



# GSPC Newsletter

## Fall Edition 2017

October 24, 2017

### To the GSPC Membership

We are pleased to provide you with the GSPC Fall 2017 Newsletter. As with previous issues, we endeavor to bring you up to date on recent events in the Association and our future plans. In addition, we are resuming the distribution of operational information with a view to keeping you abreast of news relevant to the security function in the Canadian gaming industry.



Our intent is to issue three comprehensive GSPC Newsletters each year – Winter, Spring and Fall. As well, we will be issuing periodic GSPC Briefing Letters, which will be focused on operational matters and technical developments which comes to light between issues of the Newsletters. Contributions in terms of publications and articles are most welcome and can be forwarded to me for consideration by our Communications Committee.

We encourage all our Members to get involved in the activities of the Association. Your input and feedback are most welcome. Please feel free to contact me with any matter that may further the interests of the GSPC and its Membership. I can always be reached at [gerald.boose@gspc.ca](mailto:gerald.boose@gspc.ca)

Best regards,

Gerald Boose  
Executive Director, GSPC

### AGM History

As some of you will know, the Members of what is now the GSPC has been meeting annually since 1994. While these meetings have always been of great value, the structure, content and format has continued to evolve with each host jurisdiction building on the work of that done by its predecessor. Here is a look at where we have been since the year 2000.

- 2017 - Regina, SK
- 2016 - Gatineau, QC (Casino du Lac-Leamy)
- 2015 - Windsor, ON (Caesars)
- 2014 - Winnipeg, MB
- 2013 - Gatineau, QC
- 2012 - Richmond, BC (River Rock)
- 2011 - Orillia, ON (Casino Rama)
- 2010 - Calgary, AB
- 2009 - Windsor, ON
- 2008 - Montreal, QC
- 2006 - Niagara Falls, ON (Fallsview Casino)
- 2005 - Winnipeg, MB
- 2004 - La Malbaie, QC (Casino de Charlevoix)
- 2003 - Halifax, NS (Casino Nova Scotia - Halifax)
- 2002 - Regina, SK
- 2001 - Hull/Gatineau, QC (Casino de Hull)
- 2000 - Orillia, ON

### Annual General Meeting (AGM)

The 2017 AGM was again the highlight of the GSPC season. Many thanks to Saskatchewan Gaming for being such great hosts. You will find a selection of presentations and photos on our website at <http://gspc.ca/>

The 2018 AGM will take place in Niagara Falls Ontario, at Fallsview Casinos. We will have a welcoming

reception the evening of June 20<sup>th</sup> and conclude our conference at noon on June 22<sup>nd</sup>. Please reserve the dates. Many thanks to our Vice President, Richard Paris, and his team for taking on the premier event in the GSPC schedule. More information will be provided to you as it becomes available and posted on our website.



### 2018 Canadian Gaming Summit (the Summit) – Niagara Falls Ontario

The GSPC is in the process of renewing its relationship with the Summit and we expect to be very much involved in the development of the Educational programming for the 2018 Summit. The Summit is also going to be held in Niagara Falls next year, from June 18<sup>th</sup> to 20<sup>th</sup>, so we encourage our Members to attend both. Again, more information will be provided to you as it becomes available.

### Thank You to our Departing Board Members

Two members departed the Board this past year. Bob Arlint left upon his retirement from Saskatchewan Gaming and is now an Alumni Member. John D’Agnillo departed the Board upon completion of his three-year term and remains an active Member of the GSPC. Thank you both for your long and valuable contributions to the Association.



### Recognition of Outstanding Service

The GSPC has just begun a formal process of recognizing Outstanding Service. Such recognition will be approved by the Board from time to time. The first presentations were made at the 2017 AGM to Bob Arlint, for his years of service and dedicated work to the GSPC and to Kurt Raffai of Saskatchewan Gaming for his important work on the website and for his leadership role on the 2017 GSPC AGM Organizing Committee. Congratulations to you both.

### Want to Get Involved?

The GSPC Board has a number of committees chaired by our Vice Presidents. They are as follows:

- Membership Brent Severeyns
- Communications Shawn McGurk
- Governance Val Abela
- Education Kevin Sweeney

If you want to get involved in any of these activities, you can contact the respective chairs accordingly. Their coordinates can be found in the Membership list found in the Members Only portion of our website.

### Welcome to our new Corporate Members – Garda World and Everi



We once again want to recognize our new Corporate Members, Garda World and Everi. Garda World has been involved in the GSPC for a number of years in different roles. Everi is very well established in the gaming industry, but this is its first year of involvement in the GSPC. Welcome aboard to both of you.

Our other Corporate Members are iView (Founding Member), Honeywell, MNP, KPMG, GLI, SAS, Biometrica and Jean-Francois Lefebvre.

Corporate Membership is essential to sustaining and growing the GSPC as it rises to meet the evolving challenges in the field of gaming security. Many thanks to all of you for your continuing support.



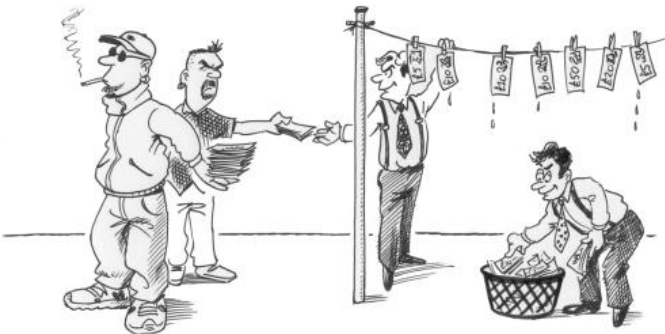
## BCLC AML Best Practice

BCLC has a number of best practices that we have instituted to our AML Program, but one that has proved to be quite successful is our Cash Conditions Program.

BCLC may at times place certain conditions or requirements on patrons. All decisions must be evidence based and consistent with BCLC's AML risk based approach. These action may be related to a unique event, or as a result of monitoring business relationships, and should be consistent with "Know Your Customer" (KYC) and "Customer Due Diligence" (CDD) expectations as per the FINTRAC guidelines and the Process of Crime Money Laundering and Terrorist Financing Act (PCMLTFA).

How this program works is when BCLC receives credible information regarding a patron or a particular source of funds that we deem to be of high risk, then we immediately act on that information and place these players on conditions. There is a committee made up of individuals across the security division that make a determination based on the information presented.

There are multiple behaviors or activity that we watch for including patrons predominately buying in with cash using small bills, player occupation not consistent with level of play or patron receiving cash deliveries or exchanges. When these types of indicators are observed, interviews will be conducted by BCLC Investigators to determine where the funds came from, what the player does for a living and other information as needed.



Conditions that may be implemented against the patron prior to, or subsequent to an interview could include them not being permitted to play with un-sourced chips or cash or an outright ban. Once these conditions are placed

against the patron, we monitor them on a regular basis to ensure compliance. If the patron attempts to circumvent the conditions placed against them, then a provincial barring is considered. If the patron refuses to be interviewed, conditions will remain indefinitely.

This has been a successful program to B.C. because we have seen a substantial decrease of unsourced funds coming to the casinos. Currently, BCLC has over 180 players on cash conditions and we have transitioned many of these players to the use of bank drafts and other cash alternative methods.

*Bal & Daryl  
AML Managers  
British Columbia Lottery Corporation*

## "Yes, And..." makes the Canadian Casino Business Magazine

In June 2017, Kevin Sweeney, was selected by the Canadian Gaming Association and Media Edge to attend the Canadian Gaming Summit and present during the educational track portion of the event. The submission that was presented was about how the BCLC Security Division is changing the perception of the gaming industry through their yes and philosophy. Shortly after, he was approached by the Canadian Casino Business Magazine to submit an article for their fall edition. The editorial attached to the end of this newsletter was the published article in the fall 2017 Canadian Casino Business Magazine.



## Newsletter

Thanks for reading the Fall Edition of the GSPC newsletter. We hope you are well informed on what's happening in the Association.

If you have any feedback or items you would like to see in future editions, please contact Gerald Boose at [gerald.boose@gspc.ca](mailto:gerald.boose@gspc.ca).

# “Yes, And...”

## Changing the perception of security and compliance in the B.C. Gaming Industry

We know them all too well because we have heard similar statements from our colleagues in the security, compliance and/or legal fields within our organizations. Individuals who work in the security and compliance fields have been told they are the “no” department, the “you can’t do that” division, the “that’s not going to work” unit and may have even been referred to as the “no fun police.” At BCLC we have been on a journey for over a year to change this perception within our Corporate Security and Compliance Division.

### Focused on Service

The B.C. Lottery Corporation (BCLC) is a Crown corporation of the province of British Columbia, which has been in business since 1985. We deliver gambling entertainment for adults and create revenue for government programs. The Corporate Security and Compliance Division is made up compliance officers, security specialists, investigators, lawyers, analysts and risk and privacy professionals. Ours is primarily a service division, which supports seven other divisions, three of which are revenue generating (lottery, casino and online gaming). They are continuously looking for us to be more agile, less bureaucratic and frequently require speed to market.

Like much of BCLC, Corporate Security and Compliance has a geographic distribution of employees. Professionals in this division are based in the head office in Kamloops, the corporate office in Vancouver or located throughout the province in various jurisdictions and work with our business partners in casinos, community gaming centers, commercial bingo halls and lottery retail outlets. The work we do brings us in contact with our internal business units, casino service providers, lottery retailers, vendors, regulators, law enforcement, players and the public.

### Changes Perception

BCLC’s Corporate Security and Compliance division has worked hard over the past year to change the culture within our division. Our division wanted to continue to ensure we enabled the business lines and supported revenue generation while being the ones that come up with innovative solutions that look far beyond the situation and help BCLC achieve our vision. We have developed principles that incorporated a change in language, how we conduct meetings, how we converse with one another and how we can continue to build relationships with our allies in and out of the organization.

Not convinced? Well, we take this approach so seriously that we’ve put a name to our philosophy. We call it “Yes, and...” We wanted to develop a name to easily remind us of what we are trying to achieve and to hold one another accountable within our own division.

Have you ever been to a theatre sports performance? In improv theatre, “Yes, and...” is a technique that works like this: No matter what the other actor says to you, instead of negating, belittling, disagreeing or denying, you respond by saying “Yes, and...” and expand on the premise, idea or line of thinking. This makes for collaboration, creativity and teamwork and keeps the conversation going in a positive direction. It is reverse thinking to the “No, but...” approach.

For example, one actor might say, “We’re stranded on a deserted island with only a can opener and fidget spinner and we need to escape.” If the other actor says “Yes, and...we can use the can opener to make logs to build a raft...” the scene keeps going.

Conversely, if the other actor says, “No, we don’t have any tools, and besides which, a raft will probably sink...” the scene is done.

## Leads to Roadblocks

The same thing can happen in a business conversation. “No” means an impasse or dead end and can also be an invitation to go around or skirt the process.

The primary objectives of “Yes and…” are:

- Thoroughly understanding the business need and desired outcome
- Enabling the business by providing innovative solutions that look far beyond the situation and help BCLC achieve our vision and be successful
- Being committed to listening and understanding the issues and problems at hand
- Being open to alternative ideas and finding solutions to problems

Through “Yes, and…” we wanted to promote a being interested and curious and have colleagues bring a positive mindset to the table. As we at BCLC instilled the “Yes, and…” approach within our culture, it was important that people understood that this didn’t mean we suddenly would start agreeing with and approving everything. There was, and will still be, conflict and issues to work through but with this new positive mindset we hoped that creative solutions to various problems would be brought to the table. It also does not mean that our division will say or write the actual words “Yes, and…” for the technique to work. It is a mindset to create a more positive environment and to challenge people to come up with creative solutions where they once may have said no.

“Yes, and…” is a mindset and by adopting this mindset, we shifted towards a more positive environment in many ways:

- Fostering relationships
- Finding new approaches to problem solving
- Challenging processes that could serve us better
- Learning through listening
- Developing respect
- Being open to the ideas and points of view of others

Our colleagues and business partners have seen continued support from our division for products and initiatives driven by our commitment of coming to the table with the philosophy of, “Yes, and…how are we going to get there together.”

Fostering and promoting a culture of security and compliance, so that BCLC meets or exceeds its legal, regulatory and social responsibility obligations, does not ever mean we have to accept being bureaucratic. It is also not inevitable that being compliant, secure and operating with integrity leads to barriers. The challenge we put forward to the staff within the BCLC Corporate Security and Compliance Division was to deliver on compliance and security while being fully aligned with, and supporting, the business goal and priorities of the organization. “Yes, and…” reminds of this and will continue to help us deliver on this commitment and the Corporate Security and Compliance Division at BCLC is up for that challenge.

*By Kevin Sweeney  
Director, Security, Privacy and Compliance  
British Columbia Lottery Corporation*