

A hand holding a smartphone against a background of colorful bokeh lights. The hand is in the lower half of the frame, holding a dark smartphone. The background is a dark night scene with out-of-focus lights in shades of blue, yellow, and red. A semi-transparent dark horizontal band is positioned across the middle of the image, containing the text.

RESPONSIBLE GAMING

BDO MALTA



OVERVIEW

RESPONSIBLE GAMING

The concept of responsible gaming has been legally enforced in Malta and across the EU Member States. A gaming operator should ensure that the necessary measures are taken to minimize any potential harm on society and vulnerable groups, in particular, by developing and enforcing a holistic responsible gaming program.

A responsible gaming program should, as a minimum:

- ▶ Reflect the senior management's commitment to responsible gaming;
- ▶ Foster a culture of social responsibility, making it an integral part of the daily operations of the operator;
- ▶ Ensure the interest of the players and vulnerable groups are protected;
- ▶ Develop a better understanding of the social impact of gaming;
- ▶ Offer players a set of easily accessible tools and resources to maintain control of their gaming activities (e.g. self-exclusion, loss, time, wager and deposit limits); and
- ▶ Promote a positive reputation that reflects the integrity of the gaming operator.



GAMING OPERATORS' REQUIREMENTS

Identifying and dealing with individuals at risk of problem gambling requires specialized training. An operator should therefore ensure that it has a dedicated and robust team, in line with its scale and size, to communicate with such players in a proper and timely manner. When players at risk of problem gambling are identified, or possibly communicate their gambling problem to the employees of the operator, measures should be taken to:

- ▶ Refer the player to organizations for aid;
- ▶ Clarify whether the player wishes to self-exclude himself, definitely or indefinitely, from the platform, and
- ▶ Decide, on a case-by-case basis, whether the matter entails the imposition of exclusion or limits

HOW CAN BDO HELP?

Assessing whether you're in line with the applicable regulations requires expert guidance and independence of judgment. Engaging a reputable third party to assist will facilitate the process and provide assurance to senior management and stakeholders that the operator has the necessary resources in place.

BDO Malta may also assist gaming operators by:

- ▶ Providing comprehensive training and an awareness program covering the operators' obligations and responsibilities with respect to responsible gaming and player protection;
- ▶ Rectifying any identified deficiencies and implementing sound controls.



RESPONSIBLE GAMING HEALTH CHECK

BDO Malta is equipped to assist gaming operators enhance their responsible gaming framework by conducting an independent Health Check on the operator's responsible gaming program and resources in place. During the course of this assessment, BDO shall outline any findings that require remediation, and put forward recommendations on how any identified gaps can be addressed.

1 IDENTIFICATION

Interviews with senior management

- ▶ Review of current responsible gaming program in place

2 ASSESSMENT

Assessment of compliance legislative requirements

- ▶ Testing of technological arrangements

3 REMEDIATION

Helping you achieve your goals

- ▶ Development of remediation plan
- ▶ Design of responsible gaming program
- ▶ Awareness and training

4 COMMUNICATION

Preparation of report

- ▶ Explanation of identified gaps or deficiencies using
- ▶ RAG assessment criteria
- ▶ Recommendations to address gaps (if any)

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