famous Danish 'hygge' (pronounced 'hue-gah'), which simply translates as the Danish ritual of enjoying life's simple pleasures – friends, family, and graciousness - you will be keen to return! We are very excited about the program and look forward to warmly welcoming you to Copenhagen.

Trude Felde and Birgitte Sand

Introducing Copenhagen

Wonderful, wonderful Copenhagen

And who could argue with the words of this song, made famous by Danny Kaye in 1952, in his film tribute to Hans Christian Andersen?

Copenhagen, Denmark's capital City, sits on the coastal islands of Zealand and Amager. The City is linked, by road and rail, to Malmö in southern Sweden by the Öresund Bridge –



The stunning Öresund Bridge (Credit: Copenhagen Media Centre/Martin Heiberg)

which featured heavily in the recent and extremely popular Scandinavian TV series, 'The Bridge'.

Since the turn of the 21st century, Copenhagen's economy has seen rapid developments in the service sector, particularly in the areas of IT, pharmaceuticals and 'clean' technology.

With a number of bridges connecting the various districts, the cityscape is characterised by parks, promenades and waterfronts.

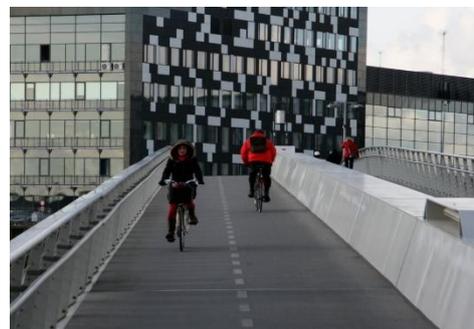


The Royal Life Guard

Copenhagen's landmarks such as Tivoli Gardens, The Little Mermaid statue, the Amalienborg and Christiansborg Palaces, Rosenborg Castle Gardens, Frederik's Church, and many museums, restaurants and nightclubs are significant tourist attractions.

Copenhagen is now a vibrant, modern city with plenty to offer visitors:

- The City is a must-visit destination for 'foodies', attracted by the new Nordic food movement that has influenced and created a flourishing restaurant scene in the city. New Nordic Cuisine hit international headlines when Noma was nominated the World's Best Restaurant in 2010, 2011, 2012 and 2014.
- Cycling is Copenhageners' preferred way to get to work or school, and



Bicycles cross bridge (Credit: Copenhagen Media Centre/Mikael Colville-Andersen)

sustainability and renewable energy influence several aspects of life in the metropolitan area. Wind turbines near downtown Copenhagen deliver clean energy to businesses and homes, and if tempted, you can take a dip directly in the clean waters of Copenhagen Harbour – under the watchful eyes of professional lifeguards.

- Copenhagen is an attractive cruise ship destination and turnaround point in the Baltic Region, and was expected to attract 850,000 cruise visitors by the end of 2017.



Cruise ship at the Port of Copenhagen (Credit: Copenhagen Media Center)

- With the busiest airport in Scandinavia serving close to 80,000 passengers a day and more than 29 million passengers in 2016, Copenhagen is an international hub with more than 160 direct flights to long- and short-haul destinations. The airport is situated close to the city centre – only a short, inexpensive ride away by train or metro.
- At 1.2 million inhabitants, Copenhagen is the largest city in a metropolitan area that stretches as far as southwestern Sweden. Home to 3.9 million people, Greater Copenhagen is also referred to as the Øresund Region, taking its name from the narrow stretch of water that separates Denmark from Sweden.

Enjoying Copenhagen

This year's Conference in Copenhagen will have the fairytales of Hans Christian Andersen as a recurring theme.



Statue of H C Andersen (Credit: Copenhagen Media Centre/Wonderful Copenhagen)

H C Andersen was a Danish poet and author who is world-famous for his fairy tales. He was born in 1805 in Odense on Funen, and died in 1875 as a recognized poet, honorary citizen of Odense and friend of The Danish Royal Family. 'The Little Mermaid', 'The Ugly Duckling' and 'Clumsy Hans' are just some of the many famous stories that H C Andersen created during his adventurous life.

Monday, September 17: Opening Reception

The Danish Gambling Authority has planned a lovely evening to welcome all attendees to Copenhagen for the official start of the week's activities. This will feature the old – and very special – tradition of serving 'Town Hall pancakes'.

Copenhagen City Hall is the headquarters of the municipal council as well as the Lord Mayor of the Copenhagen Municipality, Denmark.

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The magnificent Copenhagen Town Hall

The Town Hall is within walking distance of the conference hotel and situated on The City Hall Square in central Copenhagen. Built in the years 1892-1905, the Town Hall is one of the tallest buildings in Copenhagen at 105m.

Tuesday, September 18: Afternoon Cruise

We have planned an afternoon canal cruise for IAGR attendees to see the city of Copenhagen from a different perspective.



Canal tours in Copenhagen (Photo credit: Copenhagen Media Centre/Cees van Roeden)

Wednesday, September 19: Gala Dinner

The Host Jurisdiction has created a wonderful Gala Dinner experience for the 2018 Copenhagen Conference Delegates at the H C Andersen Castle at the Tivoli Gardens.



The H C Andersen Castle

On August 15, 1843 the Tivoli Garden gates were opened for the first time and, among the guests, was Hans Christian Andersen, who was inspired to write the fairy tale *the Nightingale*.

In 1955 the original Disneyland opened in California. Walt Disney paid several visits to Tivoli, where he was fascinated by the mood and atmosphere. Disney was keen to copy the Tivoli ambience, so that he could incorporate it into his own amusement park.

Tivoli covers approximately 83000 square meters. The Alley opened in 1952 and is styled like a fantasy Danish market town, full of details and well suited to the mood of the small street, with the shops on one side cut into the side of the roller coaster mountain.



The fairy tale Tivoli Gardens

Tivoli was a pure summer pleasure until 1994, when Christmas in Tivoli opened for the first time. Since 1997, the entire gardens are in use during the Christmas season. Parlour games have been part of the Tivoli experience since 1843 with raffles and wheel of fortune booths at most market fairs.



Main entrance of Tivoli (Credit: Copenhagen Media Centre/Cees van Roeden)

Some of Denmark's first slot machines were introduced in Tivoli in the 1920s. Tivoli obtained a national licence for online gambling in 2012 and an international licence followed in 2014.

From the very beginning pantomimes were an integral part of Tivoli's programme. The current theatre was erected in 1874 and is the oldest, original building in the gardens. In 1890, the current main entrance with the familiar facade structure was inaugurated.

Tivoli already possessed a roller coaster in 1843: a seven-second thrill that caused both enthusiasm and indignation. In 1914 the original roller coaster opened - now called the Roller Coaster. The course is one of the world's oldest, wooden roller coasters, still in operation, and one of just seven attractions in the world, operated by a brake man on each train.



Amusements in Tivoli (Credit: Copenhagen Media Centre/Thomas Hoyrup Christensen)

Surely you don't want to miss any of these delights?!

Registration



Registration for the IAGR 2018 Copenhagen Conference at the Hotel Scandic Copenhagen is still open. Please use the link below:

www.iagr.org/conference/registration

which will take you to the convenient online registration form to register your delegation. All registration fees are processed in US dollars.

Copenhagen 2018 Conference Registration Rates *Early Bird rates end 17 August 2018*

Status	Early bird	Regular rate
IAGR member	USD \$850	USD \$950
IMGL member	USD \$1,150	USD \$1,250
Non-member	USD \$1,350	USD \$1,450
Spouse/life partner	USD \$300	USD \$300

The **Conference fee** includes:

- Two and a half conference days: Monday (half day), Tuesday (full day) and Wednesday (full day)
- Three lunches: Tuesday-Thursday
- Welcome Reception: Monday evening
- Canal tour: Tuesday afternoon
- Gala Dinner: Wednesday evening
- GLI Regulators Seminar: Thursday am
- IMGL Masterclass®: Thursday pm

Spouse/Life partner fee includes IAGR Welcome Reception, IAGR Gala Dinner and Canal Cruise.

Plans are in hand for spouse/partner tours on Tuesday and Wednesday while delegates are in session. Information regarding sign-ups for these two tours will be sent to those delegates who have purchased Spouse/Life partner registrations. The Danish Gambling Authority has kindly agreed to underwrite these excursions.

The first tour is the trip to Ny Carlsberg Glyptotek from 13.00 to 15.00 hours on Tuesday. The Ny Carlsberg Glyptotek is an art museum in Copenhagen, Denmark. The collection is built around the personal collection of Carl Jacobsen, the son of the founder of the Carlsberg Breweries.

The second tour is the trip to Amalienborg Palace from 11.00 to 12.30 on Wednesday. This trip has been scheduled during the Guard mounting, where the sentries are relieved by a new batch of sentries. This is a formal and very precisely choreographed ceremony.

Cancellation, substitution and refund policy

For any cancellations up to August 31 2018, a USD \$100 cancellation fee will be deducted. Please note that there will be NO refunds for

cancellations made after August 31 2018. Cancellations must be made in writing to IAGR Secretariat Mariah Echele at iagr@iagr.org.

Substitutions are welcome for paid registrants, subject to registration fee adjustments based on confirmation of their status as an IAGR member or non-member.

Advance notice of substitutions is required by August 31 2018 and must also be made in writing to IAGR Secretariat Mariah Echele at iagr@iagr.org.

Payment methods

IAGR will accept registration payments via credit card (VS, MC, AMEX), bank wire or US dollar check.

Conference dress code

Welcome Reception and Conference: for men: business dress; for women: dresses, blouses and skirts or pant suits.

Gala Dinner: for men and women: regular business dress; women may choose to wear more formal dresses or gowns.

Canal Cruise: for men and women: casual and comfortable.

Visa information

General information regarding Danish Visa Entry requirements may be found on the following website: um.dk/en/travel-and-residence/short-stay-visas

Delegates are encouraged to discuss the applicable requirements, documentation and estimated length of time involved in the approval process with their personal travel agents, their nearest Danish consulates or their country's Immigration, Border Control, State Department or other similar agencies.

Getting from the Airport

Transport

We advise that you take the train, since this is the fastest, and cheapest method and does not require you to change.



Copenhagen Airport (Photo Credit: Copenhagen Media Centre/Morten Bjarnhof)

Train

Take any train towards Copenhagen from platform 1, to Copenhagen Central Station (Københavns Hovedbanegård). The trains to Copenhagen leave the station every ten minutes. Walk about 600 m or 0.4 mi north west of the station to Scandic Hotel.

Tickets are available for purchase at the DSB ticket office in Terminal 3 or in the recognizable red ticket machines.

The price for a ticket to Copenhagen Central station is 36 kr (about 5,6 USD). The machines take credit cards and coins, but please notice that they do not accept paper currency.

The journey length is approximately 25 minutes.

Metro

Take any metro to Nørreport st and change to an S-train to Vesterport st. Choose between line A, B, C and E. The lines run every 20 minutes. Walk about 300 m or about 0.2 mi west to Scandic Hotel.

Tickets are available for purchase in DSB's ticket office in Terminal 3 or in the recognizable red ticket machines.

The price for a ticket to Copenhagen Central station is 36 kr (about 5.6 usd). The machines take credit cards and coins, but please notice that they do not accept paper currency.

The journey length is approximately 30 minutes.

Taxi

A taxi pick-up zone is located directly outside of Terminal 3, and here you can take a taxi to Scandic Hotel.

The price is around 270 kr (about 42 USD) and includes a tip. You may pay with both credit card and cash in almost every taxi.

The journey length is approximately 25 minutes depending on traffic.

Your speakers and panellists

At the time of publication, your speakers and panellists are confirmed below. Please visit the Speakers' webpage on our website (<https:iagr.org/conference/speakers>) to view updates as the program is finalized.

Ranjana Adhikari	Senior Associate, Nishith Desai Associates
Willy Allison	Founder/MD, World Game Protection Conference, US
Silje Saegrov Amble	Senior Advisor, The Norwegian Gaming and Foundation Authority
Khalid Ezat Azam	Adviser, The Norwegian Media Authority
Gayle Cameron	Commissioner, Massachusetts Gaming Commission, USA
Prof Paul Delfabbro	School of Psychology, University of Adelaide, Australia
Trude Felde	Senior Advisor, The Norwegian Gaming Foundation Authority and IAGR Vice-President
Barry Felstead	CEO, Australian Resorts, Crown Resorts Ltd
Dale Fuga	COO, Liquor & Gaming Authority of Manitoba, Canada and IAGR President
Andrew Gellatly	Head of Research, GamblingCompliance
James Green	Programme Director – Data & Risk, UK Gambling Commission
Ben Haden	Programme Director – Insight, UK Gambling Commission
Julian Harris	Senior Partner, Harris Hagan, UK
Anne Mette Hjelle	Head of Communications, The Norwegian Gaming Foundation Authority
Dr Jörg Hofmann	Senior Partner, MELCHERS Law Firm
Susanne Mørch Koch	CEO, Danske Spil A/S
Jakob Kristensen	Global Chief Operations Officer, SportPesa
Edward Lalumbe	Chief Operating Officer, Gauteng Gambling Board
Adrian McKenna	Executive Director, Office for Police, NSW, Australia
Steven Münchenberg	Director, Futureeye, Australia
Paul Newson	Deputy Newson, Deputy Secretary, Liquor, Gaming and Racing, New South Wales, Australia
Pieter Remmers	CEO, Assissa Consultancy Europe
Morten Ronde	Director of Education and Association Development, IMGL
Birgitte Sand	Director, Danish Gambling Authority, and IAGR Trustee and Patron
David Snowden	CEO, ACT Gambling and Racing Commission, Australia
Tan Teck Wang	General Counsel, Casino Regulatory Authority of Singapore
Christina Thakor-Rankin	Principal Consultant, 1710 Gaming Ltd, UK
Henrietta Thomas	General Counsel, Regulatory Strategy and Financial Crime, Tabcorp, Australia

Let us make great regulation – together: Your program

Day one Monday, September 17

0800-1800	Registration – Information desk open
0900-12 noon	IAGR Board of Trustees Meeting

IAGR 2018 Conference Program begins

1300-1315	Opening of the IAGR 2018 Copenhagen Conference: Welcome and introduction IAGR President Dale Fuga, Chief Operating Officer, Liquor and Gaming Authority of Manitoba, Canada Host jurisdiction welcome: Birgitte Sand, Director, Danish Gambling Authority
Theme 1	Regulation - our core business
1315-1345	Keynote address: title and speaker to be confirmed
1345-1415	IAGR statistics Speakers: Trude Felde, Senior Advisor, The Norwegian Gambling and Foundation Authority, James Green, Programme Director – Data & Risk, UK Gambling Commission, and Birgitte Sand, Director, Danish Gambling Authority
1415-1430	Networking and refreshment break
1430-1515	Sanctions Moderator: Andrew Gellatly, Head of Research, GamblingCompliance Speakers: Christina Thakor-Rankin, Principal, 1710 Limited, Henrietta Thomas, General Counsel, Regulatory Strategy and Financial Crime, Tabcorp and Tan Tek Wang, General Counsel, Casino Regulatory Authority of Singapore
1545-1630	Payment blocking - success or failure? Speaker: Silje Saegrov Amble, The Norwegian Gaming and Foundation Authority

1700	Delegates gather for departure to Opening Reception (a brief walk)
1730-1930	Opening Reception: Copenhagen Town Hall The IAGR 2018 Conference delegates will be welcomed at a Reception held at the Copenhagen Town Hall. Welcome Remarks by IAGR President Dale Fuga, Chief Operating Officer, Liquor and Gaming Authority of Manitoba, Canada and Host Jurisdiction Birgitte Sand, Director, Danish Gambling Authority

Day two Tuesday, September 18

0730-1500	Registration – Information desk open
0815-0830	Opening remarks and announcements
Theme 2	Regulatory changes - never a dull moment
0830 -0915	Keynote address: The dark side of the moon - the magic of self-regulation Moderator: Birgitte Sand, Director, Danish Gambling Authority Speaker: Ranjana Adhikari, Senior Associate, Nishith Desai Associates
0915-1000	Regulatory dilemmas Moderator: Julian Harris, Senior Partner, Harris Hagan Speaker: Gayle Cameron, Commissioner, Massachusetts Gaming Commission, USA, Ben Haden, Programme Director – Insight, UK Gambling Commission and Tan Teck Wang, General Counsel, Casino Regulatory Authority of Singapore
1000-1020	Networking and refreshment break
1020-1105	Sports betting in Africa Speaker: Edward, Lalumbe, Chief Operating Officer, Gauteng Gambling Board, South Africa
1105-11.45	AML Speaker: to be confirmed
1145-1200	Group photo
1200-1300	Luncheon
1300-1345	New forms of gambling - loot boxes and skins Moderator: Anne Mette Hjelle, The Norwegian Gaming and Foundation Authority Speaker: Khalid Ezat Azam, Advisor, Norwegian Media Authority, Ben Haden, Programme Director – Insight, UK Gambling Commission, and Pieter Remmers, CEO, Assissa Consultancy Europe
1345-1430	Gambling-related harm: merits and challenges around defining and measuring harm Moderator: Paul Newson, Deputy Secretary, Liquor, Gaming and Racing, New South Wales, Australia Speakers: Professor Paul Delfabbro, School of Psychology, University of Adelaide, Australia, and David Snowden, Chief Executive Officer, ACT Gaming & Racing Commission, Australia
1430-1445	Networking and refreshment break
1445-1535	Crisis and emergency management - Law enforcement oversight and crisis and emergency management in casinos Moderator: Paul Newson, Deputy Secretary, Liquor, Gaming and Racing, NSW, Australia Speakers: Willy Allison, Founder and MD, World Game Protection Conference, US, Barry Felstead, Chief Executive Officer, Crown Resorts and Adrian McKenna, Executive Director, NSW Office for Police (Australia)
1535-1800	Social networking function: Afternoon canal cruise
	Evening on your own

Day three Wednesday September 19

0730-1500	Registration – Information desk open
0815-0830	Opening remarks and announcements
Theme 3	Stakeholders
0830-0915	Keynote: What's at stake? The beauty of balance Moderator: Dr Jörg Hofmann, Senior Partner, MELCHERS Law Firm Speaker: Susanne Mørch Koch, CEO, Danske Spil A/S and Jakob Kristensen, Global Chief Operations Officer, SportPesa
0915-1000	Know your stakeholders – stepping into the world of e-sports Speaker: to be confirmed
1000-1015	Networking and refreshment break
1015-1105	Sustainable gaming environment and effective regulation through social license and risk communication strategies Moderator: Paul Newson, Deputy Secretary, Liquor, Gaming and Racing, NSW, Australia Speaker: Steven Münchenberg, Director, Futureye
1105-1135	Bonuses - debate with industry Moderator: Morton Ronde, Director of Education and Association Development, IMGL Speaker: Pieter Remmers, CEO, Assissa Consultancy Europe
1135-1205	New Sportsbetting Opportunities in North America Speaker: to be confirmed
1205-1300	Luncheon
Theme 4	All about us - IAGR Members only sessions
1330-1415	IAGR Annual Members Business Meeting (IAGR Members only)
1415-1430	Networking and refreshment break
1430-1530	Open Microphone - members share ideas and experiences (IAGR Members only)
1730	Delegates gather for departure to Gala Dinner
1830-2200	IAGR Gala Dinner: H C Andersen Castle at Tivoli Gardens
220	Delegates return to hotel.

Day 4 Thursday September 20

Gaming Laboratories International (GLI) Regulators Seminar

Thursday morning sessions are organized by GLI. IAGR Delegates may attend this half-day of content - at no additional cost - as part of their general conference registration.

0800-1600	Registration – Information desk open
0900-0915	GLI Regulators Seminar: Welcome and opening remarks
0915-0945	GLI Session 1
0945-1030	GLI Session 2
1030-1045	Networking and refreshment break
1045-1115	GLI Session 3
1115-1145	GLI Session 4
1145-1200	Final Questions
1200-1300	Luncheon

Thursday afternoon sessions will consist of content as part of the IMGL Masterclass series. IAGR Delegates may attend this half-day - at no additional cost - as part of their general conference registration.

1300-1315	IMGL Masterclass: Opening Remarks
1315-1430	IMGL Masterclass Session 1
1430-1500	Networking and refreshment break
1500-1630	IMGL Masterclass Session 2
1630-1700	IMGL Masterclass: Final questions

Conclusion of IAGR 2018 Copenhagen Conference week

Check our website <https://iagr.org/conference/conference-2018-program> for further updates.

Using Slido at the Conference

Many of you will be familiar with Slido – we used it at our Annual Conference in Johannesburg last year. And we will be using it again this year. Slido allows users to submit questions to a speaker or panellist, and enables the audience to vote on the most popular questions so that the speaker or panellists can prioritise their questions. At the beginning of the Conference, you will be asked to log in so that you can take part. We will also be using Slido to conduct live polls on the event itself to capture valuable event data.

It's good fun as well as well as being a useful interactive tool. So don't forget – smart phones to the ready!

Open Mic

After last year's successful debut in Johannesburg, the 'Open Microphone' session will return to the Copenhagen 2018 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. 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.

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 the Conference Co-Chairs by **September 1**. Email Trude Felde at tfe@lotteritilsynet.no or Birgitte Sand at bs@spillemyndigheden.dk or bs@spillemyndigheden.dk. Birgitte and Trude need to know in advance who wants to 'share and tell'.

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

Any questions?

If you have any questions about the Conference, Email **Mariah Echele** at: secretariat@iagr.org who will be happy to help.