

## The Corporate Security Agenda

The Corporate Security mandate in the gaming world varies amongst jurisdictions, but managing risk and ensuring regulatory compliance are common objectives for all. The functions of game protection, security, surveillance and investigation services then serve as some of the major tools used to achieve those objectives. Depending on the jurisdiction and operator, the responsibilities can encompass the security of casinos, eGaming, VLT's, traditional lottery products and systems, as well as charitable gaming and horse racing.

The Gaming Security Professionals of Canada (GSPC) is a not-for-profit industry association that was formed in 1994. Its membership consists of executives and senior managers from across Canada who have responsibility for the Corporate Security of their respective organizations or major contributing components. The purpose of the GSPC is to identify priority and emerging issues, establish best practices and provide support through education programs and a networking infrastructure.

While active throughout the year, the GSPC uses two forums to highlight priorities and develop strategies for the coming year. Both are held in June, the first being GSPC's Annual General Meeting (AGM) and Education Program and the second is the Canadian Gaming Summit; Security and Surveillance Education Program. This year they were held in Richmond, British Columbia and Niagara Falls, Ontario respectively. An examination of the combined agenda reveals that which is occupying the minds and time of your security professionals.

One of the major issues that has continued unabated is Anti-Money Laundering (AML) initiatives in general and AML regulatory compliance in particular. This issue is considered of such importance that the GSPC formed an Anti-Money Laundering Sub-Committee last year, was a main agenda item at the AGM and was the subject of two sessions at the Summit.

Also top of mind for both the GSPC and the Summit is eGaming, which has been introduced or is in the advanced stages of being offered by most major gaming jurisdictions across the country. Embracing this form of gaming brings with it both opportunities and challenges. Certainly the market demand is obvious, but less evident is some of the challenges of having real-time, on-line and direct interaction with the customer in a very dynamic environment. Conventional physical security and surveillance technologies are of little assistance in this regard and new systems and analytical tools have had to be introduced and applied diligently to ensure gaming integrity. This challenge will only grow as social media takes on a much more prominent place in the gaming environment.

More specific to the GSPC and gaming security is the application of new and emerging technologies. Facial Recognition continues to evolve, License Plate Recognition is proving to be highly reliable, fiber optics are enabling centralized surveillance, analytical tools are greatly contributing to the management of risk and the convergence of technologies is generating a multiplier effect that allows Corporate Security to provide both better oversight and better service.

These technologies, along with eGaming and the adoption of social media, have served to bring increased focus on IT Security as a foundation piece in managing the associated risk. New gaming systems must meet the highest of security standards and the application of ISO27001 is gaining momentum.

Information Privacy has emerged as one of the highest priorities over the last several years, particularly in light of the ability to accumulate vast amounts of customer information with new gaming and security systems and the need to ensure that information is collected in accordance with legislative requirements, used only for the intended purpose and shared only with those having the appropriate authorization. Privacy Imbedded by Design was presented on behalf of the GSPC by Dr. Ann Cavoukian, Ontario's Information and Privacy Commissioner, at the Canadian Gaming Summit.

Completing the picture is Responsible Gaming and in particular Self-Exclusion programs, the latter generally falling within the security mandate. In this regard, the identification of self-excluded persons attempting to participate in gaming is a top priority. To achieve this end, Facial and License Plate recognition have been very successful in land based casinos. Systems to ensure self-exclusion data bases are kept current and positive identifications made to enable early intervention have also evolved for both land based and eGaming.

In conclusion, the introduction of new and emerging technologies and ensuring their responsible application is driving the Corporate Security agenda. The Gaming Security Professionals of Canada is helping the gaming industry manage that process.

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*More information about the GSPC can be found at [gspc.ca](http://gspc.ca)*