



PROGRAMME

TUESDAY SEPTEMBER 21 FROM 10:00 TO 11:15 CET

RESPONSIBLE GAMING

2021 VERSION OF THE RESPONSIBLE GAMING STANDARDS AND FRAMEWORK

- 10:00 *Introduction to the New 2021 Framework*
Bjørn-Helge HOFFMANN, Chair of the Responsible Gaming Subgroup, Norway & Moderator
- 10:10 *Presentation of the 11 Sections of the 2021 RG Framework*
- Birte ENGELKEN, CSR-Responsible Gaming Manager, LOTTO Hamburg, Germany
 - Susan LAWSON, Responsible Play Manager, Premier Lotteries Ireland, Ireland
 - Oscar CASTRO VILLAR, Senior Advisor, Gaming, ONCE, Spain
- 10:50 *Presentation of the new Guidance on Partial Assessment*
Ana JAZIĆ, Head of Corporate Communications & Corporate Social Responsibility, Hrvatska Lutrija, Croatia
- 10:55 *Q&A*
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THURSDAY SEPTEMBER 23 FROM 10:00 TO 11:15 CET

CSR | THE EL CSR RESOLUTION AND CSR GUIDELINES

- 10:00 *Welcome Address & Introduction*
Johanna LIPPONEN, Executive Chair of the CSR-Responsible Gaming Working Group, Finland
- 10:15 *Deep Dive into the EL CSR Guidelines*
- Main Structure
Mélissa JACQUÉRIOZ, EL CSR, Data & Membership Officer
 - Focus on 3 Pillars of the CSR Guidelines
 - *Community Involvement*
Gianmario TROVÒ, Co-Chair of the CSR Subgroup, Italy
 - *Organizational Governance*
Stefania COLOMBO, Co-Chair of the CSR Subgroup, Italy
 - *Communication & Reporting*
Tina DJINOVSKI, Brand Development Manager, Loterija Slovenije, Slovenia
- 10:55 *Interactive Session* (quick polls and Q&A)