

Roles and Responsibilities of Participants in British Columbia's Gaming Industry

The purpose of this document is to outline the roles and responsibilities of all participants in British Columbia's gaming industry. The list of roles and responsibilities is not intended to be, and should not be construed as, exhaustive but is intended to provide a general understanding based on the enabling legislation the Gaming Control Act (the Act) and its Regulations.

1. Role of Government

Government, through the Minister responsible, provides broad policy direction to ensure British Columbia's social and economic priorities for gaming are achieved. Government is not involved in decisions respecting individuals or specific companies or organizations, or in the day-to-day management of gaming except where approval for such decisions is required under the Act.

2. Regulating the British Columbia Gaming Industry

2.1 Gaming Policy and Enforcement Branch

The Gaming Policy and Enforcement Branch (GPEB) has regulatory oversight over all gaming in the province. This includes ensuring the integrity of gaming, gaming industry companies, people and equipment. GPEB has several responsibilities; these include but are not limited to:

- Developing and maintaining the policy and regulatory framework for gaming and horse racing;
- Establishing industry-wide public interest standards;
- Managing the distribution of gaming proceeds to communities and community organizations, including payments to local governments and the horse racing industry and the Province's Community Gaming Grant program;
- Issuing gaming event licences to eligible charitable organizations;
- Licensing, regulating and managing the conduct of horse racing in British Columbia including the overseeing of horse racing events, determining the outcome of each race and adjudicating any related matters;
- Registering all gaming services providers, gaming workers, and lottery retail managers;
- Approving and certifying, in advance of implementation, the technical integrity of all gaming equipment and lottery schemes operating in the province;
- Managing an audit plan for the gaming industry which includes auditing BCLC, commercial gaming facilities, horse racing facilities, lottery retailers, licensed gaming events and community organizations' use of gaming proceeds;

- Managing a rigorous investigation program which includes investigating all complaints and allegations of wrongdoing related to gaming and assisting law enforcement agencies in all criminal investigations in or near gaming and horse racing facilities;
- Managing the GPEB's risk management strategy for the gaming industry as a whole; and
- Managing the Province's Responsible Gambling Strategy, including the Problem Gambling Program, in order to minimize harm and promote responsible gambling practices.

3. Conduct and Management of Gaming in British Columbia

3.1 British Columbia Lottery Corporation

BCLC is a commercial Crown corporation and agent of the Crown which is responsible for conducting and managing all commercial gaming in the province, with the exception of horse racing. In general, BCLC is a gaming entertainment company that manages all contracts and formal relationships with gaming facility service providers, lottery retailers as well as all gaming agreements with other provinces and the federal government.

BCLC is responsible for enhancing the financial performance, integrity, efficiency, and sustainability of the gaming industry in the province within the policy framework established by the Province of British Columbia. BCLC is also responsible for complying with operating and reporting requirements set out by its Board of Governors, government and any applicable laws and regulations.

3.2 Horse Racing Service Providers

Horse racing service providers are companies that conduct and operate horse race events. These service providers are licensed by GPEB and are responsible for conducting horse racing in accordance with rules and regulations as set by the Province in the Gaming Control Act and the Rules of Thoroughbred and Standardbred Horse Racing in B.C. Wagering on horse races is regulated by the federal government through the Canadian Pari-Mutuel Agency.

3.3 Community Organizations Running Charitable Gaming Events

Not for profit community organizations are eligible to conduct charitable gaming events. These organizations must obtain an appropriate licence from GPEB to conduct gaming events. Types of gaming events that can be conducted by community organizations include ticket raffles, independent bingos, wheels of fortune and social occasion casinos.

Organizations that host licensed charitable gaming events are responsible for complying with the rules and regulations outlined by the Province as well as any applicable standards (i.e.: Advertising and Marketing Standards).

Individuals who run large scale charitable gaming events are considered gaming workers and as such they must be registered by GPEB (see below).

3.4 Charitable Gaming Event Operators

Like regular gaming workers, individuals who conduct and manage large charitable gaming events must be registered by GPEB. Charitable Gaming Event Operators are responsible for ensuring that the games they are running comply with all applicable standards and regulations including ensuring appropriate operational, financial and reporting processes are in place.

4. Supporting the Delivery of Gaming in British Columbia

4.1 Gaming Service Providers

BCLC contracts with the private sector to provide day to day operational services at its gaming facilities; to sell lottery products; and, to provide gaming equipment and supplies. Gaming facility service providers include casino, bingo and community gaming centre operators. Gaming services providers are registered by GPEB and are responsible for complying with all applicable rules and regulations as well as complying with the terms and conditions of contract with BCLC.

4.2 Gaming Equipment Suppliers

BCLC contracts with private sector companies to provide materials and equipment for gaming. Gaming equipment suppliers produce a wide variety of items such as slot machines, bingo paper, poker chips and tickets for scratch and win or pull tab games. Gaming equipment suppliers are registered by GPEB and are responsible for complying with all applicable rules and regulations as well as complying with the terms and conditions of contract with BCLC. In addition, gaming equipment suppliers are responsible for ensuring their products comply with all of the Province's Technical Gaming Standards.

4.3 Key Persons

Key persons are individuals who hold critical security, operational or financial responsibilities in the gaming and horse racing industries. This includes directors, officers and senior employees of any business that is involved with gaming operations in the province. Key persons have several responsibilities which include but are not limited to ensuring that they obey the standard operating procedures and rules of play established by GPEB and BCLC and ensuring that they, and the gaming companies in B.C. they are affiliated with, comply with the Province's Advertising and Marketing, Responsible Gambling, and Security and Surveillance Standards.

4.4 Ancillary and Other Service Providers

Ancillary and other service providers include companies that provide services to gaming operators that are not directly related to the delivery of gaming. These include janitorial services and concessionaires. These service providers are responsible for ensuring all employees who work in gaming venues are registered by GPEB and that they comply with all applicable rules and regulations.

4.5 Gaming and Horse Racing Workers

Gaming workers are individuals who work with large-scale licensed raffles, casino games, commercial bingos or teletheatres. Horse race workers are individuals who work for, or conduct business with, race tracks. These include jockeys, grooms, trainers, race horse owners and racing officials. They also include anyone that is connected in any capacity to the industry.

Gaming and horse racing workers are registered by GPEB to ensure the integrity, honesty and financial responsibility of gaming and horse racing operations. Gaming workers and horse race workers have certain responsibilities which include complying with the standards, policies, operating procedures and rules established by GPEB and BCLC.

4.6 Horse Racing Teletheatre Operators

Teletheatres present simulcast satellite broadcasts of horse races run at local, national and international tracks. Teletheatres are licensed by GPEB and are responsible for complying with the Province's Advertising and Marketing, Responsible Gambling, and Security and Surveillance Standards.

The operators of teletheatres are considered gaming services providers and are required to be registered by GPEB.

4.7 Lottery Retail Contract Manager

Lottery Retail Contract Managers are individuals who have "managerial responsibility" for a Lottery Operations Agreement contract with BCLC to sell lottery tickets or provide other types of provincial gaming. GPEB registers all individuals who have either on-site managerial responsibility or managerial responsibility for a contract with BCLC which authorizes the sale of lottery products. Lottery Retail Contract Managers are responsible for complying with the terms conditions the Lottery Operations Agreement as well as all the conditions of registration established by the Province. These individuals are also responsible for supervising Lottery Retail On-Site Managers (see below).

4.8 Lottery Retail On-Site Manager

Lottery Retail On-Site Managers are individuals with on-site managerial responsibility at any facility where lottery tickets are sold. The On-Site Manager is a person who acts on behalf of the Lottery Retail Contract Manager by: overseeing or coordinating lottery product sales; managing compliance issues with respect to the sale of lottery products; and exercising significant decision making authority with respect to the sale of lottery products by the lottery ticket retailer. On-Site Managers are registered by GPEB and are responsible for complying with the condition of registration and the Lottery Operations Agreement and for complying with conditions of registration established by the Province.

5. Lottery Players and Gaming Patrons

5.1 Lottery players

Government cannot mandate lottery player behaviour such that people are required to protect themselves. Lottery players are consumers and as in any retail environment, they have a responsibility to act prudently including utilizing any of the safeguards made available to them.

Such measures include:

- Signing the back of the ticket at time of purchase;
- Using self-serve Check-A-Ticket terminals to determine if their ticket has won a prize;
- Ensuring that lottery retailers return the ticket and provide a validation slip when they have validated a ticket;
- Setting spending limits;
- If registered with PlayNow, access the voluntarily self-exclusion option if they have concerns about their gambling choices;
- If a player believes they have witnessed an incident of wrongdoing (i.e. a retailer has not properly followed validation procedures or has not paid the correct prize), they can contact GPEB's Investigation Division through its toll-free number, 1-877-660-8850 or through GPEB's website at: <https://eservice.pssg.gov.bc.ca/gaming/inv/Complaint>; and
- Contacting BCLC's Player Feedback Centre at 1-866-815-0222 if a player has any customer service questions or concerns.

5.2 Gaming Patrons (casinos, race tracks, commercial bingo halls, licensed gaming events, community gaming centres, etc.)

Similar to lottery players, Government cannot mandate gaming patron behaviour such that people are required to protect themselves. Gaming patrons have a responsibility to utilize the variety of safeguards at their disposal to ensure they are protected. These safeguards include:

- Knowing how games operate and what the odds of winning are;
- Being aware of your surroundings and taking proper precautions with gaming chips, bingo cards, cash, etc.;
- Playing with a friend and setting time and spending limits;
- Signing up to be voluntarily self-excluded from casinos, commercial bingo halls or community gaming centres if gambling is a problem for them;
- If a patron believes they have witnessed an incident of wrongdoing they can contact GPEB's Investigation Division through its toll-free number, 1-877-660-8850 or through GPEB's website at: <https://eservice.pssg.gov.bc.ca/gaming/inv/Complaint>; and
- Contacting BCLC's Player Complaint Centre at 1-866-601-1818 if a patron has any customer service issues or complaints.