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Interested committees:

Title: Draft BS EN 18144 BS Online Gambling - Markers of harm in support of identification and prevention of risky and problem gambling behaviour.

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Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

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Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
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Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	

English Version

Online Gambling - Markers of harm in support of identification and prevention of risky and problem gambling behaviour

Jeux d'argent et de hasard en ligne - Indicateurs de
dommage à l'appui de l'identification et de la
prévention des comportements dangereux et
problématiques de jeu

Online-Glücksspiel - Risikoindikatoren zur
Unterstützung bei der Erkennung und Prävention von
riskantem und problematischem Glücksspielverhalten

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 456.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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European foreword

This document (prEN 18144:2024) has been prepared by Technical Committee CEN/TC 456 “Reporting in support of online gambling supervision”, the secretariat of which is held by AFNOR.

This document is currently submitted to the CEN Enquiry.

Introduction

This document outlines the essential set of markers of harm that are considered by online gambling operators for detecting players with problematic gambling behaviour for the purpose of promoting safer gambling. This document seeks to enhance consumer protection. Markers of harm in this document refer to variables that can help identify and assess the risk of gambling-related harm. These markers can be used to analyse the patterns and behaviours of individuals engaged in online gambling and to develop strategies for minimizing harm. These markers can be used to understand the patterns and behaviours of individuals engaged in online gambling and to develop strategies for minimizing harm. Several studies have explored different markers of harm and their relationship to each other, as well as their potential for harm reduction in online gambling. A review of these studies can be found in Annex A.

Online gambling operators are afforded the opportunity to incorporate this document into their individual behavioural analytics systems. Consequently, it serves as a foundational framework applicable both to in-house technological solution development by operators and when they opt to engage external service providers for analytical purposes. It is important to emphasize that this document refrains from dictating specific trigger points, thresholds, or the intervention mechanisms that online gambling operators can employ when engaging with players identified as being at risk. Furthermore, the introduction of such a standard makes it possible for gambling regulatory authorities to make demands about following the standard or parts hereof.

The proposal for a standard on markers of harm does not aim to function as a medical evaluation of gambling addiction, nor does it seek to establish a new behavioural model for defining harm.

It was considered to add “Chasing” as its own marker. This was rejected in the end because there was no consensus or academic support for a definition, and also because chasing is different from the markers/variables in this document – since patterns expressing chasing presumable can be seen in combinations of the markers herein rather than being its own set of data to measure.

It signifies a commitment on the part of users of the standard to consider and actively examine all pertinent parameters and markers. This ensures that they cannot assert a lack of analysis of the data or a failure to identify and respond to potential issues. Moreover, it serves as an intrinsic objective for operators to engage with this document, integrating the latest knowledge and insights into their practices. This proactive engagement is crucial, particularly as the standard undergoes periodic evaluation, with potential updates contemplated as part of the routine standard review process.

1 Scope

This document defines markers of harm in online gambling and is characterized by its specific and delimited scope. It is a minimum set of markers to analyse. The individual indicators can be analysed over additional time spans as well as in excess of those required, and other markers can be added to the analysis as well.

In the event that the collection or analysis of data for a limited set of markers is prohibited within a specific jurisdiction (for example, where legislation prevents it), operators can still be compliant with the standard provided that only these markers are omitted, and only for players who fall under that specific jurisdiction.

This document does not provide guidelines regarding the interventions to be employed when addressing individuals with gambling issues, nor does it establish predefined thresholds for intervention.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp/>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

stakes

monetary value, either from their own money or money obtained through the gambling operator such as bonus, that a player voluntarily places at risk during their gambling activities

Note 1 to entry: The magnitude plays a pivotal role in determining the potential gains or losses that a player may encounter, contingent upon the outcomes of their respective bets or wagers.

Note 2 to entry: It should be noted that the language used to describe stakes may vary contingent upon the specific gambling product under consideration. For instance, amount wagered, price of the ticket bet amount, or the turnover when seen from the perspective of the operator.

3.2

speed of play

time elapsed between placing wagers, or the time between wagers and corresponding outcomes

Note 1 to entry: This exhibits significant variation based on the nature of the online gambling activity in question. For instance, rapid games like slot machines exhibit a swift tempo, while slower-paced activities such as poker exhibit more extended intervals between wagers and outcomes.

3.3

deposit

electronic transfer of funds from an individual's personal financial account to an online gambling account.

Note 1 to entry: The primary objective of this is to allocate the funds for the purpose of engaging in betting, wagering, or partaking in diverse gambling activities provided by the online gambling operator.

3.4

cancelled withdrawal

request made by the player to transfer money out of the gambling account to the player's personal financial account which is then cancelled before it takes effect

Note 1 to entry: A deposit which is of a similar amount within an hour after a withdrawal has been made is also considered as such.

3.5

player initiated contact

when a player begins interaction with the operator

Note 1 to entry: This can include inquiries about account management, game rules, payment concerns, or responsible gambling support. It involves communication via communication channels such as live chat, email, or phone

3.6

gambling session

continuous time span during which wagering occurs

Note 1 to entry: Its extent can be determined by two methods:

- The first method involves using time stamps of bets. In this approach, two bets are considered part of the same session if at no time, between the two bets 5 minutes passes without a bet being placed. The extent is then calculated from the time the first bet is placed to the time the last bet is placed.
- The second method utilizes time intervals. Under this method, two bets are considered part of the same period if there are no consecutive time intervals of at least 5 minutes without a bet between the two-time intervals of the bets. The extent is calculated from the start of the first-time interval containing bet(s) to the end of the last time interval containing bet(s).

3.7

gambling products

broad spectrum of wagering activities that can be done online

Note 1 to entry: Examples include casino games such as slots, roulettes, poker, sports betting platforms, online lottery, scratch cards and more.

3.8

responsible gambling tool

RG tool

tool implemented by gambling operators to assist individuals in controlling their gambling behaviour and mitigating the risks of developing harmful gambling habits

Note 1 to entry: Examples include deposit limits, time limits, self-exclusion options, reality checks, and access to support and counselling services

3.9

loss

financial cost incurred by the player as a result of participating in wagering activities