

4th Safer Gambling Conference

Monday
4 October 2021
10:00 (GMT +3)

ONLINE CONFERENCE AGENDA



8
Topics
covered



20+
Speakers



10+
Countries



Organiser

NATIONAL
BETTING
AUTHORITY

Introduction

The National Betting Authority is organising for the 4th consecutive year the Safer Gambling Week (SGW). The 4th Safer Gambling Conference will launch Safer Gambling Week on Monday 4th of October 2021, at 10:00, online. The focus on safer gambling promotes a new understanding of the responsibility of the state and gambling

operators and providers to enhance player's protection policies and tools. The Conference aims to inform and inspire participants through presentations by distinguished professionals and various stakeholders, who will discuss and exchange opinions regarding gambling and safer gambling practices.

Why Attend?

- Learn about safer gambling best practices and insights
- Gain industry knowledge from renowned professionals
- Expand your knowledge on gambling addiction prevention
- Find out about emerging technologies and trends in safer gambling

Target Audience

- Gambling Industry Professionals
- Regulatory Authorities
- Academics
- Managing Directors and CEOs
- Law Firms and Legal Consultants
- Financial Services Providers
- Software/Technology Providers
- Consulting Firms
- Advertising Agencies
- Youth Workers
- Mental Health Professionals
- Sports Federations
- Civil Society
- Media

Event Details



Monday
4 October 2021



10:00
o'clock



Online
Conference



English
The conference will be
conducted in English

Agenda

10:00 – Introduction by the Conference’s Chair

- 10:05
- Melanie Steliou, Journalist
-

10:05 – Welcome Addresses

- 10:15
- Ioanna Fiakkou, President, National Betting Authority, Cyprus
 - Constantinos Petrides, Minister of Finance, Cyprus
-

10:15 – Gambling harms: Global solutions to global problems?

10:30

Gambling is increasingly a global public health issue, dominated by global corporations working across different jurisdictions. The continued development of online gambling, with trends accelerated by Covid-19, means that solutions aiming to protect the public from harms need to have a global perspective. This presentation will discuss the work the Lancet Public Health Commission on gambling, which seeks to develop these recommendations, discuss why this is needed, and how people can get involved.

- Dr. Heather Wardle, School of Social and Political Sciences, University of Glasgow, UK
-

10:30 – Panel Discussion: Safer Gambling - Regulators’ view

11:15

Moderator: Dr. Joerg Hofmann, Senior Partner MELCHERS law firm, Lecturer at the University of Heidelberg for gambling law, Germany

Regulating Authorities will discuss as to how they can ensure gambling businesses apply safer gambling practices, follow the rules when promoting gambling products and secure protection of players. What is the role of the regulator and what is the future of safer gambling? How can regulators work hand in hand with the operators in order to safeguard the industry’s sustainability?

- Spyros Tsakonitis, Legal Advisor, National Betting Authority, Cyprus
 - Marina Yiannikouri, Head of Responsible Gambling & Social Responsibility, Cyprus Gaming & Casino Supervision Commission
 - Annet Meijer, Coordinating Advisor, Netherlands Gambling Authority
 - Dr. Anders Basboll, Chief Adviser, Gaming Machines and Systems, Danish Gambling Authority
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11:15– Presentation: AI and neuroscience for preventing gambling addiction

- 11:30
- Dr. Kim Mouridsen, Founder, Mindway AI, Denmark
-

11:30– Panel Discussion: Safer Gambling Standards – A method of enhanced player protection?

12:00

Moderator: Trudy, Smit Quosai, CEO, GREO, Canada

Across the gambling industry, countries are implementing and suggesting safer gambling standards with the goal to enhance player protection. How can these standards benefit players and operators? What are the biggest challenges and opportunities for moving towards a universal application to all jurisdictions? How can we move towards a more sustainable gambling environment?

- Vasiliki Panousi, Manager of EU Affairs, EGBA, Belgium
 - Hayley Smith, Interim Head of Safer Gambling Standards Gamcare, UK
 - Mark Pace, Vice President IGSA & Managing Director GSA Europe, Malta
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- 12:00 – 12:05** **Safer Gambling Week Awareness video**
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- 12:05 – 12:40** **Operators Panel Discussion: Sustainable Gambling**
Moderator: Dr. Joerg Hofmann, Senior Partner MELCHERS law firm, Lecturer at the University of Heidelberg for gambling law, Germany
The gambling industry, just like other sectors of the economy around the globe, is moving towards more sustainable and socially responsible practices. How do operators apply sustainable strategies for their businesses and what does the future hold for the gambling industry?
- Frances Adams, Responsible Gambling Support Manager bet365, UK
 - Charmaine Hogan, Head of Regulatory Affairs, Playtech, UK
 - Iris den Boer, Responsible Gaming Manager, Kaizen Gaming, Malta
-
- 12:40 – 12:55** **Presentation: Do financial services have a role in helping reduce harms from gambling?**
This presentation will explore the potential role of financial services in helping reduce harms from gambling, drawing on research conducted in Britain with the financial services sector and people who have experience of gambling and gambling harms.
- Dr. Sharon Collard, University of Bristol, Research Director, UK
-
- 12:55 – 13:25** **Panel Discussion: Gambling disorder as a Public Health issue**
Moderator: Christina Golna, Head, Policy change and Management Consulting, Innrowth Ltd, Cyprus
Gambling disorder is considered a public health issue. What should be the framework for introducing the concept of public health across the gambling disorder continuum? Is there a need to integrate gambling disorder in the general health services system? What is the cost effectiveness of such an approach? This panel of experts will discuss how a public health approach towards gambling disorder might be implemented?
- Prof. Mark Griffiths, Distinguished Professor of Behavioural Addiction, University of Nottingham, UK
 - Dr. Rachel Volberg, Research Professor, School of Public Health and Health Sciences, University of Massachusetts Amherst, USA
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- 13:25 – 14:05** **Panel Discussion: Risk assessment and safer gambling tools and design**
Moderator: Christina Thakor-Rankin, Principal Consultant, 1710 Gaming Ltd, UK
A number of tools have been developed to assess the risk associated with specific gambling products. This session will highlight the key issues around detecting behavioural risk using behavioural tracking and what does the latest research indicates? How can we mitigate product risk in gambling?
- Dr. Jonathan Parke, Director, Sophro, UK
 - Dr. Michael Auer, Founder, neccton, Austria
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- 14:05 – 14:15** **Brief Statement from the President of the Hellenic Gaming Commission**
• Dimitrios Ntzanatos, President
- Presentation: Implementation of Responsible Gaming in Greece**
• Ioannis Kontoulas, Board Member
-
- 14:15** **Closing Remarks by the Conference's Chair**
-

Speakers



Ioanna Fiakkou

President, National Betting Authority, Cyprus



Ioanna Fiakkou has been the President of the National Betting Authority since September 2015. By assuming her duties, she set as a priority the promotion of the best practices of the sector, both in business and in society. Under her guidance, strict licensing and compliance requirements were adopted, and the first online betting licenses were issued. In addition, Ms. Fiakkou proceeded with the upgrade and restructuring of the Authority, investing in facilities, equipment and specialized personnel. At the same time, the emphasis she placed on the social impact of the sector is equally important, as she introduced measures for safe participation in the betting activity, while on her own initiative, the philosophy of responsible /safe gambling was introduced to the general public for the first time. Ms. Fiakkou's goal is the further regulation of the market, as well as the identification of gambling as a safe activity.

In June 2021, she has been awarded the Editor's Choice honorary award at the 13th INBusiness Awards for the achievements she has accomplished during her tenure as the President of the NBA.

Ms. Fiakkou is a graduate of the Department of Economics of the University of Ioannina. Prior to her appointment as President of the National Betting Authority, she had extensive experience in auditing and accounting.



Constantinos Petrides

Minister of Finance, Cyprus



Constantinos Petrides assumed office as Minister of Finance of the Republic of Cyprus on 3rd of December 2019. Prior to his appointment, he served as Minister of Interior (1 May 2017 - 3 December 2019) and Deputy Minister to the President of the Republic of Cyprus since (1st March 2013 – 30 April 2017). From September 2011 to February 2013 was the Director of the Office of the President of the Democratic Rally. In 2006 he was hired at the European Commission in Brussels where he worked as an economist at the Directorate General for Agriculture and the Directorate General for Competition until September 2011. During his stay at the European Commission he served as negotiator of trade liberalization agreements between the EU and third countries and also worked on issues of public aid in the field of transportations. From 2000 until 2006 he served as Senior Officer at the Association of Cyprus Banks and as representative of the Association to the European Banking Federation and the National Euro Changeover Committee. During the negotiations for Cyprus' accession to the EU in 2000 he worked on issues of harmonization at the Directorate for EU-Cyprus relations of the Planning Bureau. He studied Economics at the University of Nottingham and then acquired an MSc in Political Economy of Transition in Europe from the London School of Economics and Political Sciences.



Dr. Heather Wardle

Lord Kelvin Adam Smith Reader, University of Glasgow, UK

Heather Wardle is Adam Smith Lord Kelvin Reader in Social Sciences at the University of Glasgow. She is an expert in gambling research, policy and practice and served as policy advisor to the Gambling Commission through the Advisory Board for Safer Gambling for five years. She is Co-Chair of the Lancet Public Health Commission on Gambling and recently published her first book “Games without Frontiers?” looking at the intersection between gaming and gambling.



Dr. Joerg Hofmann

Senior Partner MELCHERS law firm, Lecturer at the University of Heidelberg for gambling law, Germany



Dr. Joerg Hofmann heads the Betting and Gaming Group of Melchers Law Firm in Heidelberg, Germany. He is a Past President of the International Masters of Gaming Law (IMGL). Joerg has been consistently ranked as “Leading Individual” by Chambers Global and is listed among “Germany’s Best Lawyers” in the category “Gaming Law” by Handelsblatt and BestLawyers. Who’s Who Legal 2019 recognised him as number one in Germany for “Sports and Entertainment”. He frequently publishes articles in international expert’s magazines and speaks regularly on international gaming law conferences.



Spyros Tsakonitis

Legal Advisor, National Betting Authority, Cyprus



Spyros Tsakonitis graduated in Law from University of Westminster in 2012 (LL.B with Honours) and in 2013 acquired a Master in Science (MSc) in the field of Politics from Birkbeck, University of London. In 2015 he was admitted to the Cyprus Bar Association while in 2016 he completed his postgraduate in International Shipping Law (LL.M Merit) at Queen Mary, University of London. He has been working at the National Betting Authority for over four years as an internal legal advisor. He headed the launch of online betting licensing and the overall overhaul of the current legal framework.



Marina Yiannikouri

Head of Responsible Gambling & Social Responsibility, Cyprus Gaming & Casino Supervision Commission



Marina Yiannikouri a BA graduate in Communications with Sociology and a Postgraduate in TV & Video Production. She worked at Cyprus Broadcasting Corporation 1997 – 1999 and at Cyprus Radio-TV Authority 1999 – 2018. She is since Head of Responsible Gambling & Social Responsibility at the Cyprus Gaming & Casino Supervision Commission.

Annet Meijer

Coordinating Advisor, Netherlands Gambling Authority



Dr. Anders Basbøll

Chief Adviser, Gaming Machines and Systems, Danish Gambling Authority



Dr Anders Basbøll is a theoretical physicist/cosmologist and joined the Danish Gambling Authority (DGA) in 2016. Anders has worked on the reporting criteria for sending live data on especially parimutuel betting (horse racing) as well as data demands for online bingo. Currently he is working on a new platform to analyse game data – one purpose of which is to see to which degree Problematic Gambling is predictable. The DGA wants to look at its game data itself in order to understand what is possible to do for the licence holders in the prevention of Problematic Gambling.



Dr. Kim Mouridsen

Founder, Mindway AI, Denmark

Professor Kim Mouridsen has worked with neuroscience and artificial intelligence for more than 20 years at Harvard Medical School and Aarhus University amongst others. He has co-founded Cercare Medical and Mindway AI to bring research into the life of people in need. He is a recognized speaker world-wide within neuroimaging and develops state-of-the-art predictive models and diagnostic tools for brain disease and addiction.



Dr. Trudy Smit Quosai

CEO, GREO, Canada

The logo for greo, consisting of the word "greo" in a bold, lowercase, sans-serif font inside a white rectangular box.

Trudy Smit Quosai is the Chief Executive Officer of Greo, a global leader in knowledge translation and intersectional approaches to reduce gambling harms. Greo is currently working with several organizations internationally on gambling-focused initiatives, including safer gambling, financial harm reduction, credit management, sports betting, cryptocurrency, as well as strategic frameworks and research programming for gambling and gaming regulators. Dr. Smit Quosai's doctoral research and early career focused on removing barriers to education; since that time she has worked to ensure access to trustworthy evidence and insights that are useful to families and carers, health practitioners, post-secondary institutions, and government.



Vasiliki Panousi

Manager of EU Affairs, EGBA, Belgium



Before starting work at EGBA, Vasiliki worked at a media trade association in Brussels, focusing on EU digital market issues. She also worked at the European Commission in DG CNECT and DG EAC. Vasiliki is a qualified lawyer and holds a master degree in European Law from Maastricht University. In addition to her native Greek, she speaks English, Spanish and French.



Hayley Smith

Interim Head of Safer Gambling Standards Gamcare, UK



Hayley has worked in the gambling field for over 29 years. Starting out in industry as an employee in land-based Bingo halls, she moved into Audit, Risk and Compliance. Her former role within the industry was Director of Risk and Compliance for a land-based and online businesses. Hayley now uses her industry knowledge of gambling related harm to inform the development of GamCare's industry services products and safer gambling standard – developing activities, products and services to reach those at risk of harm, and working with industry to drive a more responsible business culture and make gambling environments safer for everyone.



Mark Pace

Vice President IGSA & Managing Director GSA Europe



Mark has over 35 years of gaming industry experience. He spent twenty-two-years with Caesar's Entertainment Inc. holding positions with various levels of responsibility in Accounting, Finance, IT, Slot Operations and Regulatory Affairs at the property and corporate levels.

In 2004 he joined WMS Gaming Inc. and over twelve-years he was responsible for several Engineering, Development, Operations, Regulatory, and Business Analytics departments. After the Scientific Games Inc. acquisition of WMS, he took over responsibility for Global Technical Operations for the Lottery, Gaming, and Interactive divisions globally.

In 2017, after ten years of working with IGSA and serving on its Board, Mark joined IGSA as the MD of GSA Europe. In 2020, Mark was also named VP of IGSA.



Frances Adams

Responsible Gambling Support Manager bet365, UK



bet365

Frances Adams is the Responsible Gambling Support Manager at bet365. Frances oversees the day-to-day operation of the Responsible Gambling Support department and the licenced countries that fall under that, including Cyprus.



Charmaine Hogan

Head of Regulatory Affairs, Playtech



playtech
POWERED BY GAMES

Charmaine Hogan is Playtech's Head of Regulatory Affairs, with a focus on emerging and re-regulating markets. Charmaine has been working in the gambling industry for several years. Between 2004 and 2016, Charmaine resided in Brussels where she worked on EU legislation and policy covering the internal market and services including digital services, both on behalf of government (Malta) and at the European Commission. At the European Commission Charmaine led discussions with European gambling regulatory authorities, and on policy development notably on consumer protection. At Playtech that experience is shared in engaging with policy-makers and stakeholders from local to national and international levels.



Iris Den Boer

Responsible Gaming Manager, Kaizen Gaming, Malta



kaizen
GAMING

Iris den Boer was born and raised in Holland. She moved to Malta to work in the online gaming industry where she has been active for 6 + years in this field . As the Responsible Gaming Manager for Kaizen Gaming she will be attending the Safer Gambling Conference to be a part of the panel.



Dr. Sharon Collard

University of Bristol, Research Director, UK



University of
BRISTOL
Personal Finance
Research Centre

Sharon's research explores the intersections between vulnerability and personal finance. She has examined the role of financial services in reducing gambling harm, including the design of bank card gambling blocks and how financial services firms can identify and support people at risk of gambling-related financial harm. She is currently exploring the links between problem debt and gambling with a national debt advice charity. Sharon is also a Research Affiliate at the University of Sydney; a member of the UK Financial Services Consumer Panel, a statutory panel that represents the interests of consumers in the development of policy for the regulation of financial services.



Christina Golna

Head, Policy change and Management Consulting, Innowth Ltd, Cyprus



Christina is a policy change management consultant with over 20 years of experience in health policy analysis, development and messaging, value based strategic marketing of health technologies, design and management of large-scale public health change projects and evaluation and reporting of outcomes of health interventions. Christina graduated cum laude from the Law School of the University of Thessaloniki, the Law School of the University of Cambridge and the Department of Government of the London School of Economics. She has worked for Accenture in London, the World Health Organisation at the European Observatory on Health Systems and Policies and Roche Pharmaceuticals. She has acted as Scientific Director of the Hepatitis B and C Public Policy Association in Luxembourg and Advisor to the Minister of Health and the Governor of the Bank of Greece, responsible for redesigning processes and policies with emphasis on measuring outcomes. She has also worked with the Anti-Drugs Council of Cyprus and the Drug, Tobacco and Alcohol Control Department of the Government of Lithuania on drug demand reduction policies. She is currently Projects Head at Innowth.

Christina specializes in strategic launch planning, territory launch planning, business restructuring, outcomes monitoring and reporting and decision-making support in health care and has designed and coordinated the development of targeted disease management tools in addictive disorders, hepatitis C, chronic myeloid leukemia, multiple sclerosis and diabetes. She has co-authored 3 books, 4 chapters in books and 23 peer-reviewed articles.



Prof. Mark Griffiths

Distinguished Professor of Behavioural Addiction, University of Nottingham, UK



Dr. Mark Griffiths is a Chartered Psychologist and Distinguished Professor of Behavioural Addiction at the Nottingham Trent University, and Director of the International Gaming Research Unit. He has spent 33 in the field and is internationally known for his work into gambling, gaming, and behavioral addictions. He has published over 1100 refereed research papers, six books, 160+ book chapters and over 1500 other articles. He has won 23 national and international awards for his work including the John Rosecrance Prize (1994), CELEJ Prize (1998), Joseph Lister Prize (2004) and the US National Council on Problem Gambling Lifetime Research Award (2013). He also does a lot of freelance journalism and has appeared on over 3500 radio and television programs, and written over 350 articles for national and international newspapers and magazines.



Dr. Rachel Volberg

Research Professor, School of Public Health and Health Sciences, University of Massachusetts Amherst, USA

Dr. Rachel Volberg has been involved in research on gambling and problem gambling since 1985. She has directed or consulted on numerous gambling studies around the world, published extensively, and advised governments and private sector organizations on issues relating to gambling legalization, the epidemiology of problem gambling and public policy approaches to developing and refining services for problem gamblers and their families. Dr. Volberg is currently the Principal Investigator on two major studies funded by the Massachusetts Gaming Commission: the Social and Economic Impacts of Gambling in Massachusetts (SEIGMA) study and the Massachusetts Gambling Impact Cohort (MAGIC) study.



Christina Thakor-Rankin

Principal Consultant, 1710 Gaming Ltd, UK

Christina has over 25 years' experience working in the betting and gambling industry with a career spanning both land and online gaming, across all aspects of gaming operations, regulatory compliance and money laundering.

Having previously held senior roles with a number of leading gaming brands managing multiple and diverse functions and teams across a range of channels and products and customers, she is currently Principal Consultant at 1710 Gaming Ltd working with start-ups, investors, established operators, regulators, law enforcement and industry groups across the world, advising on all aspects of the betting, gaming and gambling cycle – from market research and analysis, to licensing and compliance, products and marketing, project management and business strategy, to full operational set-up and customer engagement.

Recent projects include national self-exclusion, full operational start up and platform migrations, drafting of regulations and training of law enforcement agencies as well as undertaking the role of Regulatory Compliance Officer and MLRO for active licences across a number of jurisdictions.

Christina is a regular contributor to industry publications and events, as well as providing pro bono services to responsible gambling organisations. She holds an honours degree in Law and Politics and a Masters in Classics.



Dr. Jonathan Parke

Director, Sophro, UK



Dr. Jonathan Parke is the director of Sophro Ltd, an independent research and education company – the goal of which is to better understand safer gambling behaviour. Jonathan publishes widely on the psychology of gambling and is currently leading on some of the most innovative safer gambling projects in the field. Over the last two decades, he has examined a variety of issues in gambling studies including game design, gambling motivation, harm mitigation and the use of behavioural science in reducing risk. His previous roles include: Director of Commissioning for the Responsible Gambling Trust (RGT) and research positions at the International Gambling Research Unit, Nottingham Trent University, and the Centre for the Study of Gambling, University of Salford in the UK.



Dr. Michael Auer

Founder, neccton



Dr. Michael Auer is a statistician and psychologist. He studied in Vienna, Austria and made his PhD with Prof. Mark Griffiths at Nottingham Trent University. Dr. Michael Auer published more than twenty peer-reviewed articles in the area of online gambling about subjects like limit setting, personalized feedback, self-exclusion and pop-up messages. This academic background and his commercial experience of more than fifteen years in the gambling industry lead to the development of a player tracking tool called “mentor” which is currently used by thirty different online gambling sites across the world. He is also a regular speaker at conferences and consults operators, regulators and policy makers around the world.

Organiser

National Betting Authority

The National Betting Authority (NBA) is the body responsible for the regulation, supervision and control of betting activities which are carried out within the territory of the Republic of Cyprus. The sphere of the Authority's competence primarily includes the granting of licenses to Class A or

Class B licence recipients and to authorized representatives, the carrying out of controls, the general supervision of licence holders, as well as the preparation and issuing of directives for the better implementation of the Law.



NATIONAL
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Coordinator

IMH

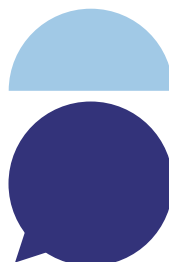
IMH is the largest business knowledge and information transfer organisation in Cyprus. Its services include the coordination and running of conferences, seminars and commercial exhibitions, specialist business media publishing and human resources consulting. Every year, IMH organises more than 110 conferences related to every sector of the market, commercial exhibitions and training seminars, and undertakes the entire process of five business award ceremonies. IMH publishes the only dedicated business magazines in Cyprus: the Greek language monthly IN Business and the English-language monthly Gold, which are read by tens of thousands of Cypriot and non-Cypriot professionals, managers and entrepreneurs. It

also operates the magazines' accompanying news portals, the IN Business Portal (www.inbusinessnews.com), the GOLD Portal (www.goldnews.com.cy) and the REPORTER (www.reporter.com.cy). IMH also delivers via e-mail the IN Business Daily Newsletter, the GOLD News Daily Newsletter and the REPORTER Newsletter. The IMH Business Development Department bids for tenders published by local public sector bodies, the European Union and other international organisations. Through its activities, IMH gives businesses a chance to develop, to network, to find new clients and business associates, to communicate with new audiences and discover growth opportunities. www.imhbusiness.com

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