

## **GLAI Code of Practice**

All members of the Gaming and Leisure Association of Ireland, regardless of the way in which they provide their services, should abide by the following core principles

1. All customers must be over 18.
2. All customers must produce proof of age.
3. All staff must ensure age verification is properly undertaken.
4. Any customer found to be underage must be immediately denied further access to Clubs' services.
5. All staff must be properly trained to promote responsible gambling.
6. All staff must be properly trained to identify instances of problem gambling.
7. All member clubs must treat their customers fairly.
8. Self-exclusion policies must be made available to all customers; an up-to-date register of self-excluded customers must be made available to staff.
9. Responsible gambling and self-help information must be made available at all times and to all customers.
10. Rules must be made clear to customers at all times.
11. No credit should be extended to customers.
12. Where relevant, no alcohol should be sold to customers.
13. All member clubs must undertake all due diligence requirements as set down in the 3<sup>rd</sup> EU Money Laundering Directive.
14. All member clubs must appoint a Money Laundering Reporting Officer.
15. All member clubs must appoint a GLAI Code of Practice Compliance Officer.
16. All staff should be trained to monitor and report any unusual or suspicious transactions.
17. All member clubs must be able to track and record all financial transactions undertaken by its customers.
18. All member clubs must ensure that personal data of customers and staff is secure and is used in compliance with data protection legislation.
19. A complaints process for customers must be made available.
20. Advertising of services must comply with the relevant laws and must not be directed at people under the age of 18.
21. All member clubs must comply with health and safety requirements applicable to them.
22. All member clubs must be tax compliant and fully audited on an annual basis.
23. All member clubs must have an appropriate and visible management team in place.
24. All member clubs must be equal opportunities employers.