



RESPONSIBLE
GAMING POLICY

The core issue of the Company



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1. INTRODUCTION

Gaming can be a way for people to improve their social and emotional well-being: it enriches their environment and brings benefits which impact on their professional and personal relationships. It is not, however, a way for people to free themselves from economic or emotional issues.

The majority of the adult population enjoys gaming in a safe, fun and controlled way, as another of their leisure activities. However, as stated by the [World Health Organization \(WHO\)](#), a minority of users – due to various factors – have difficulties with gaming responsibly¹.

CIRSA knows that behind the statistics are human beings in all types of situations. It is fundamentally important to the Company that these people are supported through the promotion of a Responsible Gaming culture that encourages users to engage in their activities appropriately. As such, the Company has measures in place to detect and assess potential issues. We recognise the fact that our business activities are only sustainable in a healthy and controlled context.

As well as working on preventive measures and activities within the Company itself to promote Responsible Gaming, CIRSA is part of all associations in the sector and various subsectors we work in, and actively participates in them. These organisations, together with various public bodies, are working hard to promote Responsible Gaming. The Spanish multinational is the first to demand and apply the protective measures required to ensure the most vulnerable groups are protected against the potential misuse of gaming, as well as against harmful practices that happen in our industry. In this regard, the Company encourages and participates in initiatives against illegal gambling and against anyone who does not comply with sector regulations regarding Responsible Gaming.



¹ The latest Directorate General for the Regulation of Gambling report from the Ministry of Finance indicates that in Spain compulsive gambling accounts for 0.3%, the same rate as in other countries such as Germany, France, Australia and New Zealand.

2. RESPONSIBLE GAMING CULTURE

CIRSA operates in a regulated sector that creates high levels of employment and provides more than 530 million euros in contributions and tax payments in the countries it operates in. The Company has a firm commitment to society and views people beyond their roles as consumers or clients. In this regard it protects its users, paying close attention to the risks associated with excessive gambling such as addiction or betting excessive amounts.

For the Company it is key to generate a culture of prevention and training that creates awareness around possible gambling disorders.

In this sense, the Company works hard to promote preventative campaigns and activities that encourage clients to take a measured approach to gambling. CIRSA also has systems in place to promote leisure as shared entertainment, and to ensure clients do not reach a point where they experience personal or financial issues.

In Colombia, for example, CIRSA Winner Group works closely with the Compulsive Gambling Foundation. This alliance allows it to make the negative impact of addiction clear, and most importantly generate a culture of prevention and training that creates awareness around gambling disorders.



3. PRINCIPLES OF A RESPONSIBLE GAMING CULTURE

3.1 Detecting vulnerable situations

CIRSA always educates and informs its clients of the consequences that can potentially arise if the recreational environment is misused. It also provides various resources to anyone who needs support.

The Company's approach involves two phases:

- **PREVENTIVE PHASES** (dependent on the Company's corporate commitment and promoted through the organisation's internal and external communication channels):

- Detecting potential problematic cases in gaming establishments.
- Raising awareness through various types of training for all employees:
 - **Continuous/specific training:** linked to each person's role.
 - **Smart Pills:** brief group training.
 - **Languages:** ongoing training in English, French, and Italian in order to provide better customer service and ensure that the team can understand users from different regions.



- Information to citizens, and in particular to clients, on the principles of responsible gaming and how they can be applied. For example, in our halls we advise users to only gamble the amount of money they can afford.
- Promoting specific prevention plans, designed for every gaming type and environment. These include regulated bets, not offering credit under any circumstance, not admitting minors, self-exclusion programmes, and serving alcoholic drinks responsibly.
- Support research into potential abnormal behaviours and damaging effects.
- **ACTIVE PHASES** (depending on the public health system of each jurisdiction the Company operates in):
 - Active collaboration between the Company and public bodies in promoting prevention and social awareness programmes.
 - Promotion of specific activities according to the severity of the problem detected.
 - Collaborating on therapeutic treatments.
 - Reinforcing self-exclusion whereby voluntary registration prevents users from accessing the activity.

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