2022/23

GAMING POLICY AND ENFORCEMENT BRANCH



ANNUAL REPORT



LETTER OF TRANSMITTAL



I am pleased to present the 2022-23 Annual Report of the Gaming Policy and Enforcement Branch (GPEB) of the Ministry of Public Safety and Solicitor General for delivery to the Legislative Assembly and the citizens of British Columbia. The information in this report reflects the activities of the branch between April 1, 2022, and March 31, 2023.

GPEB is responsible for the overall regulation and oversight of British Columbia's gambling sector. This includes all commercial gambling conducted and managed by the British Columbia Lottery Corporation (BCLC), licenced charitable gambling events, horse racing and the delivery of responsible and problem gambling programs to the citizens of the province. The branch's activities are intended to ensure gambling is conducted safely and with integrity.

Honourable Mike Farnworth Minister of Public Safety and Solicitor General And Deputy Premier

ACCOUNTABILITY STATEMENT

Solicitor General:

I am pleased to present the 2022/2023 Annual Report for the Gaming Policy and Enforcement Branch (GPEB). This report covers the period between April 1, 2022 and March 31, 2023. I am accountable for the contents of this document and the basis on which the information has been reported.

As mandated under the *Gaming Control Act* (GCA), and within the provisions of the Gaming Control Regulation (GCR) and the *Criminal Code* of Canada (CCC), GPEB is responsible for the overall integrity of gambling and horse racing in the province, as well as the delivery of responsible and problem gambling programs.

In 2022, we achieved a key strategic aim of the Ministry Service Plan with the passing of the reformed *Gaming Control Act*, which received Royal Assent on November 3, 2022. This completed the remaining gaming recommendations from Dr. Peter German's report "Dirty Money" Part 1 and strengthens the authority and independence of the General Manager to ensure effective regulation of the gambling sector. We also consulted with major partner organizations in the gaming sector including BCLC, gambling facility operators, suppliers, the First Nations Gaming Commission, First Nations Leadership Council, First Nations communities, the charitable gaming sector, and the horse racing sector to develop regulations under the new legislation.

We also launched the Online Responsible Gambling Standards on December 5, 2022, to protect players on BCLC's internet gambling platform from the specific harms that can arise from problem gambling. The Standards also address recommendations made in the 2020 BC Online Problem Gambling Prevalence Study.

Our efforts going forward will focus on enhancing the effectiveness of the gambling regulatory framework in B.C. and transitioning to the new Independent Gambling Control Office (IGCO).

Sam MacLeod Assistant Deputy Minister and General Manager Gaming Policy Enforcement Branch

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OUR ORGANIZATION

The Gaming Policy Enforcement Branch (GPEB) is responsible for the overall integrity of gambling and horse racing in British Columbia. We achieve this by maintaining a regulatory and service delivery framework that promotes fairness, public safety, and public confidence.

Overview

GPEB regulates all gambling in B.C., ensures the integrity of gambling industry companies, people and equipment, and ensures compliance with policies and standards established under the *Gaming Control Act* and the Gaming Control Regulation. This includes regulatory oversight of commercial gambling conducted and managed by BCLC (i.e., lotteries, casinos, community gaming centres, commercial bingo halls and PlayNow.com), B.C.'s horse racing industry, and licensed charitable gambling events. GPEB also delivers responsible and problem gambling programs. GPEB's core objective is to ensure that a comprehensive and responsible gambling regulatory framework is in place.

The public has confidence in B.C.'s gambling industry

MISSION

To uphold the overall integrity of gambling by maintaining government's gambling policy, regulating the gambling sector and providing related supports, services and community support programs that benefit British Columbians.

¹As the term "gaming" is used to describe both gambling and video gaming and there has been significant growth in the eSports industry, this report uses the term gambling for clarity. Exceptions include proper nouns – the Gaming Control Act, Gaming Control Regulation, Community Gaming Centres, Licensed Gaming Online, Community Gaming Grants, Joint Illegal Gaming Investigation Team, Gaming Online Service, and Gaming Account Summary Report.

OUR ORGANIZATION

Gambling in B.C.

The commercial gambling industry includes: PlayNow.com - the only legal online gambling website in B.C., Provincial and National Lottery Games, 17 Casinos (including 2 Racecourse Casinos), 17 Community Gaming Centres, 15 Horse Racing Teletheatres, 2 Horse Racetracks, and 1 Commercial Bingo Hall.

\$1.6 BILLION



\$1.6 billion in commercial gambling revenue in 2022/23 was returned to government after deducting prize payout and expenses. This revenue was used to support local communities, the horse racing industry, responsible and problem gambling treatment programs, provincial health programs, First Nation revenue sharing, other provincial programs, and GPEB operations (as described on Page 4).

\$132.8 MILLION



\$132.8 million in 2022/23 generated through licensed gambling events for not-for-profit charitable and religious organizations in B.C.

OUR ORGANIZATION

Government Supports

\$1.092B

Allocated to the Consolidated Revenue Fund to support provincial programs and services.

\$147M

Allocated to the Health Special Account, specifically for health care initiatives.

\$140M

Allocated to non-profit community groups through community gaming grants.

\$114M

Revenue sharing entitlement to the BC First Nations Revenue Sharing Limited Partnership.

\$101M

Allocated to local governments for the Host Local Government assistance agreements.

\$14M

Allocated to fund GPEB operations.

\$12M

Allocated to the federal government under a revenue-sharing agreement between the federal and provincial governments.

\$10M

Allocated to the horse racing industry.

\$6M

Allocated to fund Gambling Support BC (GSBC).

The Licensing, Registration and Certification Division is responsible for the licensing of charitable gambling events, registration of industry participants and certification of gambling systems and supplies.

Events, industry participants, and gambling supplies, including systems and technologies, are vetted for suitability prior to entering B.C.'s gambling industry, and at regular intervals while operating within the industry. The vetting process may include background checks, interviews, system testing, audits, or investigations. These activities help to ensure fairness and maintain a high level of integrity in gambling operations throughout the province.

Charitable Licensing

One of GPEB's responsibilities is to ensure that licensed gambling events are conducted fairly and transparently. GPEB ensures that organizations applying for a license are in good standing, have an approved governance structure and open membership, and operate according to sound financial practices. GPEB also conducts audits of licensees to ensure they follow rules designed to protect the public and the integrity of gambling in the province, and that proceeds are used to support the eligible programs stated in the license.

GPEB's Licensing program is responsible for the administration of gambling event licences. This allows eligible organizations and individuals to fundraise by holding a single gambling event or a series of events within B.C. for direct delivery of programs and services that benefit the broader community and/or third-party community members in need.

Refer to Appendix B, Table 1, Licensed Gambling

Gambling events required to be Licensed by GPEB include:









In 2022/23, GPEB issued 7,768 licences to eligible organizations to conduct gambling events. In turn, community organizations raised \$132.8 million to support their projects and services.

The Licensing program enables eligible organizations to use net gambling proceeds to assist with relief efforts for victims of disasters or emergencies that have occurred outside of B.C. Such initiatives approved this year included: Ukraine Crisis, Hurricane Fiona, Syria and Turkey earthquakes, and support for refugee families and individuals.

Additionally, Licensing created and published a Community Service Organization (CSO) Frequently Asked Questions document, providing clarity and resources surrounding questions commonly received from CSO's. This document can be accessed on GPEB's Gambling Event Fundraising webpage.

Registration

There are three distinct types of registration in B.C.'s gambling industry:

Corporate

Applies to organizations and their senior officials and employees

Personnel

Applies to workers involved in, and supporting the gambling industry

Lottery Retailers

Applies to businesses and contract managers involved in the sale of lottery products

Applicants are subject to a background investigation to establish the suitability of the person for appointment or employment in B.C.'s gambling industry. There is an application fee for each type of registration and that fee partially offsets the costs of processing and vetting the application. In the case of corporate registration, there are annual fees and costs related to the due diligence and investigative processes necessary to determine the suitability of the organization.

² The Community Service Organization (CSO) Frequently Asked Questions can be found here: www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/licences/faq-cso.pdf

Corporate Registration

GPEB conducts an in-depth investigation of gambling-related businesses, their ownership and governance structures, and their executive personnel, to ensure applicants are suitable to participate in B.C.'s gambling industry. Companies that are required to be registered include operators of casinos and other land-based facilities, as well as suppliers and manufacturers of gambling services. This includes providers of online content and gambling equipment (e.g., slot machines, automatic shufflers). Registrants include many companies and individuals from across Canada, the United States, and around the world.

GPEB also registers other service providers such as gambling consultants, raffle services, security, and ancillary services such as food and janitorial services provided at gambling facilities.

Refer to Appendix B, Table 2: Corporate, Lottery Retailer Registration and Personnel Registration

Personnel and Lottery Registration

GPEB registers all workers involved in the commercial gambling industry. This includes individuals working in casinos, commercial bingo operations, horse racing, and those overseeing lottery retail operations. In addition, GPEB registers individuals working with service providers to the gaming industry, where those individuals may be present at a gaming facility or hold a role with access to gaming systems or supplies.

The Personnel and Lottery Registration team continued to work with the Information Technology team, BCLC, and the industry towards the implementation of an online application process for lottery retailers. The project will streamline the process and allow for faster, more efficient application reviews and decisions.

Furthermore, enhancements were made to the gambling worker online application process, with an integrated payment model incorporated in June 2022. This process made it easier to complete applications and increased the efficiency of application processing.

Refer to Appendix B, Table 3: Registration Decisions

In 2022/23 GPEB processed new and renewed registrations for:

7,060	Gambling Workers
896	Lottery Retailers
555	Horse Racing Workers
295	Senior Officials and Senior Employees
28	Gambling Service Providers
24	Associate Companies ³
15	Gambling Equipment Suppliers
9	Ancillary Service Contractors

Certification

Prior to being approved to operate in B.C.'s gambling industry, all gambling supplies must be tested to the applicable requirements set forth in GPEB's Technical Gaming Standards. GPEB establishes and maintains these standards to ensure that gambling supplies operate fairly, are safe and secure, deliver the stated odds of winning, and are auditable.

GPEB investigates player complaints and all reports of malfunctioning gambling supplies, including issues with casino-based electronic gambling devices (such as slot machines or gaming terminals), lottery products, internet gambling software and electronic raffle systems.

³ The term 'Associate Companies' refers to organizations that hold an interest in, or otherwise benefit from, or oversee, a Gaming Services Provider.

Gambling supplies are routinely upgraded and need to be reviewed and recertified. Certification is suspended or revoked when a manufacturer or an Accredited Testing Facility (ATF) reports that a particular gambling product no longer meets GPEB's technical gambling standards or in cases where the product has malfunctioned. Gambling supplies for which certification has been suspended or revoked must be taken out of service and not used in commercial or charitable gaming operations. Prior to being reinstated, any repairs, modifications, or upgrades must be retested by an ATF and recertified by GPEB.



Electronic Raffle Systems (ERS) have matured over the past year and more charity raffle organizers are adopting ERS and are continuing to move away from paper-based systems. This past year, in-person inspections have been replaced by remote verification of software which improves efficiency, while upholding the integrity of the certification processes.

Refer to Appendix B, Table 4, Gambling Supplies Certification

COMPLIANCE DIVISION

The Compliance Division works to ensure regulatory compliance with the *Gaming Control Act* and Gaming Control Regulation. The division conducts both charitable and commercial gambling audits to ensure compliance with legislation, regulation and public interest standards and directives. The division's Horse Racing Unit develops and enforces rules and policies for horse racing, regulates horse racing events, and licenses all racing participants.

The Audit Program

The audit program uses a risk-based approach to focus audit resources on those areas of greatest risk. This approach has resulted in a dynamic audit plan responsive to emerging and changing risks and gives GPEB the ability to allocate audit resources to the areas of greatest risk within the branch. The audit program also promotes voluntary compliance with provincial gambling legislation through education for eligible organizations that conduct licenced gambling or receive gaming grants.

The program's annual audit plan outlines the five main areas that are audited:

- BCLC's overall conduct and management of all forms of gambling, including the corporation's PlayNow.com website and anti-money laundering procedures;
- 2.BCLC's conduct and management of lottery gambling;
- 3. BCLC's conduct and management of commercial gambling facilities (casinos, community gaming centres, and bingo halls);
- 4. Horse racing; and,
- 5. Licensed gambling and community gaming grants.



COMPLIANCE DIVISION

In 2022/23, the GPEB audit team completed 240 audits and file reviews. This was comprised of 103 audits of gaming grant recipients, 81 licence audits, 14 audits of a gambling facility, 35 financial integrity reviews, and 7 audits related to BCLC's conduct of commercial and lottery gambling.

Of the 184 audits of gaming grant recipients and gambling event licensees, 21 were registered as special projects or complaints from the public, and of the 163 that were assessed for compliance, 107 were fully compliant, 46 were moderately non-compliant, and 10 were severely non-compliant.⁴

The audit team continues to work with GPEB's Corporate Registration Unit to conduct reviews on the financial integrity of corporate registrants. The primary focus is to identify potential risks and the viability of the registrant. This year, the audit team completed 35 financial integrity reviews of corporate registrants in the gambling industry. This partnership reflects the branch's risk-based audit approach and utilization of staff skill sets.

Refer to Appendix B, Table 5, Gambling Audits by Category

Compliance and Education Enhancement Projects

Compliance and education enhancement projects were undertaken during the year and used by the team as an opportunity to have increased contact with charitable organizations.

- 862 organizations with outstanding Gaming Event Revenue Reports (GERRs) were contacted to notify them that they are non-compliant with GPEB's Licensing Rules.
- 1,322 Parent Advisory Councils (PACs) and 1,101 organizations in the Sport sector across the province were emailed newsletters which focused on enhancing their internal control environment and outlining key controls that must be adhered to when conducting a ticket raffle.

⁴ Under a risk-based approach, GPEB targets higher-risk organizations for non-compliance. Therefore, reported compliance rates will be lower than rates that would result from a random sample of all organizations. "Moderately non-compliant" is defined as findings that the recipient organization must address, for example if an organization fails to submit reporting documentation to GPEB. "Severely non-compliant" is defined as findings that may require immediate action from recipient organizations, for example an organization may have misused funds.

HORSE RACING

GPEB's Racing Unit regulates horse racing events in B.C. to ensure compliance with the *Gaming Control Act*. The racing unit is also responsible for developing policies and rules to ensure horse racing is conducted fairly and with integrity and establishes the Rules of Thoroughbred and Standardbred Horse Racing. As required, the unit reviews and revises the rules and meets regularly with industry stakeholders to address issues concerning the industry.

B.C.'s horse racing industry employs approximately 2,000 licensed owners, jockeys, drivers, trainers, grooms and exercise riders, all of whom must be licensed and registered with GPEB. In 2022/23, 555 horse racing workers were either licensed for the first time or had their licences renewed.

Refer to Appendix B, Table 6, British Columbia Horse Racing Summary

In 2022, GPEB's stewards and judges issued a total of 154 rulings: 86 were for thoroughbred racing infractions (issued by stewards), and 68 were for standardbred racing infractions (issued by judges).

The penalties issued by judges and stewards ranged from temporary suspensions to monetary penalties or registration cancellation.

Refer to Appendix B, Table 7, Horse Racing Rulings

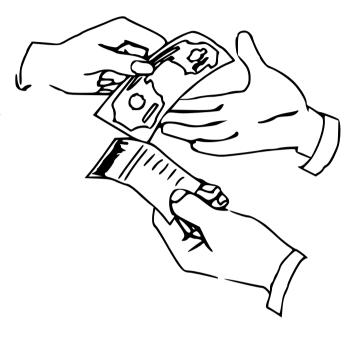


In 2022, GPEB had 15 registered teletheatre sites in B.C. that presented simulcast satellite broadcasts of horse races conducted at local, national and international tracks.

HORSE RACING

Horse Racing Betting Fees

Horse race betting fees are levies on bets made at horse racing events that are collected by GPEB Hastings Racecourse, Fraser Downs Racetrack and Horse Racing Teletheatre B.C. (4.5 per cent on triactor bets and 2.5 per cent on other bets). Any balance in excess of annual regulatory fees (equal to the cost of regulating the horse racing sector) is remitted back to the horse racing industry. At fiscal year end, the cumulative total of monthly fees is transferred into the Consolidated Revenue Fund. In 2022/23, the province collected \$3.3 million in betting fees, retained \$1.9 million to offset the cost of regulating the industry and returned \$1.4 million to the industry.



Refer to Appendix B, Table 8, Horse Racing Wagering

Moreover, this year saw a successful shift to an online system for the registration and licensing of horse racing participants, enhancing efficiency and streamlining the application process.

⁵ A triactor bet, the bettor picks three horses to finish first, second and third, in exact order

ENFORCEMENT DIVISION

GPEB's Enforcement Division enforces provisions of the *Gaming Control Act*, Gaming Control Regulation, *Criminal Code* of Canada and other provincial statutes under the authority of Special Provincial Constable appointments. Investigators respond to instances of any conduct, activity or incident occurring in connection with gambling that could threaten the integrity of the industry.

The Enforcement Division operates under a risk-based regulatory enforcement model guided through defined objectives, emphasizing social responsibility, public safety and voluntary regulatory compliance. The division works collaboratively with BCLC, gaming services providers, and police agencies to safeguard the industry and address vulnerabilities.

Investigations

Investigators work with the police to investigate various illegal gambling activities, including: unauthorized lottery schemes, illegal gambling houses, and criminal offences occurring within casinos (such as loan sharking and money laundering).

GPEB has authority to enforce the GCA. GPEB may recommend charges for prosecution, issue tickets and warnings, or recommend administrative sanctions. Investigators respond to criminal incidents and threats of financial crime in the largest casinos within the province. They also provide in-depth gambling expertise to law enforcement agencies and deliver outreach presentations.

Refer to Appendix B, Table 9, Investigations and Enforcement Actions of Incidents Reported

Joint Illegal Gaming Investigation Team

The Joint Illegal Gaming Investigation Team (JIGIT) is a coordinated investigation unit designed to address illegal gambling and money laundering taking place in B.C. JIGIT is located within the Combined Special Forces Enforcement Unit BC (CFSEU-BC), the largest integrated joint forces police unit in Canada.

The primary focus of JIGIT is to disrupt organized crime and gang involvement in illegal gambling and to prevent criminals from using B.C. gambling facilities to launder the proceeds of crime.

ENFORCEMENT DIVISION

Gaming Intelligence Investigation Unit

GPEB's Intelligence specialists work collaboratively with law enforcement partners, within the Gaming Intelligence Investigation Unit (GIIU), to provide government and its policing partners with information and situational awareness on organized crime and illicit activity impacting the integrity of gambling in B.C. This unit operates within JIGIT and receives dedicated investigative support from four investigators and a manager from the Enforcement Division, and police officers from CFSEU-BC.

GIIU's mandate is to provide dedicated, integrated and coordinated multi-jurisdictional intelligence on illegal activity within the gambling sector of B.C. With emphasis on transnational organized crime networks and money laundering, the mandate is designed to maintain the integrity of gambling in B.C. by enhancing all levels of enforcement, disruption, deterrence and prevention by specifically targeting high-threat criminal entities.

In 2022/23, the Enforcement Division undertook a service delivery review and used the feedback to initiate multiple improvements to the casino response protocols, resulting in a more efficient and effective investigative response. This included providing investigator training on a broad range of topics, including problem gambling identification and money laundering suppression and investigation techniques.

The division values building effective partnerships with key stakeholders, and continued to chair the Casino Response Collaborative, which is attended by BCLC, casino services providers and police of jurisdiction. This partnership was key to the identification of new threats, such as the use of fraudulent credit cards to further a potential money laundering scheme, suppression of these threats through further policy development, and the coordination of the regulatory and criminal investigation of such incidents to ensure perpetrators are brought to justice. In addition, the division also maintained an active role in the Counter Illicit Finance Alliance of BC, including engagement in the development of a regional prioritization model to help better inform all law enforcement and regulatory partners on the threat of money laundering in B.C.

GAMBLING SUPPORTS DIVISION

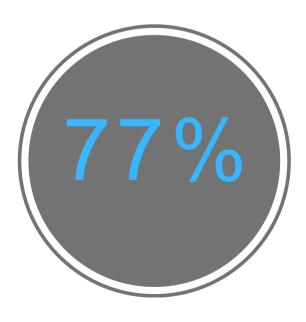
The goals of B.C.'s Responsible Gambling Strategy are to create public awareness of risks associated with gambling, to ensure that gambling is offered in a manner that encourages responsible gambling and informed choice, and to provide treatment and support to those impacted by problem gambling.

The Gambling Supports Division is primarily responsible for actioning the provincial strategy, preventing harms associated with problem gambling, and offering barrier-free support to B.C. residents that may be negatively impacted by gambling products. The division is also responsible for research and other initiatives, such as the development of public interest standards that contribute to the mitigation of gambling harms.



The division administers Gambling Support BC (GSBC). GSBC delivers public awareness through multimedia, education and training in both schools and the community, and early intervention. Additionally, harm reduction services are available which include community outreach, free clinical or therapeutic counselling, and day treatment for individuals and families negatively impacted by gambling products.

Refer to Appendix B, Table 10, Gambling Support BC



GSBC has above average treatment outcomes with 77% of clients achieving positive outcomes and a higher than international average treatment effect size, compared to that found in randomized clinical trials*

*Based on aggregate statistics generated on March 16, 2023, with a highly-reliable dataset of over 5,700 completed treatment episodes since March 2012

GAMBLING SUPPORTS DIVISION

B.C. Responsible Gambling Standards

The General Manager issues responsible gambling standards for the B.C. gambling industry to ensure that:

- Minors are prevented from participating in gambling activities;
- BCLC and their service providers provide appropriate services to their patrons so they can make informed decisions regarding gambling;
- Gambling-related risks are minimized; and,
- People negatively affected by gambling products have access to free, timely and effective information and/or support.

These standards apply to BCLC, gambling service providers, commercial gambling facilities and community organizations licensed to conduct charitable gambling events.

All licensed gaming events and service provider gambling activities are subject to audit by GPEB to ensure compliance with GPEB's responsible gambling standards. The responsible gambling standards focus on seven key areas:

- Advertising and marketing ensuring that all gambling related advertising contains responsible gambling messaging, does not use minors to promote gambling, and does not encourage people to play beyond their means by implying the certainty of financial reward:
- Informed choice ensuring proper use of the "Know your limit, play within it" tagline, an appropriate level of responsible gambling messaging, and availability of rules of play and information regarding the odds of winning;
- Appropriate response ensuring gambling workers have received Appropriate Response Training;
- Responsible practices ensuring that minors are not allowed to gamble, responsible gambling materials are placed in visible and appropriate areas, and intoxicated people are prevented from gambling;
- Financial transactions ensuring information describing payout policies and stating that credit will not be extended is prominently displayed;
- Voluntary Self-Exclusion Program ensuring the program is fully operational, including making sure that program information is readily available and gambling facilities are effectively restricting access for excluded individuals; and,
- Site and Game Design new online standards to guide safe and transparent player registration and site/game design.

GAMBLING SUPPORTS DIVISION

Online Responsible Gambling Standards

To address the specific harms that can arise from online gambling, the General Manager issued the *Online Responsible Gambling Standards* on December 5, 2022. The General Manager also issued a directive to BCLC to implement and adhere to responsible gambling practices on their internet gambling platform PlayNow.com, with a focus on player protection and the minimization of gambling harms. Application of these standards helps ensure:

- That internet gambling in B.C. is delivered and managed by BCLC in a socially responsible manner;
- That BCLC understands its role and responsibilities in relation to the responsible delivery of gambling;
- A safe and informative internet platform for the delivery of gambling products and services;
- Decisions about gambling participation are based on informed choice;
- Player health is promoted, and gambling-related risks are minimized; and,
- Persons negatively affected by gambling have access to timely and effective information and assistance.

These standards address recommendations made in the 2020 B.C. Online Problem Gambling Prevalence Study and completes GPEB's final commitment under the Plan for Public Health and Gambling.

Prevention Outcomes Framework Development

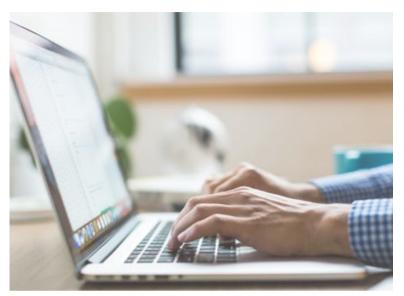
This year, GSBC's prevention stream has built a new outcomes framework that articulates the relationship between GSBC's prevention and outreach services and the desired evidence-based outcomes. It will be used to guide assessment of what is working, benchmark outcomes in relation to other jurisdictions, and identify opportunities to make any necessary adjustments to GSBC's services in the pursuit of strengthening prevention and outreach impacts. This framework utilizes a health equity lens, which applies research evidence that highlights the disparities in the experience of gambling-related harms amongst various populations of people. These disparities of harms have been intricately linked with social, demographic, and environmental disadvantages that the various groups of people experience. Accordingly, a healthy equity lens is vital to best prevent and reduce gambling-related harms amongst populations, and will be instructive for strategic business planning to inform future programming and awareness campaigns for those at risk of problem gambling.

⁶ <u>April 30, 2021 - 2020 B.C. Online Problem Gambling Prevalence Study - Province of British Columbia (gov.bc.ca)</u>

February 2015 - Responsible and Problem Gambling in British Columbia: A Plan for Public Health and Gambling in British Columbia

STRATEGIC POLICY AND PROJECTS DIVISION

The Gaming Control Act requires GPEB to advise the Minister on broad gambling policy, standards and regulatory issues, and, under the Minister's direction, to manage the government's gambling policy. The Strategic Policy and Projects Division (SPPD) supports the integrity of gambling in B.C. by providing strategic policy, advice, and communications that support government's gambling objectives for the benefit of British Columbians.



The division's key areas of responsibility are:

- Identifying emerging issues in the gambling sector;
- Providing advice and recommendations to B.C.'s Solicitor General, Deputy Solicitor General, and the General Manager on policy approaches that protect the integrity of gambling; working with stakeholders, such as BCLC, the gambling industry, non-profit organizations, other provincial jurisdictions and the federal government on gambling issues and initiatives:
- Ensuring B.C.'s legal, regulatory and policy framework supports the integrity of gambling and government's objectives for the gambling sector;
- Leading strategic internal communications for five branch divisions and supporting communications to the public about gambling; and,
- Providing project management leadership for priority branch projects, including projects to improve business efficiency and service delivery.

STRATEGIC POLICY AND PROJECTS DIVISION

Gaming Control Act

In 2022/23, SPPD led work to reform the *Gaming Control Act* and implement government's commitment to strengthen the authority of the General Manager to regulate the gaming sector, clarify roles and responsibilities between the regulator and BCLC, make anti-money laundering a responsibility of the regulator, and modernize the GCA to meet the needs of the current and evolving industry. SPPD's work included providing policy direction for legislative drafting, completing documentation required for the legislative process, and supporting the Minister in the House when the legislation was debated.

The new legislation, which received Royal Assent on November 3, 2022, addressed nine remaining recommendations from Dr. Peter German's report, "Dirty Money" Part 1. When it is brought into force through regulation, GPEB is also anticipated to transition to the new Independent Gambling Control Office (IGCO). The IGCO will focus exclusively on gambling regulation and delivery of gambling support services, and financial matters respecting BCLC revenue will fully transition away from the gambling regulator.

Gaming Control Regulation

SPPD has continued policy and consultation work to modernize and align regulations with the new legislation. In doing so, SPPD has consulted with major partners and interested groups, including BCLC, the First Nations Gaming Commission, First Nations communities, gambling facility operators, suppliers, the charitable gambling sector, and the horse racing sector. In 2022/23, SPPD completed consultation on fee and fine-related regulations and initiated policy analysis and consultation on all other regulation topics, such as gaming facility development projects, prevention of problem gambling, prevention of unlawful activity, security and surveillance, and training.

Cullen Commission of Inquiry

The Commission of Inquiry into Money Laundering released its final report and recommendations to government on June 15, 2022. The Commission made four recommendations related to gambling. The new GCA addresses one Cullen Report recommendation by providing authority for the General Manager to independently set regulations for the gambling industry, including regulations applicable to BCLC. This includes regulations to prevent money laundering, proceeds of crime, and fraud in gambling facilities. Work is underway with BCLC on the remaining three gambling-related recommendations.

OPERATIONS DIVISON

The Operations Division is responsible for providing financial, information technology, records management and workforce planning services for GPEB. This division manages freedom of information requests for the branch, monitors financial operations and distributes gambling-related funding throughout the province. This division is also managing and planning the transition to the IGCO.

Financial Services

GPEB's financial services unit supports all divisions and business units in GPEB. This includes, but is not limited to: operational financial services, contract management and budget administration, providing strategic financial advice to GPEB's executive, payment of community gaming grants, 8 host local government payments, destination assistance compensation and distribution of horse racing revenue.

Refer to Appendix B, Table 11 GPEB Budget and Expenditures

Information Technology

The Information Technology (IT) unit manages, administers, enhances, maintains and supports line of business application environments and infrastructures to prevent service disruption to GPEB business units while ensuring that all data is securely managed.

The IT unit also delivers specialized reports, and guides information management to each division. The intranet site provides a tool for internal communications and access to operational materials, while the public-facing site provides information about the branch, and a mechanism for applying for licences that are administered by GPEB.

Records Management

The Records Management unit is responsible for ensuring GPEB records are stored, accessed, and managed in accordance with the Document Disposal Act and government's Core Policy and Procedures Manual. The unit has led GPEB's transition from paper to digital records and is training all GPEB staff on records management processes.

This unit also manages GPEB's response to Freedom of Information requests from the public, media, and other stakeholders.

Workforce Planning

The Workforce Planning unit provides human resources leadership and support to GPEB. The unit manages hiring, leadership training, succession planning, strategic HR planning, and shares best practices with the branch.

IGCO Transition

The IGCO Transition unit is planning and managing the transition to the IGCO. This includes the development of the IGCO's website, updates to the Gaming Online Service, supporting GPEB's divisions with updates to operational policy, and engaging with partners on the transition.

⁸ The Ministry of Municipal Affairs has responsibility for the program staff and policy for the Community Gaming Grants program. However, GPEB continues to provide financial administration and information technology support services for the program and retains responsibility for its audit and compliance.

Appendix A: Gambling Permitted in British Columbia

Commercial Gambling	Casinos	Bingo Halls	CGCs	Co-Located Racetrack Casinos	Race Tracks	Lottery Outlets	PlayNow. com	Licensed Events	Pubs & Bars
Commercial Bingo Games	✓	✓	✓				✓		
Lottery Products	✓	✓	✓	✓	✓	✓	✓		✓
Slot Machine	✓		✓	✓			✓		
Table Games	✓			✓			✓		
Poker Tables	✓			✓			✓		
Electronic Table Games	✓		✓	✓			✓		
Live Horse Racing					✓				
Teletheatres	✓		✓	✓	✓				✓
Single Event Sports Betting						✓	✓		
Licensing of Gamb	ling Event	S							
Ticket Raffles								✓	✓
Bingo								✓	✓
Social Occasion Casino								✓	✓
Wheels of Fortune								✓	✓
Limited Texas Hold'em Poker Events								✓	✓

Appendix B: Information Tables

Table 1:	Licensed Gambling
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Table 3:	Registration Decisions
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Table 10:	Gambling Support BC
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Table 1: Licensed Gambling

		20	22/23	2021/22		2020/21		
Licence Class	Event Type	Licences Issued	Net Revenue ⁹ \$000's	Licences Issued	Net Revenue ⁹ \$000's	Licences Issued	Net Revenue ⁹ \$000's	
	Ticket Raffles (registered, major, minor)	489	104,752	570	112,478	381	103,509	
Class A ¹⁰	Bingos	63	4,612	50	5,299	84	7,182	
	Wheel of Fortune							
	Social Occasion Casino							
Subtotal of	Class A	552	109,364	620	117,777	465	110,691	
	Ticket Raffles	3,304	11,728	1,851	8,843	1,229	6,281	
	Bingos	62	286	35	202	71	510	
Class B ¹¹	Wheels of Fortune	4	3	2	3	1	0	
	Social Occasion Casino	14	27					
	Poker	57	211	23	59	31	109	
Subtotal of	Class B	3,441	12,255	1,911	9,107	1,332	6,900	
	Ticket Raffles	16	8,729	5	8,029	8	6,595	
	Wheels of Fortune	2	259	1	117			
Class C12	Bingos	1	3					
	Limited Occasion Casino							
Subtotal of	Class C	19	8,991	6	8,146	8	6,595	
Class D13	Ticket Raffles	3,654	2,013	1,736	1,731	819	749	
Class D	Bingos	102	172	63	68	62	61	
Subtotal of	Class D	3,756	2,185	1,799	1,799	881	810	
Grand Tota All Licence	l Classes Issued	7,768	132,795	4,336	136,829	2,686	124,996	

Net revenue figures have been rounded and are estimated based on Gaming Event
Revenue Reports (GERRs) received by July 18, 2023. Licensees submit GERRs as part the 90-day post-licensed gambling event reporting requirements.

Class A licences are issued to eligible charitable and religious organizations for events expected to generate gross revenue exceeding \$20,000.

¹¹ Class B licences are issued to eligible charitable and religious organizations for gambling events expected to generate gross revenue not exceeding \$20,000.

¹² Class C licences are issued to approved boards of community fairs and exhibitions that operate ticket raffles, bingos, wheels of fortune and limited casinos. These licences are issued to established fairs and exhibitions only.

Class D licences are issued to eligible groups or organizations wishing to conduct small-scale gambling events expected to generate gross revenue not exceeding \$5,000.

Table 2: Corporate, Lottery Retail and Personnel Registration

		2022/2023	202	21/22	2020)/2021
	New	Renewal	New	Renewal	New	Renewal
Corporate Registrations ¹⁴						
Gaming Services Providers	10	18	3	23	7	3
Gaming Equipment Suppliers	4	11	4	12	6	6
Associate Companies 15	5	19				
Ancillary Service Contractors	4	5	0	3	1	0
Senior Officials and Senior Employees	145	150	91	156	92	29
Totals	168	203	98	194	106	38
Lottery Retail Registration and Personn	el Registra	tions ¹⁶				
Gaming Workers ¹⁷	5,135	1,925	6,360	1356	729	123
Lottery Retail Managers ¹⁸	281	615	308	436	193	632
Horse Racing Workers	172	383	143	410	120	355
Totals	5,589	2,922	6,811	2,202	1,042	1,110

18 Lottery Retail registration is cyclical and has a term of three years.

¹⁴ Term length for new and renewed corporate registrations is up to five years.

Reporting has not previously captured Associate Companies, these are organizations that hold an interest in, or otherwise benefit from, or oversee, a Gaming Services Provider. The term, "associate" is defined in Section 2 of the Gaming Control Regulation

New and renewed personnel (Gaming Worker) registration term is up to three years.

Gaming workers include all workers in the B.C. gambling industry defined by prescribed classes of registration in the Gaming Control Regulation.

Table 3: Registration Decisions

	2022/2023				2021/2022			2020/2021			
Registration Type	Denied	Cancelled	Ceased ¹⁹	Denied	Cancelled	Ceased	Denied	Cancelled	Ceased		
Gambling Workers	137 ²⁰	28	2,268 21	97	8	127	1	0	631		
Horse Racing Workers	4	1	0	6	2	0	0	1	0		
GPEB and BCLC Personnel ²²	0	0	33	0	0	45	0	0	61		
Corporate Registration (Senior Personnel)	1	0	0								
Lottery Retail Managers	4	0	245	0	0	33	1	0	263		
Total	146	29	2,513	103	10	205	2	1	955		

¹⁹ Ceased indicates that the registration has expired or that the registrant has requested it to be ended.

⁶⁷ of the denied applications were due to incomplete application submissions and a failure to respond to requests for required information.

Gaming Worker registrations that would have expired during the closure of casinos due to COVID-19 were extended until December 31, 2021 to account for the closure and allow time for renewals to be processed. Many individuals did not renew their Gaming Worker registrations and as such, there were significant numbers of ceased registrations on December 31, 2021. Technical constraints meant that these could not be reported until now.

GPEB employees are not captured in the statistics after December 31, 2022.

Table 4: Gambling Supplies Certification

	2022/2023		2021/	2022	2020/2021		
Certification Type	Certification	Revocation	Certification	Revocation	Certification	Revocation	
Lottery Tickets:							
Scratch & Win,	79	0	81	0	91	3	
Pull Tab							
Online (Playnow.com)	109	0	137	0	206	8	
Electronic Gaming							
Devices & Other	501	14	406	4	348	2	
Supplies							
Table Games	2	0	2	0	16	0	
Licensed/Charitable	5	0	6	0	4	0	
(50/50)	5	0	0	0	4	0	
Other							
(Lottery systems, Lotto	4	0	1	0	6	0	
Express, Bingo, etc.)							
Total	700	14	633	4	671	13	

Table 5: Number of Gambling Audits and Files by Category

	2022/23	2021/22	2020/21
Number of Gambling Audits and Files by Category			
Casinos, CGCs, Bingo Halls, and Race Tracks	14	36	1
BCLC's Conduct of Commercial & Lottery Gambling	7	8	6
Financial Integrity Analysis of Corporate Registrants	35	32	22
Gaming Grants	103	166	30
Licences	81	42	50
Total	240	284	109

Table 6: Summary of Horse Racing in British Columbia²³

	2022	2021	2020	2022	2021	2020	2022	2021	2020
	Ra	ace Days	24		Live Race	is		lorses Ra	n
Thoroughbred	,								
Hastings Racecourse (Vancouver)	45 ²⁵	39 ²⁷	25 ²⁹	312	269	206	1,987	1,598	1,465
Standardbred									
Fraser Downs Racetrack (Surrey)	64 ²⁶	34 ²⁸	46 ³⁰	625	332	485	3,914	2,044	3,405

- Horse Racing results are reported in calendar year as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding wagering and drug testing are also reported by calendar year.
- The number of horse racing days is determined by the different breed associations in consultation with the track operator through the HRIMC and approved by the General Manager of GPEB.
- In 2022, 45 race dates were approved: 45 were raced; 1 was cancelled due to a high Air Quality Health Index in September; 1 additional day was added in October.
- In 2022, 69 race dates were approved: 64 were raced; 12 days were cancelled, (4 in January, 2 in February, and 2 in December due to unsafe track conditions due to weather; 1 in April due to an unexpected regulatory staff shortage; and 3 in December at the request of the horsepersons association and track operator); 7 additional days were added, (1 in April, 2 in May and 4 in June).
- In 2021, 51 race dates were approved: 39 were raced; 12 days were cancelled, (10 due to COVID-19 related financial pressures on the industry; and 2 due to extreme heat at the end of June).
- In 2021, 63 race dates were approved: 34 were raced; 29 days were cancelled, (26 due to COVID-19 related financial pressures on the industry; 2 due to mechanical issues with the starting gate cars; and 1 due to unsafe track conditions due to weather).
- 29 In 2020, 51 race dates were approved: 25 were raced; 26 were cancelled due to COVID-19.
- 30 In 2020, 65 race dates were approved: 46 were raced; 19 were cancelled, (17 due to COVID-19; and 2 due to unsafe track conditions due to weather).

Table 7: Horse Racing Rulings 31

	2022	2021	2020
Standardbred			
Whipping Violations	8	1	4
Racing or driving infractions committed during a race	39	20	18
Drug or Alcohol infractions involving either horses or registered horse racing workers	11	4	4
Inappropriate behaviour in the backstretch area of a racetrack	5	4	7
Licensing or registration violations	0	1	0
Horses that bled during a race	0	0	0
Restoration of a horse or a horse racing worker of good standing ³²	3	1	4
Other categories ³³	2	3	3
Total Standardbred Rulings	68	34	40

Thoroughbred			
Racing or riding infractions committed during a race	43	19	29
Drug or alcohol infractions involving either horses or registered horse racing workers	6	4	10
Entering an ineligible horse	1	0	0
Inappropriate behaviour in the backstretch area of a racetrack	12	11	11
Licensing or registration violations	2	4	1
Horses that bled during a race	2	2	2
Restoration of a horse or a horse racing worker of good standing ³²	5	4	4
Other categories ³³	15	44	2
Total Thoroughbred Rulings	86	88	59

Horse Racing results are reported in calendar year as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding drug testing are also reported by calendar year.

When a licensee is suspended pending a hearing before the Judges/Stewards, a ruling is generated following the hearing reinstating them to good standing.

[&]quot;Other" captures a ruling that does not fall within any of the other categories or is not race-related.

Table 8: Horse Racing Wagering 34

Table 8: Horse Racing Wagering 34				
	2022	2021	2020	
		\$000's		
Hastings Park (HP)				
HP Live Races ³⁵	3,365	846	0	
HP Simulcast Wagers ³⁶	12,564	6,265	4,645	
Total HP	15,929	7,111	4,645	
Fraser Downs (FD)				
FD Live Races ³⁷	404	108	298	
FD Simulcast Wagers ³⁸	4,219	1,662	1,078	
Total FD	4,623	1,770	1,376	
Teletheatre BC ³⁹				
Hastings Park Races	191	48	133	
Fraser Downs Races	41	3	113	
Wagers on Other Racetracks	16,762	12,766	9,922	
Total Teletheatre BC	16,994	12,817	10,168	
HorsePlayer Interactive (HPIbet.com) BC ⁴⁰				
Hastings Park Races	1,929	1,873	1,407	
Fraser Downs Races	766	553	856	
Wagers on Other Racetracks	76,699	91,120	87,977	
Total HPIbet.com BC	79,394	93,546	90,240	

- Horse Racing results are reported in calendar year as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding wagering are also reported by calendar year.
- Live racing at Hastings took place without any fans in attendance due to COVID-19 for all of the 2020 season and for the first two months of the 2021 season, reopening to fans in July 2021. Hence, \$0 was reported for wagering at Hastings on the 25 HP Live Race days in 2020, and only \$846k for the 39 HP Live Race days in 2021. All 45 HP Live Race days in 2022 were conducted with fans in attendance.
- The simulcast facility at Hastings was closed due to COVID-19 as of March 17, 2020, and remained closed until July 2021.
- Live racing at Fraser Downs took place without any fans in attendance from March 15, 2020 until September 2021, due to COVID-19. Consequently only \$298k was reported for wagering at Fraser Downs on the 46 FD Live Race days in 2020, and only \$108k for the 34 FD Live Race days in 2021. All 64 FD Live Race days in 2022 were conducted with fans in attendance.
- The simulcast facility at Fraser Downs was closed due to COVID-19 as of March 17, 2020, and remained closed until August 2021.
- Teletheatre B.C. venues located at Casinos and Community Gaming Centres were closed as of March 17, 2020 due to COVID-19, and remained closed for the remainder of 2020, with six reopening throughout 2021. Three teletheatres located in pubs/restaurants were open intermittently throughout 2020, and open for the majority of 2021, when permitted under COVID orders/protocols.
- Due to COVID-19 related closures some wagering that would historically take place at bricks and mortar venues shifted to online wagering, resulting in a significant increase in HPIbet.com B.C. wagering in 2020 and 2021. The decrease in HPIbet.com B.C. wagering in 2022 vs the previous two years can be attributed to the reopening of bricks and mortar venues.

Table 9: Investigations & Enforcement Actions of Incidents Reported

	2022/23	2021/22	2020/21	2022/23	2021/22	2020/21
Туре	Incidents Reported Enforcement Action			Action		
Gaming Control Act Offences	4,600	2,467	47	154	125	16
Criminal Code Offences	4,790	3,323	673	39	70	101
Other	1,291	759	123	27	5	3
Total	10,681	6,549	84341	220	200	120

Definitions

'Gaming Control Act Offences' includes all offences and violations listed in the Gaming Control Act and Gaming Control Regulation, i.e. reports of code of conduct, registration files, minors, breach of prohibition.

'Criminal Code Offences' includes reports of assault, cheat at play, common gaming house, counterfeit, extortion, fraud, illegal lottery, internet gaming (PlayNow.com), loan sharking, personation, robbery, theft, threats, weapons possession and Proceeds of Crime / money laundering.

'Other' includes reportable incidents which lie outside the other defined categories and may include for example: abandonment of child, civil harassment, mischief, intoxication, drug use and assistance files to other jurisdictions.

'Incidents Reported' indicates that GPEB received a report or complaint from various sources, primarily gambling service providers.

'Enforcement Action' indicates that GPEB took action that resulted in recommended charges, fines, GPEB prohibitions, verbal or written warnings, and in the case of GCA reports, administrative actions.

⁴¹ Casino closures due to the COVID-19 pandemic during the 2020/2021 reporting period resulted in a significant reduction of incidents reported.

Table 10: Gambling Support BC

	2022/23	2021/22	2020/21
Program Outputs			
Number of prevention presentations	3,159	2,630	2,020
Calls made to Support Line (specific to problem gambling) ⁴²	2,937	3,072	1,998
Referrals to Gambling Support BC ⁴³	666	507	356
Clients served (new clinical and outreach interactions combined)	2,649	1,533	540 ⁴⁴
Discovery Day Treatment Program participants (online)	81	70	63
Number of Contracted Service Providers			
Clinical Counsellors	19	23	25
Prevention Service Providers	10	16	18
Indigenous Providers ⁴⁵	6	11	11
Gambling Outreach Support	8	9	10

BC 211 is the vendor that supplies the Gambling Support Line, who provide these metrics.

Not all calls to the Gambling Support Line result in a referral to GSBC.

Casino closures as a result of the COVID-19 pandemic during the 2020/2021 reporting period resulted in a significant reduction of clients served for that period.

Indigenous providers deliver workshops, information, early intervention and counselling services free of charge as well as leading resource development and community engagement initiatives. GPEB started collecting this information in 2014/15. Not all of these providers identify as Indigenous, but rather all specialize in providing services in Indigenous contexts.

Table 11: GPEB Budget and Expenditures

	FY22/23	FY21/22	FY20/21
Branch Budget			
Core Operations	\$13,620,936	\$13,622,000	\$13,520,000
Gambling Support BC	\$5,352,129	\$5,916,000	\$5,916,000
Total Branch Budget	\$18,973,065	\$19,538,000	\$19,436,000
Branch Expenditures			
Salaries and Benefits Cost	\$13,929,643	\$14,286,257	\$14,303,406
Operating and Business Expenses	\$1,221,212	\$1,637,575	\$1,799,010
Subtotal	\$15,150,855	\$15,923,832	\$16,102,416
Gambling Support BC			
Salaries and Benefits Cost	\$1,064,014	\$806,497	\$809,021
Operating and Business Expenses	\$314,418	\$347,501	\$455,921
Contracts	\$3,087,806	\$3,328,250	\$3,595,178
Subtotal	\$4,466,238	\$4,482,248	\$4,860,120
Total Branch Expenditures	\$19,617,093	\$20,406,080	\$20,962,536
Surplus (Deficit)	\$(644,028)	\$(868,080)	\$(1,526,536)

