

Electronic Leisure Gaming Machines Age Verification Testing



Dawn Clarke

Failed Test Purchases

The Penalties

- **If M&B fail a test purchase and are caught allowing U18's to play Gaming Machines, what could happen?**
- Any person under the age of 18 playing a Gaming Machine, including those permitting or participating in the play by an under 18 year old are potentially liable for prosecution which may incur a fine and the loss of the permit to site Gaming Machines on the premises
- The young person may be fined up to £1,000 and an adult is potentially liable to be fined, on conviction up to £5,000 and or 51 weeks imprisonment
- As well as being fined for allowing U18's to play a Gaming Machine, the premises license could also be the subject of review.

Age Verification Testing Training

- A 15 minute Electronic Leisure e-learning training module is online with via MABLE.
- The training consists of scenario based video e-learning on actions to be taken if a guest who appears to be under the age of 21/25 asking for change to play gaming machines with or are attempting to play gaming machines. There will be quiz questions after each video scenario.
- The training will need to be completed by RBMs and all front of house staff twice yearly.

Age Verification Testing

The Plan

- Coupled with the e-learning module and in conjunction with the UK Hospitality (UKH), M&B have put forward an 18-month plan to improve the test purchase results for pubs to the Gambling Commission.
- This will involve a series of test purchases that increase in difficulty conducted by Check Policy, a company similar to Serve Legal for alcohol, but specialising in Gaming Machine test purchases.
- UKH & M&B in conjunction with Check Policy have designed a “fair” and challenging Code of Conduct for test purchasing using 18 year old male & females that appear to look younger than 21.
- The testing process will be conducted in three, six-month phases over an eighteen-month period in order to improve the current level of compliance by simultaneously improving staff training and education. Selection will be random and national.

Stage 1	Upon asking for change at the bar to specifically play machines (phase 1 only).	PASS
Stage 2	Whilst browsing but before inserting money (stake) into a gaming machine.	PASS
Stage 3	Having inserted the stake into a machine and whilst playing the machine.	FAIL
Stage 4	The period between finishing play and exiting the premises.	FAIL
Stage 5	No ID challenge in the period from browsing to exiting the premises.	FAIL

Age Verification Testing

The Plan

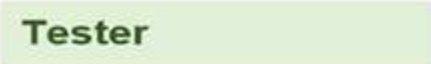
- Check Policy will email a Pass or Fail form to Dawn Clarke, Electronic Leisure, these forms will then be shared with the RBM and OD.
 - Following a failure, the RBM will be asked to conduct an investigation and ensure that all front of house team members are re-trained and are fully aware of their responsibilities in protecting young people from gambling harm.
 - Failed Test purchase forms will also be shared with DDs.
 - Following any subsequent failures at the same venue, the RBM will be asked to conduct further investigations and take action deemed necessary by the RBM, this could be re-training or disciplinary action.
 - The results of the Check Policy test purchasing will also be shared with the Exec on a quarterly basis.
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Age Verification Testing

Example Pass



Region / Manager: _____
Address: _____
Postcode: _____
Shop Name - Left: Nothing
Shop Name - Right: Texaco



Gender: Male
Attire: Blue trackies, brown t-shirt



Date & Time

Date	Entry	Exit	Duration
14/02/2019	16:10:00	16:20:00	00:10:00

Staff

Name: Claire
Gender: F
Description: Approximately 5-9â€• with blonde hair and glasses

Tester's Notes

Claire asked for my ID as I was waiting to play the machine as an older man was playing at the time I was in the pub (Harvester) for quite a while waiting for machine to be available. Only 3 people

ID Request

Result: Pass
ID Stage: 2 - Challenge while browsing

- 1: Challenge on entry
- 2: Challenge while browsing
- 3: Challenge during play
- 4: Challenge on exit
- 5: No challenge

Eye Contact: Y
Description: I walked in and went to the bar to ask to change some money, the bar tender then had to get a manager who could change the money for me at the till.

Play Details & Signage

Age Verification Testing

Example Fail



[Redacted]

Region / Manager: _____
Address: _____
Postcode: _____
Shop Name - Left: _____
Shop Name - Right: _____

Tester

Gender: Male
Attire: Blue joggers and a brown tee shirt

Test Details

Date & Time			
Date	Entry	Exit	Duration
14/02/2019	16:38:00	16:48:00	00:10:00

Staff

Name: No name badge
Gender: F
Description: Approximately 23 years old 5-4â€• with tattoos on arm wearing black shirt amd apron she had black hair

Tester's Notes

The restaurant and bar was busy and the staff members were walking around the venue waiting tables

ID Request	
Result:	Fail
ID Stage:	5 - No challenge

- 1: Challenge on entry
- 2: Challenge while browsing
- 3: Challenge during play
- 4: Challenge on exit
- 5: No challenge

Eye Contact: Y
Description: I entered and asked at the bar for change to play the machine and was not asked for ID , I then went to the machine and browsed for 2 mins in front of machine then after 2 min I played and there was no challenge.

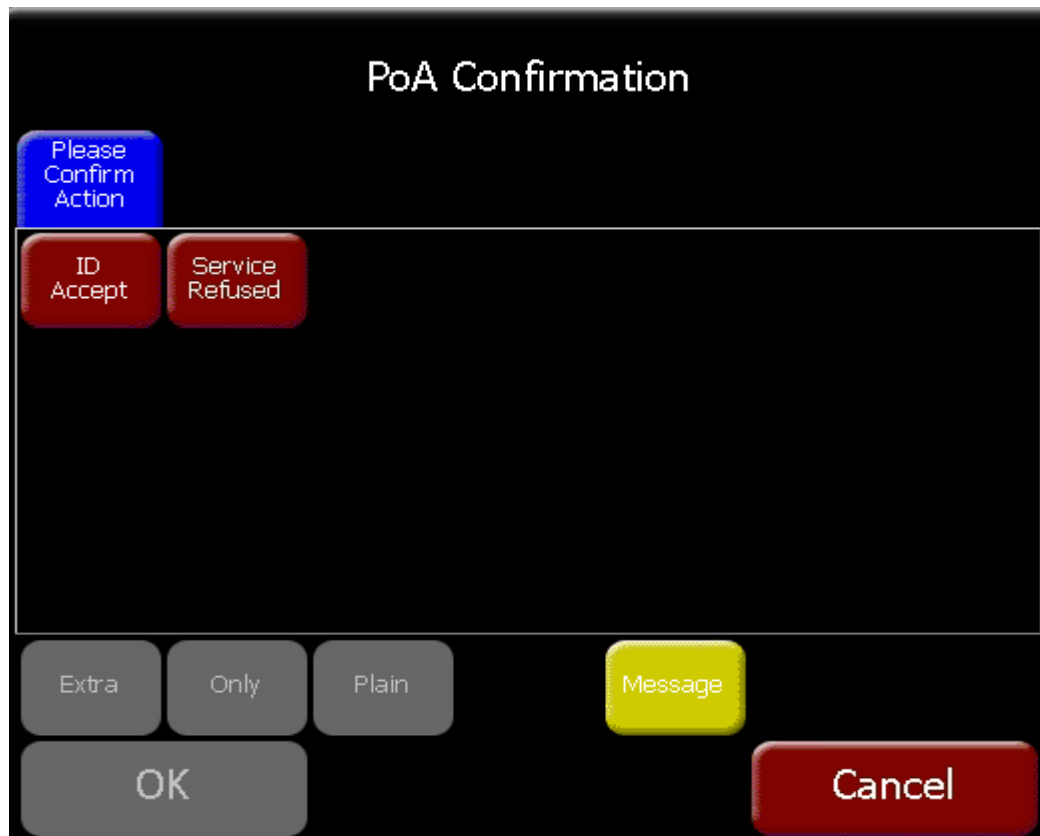
Age Verification Till Button

- BC&T have developed a Gaming Challenge Button in the Zonal tills to be used if a guest is challenged for being under age.



Age Verification Till Button

- Upon pressing the button, a pop up choice menu will be displayed, please choose the appropriate response, press OK when you have entered your response.



Age Verification Testing Acceptable ID

Action: Poster to be displayed back of house on Team Notice Boards

Forms for acceptable ID are as follows:

- International Passport.
- UK or European Union Photocard Driving Licence (full or provisional).
- Proof of Age Card with 'PASS' hologram.
- UK Military Identification Card (MOD Form 90).
- Biometric Residence Permit.



YOU WOULD CHALLENGE FOR ALCOHOL - SO WHY NOT PLAYING GAMING MACHINES?

Persons under the age of 18 are not permitted to play a Gaming Machine. In our effort to prevent this, it is our policy to ask for proof of age ID from guests who attempt to play the machine or ask for change, who look under the age of 21.

<p>INTERNATIONAL PASSPORT</p>	<p>UK/EUROPEAN UNION PHOTOCARD DRIVING LICENCE</p>	<p>MILITARY IDENTIFICATION CARDS</p>
	<p>BIOMETRIC RESIDENCE PERMIT CARD</p>	<p>PROOF OF AGE CARDS WITH THE PASS HOLOGRAM</p>

ACCEPTABLE ID ITEMS ARE AS SHOWN ABOVE

When checking proof of age ID, remember some simple guidelines:

- **STEP 1** Check the hologram, features and format of the ID
- **STEP 2** Check the photo – does it match the holder?
- **STEP 3** Check the date of birth – is the person over 18?
- **STEP 4** Check the ID hasn't been tampered with – make sure the surface is flush, with nothing stuck on top.
- **STEP 5** Check the person – are you really satisfied?

If you are still not satisfied about a person's age, you must not allow the person to use the gaming machine.

REMEMBER

If you allow someone who is under 18 to play a Gaming Machine, you commit a criminal offence. Both you and the company could be prosecuted.

An adult who has permitted underage gambling is potentially liable, on conviction, to be fined up to £5,000 and/or 51-months imprisonment. The business may lose permission to site Gaming Machines on the premises and in addition, the underage person may be fined up to £1,000.

Years are ticking a clock
Try to see an option

Mitchells & Butlers
Serving with pride since 1888

Love Every Moment

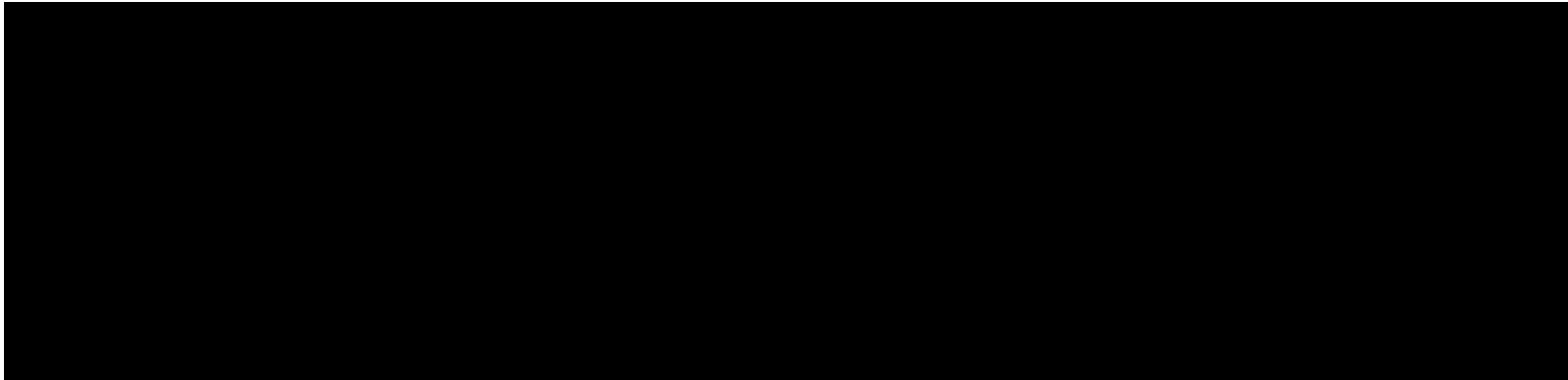
Challenge 21/25 Stickers

All Gaming Machines



- Stickers will be added to all Gaming Machines by the suppliers collectors/engineers during July/August.

Digital Gaming Machines On Screen Messaging



- Deployed on all digital gaming machines.

Digital Gaming Machines

Start Up Screen Messaging

- Digital Category C products will also carry a message that will be displayed for 20 seconds when a machine is switched on.
- The message will say:
- *THIS IS A CATEGORY C GAMING MACHINE ONLY TO BE PLAYED BY PERSONS AGED 18 OR ABOVE*
- *IT IS OUR RESPONSIBILITY TO ENSURE THE MACHINE IS NOT PLAYED BY ANYONE UNDER THE AGE OF 18*
- ALL STAFF ARE REQUESTED TO BE VIGILANT.
- *IF STAFF SEE ANYONE PLAYING OR ABOUT TO PLAY THIS MACHINE WHO APPEARS TO BE UNDER THE AGE OF 25 THEY MUST BE ASKED TO PROVIDE EVIDENCE TO PROVE THEY ARE NOT UNDER 18 IN ACCORDANCE WITH COMPANY POLICY.*

Digital Gaming Machines Age Confirmation Message

- Digital Category C products will carry an age confirmation message when cash is inserted into the machine at the beginning of a session.
- A session begins when credit is inserted by any method, or when a game is played.
- If there is no player input for 240 seconds then the session ends irrespective of machine balance.
- If a player presses 'Collect' at any time during a session, and all uncommitted credit is cashed out, the session ends.



malfunction or door open,

**SIDE ONE TO READ 'I
18'**

ED 18 OR ABOVE

and any money inserted

Age Verification

What You Should Know

- All Cat C machines must be located so that they are effectively supervised from the bar server.
- All front of house staff must be trained and be aware of the Social Responsibility and the Law around gaming.
- Failure to improve puts M&B and its staff at risk of fines, prosecution, the loss of the machine revenue stream and potentially the loss of premises licenses.