



RESPONSIBLE GAMING FOUNDATION[®]

GAMING | GAMBLING | BETTING | IGAMING | SKIN GAMBLING

GUARD YOUR GAME!

Annual Report January-December 2023





The Foundation believes that problem gambling is not just about losing money. It is about losing control, losing time, and ultimately, losing parts of yourself.



Mr. KAYNE SAID
(Communications Manager at the Responsible Gaming Foundation)



Report for Period
January-December 2023

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Foreword by the Non-Executive Chairman

Mr. NEVILLE MANGION



yers can enjoy gaming without the risk of addiction or financial distress, the industry helps maintain its integrity and trustworthiness.

Excessive gambling can lead to financial ruin, strained relationships, and mental health issues. By promoting responsible behaviour, the industry actively works to prevent problem gambling. Rigorous age verification processes and self-exclusion programs are pivotal in achieving this goal. These mechanisms ensure that minors and at-risk individuals are kept away from gambling platforms, reducing the likelihood of adverse outcomes.

Responsible gaming principles also foster transparency. Players should know the odds, rules, and potential risks associated with their choices. Operators must provide transparent information about game mechanics, payouts, and responsible gambling resources. This openness builds trust and lets players make informed decisions about their gaming

activities. Transparency is not just about clarity but also about honesty in how games are presented and operated.

The iGaming industry is deeply intertwined with local communities. Responsible gaming practices contribute to society's overall well-being. When operators prioritise player safety, they indirectly support mental health services, education, and social programs.

The Responsible Gaming Foundation (RGF) addresses the growing need for player protection and responsible behaviour within the Maltese iGaming sphere. The RGF raises awareness about the risks of excessive gambling. It empowers players, operators, and the public with knowledge through campaigns, workshops, and educational material. Its efforts extend beyond mere compliance -

promoting a responsible gaming culture. The foundation's work is about regulation and creating an environment where responsible gaming is the norm.

The RGF offers a lifeline to those struggling with gambling-related issues. Their support line (1777) provides confidential advice and assistance. Whether it's self-exclusion options, counselling, or referrals, the RGF ensures that help is accessible.

“
RG is not just about the odds; it's about safeguarding lives and ensuring sustainability.”

Gamblers can voluntarily exclude themselves from licensed casinos, gambling parlours, and bingo halls. The RGF facilitates this process, allowing individuals to choose self-exclusion periods (from six months to indefinite). They even provide free blocking software to limit access to gambling sites. These tools empower players to take control of their gaming habits, ensuring that those who need a break can get one efficiently and effectively.

The RGF and iGaming operators work hand in hand. This collaboration is vital, as it ensures that all stakeholders are aligned to protect players and promote healthy gaming practices.

In the dynamic world of gambling, responsible gaming isn't an afterthought—it's the bedrock upon which the industry thrives. The Responsible Gaming Foundation in Malta exemplifies commitment, compassion, and foresight. As players place their bets and spin the reels, remember that responsible gaming isn't just about odds; it's about safeguarding lives and ensuring a sustainable future for all.

Introduction from the General Manager

Mr. KEVIN O'NEILL



trends, behaviours, and economic impacts but, beyond Malta, this gambling study holds significant importance for the international community, particularly for benchmarking and comparison, setting industry standards, and of course, academic purposes. We are committed to conducting such a vital study regularly every two years to ensure that essential data are captured promptly. Indeed, our research collaborations have yielded important insights into the gambling and gaming behaviours of Malta's Maltese and non-Maltese citizens, helping us formulate and recommend future policies and appropriate interventions.

Our unwavering commitment to community and stakeholder engagement has been a cornerstone of our work in 2023. We have actively collaborated with industry leaders to foster a supportive approach to responsible gaming. Our presence at various industry-specific conferences and seminars, both locally and internationally, has facilitated open dialogues and encouraged collaborative efforts to address the challenges associated with gambling. This active engagement has not only strengthened our relationships but also amplified our collective impact.

From a Corporate Social Responsibility aspect, we have continued to support several non-profit organisations in fulfilling their aspirations through our ongoing CSR Project. Our commitment to CSR extends beyond mere financial contributions. These opportunities are a means through which the industry can give back to our society and a chance for us at RGF to propagate the message of the importance of positively utilising leisure time and finding entertainment in various activities. It is opportune to thank all those

volunteers whose importance often goes unnoticed but whose commitment and sense of altruism make it possible to have a much more meaningful impact. This holistic approach to CSR underscores our dedication to making a positive difference in our communities and enhancing the well-being of those we serve.

“
We have actively collaborated with industry leaders to foster a supportive approach to responsible gaming. This engagement has amplified our collective impact.”

While 2023 was a year of progress, it was not without its share of challenges. The dynamic landscape of online gaming and the growing prevalence of gaming among younger populations presented new risks. However, these challenges have only strengthened our resolve. Looking ahead, the RGF is committed to expanding our reach and impact. Our ongoing research will continue to guide our practices, ensuring that we remain at the forefront of responsible gaming advocacy.

We extend our heartfelt gratitude to Minister Silvio Schembri, Malta Gaming Authority, the Foundation for Social Welfare Services, partners, and the community for their unwavering support. Your collaboration and commitment have been instrumental in our accomplishments this year. We invite you to explore the rest of the report to learn more about our initiatives and our positive impact on responsible gaming.



Our PURPOSE

The Foundation is a non-profit government parastatal entity/organisation established for the following purposes and objectives:

- a) To administer funds collected for the support of individuals who practice excessive gambling/iGaming and virtual gaming activities, especially for those who are affected by gambling/iGaming and virtual gaming-related problems.
- b) To foster awareness about responsible gambling/iGaming and virtual gaming.
- c) To organise projects to raise awareness about the rehabilitation/support of problem gamers and gamblers.
- d) To apply for European Union funding or collaborate in related projects.
- e) To encourage and financially support activities alternative to excessive gambling/iGaming and virtual gaming.
- f) To undergo further research into problem gambling/iGaming and virtual gaming.
- g) To strengthen the responsible educational awareness of gambling/iGaming/virtual gaming excessiveness amongst Primary/Secondary and Tertiary students.



Board members as to December 2023

MR. NEVILLE MANGION
Non-Executive Chairman

MR. VASILEIOS KASIOTAKIS
Deputy Non-Executive Chairman

MR. KEVIN O'NEILL
General Manager / Board Administrator

MRS. DORIANNE ATTARD
Call Centre Manager / Board Secretary

MRS. ANDREANA FRIGGIERI
Board Member

MRS. SILVANA MIFSUD
Board Member

MR. DOMINIC GRECH
Board Member

What do we stand for?

“ The mission we pursue through the organisation is:
To *create a wider awareness* of the extent, possible causes and consequences of problem gaming and problem gambling in Malta and Gozo with a view *to preventing it* and *to provide the necessary support* and advice to problem gamblers and their dependants in their recovery efforts. ”

Image by Freepik.com

How do we do this?

Creating Awareness

We engage in annual advertising campaigns across all media platforms to raise awareness. In 2023, we diversified our approach by conducting podcast interviews to better reach our target audiences. Our focus was on promoting awareness about the Foundation itself, responsible gambling, and the support services we provide. We also participated in seminars, panels, and advertised our services on news portals. Additionally, our educational campaign targeted children and parents through national television, highlighting the risks associated with excessive console gaming.

Prevention Efforts

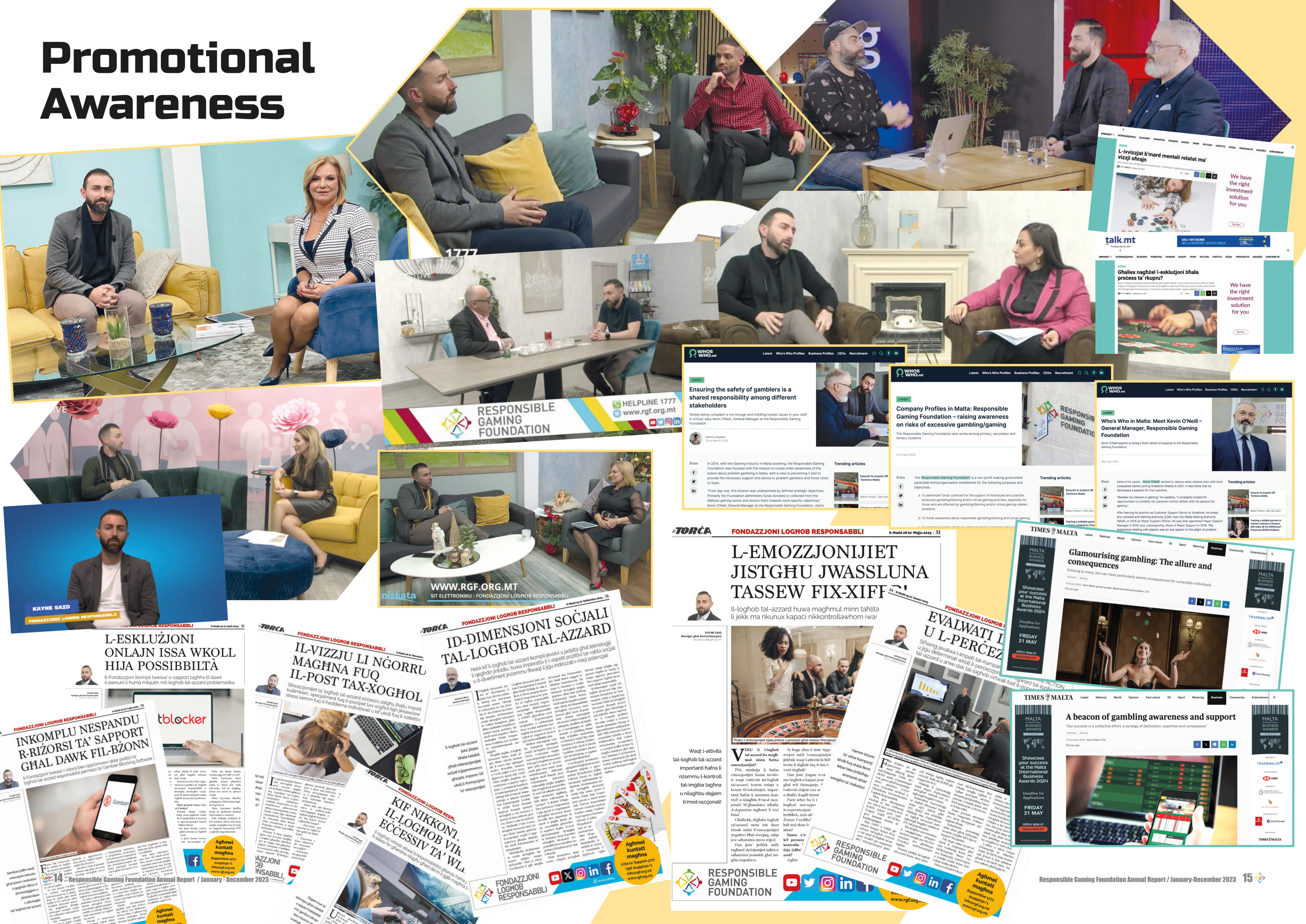
We support various organizations that promote alternatives to excessive gambling and gaming through sponsorships and CSR Applications. From an educational standpoint, we reached students through Sedqa's prevention program, "Teen Outside the Box," which covers schools in Malta and Gozo. Our impactful video clip emphasized responsible technology use. Furthermore, our valued partners at Sedqa Malta provide additional support to those who seek help via our supportline.

Providing Essential Support

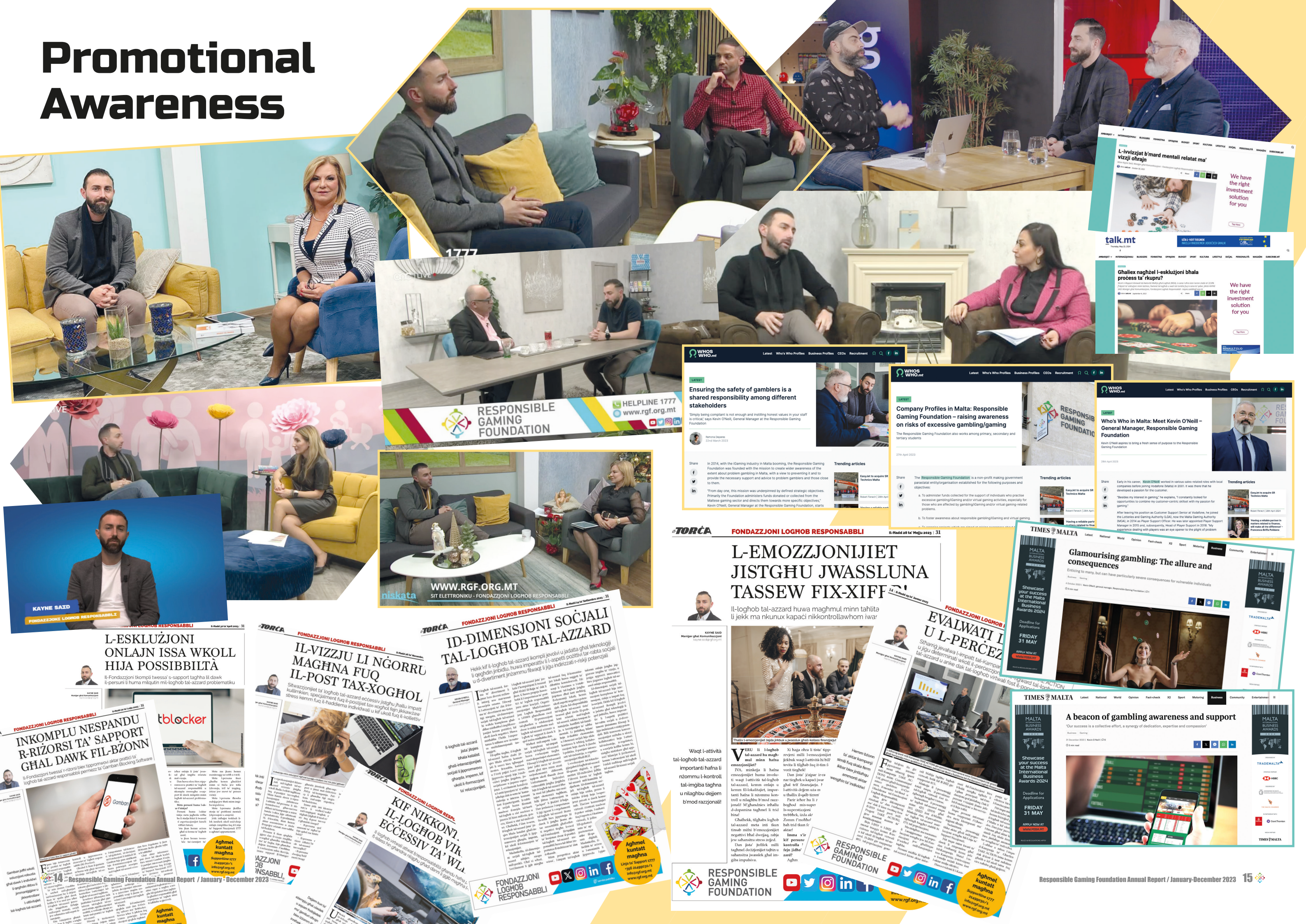
The Responsible Gaming Foundation continuously strengthens its anonymous Supportline 1777, the nation's first dedicated gambling helpline. This lifeline bridges the gap between problem gamblers' silence and assistance. Collaborating with different support entities, we contribute to treating problem gamblers who turn to us for help. Additionally, our website offers an anonymous chatline, available during the same hours as the Supportline. Problem gamblers can also self-exclude from casinos, gaming parlors, and bingo halls licensed by the Malta Gaming Authority through our Foundation's offices.



Promotional Awareness



Promotional Awareness



Outreach Advertising

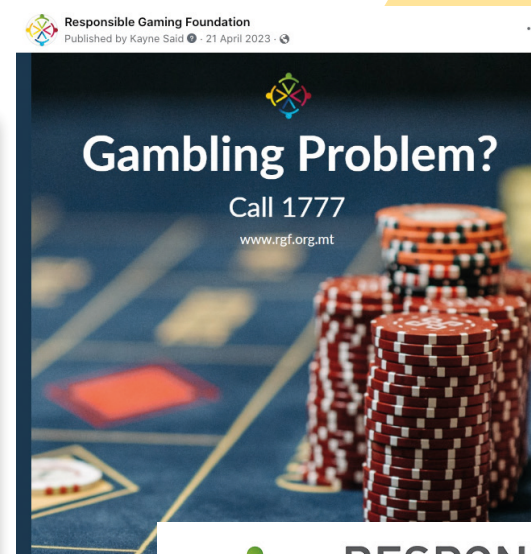
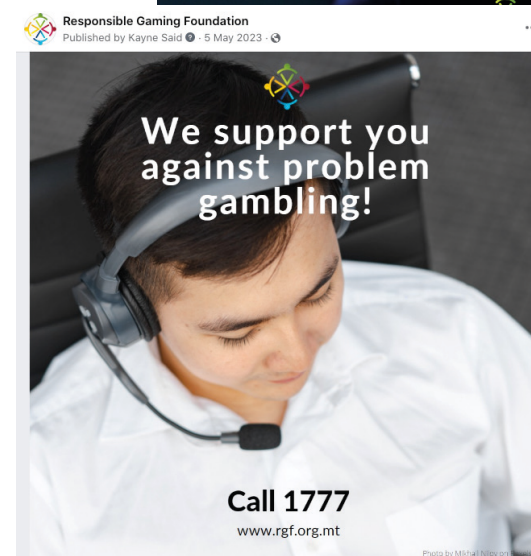
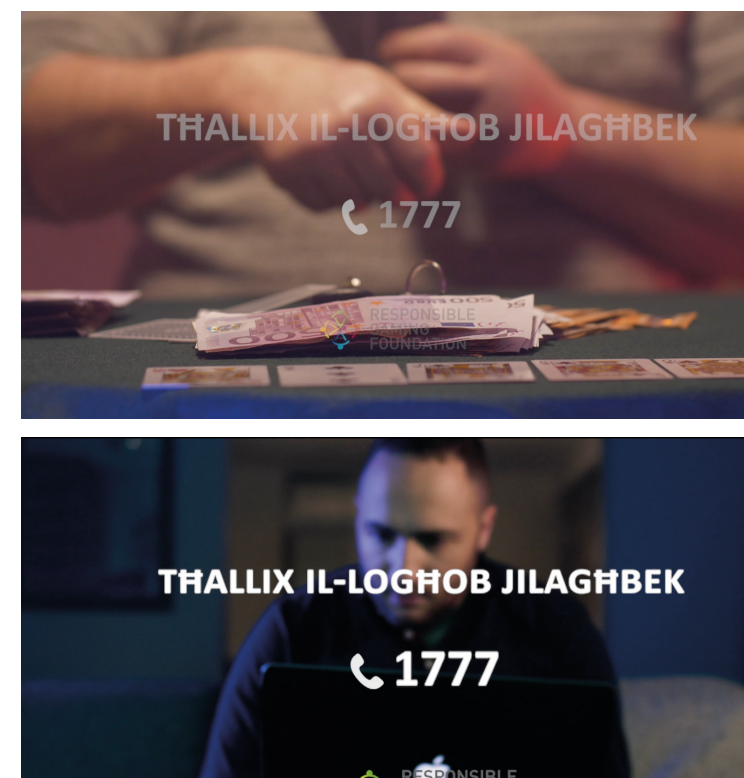
In 2023, the Foundation continued to play a crucial role in promoting responsible gambling and its' services to the general public. Apart from media interviews and articles on reknown local newspapers and newsportals, the Foundation had various outreach efforts such as pop-up banners on the leading sports channels, awareness social media posts, various TV spots on the local TV stations and awareness banners on newsportals.

The Foundation ensured that its website, www.rgf.org.mt, remained consistently updated with news, content, and documentation. The site also maintained its FITA approval in terms of accessibility.

RGF's TV spots were broadcasted, along with live interviews on PBS, NET TV, F Living and ONE daily programs. Pop-up banners and TV spots were featured on Melita's and GO's TSN Sports channels. Additionally, animated banners were published on Gwida.mt and tvnews.mt. Our efforts garnered positive results in terms of impressions, reach, and engagement. Interviews and articles were published in IT-TORĊA and The Times of Malta.

In accordance with the MGA's New Gaming Act, our website continued to be featured on iGaming platforms and was referenced in gambling TV and radio spots as a local resource for responsible gambling support. We distributed leaflets to licensed gambling establishments and placed stickers on gambling machines in casinos and gaming parlors, all in compliance with the same Gaming Act.

Finally, we strengthened the Foundation's presence on social media platforms, including Facebook, Twitter, YouTube, Instagram, and LinkedIn. Our ongoing social media campaigns continue to promote our mission and initiatives.



Casino Guru Awards

Our General Manager Mr Kevin O'Neill, part of an esteemed panel of global judges



The judging process of the Casino Guru Awards is marked by a detailed scrutiny of compelling arguments put forth by the companies. Judges, originating from various locations, participated in a series of online calls and discussion sessions, delving into the reasons that make certain companies worthy of being recognized as industry leaders.

This hands-on methodology not only bolsters transparency but also facilitates a more personalized and detail-focused evaluation, ensuring that the most deserving candidates are declared winners.

The esteemed Casino Guru Awards convened a significant meeting in Bratislava on November 30 and December 1, assembling a respected panel of international judges. This essential event was structured to conduct thorough interviews with the shortlisted companies and engage in detailed discussions on the supporting documents submitted by the contenders. The judges conducted over 30 video calls across all categories, marking the format as a tremendous success.

The seven categories examined during the meeting included:

- The Fairest Bonus Policy
- The Fairest General T&Cs
- The Most Impactful Social Responsibility Initiative
- The Best Implementation of RG Tools
- The Most Transparent Casino



The Most Effective Handling of Complaints
The Most Ethical Approach to Marketing

In an unexpected development, the judges were unable to attend the gathering for “The Most Ethical Approach to Marketing”. However, this category was continued entirely online in early December, enabling the panel to thoroughly assess and evaluate the contenders remotely.

“The awards are designed to honor the relentless efforts of the industry’s most committed and responsible professionals, giving them the recognition they truly merit. With judges from Casino Guru and experts from other industry companies and organizations present, both in person and online, the event guarantees a comprehensive evaluation process,” remarked Daniela Sliwa, the project owner of the Casino Guru Awards.

Meeting Gaming Company EveryMatrix



The end of the year marked the inaugural Safer Gambling (SG) meeting at EveryMatrix. A collaborative effort between the Malta Gaming Authority (MGA), the Responsible Gaming Foundation (RGF), and EveryMatrix. The meeting served as a platform to discuss our commitments towards safer gambling and to strategize on potential collaborations for current and future SG initiatives.

EveryMatrix, having become the first iGaming supplier to be awarded the WLA certification last month, has reaffirmed its dedication to assisting our clients in providing their players with secure and positive experiences across all aspects of our business. Our collaboration with the RGF, the MGA, and numerous other organizations is aimed at maintaining our pursuit of excellence in safer gambling.

Naomi Koops and Jake Cachia from EveryMatrix, the MGA’s Player Protection team represented by Luke Camilleri, Nicole Grech & Graziella Caffari, and the RGF’s representatives, General Manager Kevin O’Neill & Yanica Spiteri where present for the meeting.

Our General Manager Mr Kevin O’Neill expressed his satisfaction with the meeting, stating, “The session was very productive and is a testament to EveryMatrix’s dedication to safer gambling.”



The ongoing collaboration with Sedqa



In 2023, the Foundation continued to adhere to the signed MOU with Sedqa under the watchful eye of FSWS for a shared educational awareness experience in regards to excessive gambling and excessive gaming.

By means of such an agreement the Foundation forms part of Sedqa's education campaign conducted in local schools/colleges, better know as Teen Outside the Box. Throughout this campaign, the Foundation is making its voice heard in terms of responsible console gaming and in educational prevention against excessiveness amongst children, teens and youths in our schools and communities.

TEEN OUTSIDE THE BOX FORM 2 (YEAR 8) MIDDLE SCHOOL INTERVENTIONS 11-12 YEAR OLDS

JANUARY - DECEMBER 2023

| School/College | Number of Students |
|--|--------------------|
| St Michael's Foundation, San Gwann | 87 |
| St Martin's College, Swatar | 230 |
| St Joseph School, Blata l-Bajda | 52 |
| St Albert the Great College, Valletta | 94 |
| St Michael's School, Santa Venera | 144 |
| St Elias College, Santa Venera | 48 |
| De La Salle, Birgu | 113 |
| St Francis/St Elizabeth, Sliema | 119 |
| Bishop's Conservatory, Gozo | 72 |
| Sacred Heart Minor Seminary, Gozo | 72 |
| St Thomas Moore, Zejtun | 211 |
| St Margaret College, Cospicua | 142 |
| St Nicholas, Rabat (Malta) | 137 |
| San Gorg Preca College, Hamrun | 125 |
| San Andrea School, Mgarr | 47 |
| St Catherine's High School, Pembroke | 44 |
| Mater Boni Consilii, Paola | 48 |
| St Edwards College, Vittoriosa | 34 |
| St Augustine College, Pietà | 144 |
| St Ignatius, Qormi | 435 |
| St Claire, Pembroke | 158 |
| St Thomas Moore, Tarxien | 148 |
| Maria Regina College, Naxxar | 312 |
| Induction Hub, Naxxar | 30 |
| St Joseph, Sliema | 95 |
| QSIM, Mosta | 40 |
| Archbishop's Seminary, Rabat (Malta) | 152 |
| Verdala International, Pembroke | 100 |
| Newark, Sliema | 16 |
| Sacred Heart, Sliema | 105 |
| Our Lady Immaculate, Hamrun | 69 |
| St Monica, Gzira | 71 |
| St Monica, Birkirkara | 72 |
| Savio College, Dingli | 48 |
| St Benedict College, Kirkop | 330 |
| St Dorothy's Senior School, Zebbug (Malta) | 70 |
| TOTAL | 4214 |



Photos: SEDQA

YOUTH ADDICTIONS EXHIBITIONS POST-SECONDARY/TERTIARY INTERVENTIONS 16-24 YEAR OLDS

JANUARY - DECEMBER 2023

| School/College | Number of Students |
|---|--------------------|
| G.F Abela Junior College, Msida | 100 |
| University of Malta, Msida | 100 |
| MCAST, Gozo | 117 |
| Sir MA Refalo Sixth Form, Gozo | 117 |
| GEM 16+, Gzira | 50 |
| Giovanni Curmi Higher Secondary, Naxxar | 100 |
| ITS, Luqa | 80 |
| MCAST, Paola Upper | 100 |
| MCAST, Paola Lower | 100 |
| MCAST Agribusiness, Luqa | 50 |
| De La Salle Sixth Form, Vittoriosa | 50 |
| St Martin's College, Swatar | 50 |
| MCAST Art & Design, Mosta | 100 |
| St Aloysius College, Balzan | 50 |
| TOTAL | 1164 |

THREE COMMUNITY YOUTH GROUPS INTERVENTIONS RECORDED
Tarxien Youth Centre | Beyond Youth Group Mosta | Iteens



Reviving the national research



Photos: YANICA SPITERI (RGF)

This year the Foundation has taken under its responsibility the revival of the quantification of the extent and effects of gambling and gaming amongst the Maltese population, that has been dormant since 2017-2018.

Under the guidance of statistician Dr Marmara, and in collaboration with the Malta Gaming Authority (MGA), FSWS's Sedqa and Caritas, in April it was decided that we get the ball rolling in respect to the study on the gambling and gaming amongst the Maltese and Non-Maltese citizens in Malta for year 2022.

It was decided that respondents are going to be asked about their monetary gambling habits with respect to different gambling sectors, the types of games played for money, amongst others.

This survey will definitely provide a clear picture of Maltese gambling and gaming behaviours and outline some interesting characteristics which may be unique to Malta.

Adequate care will be taken to ensure that the respondents are considered to be a suitable representation of the population with a confidence interval of 2.50% and confidence level of 95%. This will be also verified with regards to the gender of the respondents, nationality, the districts they hailed from and also their age group.

Supportline, Chatline, Self-Exclusion & Statistics

CALL-CENTRE STATISTICS

| TOTAL NUMBER OF CALLS RECEIVED ON 1777 - 2022 | | | TOTAL NUMBER OF CALLS RECEIVED ON 1777 - 2023 | | |
|---|-----|--|---|-----|--|
| January | 93 | | January | 70 | |
| February | 86 | | February | 84 | |
| March | 60 | | March | 84 | |
| April | 115 | | April | 68 | |
| May | 82 | | May | 53 | |
| June | 73 | | June | 51 | |
| July | 76 | | July | 41 | |
| August | 77 | | August | 24 | |
| September | 66 | | September | 33 | |
| October | 77 | | October | 43 | |
| November | 42 | | November | 41 | |
| December | 64 | | December | 17 | |
| TOTAL | 911 | | TOTAL | 609 | |

Keep in mind that test calls, abandoned calls, missed calls and calls unrelated to gambling are included in the amount

Majority of calls happened btw 18:00-22:00
There was an decrease of 302 calls from 2022 to the 1777

| TOTAL NUMBER OF VALID CALLS RECEIVED ON 1777 - 2022 | | | | TOTAL NUMBER OF VALID CALLS RECEIVED ON 1777 - 2023 | | | |
|---|-----|------|--|---|-----|------|--|
| Gamblers | 313 | 81% | | Gamblers | 164 | 31% | |
| Relatives/Friends | 53 | 14% | | Relatives/Friends | 53 | 10% | |
| Complaints | 4 | 1% | | Complaints | 0 | 0% | |
| Information | 17 | 4% | | Information/Others | 61 | 12% | |
| - | | | | Ex-Gambler | 243 | 47% | |
| TOTAL | 387 | 100% | | TOTAL | 521 | 100% | |

The total amount reflects all support calls. 88 abandoned calls, missed calls and test calls are not included in the total amount

| | | | | | | | |
|-----------|-----|------|--|-----------|-----|------|--|
| Male | 324 | 84% | | Male | 406 | 78% | |
| Female | 63 | 16% | | Female | 87 | 17% | |
| Anonymous | 0 | 0% | | Anonymous | 28 | 5% | |
| TOTAL | 387 | 100% | | TOTAL | 521 | 100% | |

Maximum number of valid calls from 2015 to date
There was an increase of 134 valid calls over 2022

The national supportline 1777, was launched on September 28, 2015. This was the first of its kind, dedicated to assisting problematic gamblers and gamers, along with their families and close acquaintances. Our call center plays a crucial role in our operations, serving as a lifeline for all troubled gamblers and gamers in Malta, as well as their families. The call center's resources are continually enhanced through regular training, drills, and upgraded equipment. This ensures a high level of professionalism when handling the sensitive calls received by the Supportline. Additionally, individuals can avail of the chat service at www.rgf.org.mt.

CHATLINE STATISTICS

| Year 2020 | | | Year 2021 | | | Year 2022 | | |
|-----------|--|--|-----------|--|--|-----------|--|--|
| Month | Total Number of Chats and Forms Interactions | | Month | Total Number of Chats and Forms Interactions | | Month | Total Number of Chats and Forms Interactions | |
| Jan-20 | 12 | | Jan-21 | 61 | | Jan-22 | 112 | |
| Feb-20 | 11 | | Feb-21 | 51 | | Feb-22 | 59 | |
| Mar-20 | 17 | | Mar-21 | 39 | | Mar-22 | 115 | |
| Apr-20 | 20 | | Apr-21 | 42 | | Apr-22 | 70 | |
| May-20 | 26 | | May-21 | 77 | | May-22 | 48 | |
| Jun-20 | 21 | | Jun-21 | 53 | | Jun-22 | 65 | |
| Jul-20 | 16 | | Jul-21 | 58 | | Jul-22 | 142 | |
| Aug-20 | 26 | | Aug-21 | 81 | | Aug-22 | 59 | |
| Sep-20 | 35 | | Sep-21 | 70 | | Sep-22 | 62 | |
| Oct-20 | 28 | | Oct-21 | 49 | | Oct-22 | 83 | |
| Nov-20 | 39 | | Nov-21 | 59 | | Nov-22 | 92 | |
| Dec-20 | 44 | | Dec-21 | 69 | | Dec-22 | 179 | |
| Total | 295 | | Total | 709 | | Total | 1086 | |

SELF-EXCLUSION REQUESTS PROCESSED BY THE MGA

| | | | |
|------------|---------------|------|-------|
| | Self-Barrings | 2023 | TOTAL |
| 12 Months | 477 | | 1296 |
| 6 Months | 646 | | |
| Indefinite | 0 | | |
| Auto Renew | 173 | | |
| | | | |
| | Self-Barrings | 2022 | TOTAL |
| 12 Months | 505 | | 1424 |
| 6 Months | 772 | | |
| Indefinite | 1 | | |
| Auto Renew | 146 | | |
| | | | |
| | Self-Barrings | 2021 | TOTAL |
| 12 Months | 582 | | 1461 |
| 6 Months | 634 | | |
| Indefinite | 0 | | |
| Auto Renew | 245 | | |
| | | | |
| | Self-Barrings | 2020 | TOTAL |
| 12 Months | 635 | | 1613 |
| 6 Months | 760 | | |
| Indefinite | 1 | | |
| Auto Renew | 217 | | |
| | | | |
| | Self-Barrings | 2019 | TOTAL |
| 12 Months | 776 | | 1935 |
| 6 Months | 841 | | |
| Indefinite | 2 | | |
| Auto Renew | 316 | | |
| | | | |
| | Self-Barrings | 2018 | TOTAL |
| 12 Months | 882 | | 1742 |
| 6 Months | 851 | | |
| Indefinite | 9 | | |
| | | | |
| | Self-Barrings | 2017 | TOTAL |
| 12 Months | 692 | | 1459 |
| 6 Months | 765 | | |
| Indefinite | 2 | | |
| | | | |
| | Self-Barrings | 2016 | TOTAL |
| 12 Months | 678 | | 1355 |
| 6 Months | 672 | | |
| Indefinite | 5 | | |
| | | | |

SELF-EXCLUSION REQUESTS AT THE RGF

| | | | |
|------------|---------------|------|-------|
| | Self-Barrings | 2023 | TOTAL |
| 12 Months | 2 | | 20 |
| 6 Months | 1 | | |
| Indefinite | 0 | | |
| Auto Renew | 17 | | |
| | Self-Barrings | 2022 | TOTAL |
| 12 Months | 2 | | 13 |
| 6 Months | 2 | | |
| Indefinite | 1 | | |
| Auto Renew | 8 | | |
| | Self-Barrings | 2021 | TOTAL |
| 12 Months | 2 | | 13 |
| 6 Months | 0 | | |
| Indefinite | 0 | | |
| Auto Renew | 11 | | |
| | Self-Barrings | 2020 | TOTAL |
| 12 Months | 2 | | 8 |
| 6 Months | 0 | | |
| Indefinite | 0 | | |
| Auto Renew | 6 | | |
| | Self-Barrings | 2019 | TOTAL |
| 12 Months | | | 20 |
| 6 Months | | | |
| Indefinite | | | |
| Auto Renew | | | |
| | Self-Barrings | 2018 | TOTAL |
| 12 Months | | | 5 |
| 6 Months | | | |
| Indefinite | | | |
| | | | |
| | Self-Barrings | 2017 | TOTAL |
| 12 Months | | | 2 |
| 6 Months | | | |
| Indefinite | | | |
| | | | |

Transparent image by Freepik.com

A self-exclusion/barring form gives the opportunity to exclude oneself from all land based gaming parlours for a period of 6 months, 12 months or for an indefinite period. The auto-renew option automates the barring process so that players do not need to request another barring once the barring period has lapsed. This can however be interrupted at any point and once the effective barring period lapses, the barring is lifted accordingly.

Sedqa Referrals



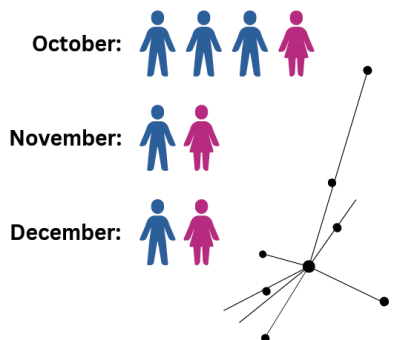
During 2023, RGF referred 26 clients to Sedqa for additional one-on-one assistance.

Between January and December 2023, the following call centre training was provided:

- How to fill out an online self-barring form.
- How to fill out the dashboard with the most relevant and important information.
- How to ask the right questions to get important data from an individual.
- What is the procedure for referring an individual to Sedqa for additional assistance?
- What procedures should one take while receiving an incoming call and the appropriate way to conduct a professional call.
- Which measures one should take and recommendations for how to professionally respond to a WIX chat conversation.
- How to deal with challenging queries related to parental control.
- How to utilise online gaming site blocking software such as BetBlocker and Gamban.
- How to ask and extract the most information from a client while keeping the conversation running smoothly. (Provided 3 different examples of a Dialogue Conversation)
- What is the procedure to bypassing a client information to our social worker while maintaining complete confidentiality?

Social Worker Internal 1-on-1 Sessions

Beginning in October 2023, RGF established a new service in which a client can receive FREE one-on-one sessions with our internal Social Worker, with the option of scheduling multiple one-hour sessions. Between October and December, RGF had a total of eight clients who submitted and began sessions with the social worker. Each client continued to benefit from the RGF's services.



The CSR Programme: Events for the Year 2023

Grants
Donations
Sponsorships

The Foundation continued its support for voluntary organisations operating in the fields of sports, culture, music, and education. Their goal was to offer alternatives to problematic excessive gaming and gambling while simultaneously safeguarding young individuals from addiction. Additionally, the Foundation provided assistance to professionals, made philanthropic donations, and sponsored events.



Socjetà Filarmonika
L-Unjoni, Luqa



SportMalta
Awards



Kalkara
Regatta Club



Swieqi Phoenix
Handball Club

The CSR Programme: Amounts (2017-2023)

| No | Application No | Organisation | Project | Amount |
|-----------------------------|--------------------|--|--|-----------|
| 32 | BCSRP/2017/032 | FKNK (MOU) | Captive-Breeding and Release Programme | €2,000 |
| 33 | CCSRP/2018/033 | Siggiewi Football Youth Nursery | Family Sports Day | €3,530 |
| 34 | CCSRP/2018/034 | Kummissjoni Żgħażaġh Rabtin Pawlini | Aquatic Games “Loghob għal Kulhadd” | €3,500 |
| 35 | DCSRP/2019/035 | Kummissjoni Żgħażaġh Rabtin Pawlini | Aquatic Games “Loghob għal Kulhadd” | €3,500 |
| 36 | DCSRP/2019/036 | MCCFF (DONATION) | L-Istrina 2019 Donation | €70 |
| 37 | DCSRP/2019/037 | Ivan Grech (SPONSORSHIP) | Sponsorship of Concert | €2,360 |
| COVID-19 (2020-2021) | | | | |
| 38 | ECSRP/2020/038 | Fondazzjoni għall-Patrimonju Kulturali tal-Arċidjoċesi ta’ Malta (VO/1288) | Manikata Parish Hall Refurbishment | €4,938 |
| 39 | ECSRP/2020/039 | Naxxar Lions Football Club (VO/1485) | Mobile Aluminium Goal Posts - 2 Pairs (Delivery+Assembly) | €5,782 |
| 40 | ECSRP/2020/040 | FKNK - Mellieha (VO/306) | Clay Pigeon Shooting Organisation at Ahrax | €5,000 |
| 41 | ECSRP/2020/041 | Festa Santa Marija Dingli (SPONSORSHIP) | Half Page B/W Advert | €70 |
| 42 | ECSRP/2021/042 | FKNK (MOU) | Turtle Doves GPS Tracking Devices | €14,000 |
| 43 44 | FCSRP/2021/043 044 | Mtarfa Youth Football Nursery | Technical Equipment + Coaching Kits | €3,500 |
| 45 | FCSRP/2021/045 | Rabat Ajax Football Nursery | Technical Equipment | €5,000 |
| 46 | FCSRP/2021/046 | Hal Qormi Football Club + Nursery (SPONSORSHIP) | Infrastructural Works + Football Kits | €5,000 |
| 47 | FCSRP/2021/047 | Żebbuġ Baden Powell Scouts Group | Kayaks | €1,200 |
| 48 | FCSRP/2021/048 | Siggiewi Football Youth Nursery | Family Sports Day + Technical Equipment | €5,000 |
| 49 | FCSRP/2021/049 | Mtarfa Baden Powell Scouts Group | Infrastructural Works | €1,206 |
| 50 | FCSRP/2021/050 | MCCFF (DONATION) | L-Istrina 2021 Donation | €1,500 |
| 51 | GCSRP/2022/051 | UOM - Faculty for Social Wellbeing (SPONSORSHIP) | Sponsorships of Dean’s Award | €300 |
| 52 | GCSRP/2022/052 | Hal Qormi Hockey Club | Infrastructural Works | €4,720 |
| 53 | GCSRP/2022/053 | Hal Qormi Hockey Darts Team | Dart boards | €450 |
| 54 | GCSRP/2022/054 | Żebbuġ Rangers YFN | Technical Equipment + 5 a Side Bull Nose | €5,000 |
| 55 | GCSRP/2022/055 | Steven Muscat | European 8 Ball Pool Championship 2022 - Flights + Accomodation | €1,000 |
| 56 | GCSRP/2022/056 | Għaqda Mużikali Marija Bambina Banda Vittorja - Naxxar | School of Music Infrastrucutre + Laptops + Chairs | €2,953 |
| 57 | GCSRP/2022/057 | Soċjetà Filarmonika Stella Maris - Sliema (SPONSORSHIP) | Update of the Band Percusiion: Musical Instruments Setup for learning purposes | €3,070 |
| 58 | GCSRP/2022/058 | Domenic Aquilina (SPONSORSHIP) | Book Launch (Publishing) | €1,000 |
| 59 | GCSRP/2022/059 | Għaqda Mużikali Sant’Andrija - Luqa | Maintenance + Equipment | €5,000 |
| 60 | GCSRP/2022/060 | Luqa YFN | VEO 2 Camera + 10 Playermaker Kits | €4,981 |
| 61 | GCSRP/2022/061 | Soċjetà Filarmonika L-Unjoni - Luqa | Musical Folders + Laptop 4 teaching + Foldable Chairs + Screen ... | €4,880 |
| 62 | GCSRP/2022/062 | Sport Malta Awards 2022 (SPONSORSHIP) | Sport Awards | €2,500 |
| 63 | GCSRP/2022/063 | Southern Pigeon Club - Luqa | Computer + Printer | €1,427 |
| 64 | GCSRP/2022/064 | Mġarr YFN | Technical Equipment | €2,906.20 |
| 65 | GCSRP/2022/065 | Għaqda Mużikali Immakulata Kuncizzjoni - Hamrun | PA System | €2,111 |
| 66 | GCSRP/2022/066 | Soċjetà Filarmonika Santa Marija Żebbuġ - Gozo | Maintenance + Lighting Equipment | €4,600 |
| 67 | GCSRP/2022/067 | Nico Sciberras/Neville Bartolo | Tiratur (Shooting Cartridges/Skrataċ) | €500 |
| 68 | GCSRP/2022/068 | Soċjetà Mużikali - San Pawl il-Baħar | Musical Instruments | €4,996 |
| 69 | GCSRP/2022/069 | Dingli Swallows Football Club Youth Nursery | Technical Equipment | €5,000 |
| 70 | GCSRP/2022/070 | Soċjetà Filarmonika Sant’Antnin - Birkirkara | Musical Instruments | €5,000 |
| 71 | GCSRP/2022/071 | Malta Baseball and Softball Association (SPONSORSHIP) | 50 Women’s National Team Game Shirts | €700 |
| 72 | GCSRP/2022/072 | Dar il-Kaptan (DONATION) | Easter Donation | €500 |
| 73 | GCSRP/2022/073 | UOM Rowing Club | 4 Coastal Rowing + Set-up of rowing academy | €5,000 |
| 74 | GCSRP/2022/074 | Soċjetà Santa Marija Banda Re Ġorġ V - Mqabba (SPONSORSHIP) | Village Feast | €1,000 |

The CSR Programme: Amounts (2017-2023)

| | | | | |
|-------------------|----------------|---|------------------------------------|-------------|
| 75 | HCSRP/2023/075 | Soċjetà Filarmonika L-Unjoni Luqa (SPONSORSHIP) | Film Music Concert | €1,000 |
| 76 | HCSRP/2023/076 | Sport Malta Awards (SPONSORSHIP) | Sport Malta Awards | €2,500 |
| 77 | HCSRP/2023/077 | Swieqi Phoenix Handball Club (SPONSORSHIP) | Club Sponsorship 2023-2024 | €5,000 |
| 78 | HCSRP/2023/078 | Kalkara Regatta Club | 3 Rowing Machines inc. Stands | €3,156 |
| 79 | HCSRP/2023/089 | Soċjetà Mużikali San Ġuzepp Kirkop (SPONSORSHIP) | FP Colour Advert in Feast Booklet | €125 |
| 80 | HCSRP/2023/080 | FKNK (MOU) 2022 | Pigeon Tracking System | €13,211 |
| 81 | HCSRP/2023/081 | Parroċċa Santa Marija Dingli (SPONSORSHIP) | HP Colour Advert in Feast Booklet | €75 |
| 82 | HCSRP/2023/082 | Soċjetà Santa Marija Banda Re Ġorġ V Mqabba (SPONSORSHIP) | Sponsorship of Village Feast Event | €2,500 |
| 83 | HCSRP/2023/083 | Faculty of Social Wellbeing (UOM) (SPONSORSHIP) | Back Cover - Unity Magazine | €800 |
| 84 | HCSRP/2023/084 | Sigġiewi Rowing Club | Olympic Rowing Boats | €4,000 |
| TOTAL (2023) | | | | €32,367 |
| TOTAL (2017-2023) | | | | €169,117.20 |



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Future Plans

Reaching out to more students

The Foundation is working to further reach out more students, together with their parents and to make them more aware of gambling/gaming addictions and prevention.

Increasing the resources for better support

The Foundation needs to have more resources for a better support structure for those problem gamblers/gamers and their loved ones. Hence a detailed study needs to be put forth as regarding the implementation of inhouse support services, blocking software, etc...

Continue national research in terms of gambling & gaming

The Foundation needs to continue implementing the national research conducted on a bi-annual basis in terms of gambling & console gaming amongst the local population.

Further training

The Foundation shall better the Call Centre 1777 through the strengthening of its resources through further training to be of better service to those problem gamblers and gamers in need of support.

More coordination in terms of EU funded projects

The RGF shall strengthen its resources to search for, coordinate and implement more relatable projects that are funded by the EU. Only by means of such projects, can the Foundation evolve in its targets.

Entering into more social dialogue

The Foundation cannot perform in isolation in society. Hence, a coordinated effort between all social entities vis-à-vis problem gambling needs to be put in place through more handshakes and agreements.

Continuing with the promotion of the Foundation in the local sphere

The Foundation will continue make its voice heard and hence further promote its services together with more awareness on responsible gaming and gambling measures to the local sphere with better social media pages and a strengthened online profile, amongst others.



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Financial Statements

January - December 2023

Responsible Gaming Foundation
Report and financial statements
Year ended 31 December 2023

2

Report of the members of the board

The administrators of the Responsible Gaming Foundation (the "Foundation") present their report and the audited financial statements for the year ended 31 December 2023.

Principal activities

The Foundation administers funds collected for the support of individuals who are affected by excessive gaming or gambling-related problems.

Results

The deficit for the year amounted to €126,042 (2022: surplus €13,043). The main factor for the Foundation registering a loss during the year is the decrease in income. The expenses decreased marginally when compared to the drop in income. The activities of the Foundation are to remain consistent in the foreseeable future.

Foundation administrators

The following have served as administrators of the Foundation:

Mr Neville Mangion - Chairperson
Mr Vasilios Kasiotakis – Deputy Chairperson (appointed on 31 January 2023)
Ms Andreana Friggieri
Ms Silvana Mifsud
Mr Dominic Grech (appointed on 31 January 2023)

Responsible Gaming Foundation
Report and financial statements
Year ended 31 December 2023

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Statement of financial position

| | Notes | 2023 € | 2022 € |
|-------------------------------------|-------|----------------|----------------|
| Assets | | | |
| Non-current | | | |
| Property, plant and equipment | 8 | 39,705 | 70,578 |
| Other receivables | 9 | 23,725 | 23,725 |
| | | <u>63,430</u> | <u>94,303</u> |
| Current | | | |
| Trade and other receivables | 10 | 349,594 | 459,337 |
| Cash and cash equivalents | 11 | 60,289 | 70,397 |
| | | <u>409,883</u> | <u>529,734</u> |
| Total assets | | <u>473,313</u> | <u>624,037</u> |
| Equity | | | |
| Endowment capital | | 50,000 | 50,000 |
| Accumulated fund | | 396,242 | 522,284 |
| Total equity | | <u>446,242</u> | <u>572,284</u> |
| Liabilities | | | |
| Non-current | | | |
| Lease liability | 13 | - | 11,522 |
| Current | | | |
| Trade and other payables | 12 | 15,549 | 17,985 |
| Lease liability | 13 | 11,522 | 22,246 |
| | | <u>27,071</u> | <u>40,231</u> |
| Total liabilities | | <u>27,071</u> | <u>51,753</u> |
| Total equity and liabilities | | <u>473,313</u> | <u>624,037</u> |

The financial statements on pages 4 to 20 were approved by the members of the board, authorised for issue on 12 November 2024 and signed on their behalf by:

Mr Neville Mangion
Chairperson

Mr Vasilios Kasiotakis
Deputy chairperson



Responsible Gaming Foundation
Report and financial statements
Year ended 31 December 2023

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Report of the members of the board (continued)

Disclosure of information to the auditor

At the date of making this report, the members of the board confirm the following:

- As far as each member is aware, there is no relevant information needed by the independent auditor in connection with preparing the auditor's report of which the independent auditor is unaware, and
- Each member has taken all steps that she/he ought to have taken as a board member in order to make herself/himself aware of any relevant information needed by the independent auditor in connection with preparing the auditor's report and to establish that the independent auditor is aware of that information.

Statement of the members responsibility

The members of the board are responsible for the preparation and fair presentation of financial statements for each financial period in accordance with International Financial Reporting Standards. In preparing these financial statements the members of the board are required to:

- Adopt the going concern basis unless it is inappropriate to presume that the Foundation will continue in business;
- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- account for income and charges relating to the accounting period on the accruals basis;
- value separately the components of asset and liability items; and
- report comparative figures corresponding to those of the preceding accounting period.

The members of the board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Foundation. They are also responsible for safeguarding the assets of the Foundation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The members of the board are responsible to ensure that the Foundation establishes and maintains internal control to provide reasonable assurance with regard to reliability of financial reporting, effectiveness and efficiency of operations and compliance with applicable laws and regulations.

Auditor

The auditor Grant Thornton has intimated its willingness to continue in office.

Approved by the members of the board and signed on its behalf on 12 November 2024:

Mr Neville Mangion
Chairperson

Mr Vasilios Kasiotakis
Deputy Chairperson

Registered address
90/91, Second Floor
Psaila Street
Birkirkara BKR 9073
Malta

12 November 2024

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Independent auditor's report

To the board members of Responsible Gaming Foundation

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Responsible Gaming Foundation ("Foundation") set out on pages 4 to 20 which comprise the statement of financial position as at 31 December 2023, and the income statement, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Foundation as at 31 December 2023, and of its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs) as adopted by the European Union (EU).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Foundation in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements of the Accountancy Profession (Code of Ethics for Warrant Holders) Directive issued in terms of the Accountancy Profession Act, Cap. 281 that are relevant to our audit of the financial statements in Malta. We have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The members of the Foundation are responsible for the other information. The other information comprises the Foundation report of the members of the board shown on pages 2 and 3 which we obtained prior to the date of this auditor's report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Responsible Gaming Foundation
Report and financial statements
Year ended 31 December 2023

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Income statement

| | Notes | 2023 € | 2022 € |
|---|-------|------------------|---------------|
| Revenue | 4 | 479,406 | 539,631 |
| Administrative expenses | | (624,527) | (647,939) |
| Finance costs | | (1,711) | (3,152) |
| Other operating income | 5 | 20,790 | 124,503 |
| (Deficit) / surplus before tax | 6 | <u>(126,042)</u> | <u>13,043</u> |
| Tax expense | 7 | - | - |
| (Deficit) / surplus for the year | | <u>(126,042)</u> | <u>13,043</u> |

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Based on the work we have performed, in our opinion, the information given in the report of the members of the Foundation for the financial year for which the financial statements are prepared is consistent with the financial statements.

In addition, in light of the knowledge and understanding of the Foundation and its environment obtained in the course of the audit, we are required to report if we have identified material misstatements in the report of the administrators of the Foundation and other information that we obtained prior to the date of this auditor's report. We have nothing to report in this regard.

Responsibilities of the members of the board for the financial statements

The members of the board of the Foundation are responsible for the preparation of financial statements that give a true and fair view in accordance with IFRS as adopted by the EU and for such internal control as the administrators of the Foundation determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the members of the Foundation are responsible for assessing the Foundation's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the members of the Foundation or the Government of Malta either intend to liquidate the Foundation or to cease operations, or have no realistic alternative but to do so.

The members of the Foundation are responsible for overseeing the Foundation's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Foundation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Foundation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Foundation to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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We communicate with the members of the board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The engagement partner on the audit resulting in this independent auditor's report is Mark Bugeja.

Mark Bugeja (Partner) for and on behalf of

GRANT THORNTON
Certified Public Accountants

Fort Business Centre, Level 2
Triq L-Intornjatur, Zone 1
Central Business District
Birkirkara CBD 1050
Malta

12 November 2024

* These are extracts from the full financial statements



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“Addressing ethical dilemmas in the gambling industry is crucial, so fostering an ethical culture within a gambling company can yield numerous benefits. By committing to moral principles, such a company can positively impact its employees, customers, and the broader industry.”

Mr. Kevin O'Neill
(General Manager at the
Responsible Gaming Foundation)



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GOVERNMENT OF MALTA
MINISTRY FOR THE ECONOMY,
ENTERPRISE AND STRATEGIC PROJECTS



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