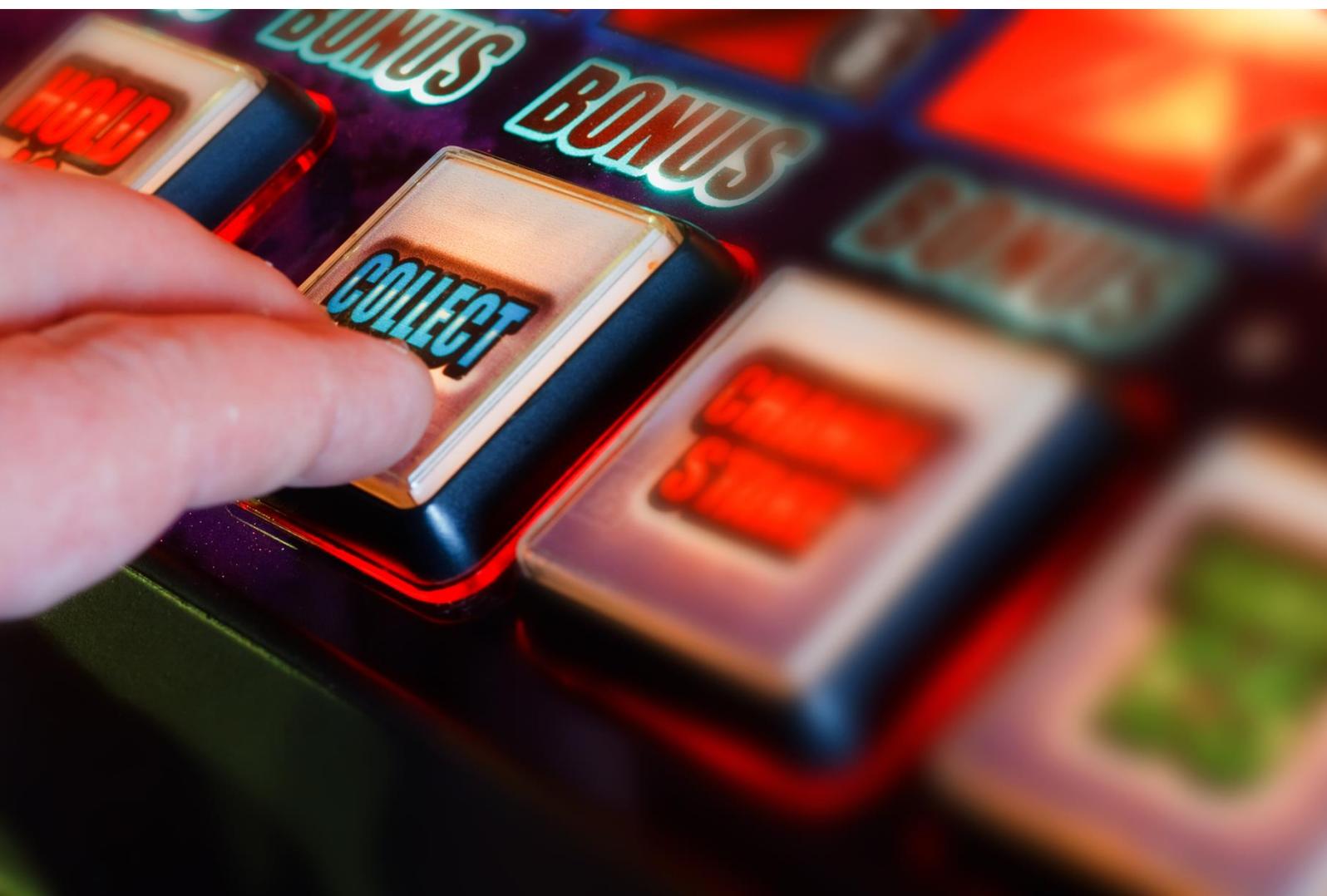


Social Responsibility Charter for Gaming Machines in Pubs

**Joint Gaming & Copyright Group –
UKHospitality and British Beer & Pub
Association.**



Key principles

1. **To collaborate across the pub sector and with other industry stakeholders** to address under-age and problem gambling where it occurs within pubs.
2. **To ensure pub staff understand and meet their legal responsibilities** and have support in tackling under-age gambling if it occurs in pubs. Under the Gambling Act 2005 it is illegal to allow those under the age of 18 to play Category C 'AWP' machines even if they are accompanied by an adult.
3. **To co-operate with regulatory and enforcement bodies**, such as Licensing Authorities and the Police, as relevant to the issue of gambling in pubs.
4. **To engage and work with the Gambling Commission**, e.g. in developing initiatives, strategies and policies, sharing information, assisting in research.
5. **To support the work undertaken by GambleAware**, particularly to better understand the specific issues that arise from gambling in pubs and how to address them.

Code of Practice for Pubs

1. Ensure all staff are aware that it is illegal for anyone under the age of 18 to play a gaming machine (Category C), even if accompanied by an adult, or undertake any other form of gambling in the pub.
2. Ensure that where a Challenge 21 / Challenge 25 policy is adopted for the sale of alcohol, the same policy and approach is applied for challenging players of gaming machines. If neither policy is in use, all players believed to be under 18 must be challenged and asked to provide suitable ID.
3. Ensure regular training for all staff on the issue of under-age gambling and how this should be tackled in the pub.
4. Ensure that all gaming machines have relevant Licensing Authority approval. If no more than two machines are in the pub, ensure that the Licensing Authority has been advised of the intention to benefit from the automatic entitlement; if more than two machines, ensure that a licensed premises gaming machine permit is held.
5. Ensure that specific guidance is given to staff regarding siting of gaming machines and also preventing under-age play of machines. For example, machines must be located in a place within the premises so that their use can be supervised by staff directly or by other means (e.g. CCTV), and must be located away from ATMs.
6. Ensure that adequate arrangements are in place for the supervision of gaming machines.
7. Ensure that appropriate and clear messaging (aimed at under-age players and problem gamblers) is used in the pub – namely either on or near any gaming machines. This can include messaging as part of the gaming machine itself, or other physical messaging (e.g. posters).
8. Maintain a refusals log to record instances of prevention of under-age gambling after successful challenge by staff.
9. Ensure that all gaming machines are sourced and maintained by a Gambling Commission licensed supplier.
10. Always offer to return any stake that has been placed by an under-age player that has been successfully challenged and refused, but withhold any winnings that have not been withdrawn from the machine.
11. Ensure compliance with relevant codes and practices such as the Gambling Commission's Code of Practice for Gaming Machines in Clubs and Premises with an Alcohol Licence.

Code of Practice for Pub Businesses

1. Monitor and review annually the effectiveness of the Charter and industry best practice initiatives through UKHospitality and BBPA's joint Gaming Group, in conjunction with other industry stakeholders.
2. Ensure that where a Challenge 21 / Challenge 25 policy is adopted for the sale of alcohol, the same policy and approach is applied for challenging players of gaming machines.
3. Ensure regular training for all staff on the issue of under-age gambling and how this should be tackled in the pub.
4. Ensure that specific guidance is given to pub staff regarding siting of gaming machines and also preventing under-age play of machines. For example, machines must be located in a place within the premises so that their use can be supervised by staff directly or by other means (e.g. CCTV), and must be located away from ATMs.
5. Ensure that clear information is provided to customers to assist them in making informed decisions. This could include providing staff with necessary messaging materials aimed at under-age players and problem gamblers.
6. Undertake (or commission) regular age-verification testing across all of the estate, using an industry-accepted protocol.
7. Implement and maintain a written procedure for complaint and dispute handling, regarding the use of gaming machines in pubs.
8. Implement and maintain an internal disciplinary process for managed pubs and specific staff that consistently fail age-verification testing. Similarly, tenanted pubs will also be encouraged to have a disciplinary process for their staff.
9. Ensure compliance with relevant codes and practices such as the Gambling Commission's Code of Practice for Gaming Machines in Clubs and Premises with an Alcohol Licence.
10. Continue working with machine manufacturers and providers, to incorporate appropriate messaging for players, and help to prevent both under-age gambling and problem gambling.
11. Make an annual cash contribution to a gambling charity, such as GambleAware or other gambling charities approved by the Gambling Commission.

References:

[Gambling Commission: Code of practice for gaming machines in clubs and premises with an alcohol licence \(Aug 2014\)](#)