

# GambleAware

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## PRESS STATEMENT

### **Nominations open for the GambleAware award at the Gambling Compliance Global Regulatory Awards 2017.**

**London, December 5 2016:** Next year's inaugural Gambling Compliance Global Regulatory Awards will be presented in association with GambleAware and will take place on April 25<sup>th</sup> 2017 in London.

Included in the range of award categories will be the GambleAware Award For Outstanding Individual Contribution To Responsible Gambling In A Customer-Facing Role. This award is aimed at frontline staff (from trainee to premises manager or team supervisor), rather than more senior managers or executives, and recognises efforts over and above the requirements of their job role which have had a demonstrably positive impact on one or more customers.

The judges will be looking for an individual who has shown initiative, and has been proactive in taking action to promote responsible gambling behaviour, going above and beyond either what is required from a compliance perspective or merely following the letter of company procedures. It may be a customer services team member supporting online players or someone who deals face-to-face with customers.

For full details of the awards and to submit nominations, please go to the Awards website [gamblingcomplianceawards.com](http://gamblingcomplianceawards.com).

**Iain Corby, GambleAware's Director of Operations and Development** said: "GambleAware is delighted to support this new awards scheme, and to promote the explicit recognition of frontline staff who go the extra mile to do the right thing. We hope operators will encourage their staff to nominate colleagues, bringing those shortlisted to the ceremony, and in doing so, ensure we raise the profile of the many responsible role-models we know work across the industry, caring for their customers."



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**NOTES**

- The Responsible Gambling Trust operating as GambleAware is the leading charity in the UK committed to minimising gambling-related harm. As an independent national charity funded by donations from the gambling industry, GambleAware funds education, prevention and treatment services and commissions research to broaden public understanding of gambling-related harm. The aim is to stop people getting into problems with their gambling, and ensure that those that do develop problems receive fast and effective treatment and support. Click here to find out more: <http://about.gambleaware.org/>
- GambleAware aims to raise a minimum of £10million each year in voluntary contributions from the gambling industry operating in Great Britain. This donation based system was proposed under the Gambling Act 2005 and is prescribed by the Gambling Commission in its Licence Conditions and Codes of Practice.
- GambleAware's programme of treatment, education, harm prevention and research are guided by the National Responsible Gambling Strategy, which is defined by the independent Responsible Gambling Strategy Board (RGSB) and endorsed by the Gambling Commission. The RGSB, the Gambling Commission and GambleAware work together under the terms of an agreement in place since 2012: <http://about.gambleaware.org/media/1216/statementofintent.pdf>. Research is conducted under the terms of a 'Research Commissioning and Governance Procedure' agreed in 2016 by the RGSB, the Gambling Commission and GambleAware: <http://about.gambleaware.org/media/1270/research-commissioning-and-governance-procedure-may-2016-final.pdf>.