

Safe and Respectful Work Environment Standard

Public Interest Standard to ensure a safe and respectful work environment for gaming workers

All gaming service providers at land-based gaming facilities must maintain a respectful and safe environment for employees.

At minimum, gaming services providers will:

- Set a patron code of conduct and make players and employees aware of the code;
- Establish an independent, confidential process for reporting and investigating inappropriate conduct that protects the complainant and make employees aware of the process; and
- Ensure staff are aware of their ability to report criminal and regulatory complaints to GPEB online through GPEB’s website, over the phone, or via email.

Context

In his report, [*Dirty Money: An Independent Review of Money Laundering in Lower Mainland Casinos*](#), Dr. Peter German recommended, “That persons working in VIP rooms be provided with an independent avenue to report incidents of inappropriate conduct by patrons.” This public interest standard will address Dr. German’s recommendation 19 but will be broader so that the same processes and protections are available to all gaming workers in land-based facilities, not just VIP room staff.

Authority and Application

Section 27(2)(d) of the *Gaming Control Act* authorizes the general manager of the Branch to establish public interest standards for the gambling industry.

Objectives

The primary intent of this public interest standard is to strengthen the safety of gaming facilities and gaming workers in BC. This public interest standard is intended to:

- Ensure gaming services providers clearly articulate for the benefit of both patrons and staff what constitutes acceptable patron behaviour. The patron code of conduct must provide sufficient clarity to ensure that patrons are aware of behaviours that would be considered unacceptable and what the consequences of such behaviours would be. The code of conduct will also assist staff in understanding when a patron’s behaviour could or should be reported.
- Require that all services providers have an independent and confidential process for allowing staff to report inappropriate conduct. An independent process means a process which ensures confidentiality and protection for the complainant. Such a process ensures that the identity of

the complainant can remain anonymous. An independent process would also ensure that those reviewing and making decisions about the complaint are not involved in the complaint, are at arms length from the incident and all involved, and that no undue influence could be brought to bear which would impact the integrity of the process or the outcome of the review.

- Require services providers to ensure their gaming worker staff are aware of the patron code of conduct, the independent reporting process, and their ability to report concerns to the regulator if they are not comfortable reporting their concerns internally.

Should an employee wish to contact the regulator, they may make a regulatory or criminal complaint through GPEB's website at: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-in-bc/contact-us>

Issued by:

Sam MacLeod, General Manager
April 2020