

	<b>The Federation of Racecourse Bookmakers Limited</b>			
	Association of Racecourse Bookmakers	National Association of Bookmakers	Rails Bookmakers' Association	

**APRIL 2018: All racecourse bookmakers: Please read the note below received by the FRB from the Gambling Commission:**

### **Compliance workshops – a thank you from the Commission**

*Over the past year or so the Commission has been pleased to support 4 compliance workshops for on-course bookmakers. They have been held in London, Birmingham, Dewsbury and Scotland. They have represented a fantastic opportunity for us to meet around 200 operators and reps. The level of attendance by the sector has been fantastic and reflects positively on your desire to get things right. I would also like to acknowledge the huge efforts made by those responsible for arranging the days – without you we couldn't have made the events the success they were.*

*Preventing underage betting remains the no.1 priority for the sector. We therefore wanted to share the Best Practice tips provided (below) by Serve Legal who undertake the Think 21 testing on the racecourses. Hopefully it will help you and your teams to continue to improve performance in this area.*

*We hope to run further events in the future so if you couldn't make it this time then please try to attend next time. For those that did attend, if you have any feedback on how the events could be made better please contact me at [gburgin@gamblingcommission.gov.uk](mailto:gburgin@gamblingcommission.gov.uk) or you can provide your thoughts through the FRB.*

## **Serve Legal**

## **Best Practice**

- Ongoing refresher training & review fails, reward passes
- Heads up approach - police your queue
- **Make 'Compliance' part of your 'Customer service' approach**
- **Make early eye contact and assess age to THINK 21**
- **Think 21 DOWN ... NOT 18 UP**
- **Apply the 1% rule – "is there a 1% chance this person is 21 or below" – if yes, then politely ask for ID.**
- Everyday experience for 18-21 year olds to be asked for ID. **They expect retailers to be 'responsible'**
- Make sure you check the ID thoroughly, there are plenty of fakes
- **Always check ID, do not rely on other course staff or trackside colleagues..... make it part of your culture and day job.** Ignore misleading visual clues such as carrying a beer etc

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**END**

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**Note from the FRB Directors re FRB Responsible Gambling Workshops (APRIL 2018)**

**Not only would the FRB like to pass on its appreciation to the Gambling Commission, Serve Legal and AGT for their support and contribution to the FRB organised and funded Responsible Gambling Workshops held during the past year; during which a wide range of topics were covered comprehensively BUT also:**

The directors would like to pass on their grateful thanks to those racecourse bookmakers who have supported these events by attending and engaging with the content and those presenting. Many bookmakers have commented that they found the workshops more interesting and informative than they had initially expected. Many bookmakers have acknowledged that not only did it reassure them that they were generally following good practice regarding the prevention of underage gambling but also had some aspects of underage gambling and compliance testing clarified.

In addition, some bookmakers acquired important knowledge regarding other aspects of their business; of which they would have remained blissfully unaware had they not attended. Following their attendance at a FRB workshop, these bookmakers have made crucial amendments; for example, to the registration details of their company in order to ensure a family member or partner could continue with their existing business in the unfortunate event of their partner's death! (Better to be prepared than sorry)

These informal events have also provided the opportunity for bookmakers to communicate areas of concern to themselves and propose further or alternative ways of addressing the potential for underage gambling at racecourses; as well as having some potentially 'grey' areas of compliance clarified, involving 'proxy betting', for example. 'Proportionate action' was also given some definition; with the suggestion that CCTV on a bookmaker's joint, for example, would probably be considered 'disproportionate' and therefore not necessary (Just in case anyone was thinking of doing this).

Although Scotland was the final workshop planned in the current set of FRB Responsible Gambling Workshops, it is hoped that additional FRB workshops will attract equal support.

**Thank you.**

**Directors**

**Federation of Racecourse Bookmakers Limited**