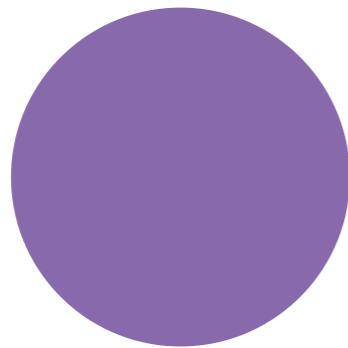


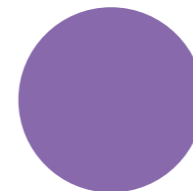
## **RESPONSIBLE GAMBLING:**

---

a Statement of  
Principles  
and a Showcase of  
Best Practice  
from the European  
Gaming  
and Amusement  
Industry



1



# Contents

<b>EUROMAT Statement on Responsible Gambling</b>	p 2
<b>Introduction</b>	p 3
<b>Defining Responsible Gambling - Understanding the terminology</b>	p 4
<b>The Who &amp; How of CSR in Gambling</b>	p 6
<b>Who?</b>	p 7
<b>How?</b>	p 8
1. research the facts	
2. effective education and communication	
3. regulation	
4. treatment and medical assistance	
<b>Conclusion: Call for action</b>	p 14
<b>COUNTRY REPORTS</b>	p 17
<b>EUROMAT</b>	
<b>Who we are &amp; What we do</b>	p 37
<b>EUROMAT Members</b>	p 40

# EUROMAT Statement on Responsible Gambling

Adopted in Maastricht,  
25 October 2007

The European Gaming and Amusement Industry, represented by EUROMAT, provides citizens with a service that society demands: regulated entertainment and gaming in public places with the appropriate controls.

It is our aim that all those involved in the provision of these services do so in the best possible way, respecting the legitimate interests of all parties involved - citizens, site owners, operators, administrations - while contributing to the prevention of any damaging consequences of our activity for more vulnerable individuals.

We wish and need to co-operate with those involved in the regulation of our sector to make «Amusement With Prizes» what it is meant to be: a safe, reasonably priced and properly regulated entertainment experience.

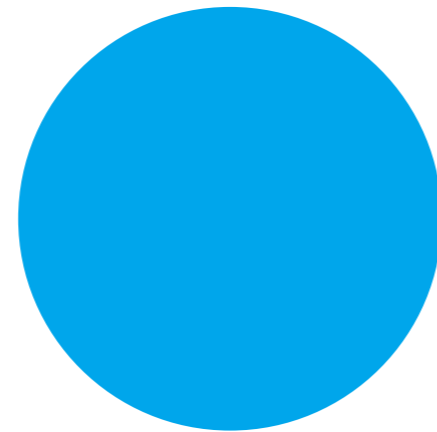
A person exercising a rational and sensible choice and acting upon that choice based on his/her individual circumstances and awareness of the intention of the entertainment experience and its limitations is what we understand to be a «Responsible Gambler».

With all the above in mind, EUROMAT urges its Member Associations, and through them, the entire gambling Sector, to co-operate with national authorities, public and private institutions, user groups and organisations concerned with responsible gambling, in the development of prevention programmes to avoid the risks associated with the abuse or misuse of gaming devices and facilities.

EUROMAT understands the diversity of regulations and control practices existing in Europe, but considers that such diversity should not be an obstacle for a clear, honest and continued effort to promote responsible gambling within each jurisdiction.

To that end, EUROMAT encourages its Member Associations to promote or co-operate in specific programmes which make it possible for players to identify gambling operations that are run in agreement with the principles and practices of responsible gambling.

Responsible Gambling is the commitment to promoting responsible behaviour amongst our customers, industry and employees.



# 3

## Introduction

EUROMAT, the European Gaming and Amusement Federation, represents the gaming and amusement machine industry before the European Union. EUROMAT members manufacture, distribute and operate gaming and amusement machines outside casinos. Gaming and amusement machines are designed to provide customers with an enjoyable leisure and entertainment experience.

Responsible Gambling is the commitment to promoting responsible behaviour amongst our customers, industry and employees. EUROMAT and its members publish this brochure to propose a **Statement of Four Principles** that should be applied to the development of corporate social responsibility and to highlight our industry's long history of promoting responsible gambling. The four principles are research, effective education and communication, regulation and treatment of pathological gambling. Against the backdrop of the 2006 **European Parliament report on corporate social responsibility**<sup>1</sup> which rejects a one-size-fits-all approach, EUROMAT has adopted a **Statement on Responsible Gambling** which reflects the individual imperatives of each EU Member State and which has become the cornerstone of our activities in the promotion of responsible gambling.

This brochure is also designed to serve as a resource that showcases best practice and in particular highlights industry initiatives to understand and proactively encourage corporate social responsibility in gambling. It concludes with a **Call for Action** urging all stakeholders to engage in the debate on how to effectively promote responsible gambling across the wider gambling industry.

Compulsive gambling, underage gambling and protection of the vulnerable, including children, are serious issues. All legal gambling actors should share responsibility and demonstrate positive and constructive action in addressing them. While a degree of accountability does fall upon the industry, governments who enjoy substantial revenue from gambling activities every year cannot demur if called upon to play their part.

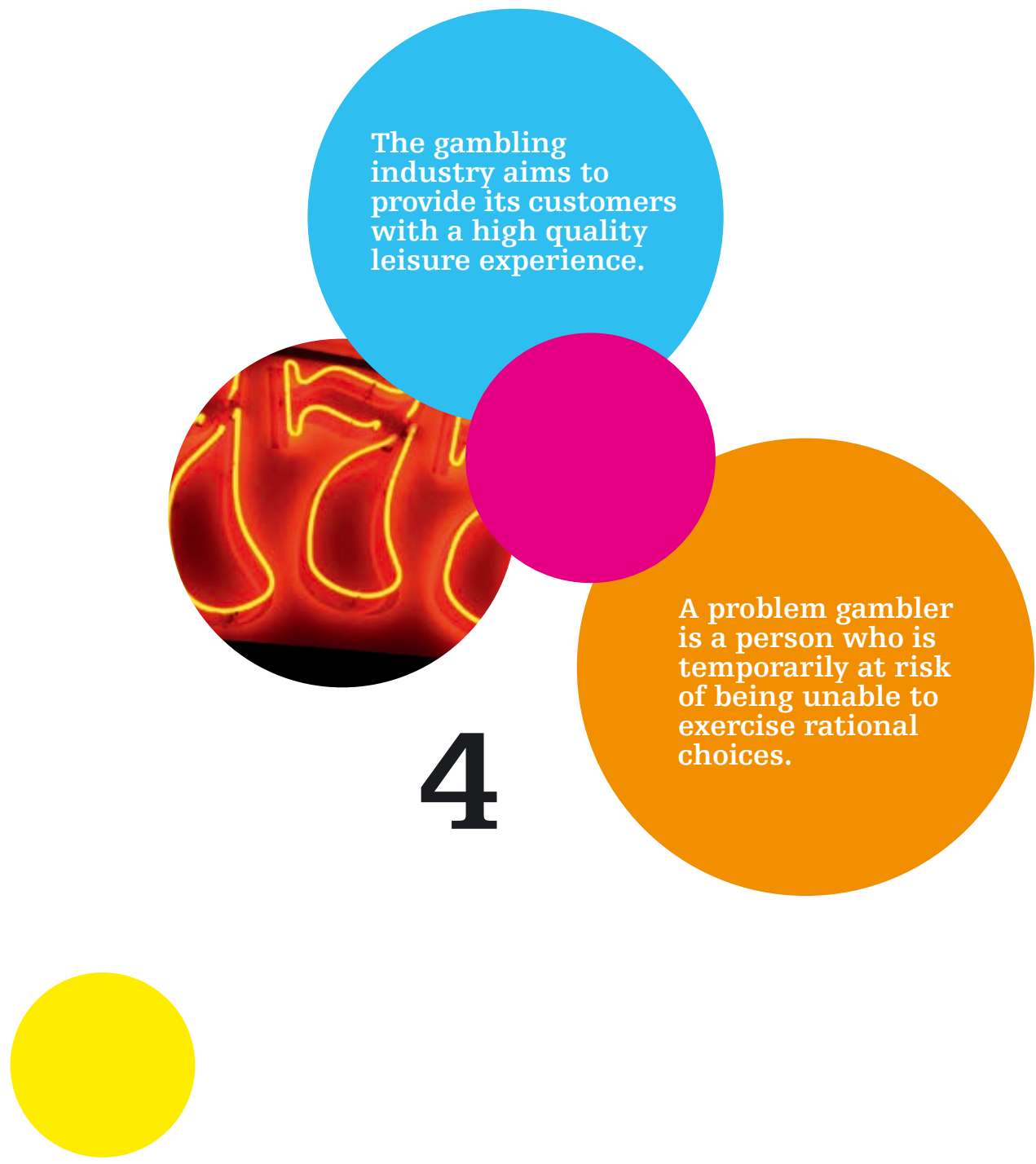
Mutual recognition of the often unacknowledged political, fiscal, commercial and moral agendas of stakeholders is a prerequisite to understanding the conflicting calls for more or less opportunity to play, regulation, taxation, and research, education and treatment. This healthy tension between players, regulators, the gaming industry, social welfare and civil liberty groups, academics, and treatment agencies is reflected in the variety and apparent inconsistency of corporate social responsibility policies in gambling across Europe.

EUROMAT continues to be one of the chief advocates of responsible gambling and it is our hope that this publication will promote greater focus at EU and EU Member State level to facilitate a real commitment to responsible gambling by all stakeholders.



<sup>1</sup> Article 9, European Parliament report on corporate social responsibility: a new partnership, (2006/2133(INT))

# Defining Responsible Gambling - Understanding the terminology



The gambling industry aims to provide its customers with a high quality leisure experience.

A problem gambler is a person who is temporarily at risk of being unable to exercise rational choices.

4

Responsible gambling refers to individuals participating in gaming activities while exercising rational and sensible choices and is the antithesis of the term problem gambling. For the purposes of this brochure, the practices marked by the term 'responsible gambling' are applicable on a pan-industry basis, though examples are taken from the gaming and amusement sector.

The gambling industry aims to provide its customers with a high quality leisure experience that meets the demands of society for entertainment, fun and excitement with appropriate controls. Within this provision lies a responsibility for all stakeholders to protect customers, particularly the vulnerable, from being harmed or exploited. The gambling industry, local regulators, customers and other stakeholders share the responsibility to create and adopt effective corporate social responsibility programmes directed at customers, employees and local communities.

While the overwhelming majority of our customers play responsibly, it is a fact that a very small minority are unable to do so. These customers are commonly referred to as problem and pathological gamblers, depending on their behaviour.

## **Problem gambling**

A problem gambler is a person who is temporarily at risk of being unable to exercise rational choices, unaware of the purpose of the entertainment experience, its limitations and the potential risk of developing a pathological gambling disorder.

## **Pathological gambling**

According to internationally recognised diagnostic criteria<sup>2</sup>, a pathological gambler is a person who suffers from a psychiatric disorder which manifests compulsive behaviour over a number of activities, including gambling.

<sup>2</sup> ICD-10 (Dilling, Mombour, Schmidt & Schulte-Markwort, 2005) and DSM-IV (APA, 2000)

# The Who & How of CSR in Gambling

Industry, government, and stakeholders must work together to ensure that social responsibility serves customers, communities, and employees.

Industry in Europe has for decades adopted preventative measures which often have been subsequently enshrined in legislation.

Corporate social responsibility programmes have become a systemic feature of every gambling operator's business.

6



## WHO?

**The targets for social responsibility - customers, communities, and employees**

Industry, government, and stakeholders must work together to ensure that social responsibility serves customers, communities, and employees. Specific requirements of corporate social responsibility are determined by a rigorous analysis of individual country requirements built around stakeholders' consensus of risks and priorities. Whilst they will change overtime and between jurisdictions, the test should be whether there is evidence of real regulatory risk and whether the measure is targeted, demonstrably effective, proportionate, and that those making decisions to regulate must be held accountable based upon objective criteria and evidence.

### Customers

International studies show that the vast majority of the adult population enjoy playing games of chance and find it exciting. For them, gambling falls within the framework of their leisure activities<sup>3</sup>. Corporate social responsibility must target all customers with particular emphasis on requirements to protect those who are vulnerable. Consumer protection lies at the heart of all efforts to ensure that gambling is made available in a socially responsible manner. The industry is in the business of entertaining its players and not capitalising on those few who exhibit compulsive or vulnerable behaviours. We make players aware of the consequences of problem gambling, promote the availability of resources to those who need assistance, and deter those who are problem gamblers from playing at our venues.

To be able to provide support for customers who experience difficulties, the gaming and amusement industry in Europe has for decades, proactively, and initially on a voluntary basis, pursued a rigorous analysis of the issue and adopted preventative measures which often have been subsequently enshrined in legislation. There are many examples of such measures which will be described in the following chapters.

### Communities

In partnership with governments, public health bodies, academics, social welfare groups and law enforcement agencies, we seek to lead in the understanding of responsible gambling, the promotion of "evidence based" regulation, and effective corporate social responsibility in the context of local communities. We also work with governments to enforce laws protecting children and other vulnerable people and to ensure that the industry plays an integral part of the fabric of its local community. Not only do we entertain, but we also provide, among others, direct and indirect employment, skills training, local amenities and taxation revenue.

### Employees

We ensure that employees act in a socially responsible manner and interact with customers in a professional and supportive fashion. Corporate social responsibility programmes have become a systemic feature of every gambling operator's business, ensuring that employees share the goal of promoting socially responsible gambling, are trained and empowered to provide assistance to players if evidence suggests that it is required, and are not exposed to harm when employed in our environment.

<sup>3</sup> As confirmed by the British Prevalence Study 2007 and studies from the German Federal Centre for Health Education (BZgA), the Institute for Therapy Research (Munich) and the University of Bremen.



## HOW?

### FOUR KEY PRINCIPLES TO BE APPLIED TO CORPORATE SOCIAL RESPONSIBILITY IN GAMBLING

The following principles should be applied in the development and exercise of corporate social responsibility. They can be divided into four key principles and it is important to understand which of these requires an individual or united contribution from the industry, government or other stakeholders. They have been formulated with a view to ensuring that social responsibility is developed in a transparent, consistent, targeted proportionate and accountable manner. As this brochure is designed to demonstrate the role of industry in development of corporate social responsibility, the main emphasis of the study below cites industry examples. The division of responsibilities is set out below:

Credible evidence-based studies form the bedrock of sound responsible gambling.



#### 1. RESEARCH THE FACTS: researching the potential risks and addressing them in the context of Responsible Gambling

Credible evidence-based studies form the bedrock of sound responsible gambling. The government, industry and academia, supported by other stakeholders, must join together to properly assess that which triggers problem gambling and those practices which underpin responsible gambling.

The gaming and amusement industry contributes to the development of relevant studies/research on identification of potential problems and effective responsible gambling practices to tackle them. Academics, specialists in co-operation with government, have a leading role in ensuring that methodology is robust and output is capable of informing policy decisions. While in some cases research into gambling behaviour is entirely funded by the industry, it is increasingly recognised that governments benefiting from very substantial tax revenues must share the cost of such research. The natural predilection of academics and researchers to call for more research and analysis must be moderated by applying the test of real regulatory need. Governments must clarify their priorities by placing gambling within the context of social and health regulation and research programmes capable of objective demonstrable justification, rather than on unquantifiable imponderables such as «useful background» or «interesting to know».

Examples of such research abound, not least in case studies from EU Member States where evidence gathering has led directly to enhanced corporate social responsibility in gambling:

British Gambling Prevalence Survey 2007: <http://www.data-archive.ac.uk/findingdata/snDescription.asp?sn=58366&key=2007+Prevalence>

Danish Prevalence Study 2007: [http://www.sfl.dk/graphics/SFI/Pdf/Arbejdsrapport/Arbejdsrapport/09\\_2006WP.pdf](http://www.sfl.dk/graphics/SFI/Pdf/Arbejdsrapport/Arbejdsrapport/09_2006WP.pdf)

Gambling and gambling problems in Germany: results of a national survey 2008 <http://www.thieme-connect.com/ejournals/abstract/suchtherapie/doi/10.1055/s-2008-1042440>

Gambling study commissioned by the European Parliament's Internal Market and Consumer Protection (IMCO) Committee 2008: <http://www.europarl.europa.eu/activities/committees/studies/download.do?file=23191>

Norwegian Health Study 2007 (Sintef Rapport): <http://www.sintef.no/upload/Helse/SINTEF-Rapport%20Pengespill%202007.pdf>

Pathological gambling in Germany: gambling and population based risks 2007: <http://www.neuland.com/index.php?s=sen&s2=inh&s3=2007506>

Wired To More Than A Game: a study on the nature and extent of problem gambling in the Netherlands 2006: <http://english.wodc.nl/onderzoeksdatabase/bijdrage-prevalentie-en-aard-van-kansspelverslaving-in-nederland.aspx?cp=45&cs=6798>



Education is the basis for the prevention of gambling problems.

**2. EFFECTIVE EDUCATION AND COMMUNICATION:**

Education is the basis for the prevention of gambling problems. Education is a key principle of corporate social responsibility in gambling, whether characterised as the provision of information to customers that would encourage them to play more responsibly, or as training and education to personnel, who would then be able to provide better and more qualified assistance to customers.

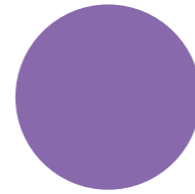
10

Education can take different forms in different countries. For example, education can be achieved by carrying out informative campaigns, such as the «Gaming for Fun with Social Responsibility» campaign in Germany. This campaign sent out clear messages related to youth protection, promotional advertising (“gaming is not the answer to anyone’s personal problems, playing is just entertainment”), and assistance (such as helpline phone numbers available on every gaming machine). A similar programme exists in the Netherlands (e.g. training programmes, information dissemination, age limitation and verification) which has led to a significant decrease in the incidence of problem gambling. A third example of effective education and communication can be seen in the Catalan industry and regulator-agreed code of good practice for responsible gambling<sup>4</sup> which has had wide reach among industry employees and customers. Indeed there are similar examples of such initiatives across the European Union.

**3. REGULATION:**

The challenge of achieving the right regulatory balance is met by the active engagement of each stakeholder group. Success is dependent on commitment to evidence-based regulation and the quality of data analysis which informs the debate. Gambling regulations demonstrate the tension between civil liberties on the one hand (i.e. allowing adults the right to exercise their free will to spend their time and money as they determine) and the government strongly limiting or even prohibiting an activity for the sake of a tiny minority of citizens who experience difficulties on the other hand. Furthermore, evidence exists that over-regulation and prohibition drives activity underground leading to an unregulated and illegal environment.

Depending on the specific requirements of any given jurisdiction, an array of mechanisms of a voluntary and mandatory nature is in place, to promote responsible gambling and prevent the development of problem and pathological gambling. In many cases, voluntary initiatives by industry, such as codes of practice, have been recognised as the model by national regulators and enshrined in mandatory requirements such as licence conditions. Some are present in all jurisdictions, like age limitations, whereas others vary from one jurisdiction to another based on relevant social and cultural variables.

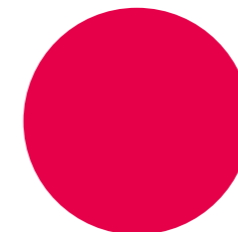


Specific requirements of corporate social responsibility in gambling are determined by a rigorous analysis of individual country requirements built around stakeholders’ consensus of risks and priorities. Whilst the requirements will change across time and jurisdictions, the governing principles should be based on whether there is evidence of real regulatory risk, whether the requirement is targeted, demonstrably effective, and proportionate, and that those making decisions to regulate must be held accountable based upon objective criteria.

A few examples of regulatory intervention are listed below, many of which spring from self-regulatory measures engendered by the gaming and amusement industry over the past decades. This is an indicative list of various regulatory measures in force in various Member States but none apply uniformly throughout the EU. The historical, cultural and social characteristics in each EU Member State should and have required tailored application of evidence-based regulatory measures.

Examples of different regulatory and self-regulatory **measures used to protect customers** in various jurisdictions include, among others, the provision of helplines, licensing of gaming machine premises to permit the siting of certain machine types, age restrictions for the protection of minors, display of information on the risks of excessive gaming and how to obtain assistance if a customer needs help, no credit provision, responsible provision of alcohol, regulation of promotions, introduction of advertising and marketing standards to protect minors and other vulnerable people, and provision of self-evaluation tools.

The importance of effective communication to allow customers to access information regarding problem gambling, has been recognised in voluntary and mandatory requirements. These include brochures, posters, and flyers in commercially operated gaming arcades highlighting the potential dangers of gambling activities for the vulnerable and signposting availability of advice and help. Information helpline numbers displayed on the screens of gaming and amusement machines installed in public places and gaming arcades provide another essential instrument as this facilitates customers seeking help and assistance. Through such help lines customers can make contact with trained counsellors and receive advice on counselling and therapy opportunities available in the area.



Examples of various regulatory and self-regulatory **technical requirements** to achieve corporate social responsibility in gambling include regulation of stake and prize, limitation on the type and number of machines by premises, licensing of operators who can offer gaming and of gaming machines, technical standards for gaming machines and machine testing, discretionary inspection of machines and authorisation for linking of games.

Examples of regulatory and self-regulatory **corporate practice** include training of staff and personnel, specifically to identify pathological gambling indicators, responsible employment practices, audit and refresher training, health and safety compliance.

11

<sup>4</sup> Catalan Responsible Gambling Code of Good Practice [http://www.euromat.org/uploads/fmanager/catalonia\\_responsible\\_gaming\\_code\\_of\\_good\\_practices.pdf](http://www.euromat.org/uploads/fmanager/catalonia_responsible_gaming_code_of_good_practices.pdf)

**4. THE TREATMENT OF  
PATHOLOGICAL GAMBLING:**

This brochure does not attempt to address matters such as treatment of different forms of play-related difficulty, such as gambling addiction, pathological gambling and debates concerning appropriate problem gambling screens. In fact, EUROMAT believes that while the industry does its best to make sure that evidence-based studies are carried out and ensures that these form the basis for an effective communication with customers in each jurisdiction, the state authorities, who are the beneficiaries of substantial tax revenue from the activity, and each national health system are responsible for the provision of required treatment to the small minority of the gambling population which develop pathological behaviour.

**The state authorities and each national health system are responsible for the provision of required treatment to the small minority who develop pathological behaviour.**

12





14

EUROMAT calls on the European Commission to establish a Responsible Gambling Forum and on all stakeholders to participate in a social responsibility awareness day to be held on a pan European basis.

## CONCLUSION: CALL FOR ACTION

EUROMAT calls for all gambling industry representatives to join the debate on how to effectively promote responsible gambling across the wider gambling industry.

EUROMAT calls upon all stakeholders to apply the four principles of corporate social responsibility.

EUROMAT calls upon other stakeholders to ensure that regulation is based upon sound research, is targeted and effective, is consistent across all gambling sectors and does not unnecessarily limit the rights of the individual or legitimate businesses.

EUROMAT calls upon all stakeholders to share their responsibilities in pursuit of effective corporate social responsibility in gambling, including the recognition that governments who benefit from tax revenues must also share burdens and accountabilities with the industry.

EUROMAT calls on the European Commission's DG Health and Consumer Protection to establish a Responsible Gambling Forum, whose membership is open to all European trade associations involved in the gambling sector, providing participants with a platform to exchange information and discuss ways for different sectors to ensure customer protection and the promotion of a healthy gambling behaviour.

EUROMAT calls on all stakeholders to participate in a social responsibility awareness day to be held on a pan European basis highlighting the need to gamble responsibly and where customers can, if necessary, obtain assistance.



15

# COUNTRY REPORTS

<b>Austria</b>	p 18
<b>Belgium</b>	p 19
<b>Bulgaria</b>	p 20
<b>Croatia</b>	p 21
<b>Denmark</b>	p 22
<b>Germany</b>	p 23
<b>Great Britain</b>	p 24
<b>Greece</b>	p 25
<b>Hungary</b>	p 26
<b>Ireland</b>	p 27
<b>Italy</b>	p 28
<b>Lithuania</b>	p 29
<b>The Netherlands</b>	p 30
<b>Poland</b>	p 31
<b>Romania</b>	p 32
<b>Serbia</b>	p 33
<b>Slovakia</b>	p 34
<b>Spain</b>	p 35
<b>Sweden</b>	p 36



# Austria

EUROMAT member association:  
**Automatenverband.at**

## A



### Definition:

A problem gambler is defined as somebody whose playing behaviour is temporarily raising the suspicion that he or she could one day maybe become one of the few persons, who develop the symptoms of a pathological gambler. Recognised diagnostic criteria are the ICD-10 of the World Health Organisation and the DSM IV-TR of the American Psychiatric Association.

### Promotion of responsible gambling:

For more than 25 years, responsible gambling has been actively promoted by the industry in Austria, not only with limited stakes and prices and minimum payouts, but also with strict age limits, restrictions on gambling locations and appropriate stickers on gambling machines with warnings and telephone numbers of different helplines. These helplines are sponsored by the operators and the industry. In one county there are also entry controls with a member's card required for arcades with AWP.

### Public/private agencies providing assistance:

There are various competing counselling and therapy centres, groups, advisors and clinics for pathological gamblers in the nine Austrian counties, a number of which also care for persons indirectly affected by pathological gambling. They are supported by the industry and operators, and some treatment centres are supported by the county governments and social services. Some of them offer online services. They are supported by the county governments and social services if the diagnostic thresholds and criteria of ICD-10 of the WHO for pathological gamblers are fulfilled. Differential diagnosis excluding pathological gambling and comorbidities must be taken into consideration. It is generally accepted that pathological gambling is a minor problem in the population compared for instance with pathological shopping.

### Contact information for EUROMAT member association:

**Automatenverband.at**  
Guglgasse 6  
Top 2/5/1  
A-1110 - Vienna  
Phone: +43 (1) 920 3333  
Fax: +43 (1) 920 33 32  
Email Address: office@automatenverband.at  
Website: www.automatenverband.at

# Belgium

EUROMAT member association:  
**Union Belge de l'Automatique (UBA)**

## B



### Legislation (public/private):

In Belgium the objective of the policy pursued by the authorities is to limit gaming opportunities and to protect the player. It is prohibited for any operator to allow players any form of loan or credit. Operators of gaming establishments must inform their clients about this in a legible and conspicuous manner in all areas accessible to the public. Leaflets containing information on gambling addiction must be made available to the public in a visible place (in casinos, gaming arcades and pubs). The presence of cash-dispensing machines is forbidden in casinos, gaming arcades and pubs. Every player can ask, on a voluntary basis, to be excluded from casinos and gaming arcades. The list of excluded persons has to be checked by the operator of casinos and gaming arcades at every visit. For each game of chance operated in casinos, gaming arcades and pubs the law fixes the maximum amount of bet, loss and gain. A maximum average hourly loss per player is also fixed. Access to the gaming halls of casinos and gaming arcades is prohibited to persons less than 21 years of age. The player has to present an identity card and provide his full name, date and place of birth, occupation and address and has to sign a register. Minors are prohibited from playing games of chance in pubs.

### Promotion of responsible gambling:

Gambling legislation (as seen above) ensures the proper promotion of responsible gambling by operators.

### Public/private agencies providing assistance:

The Belgian Gaming Commission ([www.gamingcommission.fgov.be/website/index.html](http://www.gamingcommission.fgov.be/website/index.html)) provides links to a number of different self-help groups that are privately funded.

### Coalition internationale contre les jeux de hasard et d'argent

Rue d'Artois, 16  
1000 Bruxelles  
Phone: +32 2 5286015

### CHU Brugmann Clinique des dependances

Place Van Gehuchten, 4  
1020 Bruxelles  
Phone: +32 (0) 2 477.21.11  
Fax: + 32 (0) 2 477.20.13

### ACAJEP (Action concrète pour les adeptes du jeu et proches)

Rue Dr. De Meersman, 14  
1070 Anderlecht  
Phone: +32 2 5278973

### Centre de Guidance de Louvain-la-Neuve

Service de sante Mental  
Grand Place, 43  
1348 Louvain-la-Neuve  
Phone: +32 10 474408

### Le Pelican ASBL

Boulevard E. Bockstael, 230  
1020 Bruxelles  
Phone: +32 2 5020861  
[www.lepelican.org](http://www.lepelican.org)

### Les Pelerins de vie

Rue de la Prevoyance, 58  
1000 Bruxelles  
Phone: +32 2 7319887

### Maison du social de la Province de Liege

Boulevard d'Avroy, 28-30  
4000 Liege  
Phone: +32 4 2323148-49

### Joueurs anonymes

Rue de l'Eglise, 3  
4032 Liege (Chenee)  
Phone: +32 4 3581332

### Contact information for EUROMAT member association:

Rue de l'Eglise 3  
4032 Liege (Chenee)  
Phone: +32 4 3581332

### Union Belge de l'Automatique (UBA)

Wijngaardstraat 36  
9451 Kerksken Belgium  
Phone: +32 (0)53 85 82 43  
Fax: +32 (0)53 85 82 39  
Email Address: info@uba-belgium.be  
Website: www.uba-belgium.be

# Bulgaria

EUROMAT member association:  
**Bulgarian Trade Association of the Manufacturers and Operators in the Gaming Industry (BTAMOGI)**

## BG



### Legislation (public/private):

There are no specific legislative obligations, although there are strict legal requirements with respect to preventing minors from gambling, including strict prohibition of entrance into gaming premises for people under 18, distance of gaming premises from schools, churches, etc. Online gaming in Bulgaria is still not regulated. At present, there are no legal means for regulation and control of the risks caused by online gaming. BTAMOGI is in discussions with industry representatives to create and agree upon a voluntary code of ethics for the industry, which shall also include the prevention from problem gaming. Currently, the members (manufacturers and operators) of BTAMOGI follow certain programmes to prevent gambling addiction in their operations.

### Promotion of responsible gambling:

BTAMOGI promotes responsible gambling through different seminars and meetings with industry representatives.

### Public/private agencies providing assistance:

There are help centres in Bulgaria which are not focused on gaming addictions in particular, but at addiction in general.

#### National centre for addiction - Department of harm reduction.

147, Al. Stamboliskiiski  
1303 Sofia  
Phone: +359-2229490  
Fax: +359-2223419

#### National Centre for Addictions

Suhodol  
1362 Sofia  
Phone: + 3592-229490/ 9201046  
Fax: +3592-9201210  
Phone: +3592-865-5148

#### Rehabilitation Centre Phoenix

5 Rilski ezera 1  
Sofia  
Phone: +359 28-687-568

#### National Centre for Addictions

Pirotska 117  
Sofia  
Phone: +359 2-326-136

### Social contributions from industry:

The industry is supporting sports and youth projects / talents, education etc. It is also helping different social causes by helping to prevent health or poverty related problems in society. Bulgarian Sport Toto and Bulgarian National Lottery are allocating part of their profit for sport /for the needs of physical education and sport of the society and maintenance, repair and building of new sport facilities/ culture, health, education and different social activities.

### Contact information for EUROMAT member association:

**Bulgarian Trade Association of the Manufacturers and Operators in the Gaming Industry (BTAMOGI)**  
34 Alabin str.  
1000 - Sofia  
Phone: +359 2 812 9478  
Fax: +359 2 812 9479  
Email address: legal@btagi.org  
Website: www.btagi.org

# Croatia

EUROMAT member association:  
**Croatian association of automat clubs (HUAK)**

## HRV



### Definition:

Pathological gambling is recognized as being a significant healthcare issue although no official definition exists in Croatia. However the term is widely used and recognized by the authorities and the industry alike.

### Legislation:

There are no specific state regulations aimed at preventing, identifying and combating pathological gambling in Croatia. These issues are of key concern to the private gambling industry in the country.

### Promotion of responsible gambling:

There are no coordinated public-private initiatives promoting responsible gambling in Croatia. However, the industry has increasingly been active in the promotion of responsible gambling behaviour amongst customers. Private companies provide customers with key information on how to prevent problem gambling and where to seek help if necessary.

### Public/private agencies providing assistance:

**RIJEKA - Pino Tuftan, prof. psihologije**  
**Centar za prevenciju ovisnosti**  
Nastavni zavod za javno zdravstvo,  
Kalvarija 8  
Phone: +385 91 720 1053

### Contact information for EUROMAT member association:

**Croatian association of automat clubs (HUAK)**  
Tkalčićeva 16  
10 000 – Zagreb  
Croatia  
Phone: +385 99 210 9773  
Email address: danko70@gmail.com  
Website: <http://www.huak.hr/o-nama>

# Denmark

EUROMAT member association:  
**Dansk Automat Branche forening**  
(DAB Denmark)

DK



## Definition:

Problem gambling is defined based on the questions in the internationally recognised research studies South Oaks Gambling Screen (SOGS) and NORC DSM Screen for Gambling Problems (NODS).

South Oaks Gambling Screen (SOGS):

The SOGS is a lifetime measure of problem gambling that has been found to be reliable and valid. This 16-item screening tool places individuals in one of three categories: Non-problem, Problem Gambler, and Probable Pathological Gambling.

NORC DSM Screen for Gambling Problems (NODS):

The NODS is based on the DSM-IV criteria for Pathological Gambling and assesses for both lifetime and past-year problem gambling. This instrument includes 34 items and was designed as an interview tool.

## Legislation (public/private):

The Danish legislation on gambling requires AWP operators to pay 1% of the profit (stake - cash out) for treatment and research into problem gambling. In 2008, that amounted to 2,933,000 Euro. The total amount is split by 2/3 for treatment and 1/3 for research. This duty is not enforced on other types of gambling.

DAB Denmark demonstrates responsibility towards compulsive gamblers and has, for example, participated in all the SNSUS (Nordic Society Foundation for Information about Problem gambling) congresses about problem gambling. In addition, the members have decided to place signs with the phone number of a treatment hot line on all AWPs.

## Promotion of responsible gambling:

In a 5 year period, DAB distributed 10,000 pamphlets with the addresses of treatment centres. DAB members attached 25,000 stickers to AWPs with warning against problematic gambling behaviour.

## Public/private agencies providing assistance:

There are 4-5 treatment centres in Denmark, none of which are officially recognised or owned by the state. They are, however, recognised in the sense that the public health system refers patients there for treatment. They are funded by the 1% of turnover given by the industry.

## The biggest treatment centre in Denmark is:

**Centre for Ludomani**

Ostergade 42,

DK 5000 Odense C.

Phone: +45 63 11 18 10

Email address: info@ludomani.dk

Website: www.ludomani.dk

## Social contributions from industry:

DAB has very good cooperation with all problem gambling treatment centres in Denmark. In 2005, DAB donated 2700 Euro of problem gambler teaching material for kids. In 2007, DAB donated 3400 Euro to a camp school for children from problem gambler families.

## Contact information for EUROMAT member association:

**Dansk Automat Branche forening (DAB Denmark)**

**Smedegade 9**

DK-6000 - Kolding

Phone: +45 86 57 25 33

Fax: +45 86 57 25 73

Email address: gs@d-a-b.dk

Website: www.d-a-b.dk

# Germany

EUROMAT member association:  
**Bundesverband Automatenunternehmer e.V.(BA)**  
**Deutscher Automaten-Großhandels-Verband e. V.**  
(DAGV)  
**Verband der Deutschen Automatenindustrie e.V.**  
(VDAI)

D



## Definition:

The term "gambling addiction" is not defined in the German State Treaty on Gambling. It states only with reference to the verdict of the Federal Constitutional Court and the status of research quoted here "that gambling and betting can lead to compulsive, addictive behaviour", whereby "different forms of gambling have a different potential for addiction".

## Legislation (public/private):

The legal requirements governing the manufacturing and operation of gaming and amusement machines are contained in Article 33 c ff of the Trade, Commerce and Industry Regulation Act (GewO) and in the Gaming Ordinance (SpielV, 2006). The legal requirements foresee stringent protection of minors and customers.

## Promotion of responsible gambling:

The addiction aid organisations and self-help organisations were increasingly calling on the media and the government to ensure that the employees of gambling providers are trained in the handling and treatment of pathological gamblers.

The addiction aid organisations and self-help organisations were also increasingly calling on legislators to include measures for the "effective combating of addiction" and the financing of out-patient advice centres and in-patient aid facilities for pathological gamblers and their relatives, and research and prevention, in the legal requirements for the licensing and regulation of games of chance. On 1 January 2008 the German State Treaty on Gambling came into effect, in consequence these requirements are for the first time implemented on a national scale.

## Public/private agencies providing assistance:

There are many authorities, organisations, associations, clubs and clinics in Germany devoted to dealing with pathological gambling and pathological gamblers. With few exceptions, all bodies involved in out-patient counselling and treatment, inpatient provision and self-help are represented in the "Deutsche Hauptstelle für Suchtfragen e.V." (The German Centre for Addiction Issues). There are:

- Approximately 150 nationwide self-help organisations for "pathological gamblers",
- Consultation in over 900 out-patient advice and treatment centres,
- Around 130 in-patient facilities, which include specialist addiction clinics, as well as specialist psychosomatic clinics and clinics with corresponding specialist departments, such as the Bernhard-Salzmann Special Addiction Clinic, Gütersloh, or the Hochsauerland Specialist Psychosomatic Clinic in Bad Fredeburg.

These organisations and institutions usually take the legal form of a registered association, sometimes with an honorary executive board and sometimes with full-time employees. They finance themselves partly by voluntary donations and partly by state grants or subsidies. The subsidies go to these institutions mainly from the charges of state gaming providers (for example, casino tax, lottery tax, etc).

## Contact details:

**Bundeszentrale für gesundheitliche Aufklärung**  
[Federal Centre for Health Education – FCHE]

Ostmerheimer Str. 220,

D-51109 Köln,

Germany

Phone: +49(0)221/89 92-0

Fax: +49(0)221/89 92-3 00

Email address: poststelle@bzga.de

Internet: <http://www.bzga.de>

The Federal Centre for Health Education (FCHE) is an authority within the sphere of responsibility of the Federal Ministry of Health. The task of the FCHE is to promote health at the national level, to which end it implements education campaigns on central health issues.

## Contact information for EUROMAT member association:

**BUNDESVERBAND AUTOMATENUNTERNEHMER**  
**E.V. (BA)**

Am Weidendamm 1A

D -10117 Berlin

Phone: +49 30 72 62 55 00

Fax: +49 30 72 62 55 50

Email address: ba@baberlin.de

Website: <http://www.baberlin.de>

**DEUTSCHER AUTOMATEN-GROSSHANDELS-VERBAND**  
**E.V. (DAGV)**

Höller Weg 2

D - 56332 Oberfell (Koblenz)

Phone: +49 26 05 96 08 55

Fax: +49 26 05 96 08 58

Email address: info@dagv.de

Website: <http://www.dagv.de>

**VERBAND DER DEUTSCHEN AUTOMATENINDUSTRIE**  
**E.V. (VDAI)**

Dircksenstrasse 49

D - 10178 Berlin

Phone: +49 30 28 407 0

Fax: +49 30 28 407 272

Email address: vdai@vdai.de

Website: <http://www.vdai.de>

# Great Britain

EUROMAT member association:  
**BACTA representing the British Amusement Industry**

## Definition:

For the purposes of the 2006 Prevalence study the two diagnostic tools of the DMSIV and Problem Gambling Severity Index (PGSI) will be used to measure problem gambling. There are minimum threshold scores for each measure. Those scoring above these thresholds will for the purposes of this study be counted as problem gamblers. The Gambling Commission will report on these findings to the Government and the industry. The use of these diagnostic tools is agreed and accepted as the most robust measures at this time.

## Legislation (public/private):

The Gambling Act 2005 sets out three licensing objectives that gambling should be fair and open, free from crime and should ensure the protection of children and vulnerable adults. The Gambling Commission definition of vulnerable adults includes problem gamblers. Regulation to underpin the third licensing objective is via technical machine requirements under legislation, Gambling Commission technical machine requirements under legislation, Gambling Commission technical standards dealing with machine features and speed of play and Licence Conditions and Codes of Practice (LCCP) which reflect previously implemented voluntary codes for protection of the vulnerable including self exclusion, access, supervision, provision of problem gambling information, age verification, intervention and staff training. On a voluntary basis all licensees make a contribution to research, education and treatment of problem gambling, public education on the risks of gambling and how to gamble safely. In addition to operator licences issued by the Commission, personal licences are also required by the Commission and premises licences and permits are issued by local authorities, to which conditions apply underpinning the three licensing objectives, concerning issues such as access.

# GB



## Public/private agencies providing assistance:

Responsibility in Gambling Trust (RiGT): An independent charity set up by the gambling industry and is funded through donations from the gambling industry to carry out treatment, research and education. It is funded through donations from the industry. It is managed by a panel of trustees.

## Responsibility in Gambling Trust

**The Blackfriars Foundry**  
156 Blackfriars Road  
London SE18EN  
Phone: +44 20 7953 3878  
Fax: +44 20 7953 7193  
Email:  
enquiries@rigt.org.uk  
Website: www.rigt.org.uk/default.asp

## Social contributions from industry:

The BACTA Charitable Trust was formed in 1990 and raises and distributes funds for good causes as defined by its Trust Deed and on behalf of its sister organisation BACTA. The Charitable Trust appoints one long term charity to work with for 2-3 years which is currently the Macmillan Cancer Support. The Charitable Trust has raised approximately £2 million historically and is hoping to raise £300,000 for the current charity. The Gambling Minister is quoted as saying "Amusement arcades attract hundreds of thousands of visitors from across the UK each year and are part of many seaside holidays. I am pleased to hear that BACTA has teamed up with Macmillan Cancer Support to help raise funds and awareness of the crucially important work the charity does. I am sure thousands of visitors will want to put a few coins in the Macmillan collection boxes as they play on penny fall machines and crane grabs to support this good cause." BACTA's previous 3 year partnership was with the RNID (Royal National Institute for the Deaf) which supports 9 million deaf and hard of hearing people in the UK. Between 2001 and 2003 BACTA members raised an impressive £212,626.

## Contact information for EUROMAT member association:

**British Amusement Catering Trade Association (BACTA)**  
Alders House  
EC1A4JA- London  
Phone: +44 20 7726 9826  
Fax: +44 20 7726 9822  
Email address: info@bacta.org.uk  
Website: www.bacta.org.uk

# Greece

EUROMAT member association:  
**Greek Federation of Electronic Games Associations (OSIPE)**

## Legislation (public/private):

In Greece, there are strict legal measures in place which deny the access to gaming arcades and casinos to persons under 18 years of age. Gambling regulation is currently under review by the Greek government and changes are to be expected in the upcoming months. In the meantime OSIPE is working on a framework for the promotion of responsible gambling behaviour.

## Promotion of responsible gambling:

OSIPE is committed to include responsible gaming factors in its agenda and with the on going changes in the situation in the Greek market is trying to build a consistent framework.

# GR



## Public/private agencies dealing with problem gambling:

There are several centres for the general treatment of various types of addiction in Greece. None of them is focused on pathological gambling

## TREATMENT CENTER OF ADDICTED PEOPLE

Information Centre  
Svolou 24  
116 36 Athens  
Greece  
Phone +30 210-9241993-6  
Fax +30 210-9241986  
Email admin@kethea.gr  
Web www.kethea.gr

## Contact information for EUROMAT member association:

**Greek Federation of Associations of Electronic Games (OSIPE)**  
Eleftherias 36  
56430 Stavroupoli  
Nikopoli  
Thessaloniki  
Greece  
Phone. 0030 697 9339 589  
Email address: info@oshpe.gr  
Website: www.oshpe.gr

# Hungary

EUROMAT member association:  
**Szerencsejatek Szovetseg**

## H



### Legislation (public/private):

People younger than 18 years of age are not allowed to play gaming machines. Category I gaming machines cannot be placed within 200 meters of schools, youth institutes, religious institutes or hospitals. Treatment of gambling addiction in Hungary is handled by the national health system. All locations offering gambling services (lottery shops, restaurants) have to display signs stating that playing is not allowed under the age of 18 and that the employees have to ensure the implementation of this regulation. As for casinos and Category 1 gaming halls, entry into such premises is prohibited for those under the age of 18.

### Promotion of responsible gambling:

Magyar Szerencsejatek Szovetseg advertises its commitment to responsible gambling in the media

### Public/private agencies providing assistance:

There is one institution in Hungary which has a programme for treating problem gamblers. This institution functions on private funds. Magyar Szerencsejatek Szovetseg is one of the funding sponsors for this foundation.

#### Gamblers Anonymous Hungary

1447 Budapest, Pf. 535.  
Phone: +36 20 462 83 04  
Helpline: +36 30 246 9327  
Email address: ga@gamblersanonymous.hu  
Website: www.gamblersanonymous.hu

### Contact information for EUROMAT member association:

#### Magyar Szerencsejatek Szovetseg

Váci út 184  
Budapest  
H-1138  
Hungary  
Phone: +36 1 388 7798  
Fax: +36 1 368 9650  
Email address: szerszov@szerszov.hu  
Website: www.szerszov.hu

# Ireland

EUROMAT member association:  
**Irish Gaming & Amusement Association (IGAA)**

## IE



### Legislation (public/private):

The government adopted the objective of limiting gaming opportunities which did not include the regulation of online gambling. Entry into gaming premises in Ireland, particularly gaming arcades, is permitted only to people over 18 years of age.

### Public/private agencies providing assistance:

Some voluntary organisations / charities are devoted to the prevention of problem gambling and the treatment of gambling addiction but most are without state assistance.

#### Gamblers Anonymous Ireland

Carmichael House  
North Brunswick Street  
Dublin 7  
Phone: +353 (0)1 8721133  
Email address: info@gamblersanonymous.ie  
Website: www.gamblersanonymous.ie/index.htm

#### Gamblers Anonymous

Quaker House Cap well,  
Summerhill South Cork City  
Phone: +353 (0)87 2859552

#### Rutland Centre

Knocklyon Road,  
Templeogue,  
Dublin 16  
Phone: +353 (0)1 4946358  
Fax: + 353 (0)1 494 6444  
Email address: info@rutlandcentre.ie  
Website: www.rutlandcentre.ie/index.php

### Contact information for EUROMAT member association:

#### Irish Gaming & Amusement Association (IGAA)

Kimble Building  
Bachelors Walk  
Dundalk, County Louth  
Ireland  
Phone: +353 42 93 36 574  
Fax: +353 42 93 33 251  
Email: info@kimble.ie

# Italy

EUROMAT Member Association:  
**Sezioni Apparecchi Per Pubbliche  
Attrazioni Ricreative (SAPAR)**

## Legislation (public/private):

No, but some actions have been taken to deal with it. For example, in the 2007 Financial Budget 2007 (Legge Finanziaria 2007), 100,000 Euro was allocated to prevent and fight problem gambling.

The decree regarding the homologation procedures of the new 6/A type machines states that at least 10 specific messages warning players of problem gambling must appear on any display.

## Promotion of responsible gambling:

The Department of the Italian Ministry of Finance that regulates wagering games in Italy, AAMS, has promoted a press/advertisement campaign called «Gioco Sicuro» (Safe Gaming) following cooperation between the Government and Italian Association.

# I



## Public/private agencies providing assistance:

### **Societa Italiana di Intervento sulle Patologie Compulsive**

Vicolo Gumer, 12 39100 Bolzano  
Phone: +39 (0) 471 300498  
Email address: siipac.bolzano@siipac.it  
Via Aurelia, 462 00165 Rome  
Phone + 39 (0) 664 463315  
Email address: siipac.roma@siipac.it  
Website: www.siipac.it

### **A.G.I.T.A**

Phone: +39 (0) 432 728639  
Email address: roldeluc@libero.it  
Website: www.sosazzardo.it

### **ALEA - Associazione per lo studio del gioco d'azzardo e dei comportamenti a rischio**

Email address: info@gambling.it  
Website: www.gambling.it

### **L'associazione «AND -Azzardo e Nuove Dipendenze»**

Phone: +39 338 1342318  
Email address: azzardo.nuovedipendenze@virgilio.it  
Website: www.andinrete.it

### **Gamblers Anonymous Italy**

Phone: +39 33 8127 1215  
Email address: gaitalia\_1\_999@yahoo.it  
Website: www.gamblersanonymous.org/mtgdirITA.html

## Contact information for EUROMAT member association:

### **Sezioni Apparecchi Per Pubbliche Attrazioni Ricreative (SAPAR)**

Via di Villa Patrizi 10 IT- 00161 - Rome  
Phone: +39 06 440 36 86  
Fax: +39 06 440 37 56  
Email address: segreteria@sapar.info  
Website: www.sapar.info

# Lithuania

EUROMAT Member Association:  
**National Gambling and Gaming  
Business Association (NGGBA)**

## Definition:

The State Gaming Control Commission in its website refers to the following definition: «Pathological attraction to gambling - mental trouble, typical of repeated episodes of attraction to gambling, so occupying the person's life that they refuse the social, working, material and family values and liabilities (The Icd-10 Classification of Mental and Behavioural Disorders: Clinical Descriptions and Diagnostic Guidelines, Medicina, 1997).

## Promotion of responsible gambling:

In 2004, the State Gaming Control Commission started to implement the programme of the voluntary restriction to gamble. Its procedure allows the person who wants, for whatever reason, to restrict his gambling opportunities, to appeal to the State Gaming Control Commission to hand in an application and to present a photo. This application is forwarded to all gambling organisers/operators. In 2008, NGGBA has initiated a review of this voluntary programme in order to expand its scope and introduce more preventative measures (e.g. education of gamblers, workforce, restrictions for misleading advertising, and clear links to health specialists).

# LT



## Public/private agencies providing assistance:

The centres for addictive disorders of the biggest cities in Lithuania (Kaunas, Vilnius, Klaip da Panev zys) provides consultations for pathological gamblers, although official statistics on level of demand for these services are not available.

### **Gamblers Anonymous Vilnius**

Prie Sv. Ignoto Bazny ios  
Sv. Ignoto 6  
Vilnius  
Email address: g.a.vilnius@gmail.com  
Gamblers Anonymous Klaip da

### **Prie Marijos Taikos Karalienes Bazny ios Rumpiskes g.6 Klaipeda**

Email address: g.a.klaipeda@gmail.com

### **Gamblers Anonymous Kaunas**

Salia Vytauto Bazny ios Aleksoto g. 3 Kaunas  
Email address: g.a.kaunas@gmail.com

## Contact information for EUROMAT member association:

### **National Gambling and Gaming Business Association (NGGBA)**

Gedimino str. 26B 44319-Kaunas  
Phone: +370 037 226 434  
Fax: +370 37 226 131  
Email address: info@nlzva.lt  
Website: www.nlzva.lt

# The Netherlands

EUROMAT member association:  
**Van Speelautomaten Branche-Organisatie (VAN)**

NL



## Definition:

There is no specific definition of problem gambling, but the industry and the government, as well as the treatment organisations and researchers, usually measure problem gambling with the help of the South Oaks Gambling Screen (SOGS), a standard screening instrument for the measuring of gambling addiction. On the basis of their score respondents are classified in three groups; recreational players (0, 1 or 2 points), players that may be at risk (3 or 4 points) and problem players (5 points or more).

## Legislation (public/private):

Several responsible gambling initiatives are in place. There is a maximum average loss per hour on gaming machines in arcades and on single sites of 40 Euro; automatic playing is not possible in single sites, players need to press a start button to start a new game each time. Wins of maximum 200 times the stake (i.e. 40 Euro) are paid automatically from the machines followed by a waiting time of 15 seconds. Gaming arcade managers have the obligation to monitor clients and recognise problem gamblers. Private gaming machines operators (in both arcades and single sites) co-operate with the Dutch Mental Health Care Association (GGZ Nederland) in prevention programmes (training for employees, brochures, websites, no access for problem gamblers, etc.) while casinos have their own prevention programme in place. Entry into casinos and gaming arcades is not allowed for people younger than 18 years of age. Age verification is mandatory in all premises. In certain cases, arcades and casinos may decide to bar people younger than 21 years. Additionally, lottery tickets cannot be sold to minors and online gambling activities are prohibited. Holland Casino and the (private owned) arcades have a protocol (each of their own) to deal with problem gambling. It provides for preventive actions like leaflets in several languages, a self test tool, access prohibitions and referring to treatment organisations. The protocol also provides for instructions to floor managers on when and how to address (potential) problem gamblers.

The protocols are set up in cooperation with GGZ Nederland (see above). They are monitored and enforced by the industry itself and (arcades) by KEMA Quality (member of the international network for management system assessment and certification «IONET»).

With respect to Holland Casino, the Dutch National Gaming Board is also - theoretically - monitoring their prevention policy. The «Action Plan Games of Chance» is an agreement signed by the VAN, GGZ Nederland (see above), Koninklijk Horeca Nederland (the Dutch trade organisation of hotel, restaurant and bar owners) and the VNG (Dutch «trade organisation» of municipalities) and serves as a code of conduct.

## Promotion of responsible gambling:

Responsible gambling is highly promoted, mainly by the industry itself via leaflets, and all machines have stickers on them with the text (in Dutch): «You're welcome to place a bet, but don't stake yourself».

## Public/private agencies providing assistance:

The services exist, but they are all local or regional NGOs and are privately funded. They are unified in a kind of sector organisation (like the VAN and other EUROMAT members), which is called GGZ Nederland (Mental Health Care Netherlands).

### GGZ Nederland

Piet Mondriaanlaan 50/52  
3812 GV Amersfoort  
Postal address:  
Postbus 830  
3800 AV Amersfoort  
Phone: +31 33 460 89 00  
Fax: + 31 33 460 89 99  
Website: [www.ggznederland.nl](http://www.ggznederland.nl)

### Gamblers Anonymous Netherlands

Phone: +31 (0)900 217 77 21 (help line)  
+31 (0)20 410 05 17  
Website: [www.agog.nl](http://www.agog.nl)

## Contact information for EUROMAT member association:

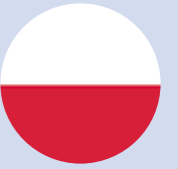
### VAN Speelautomaten Brancheorganisatie

Postal address:  
Postbus 12  
3740 AA Baarn  
Phone: + 31 (0)35 542 75 23  
Fax: + 31 (0)35 542 76 23  
Email address: [mail@vaninfo.nl](mailto:mail@vaninfo.nl)  
Website: [www.vaninfo.nl](http://www.vaninfo.nl)

# Poland

EUROMAT member association:  
**Izba Gospodarcza Producentow  
i Operatorow Urzadzen  
Rozrywkowych**

PL



## Legislation (public/private):

The objective of gambling policy is to limit gaming opportunities, mostly by private companies and not public ones. In fact public companies exercising a monopoly in number games are allowed to advertise their services whereas private companies are not. State officials claim that they are working on a framework which would allow online gambling services to be offered in Poland but there are safety concerns for underage players. Polish gambling law has many provisions meant to prevent problem gambling but is not aimed at combating gambling addiction. The Polish gaming association co-operates with several associations working on gambling addiction on private gaming operators' initiatives. Entry into gaming arcades and participation in machine games is limited and strictly regulated. Online gambling is not regulated and therefore illegal in Poland.

## Public/private agencies providing assistance:

There are officially recognised agencies, funded by the National Health Service. Additionally EUROMAT's Polish member has recently established an association aimed at promoting responsible gambling throughout the country. More details can be found below:  
**Stowarzyszenie na Rzecz Promocji Odpowiedzialnej Gry**  
Ul. Wilcza 54 A lok. 12  
00-679 Warszawa

## Contact information for EUROMAT member association:

### Izba Gospodarcza Producentow i Operatorow Urzadzen Rozrywkowych

Ul. Wilcza 54 A lok. 7  
00-679 Warszawa  
Phone: +48 22 622 79 99  
Fax: +48 22 622 19 68  
Email address: [biuro@izbagospodarcza.pl](mailto:biuro@izbagospodarcza.pl)  
Website: <http://izbagospodarcza.pl>

# Romania

EUROMAT member association:  
**Romanian Gaming Association of Organisers and Producers (AOPJNR)**

## RO



### Legislation (public/private):

Public policy related to gambling aims at the prohibition of online gambling activities and ensures the prohibition of access to gaming services to minors (those under 18 years of age) but also to ensure that gambling services are not advertised on mainstream media, with an exception made for the National Lottery. There are no specific state regulations aimed at preventing or combating gaming addiction, but some operators and the gaming associations are increasingly advertising the dangers and risks of gambling addiction and promoting self-control measures which players should take to ensure that their gaming experience is an enjoyable one. No minors are allowed in any gaming location in the country, and non-compliant operators risk losing their licence.

### Public/private agencies providing assistance:

The following methods are used  
1. Individual and group cognitive and behavioural therapies (including rational emotive and behavioural therapy);  
Counselling the gambler and gambler's family;  
Family therapy;  
Psychological counselling.  
The vast majority of patients prefer to be treated as outpatients in private offices. Unfortunately, in Romania, self help groups (such as Gamblers Anonymous) do not exist yet.

**Blue Cross Romania**  
Bihorului str. bl. 4/3,  
Sibiu 550064,  
Romania  
Phone/fax: +40 269 212 777  
Email address:  
caro-bkr@logon.ro  
Website: www.healthyblue.org

**Revista Jocurilor de Noroc**  
**(gambling magazine with responsible gambling information and assistance)**  
540038 Tg. Mure str. Sebe ului nr. 17  
Phone: +40 744 910486  
Fax: +40 365 805202  
Email Address: office@revistajocurilordenoroc.ro  
Website: www.revistajocurilordenoroc.ro/index.html

### Contact information for EUROMAT member association:

**Romanian Gaming Association of Organisers and Producers (AOPJNR)**  
ELIZEU, nr.24, et.1, ap.2, sector 1 - Bucharest  
Phone: +40 21 312 15 42 Fax: +40 21 312 15 42  
Email address: aopjnr@yahoo.com Website: www.aopjnr.ro/index.php

# Serbia

EUROMAT member association:  
**Association of gaming organisers, authorised technicians and producers of gaming equipment of Serbia (JAKTA)**

## SRB



### Promotion of responsible gambling:

Members of the JAKTA association promote responsible gambling via age limitation, machine specifications, training personnel, reasonable pricing, and promoting entertainment experience.

### Social contributions from industry:

Under Serbian Gaming Law (with reference to taxation requirements), revenues from licences for operating etc. one part of the above funds (equal to 40%), representing the budget revenue of the Republic, is used to fund the Serbian Red Cross and other social organisations and associations of persons involved in programmes aimed at protecting and improving the general position of organisations, sports and local self-management.

### Contact information for EUROMAT member association:

**Association of gaming organisers, authorised operators and producers of gaming equipment of Serbia (JAKTA)**  
Cara Lazara 10  
Belgrade  
11000  
Serbia  
Phone: +381 113 281 974  
Fax: + 381 113 034 190  
Email address: office@jakta.rs  
Website: www.jakta.rs

# Slovakia

EUROMAT member association:  
**Asociácia zábavy a hier (AZAH)**

## SK



### Definition:

A problem gambler is an individual whose gambling behaviour is exceptional and shows visible symptoms of abnormal addiction.

### Promotion of responsible gambling:

Measures to promote responsible gambling have been in place in Slovakia for the past 15 years. These take different forms such as limited stakes and prizes, age limits and strict age verification. Gaming operators often voluntarily support rehabilitation clinics with financial contributions. These provide assistance for people with various types of addictions including gambling.

### Public/private agencies providing assistance:

In Slovakia, there are several private and public help centres which deal with a variety of addiction issues, pathological gambling being one of them.

**Centre for Treatment of Addicted Disorders or CTDD (Centrum pre liecbu drogovych zavislosti)**

Hraničná 2  
Ružinov, Bratislava, Slovakia  
Phone: +421 2 5341 7464

**Psychiatrická nemocnica Philippa Pinela (Psychiatric hospital Phillip Pinel)**

Malacka cesta 63  
Pezinok, Slovakia  
Phone: +421 33 6482 111

**SANATÓRIUM AT**

Osuského ul. č. 10  
851 03 Bratislava  
Phone: +421 2 622 46 466

### Contact information for EUROMAT member association:

**Asociácia Zábavy A Hier (AZAH)**

Sabinovska ulica č. 10  
821 03 Bratislava  
Slovak Republic  
Phone: +421 2 436 37 248  
Fax: +421 2 436 37 248  
Email address: azah@slovanet.sk  
Website: www.azah.sk

# Spain

EUROMAT member association:  
**Confederacion Espanola de Empresarios del Juego (COFAR)**  
**Asociacion Espanola de Empresarios de Maquinas Recreativas (FACOMARE)**

## E



### Definition:

Spanish scientists agree that problem gambling constitutes a compulsive behaviour and is considered a psychic disorder which leads players to gamble excessively.

### Legislation (public/private):

Responsible gaming programmes are being progressively put in place by the 17 regional governments. The purpose for these programmes is more for avoiding problems than for limiting gaming. Most private operations, especially casinos but also arcades and bingos, have own-initiative prevention programmes in place. The lines followed by regional governments in their gambling policy are: 1) limiting the gaming offer, 2) information and training to players/operators and 3) help lines for people in trouble. Casinos, bingo and adult gaming arcades have controlled access with proof of age and identity required. Self-exclusion programmes are also in place for a minimum of one year.

### Public/private agencies providing assistance:

The National Health System deals with the issue of problem gamblers as a regular disease in their psychiatric department.

There are private associations for compulsive gamblers (mostly run by former gamblers) which aim to provide therapies and remedies, and rehabilitate problem gamblers. These are usually very small, run at regional or local level and require payments from compulsive gamblers.

### Social contributions from industry:

In Spain, two regions have recently started educational programs at High Schools to make teenagers aware of good practices to avoid spending excessive time and money in all kinds of leisure activities, including playing Internet and mobile phone games, interactive video games, and later on, when they become adults, playing traditional arcade and AWP games. A pilot program has been implemented in some public hospitals in Catalonia that consists of including a quick survey in the admission questionnaire, to find out the level of involvement of each new patient in gambling practices (games played, frequency, expenditure etc.). The aim of the program is to identify at an early stage potential problems with gambling misuse or abuse.

### Contact information for EUROMAT member associations:

**Asociacion Espanola de Empresarios de Maquinas Recreativas (FACOMARE)**

c/ Marques de la Ensenada,  
4-4°  
28004-MADRID  
Phone: +34 91 3101072  
Fax: +34 91 3101158  
Email address: facomare@facomare.org  
Website: www.webdeljuego.com

**Confederacion Espanola de Empresarios del Juego (COFAR)**

c/ Marques de la Ensenada,  
4-4°  
28004-MADRID  
Phone: +34 91 3101072 Fax: +34 91 3101158  
Email address: cofar@cofar.net  
Website: www.webdeljuego.com

# Sweden

EUROMAT member association:  
**Valkommen till Nojesbranschens  
Riksförbund (NRF)**

S



**Public/private agencies providing assistance:**

**Swedish National Institute of Public Health**  
SE-831 40 Östersund,  
Sweden,  
Visit: Forskarens väg 3  
Phone: +46 63 19 96 00  
Fax: +46 63 19 96 02  
E-mail: info@fhi.se or marie.risberg@fhi.se  
Website: www.fhi.nu/en

**Contact information for EUROMAT member  
association:**

**Valkommen till  
Nojesbranschens Riksförbund  
(NRF)**  
Box 140 07  
167 14- Bromma  
Phone: +46 704 43 43 43  
Fax: +46 8 704 39 32  
Website: www.nrf.se



**EUROMAT -  
Who we are &  
What we do**



**37**

## Principal Officers



President  
**Annette Kok**



1st Vice-President  
**Helmut Kafka**



Treasurer  
**Roberto Dongiovanni**



Secretary General  
**Lucy C. Cronin**



Adviser on EU Affairs  
**Marco Di Benedetto**

**EUROMAT Secretariat**  
Chaussée de Wavre 214 D,  
1050 Brussels,  
Belgium  
Phone: +32-2-626-1993  
Fax: +32-2-626-9501  
Email: [secretariat@euromat.org](mailto:secretariat@euromat.org)  
URL: [www.euromat.org](http://www.euromat.org)

## EUROMAT - Who we are & What we do

The European Gaming and Amusement Federation, EUROMAT, was established in 1979 to represent the European amusement and gaming industry at EU level and consists of 22 Member Associations from 19 European countries, namely: Austria, Belgium, Bulgaria, Croatia, Denmark, France, Germany, Great Britain, Hungary, Ireland, Italy, Lithuania, the Netherlands, Poland, Romania, Serbia, Slovakia, Spain and Sweden.

EUROMAT endeavours to stay abreast of any European policy developments and therefore is run by its Brussels based secretariat. The overall mission of the Federation is to contribute to the creation of a healthy business and legal environment in the EU for the gaming sector.

With this in mind, EUROMAT:  
Instigates dialogue with the European Union and other pan-European bodies. It hopes to use its position and membership to stimulate debate and awareness;  
Monitors and influences the European regulations on legal, commercial and technical aspects of the business to guarantee the best possible future for the industry;  
Gives one voice to its members on commercial and legislative matters affecting their business and makes known the views of its members in the debate surrounding issues;  
Defends the industry interests by providing continued and accurate information to citizens, the media and the administrations on the gaming sector;  
Supports all Member Associations in their efforts to adopt, promote and enforce the appropriate code of conduct for themselves and their associates.

Gaming regulation should balance the interests of all stakeholders including consumers, industry, administration and the vulnerable; Decisions on gaming regulation should be based on informed, accurate knowledge of gaming and its effect on business and society; Gaming is regulated at national or regional level in the European Union: given the specificities of the sector, this should remain the case.

# 38



# 40

## EUROMAT Members are:



### Austria

Automatenverband.at

### Belgium

Union Belge de l'Automatique

### Bulgaria

Bulgarian Trade Association of the  
Manufacturers and Operators in the  
Gaming Industry (BTA MOGI)

### Croatia

Hrvatska Udruga Automat Klubova  
(HUAK)

### Denmark

Dansk Automat Brancheforening  
(DAB)

### France

ASL-Interactifs (ASL) – observer

### Germany

Bundesverband  
Automatenunternehmer e.V. (BA)  
Deutscher Automaten-Großhandels-  
Verband e.V. (DAGV)  
Verband der Deutschen  
Automatenindustrie e.V. (VDAI)

### Great Britain

British Amusement Catering Trade  
Association (BACTA)

### Greece

Greek Federation of Electronic  
Games Associations (OSIPE)

### Hungary

Magyar Szerencsejáték Szövetség  
(MSS)

### Ireland

Irish Gaming and Amusement  
Association (IGAA)

### Italy

Sezione Apparecchi per Pubbliche  
Attrazioni Ricreative (SAPAR)

### Lithuania

Nacionalinė Lošimų Ir žaidimų  
Verslo Asociacija (NGGBA)

### Netherlands

VAN Speelautomaten Branche-  
organisatie (VAN)

### Poland

Izba Gospodarcza -  
Producentów i Operatorów Urządzeń  
Rozrywkowych (IGPOUR)

### Romania

Asociatia Organiza Torilor si  
Proucatorilor de Jocuri de Noroc din  
Romania (AOPJNR)

### Serbia

Udruženje priređivača igara na sreću,  
ovlašćenih serviser a i proizvođača  
aparata za igre na sreću (JAKTA)

### Slovakia

Asociácia Zábavy A Hier (AZAH)

### Spain

Asociación Española de Empresarios  
de Maquinas Recreativas  
(FACOMARE)  
Confederación de Asociaciones y  
Federaciones de Empresarios del  
Recreativo (COFAR)

### Sweden

Nöjesbranschens Riksförbund (NRF)

For further information on  
EUROMAT please visit:

[www.euromat.org](http://www.euromat.org)

