



# The value of responsibility

Venue & Accommodation

VALAMAR LACROMA DUBROVNIK  
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## PRELIMINARY PROGRAMME

### Wednesday, September 18 - Arrival of the participants (transfers will not be organised)

- 18:00-19:00 **Optional Networking with Members of the RG-CSR working group**
- 18:00 Working documents available at the EL/WLA welcome desk in the hotel lobby
- 19:00 Welcome dinner at the hotel restaurant

### Thursday, September 19 - Meeting room "ELAFITI 3&4"

- 09:00-09:30 Welcome addresses by:
- **Mario MUSA**, CEO, Hrvatska Lutrija d.o.o., Croatia
  - **EL** (name TBC)
  - **WLA** (name TBC)
- Introduction to the seminar by the moderators  
**Laura DA SILVA GOMES & Raymond BOVERO**
- 09:30-10:15 **KEYNOTE: AI & Use of Technology (TITLE TBC)**  
**Naomi GOLDAPPLE**, Director of Industry Solutions, Element AI, Canada
- 10:15-11:15 **CASE STUDIES from Lotteries on RG**
- RG in a VLT Setting, **Romina SIATERLI**, RG Director, OPAP, Greece
  - RG for Online Lotteries, **Birte ENGELKEN**, CSR-Responsible Gaming Manager LOTTO Hamburg, Germany
  - Online Analytics, **Scarlett Roa BRYNILDSEN**, Sustainability Manager, Svenska Spel, Sweden
  - Testimony on First EL Commitment Level, **Erjola SERAJ**, Legal & Compliance Officer & **Elda CENOMERI**, Marketing Manager, Loteria Kombëtare, Albania
- 11:15-11:45 Coffee break
- 11:45-12:20 **The Value of CSR**  
**Anne PATTBERG**, Chair of the WLA Responsible Gaming Independent Assessment Panel, Germany

12:20-13:20 **Problem Solving Parallel Interactive Sessions**

**RESPONSIBLE GAMING**

How can retailers contribute to an effective RG programme?

Moderator: **Willemijn JANSEN**

**CSR**

How to prioritize CSR issues and secure internal engagement?

Moderator: **Riccardo TROIANI**

13:20-14:20 Lunch

14:20-15:05 **KEYNOTE: Development of Psychosocial Interventions for Prevention & Treatment of Problem Gambling (TITLE TBC)**

**Neven RICIJAŠ**, Department of Behavioral Disorders, Faculty of Education & Rehabilitation, University of Zagreb, Croatia

15:05-15:35 **Pro-active Phone Calls – STUDY**

**Tanja SVEEN**, Responsible Gaming Advisor, Norsk Tipping AS, Norway

15:35-16:05 Coffee break

16:05-16:25 **Introduction on Restrictions on Gaming Advertising & New EL Resolution**

**Piet VAN BAEVEGHEM**, Secretary General, Legal & Regulatory Affairs Management, Loterie Nationale, Belgium

16:25-16:45 **Risk Level of Lottery Games & Gambling Advertising – Results of a Study**

**Lea MEYER**, Founder & Executive Director, Polaris Strategic Foresight, Switzerland

16:45 – 17:15 **Case Studies - GAMING ADVERTISING**

- Spain, **Oscar CASTRO**, Consultant, ONCE
- France, **Sandra BARANÈS**, Advertising Manager & **Vincent PERROTIN**, CSR Director, FDJ

Evening hosted by 

**SURPRISE TOUR AND DINNER**

Departure from the hotel at 18:30





## Friday, September 20 – Meeting room “ELAFITI 3&4”

09:00-09:10 Opening by the moderators **Laura DA SILVA GOMES** & **Raymond BOVERO**

09:10-09:55 **KEYNOTE: Addiction in Gambling/Gaming & Computer Games - Loot Boxes**  
**Rune MENTZONI**, Associate Professor, Department of Psychosocial Science,  
University of Bergen, Norway

09:55-10:25 **E-Sport & RG Implications**

- **Yann ROY**, Head of Training, Loto-Quebec, Canada
- **Bjørn Helge HOFFMANN**, Chief Adviser Responsible Gambling, Norsk Tipping, Norway

10:25-10:55 Coffee Break

10:55 – 11:05 **WILL Initiative**

**Mélissa JACQUÉRIOZ**, CSR - Data & Membership Officer, EL

11:05-11:15 **Presentation on of CSR Guidelines Video**

**Christine PROUIN**, CSR Manager, Française des Jeux, France & **Stefania COLOMBO**,  
Corporate Social Responsibility, Lottomatica, Italy

11:15-12:35 **CASE STUDIES from Lotteries on CSR**

- EBRG / Diversity & Inclusion, **Stefania COLOMBO**, Corporate Social Responsibility, Lottomatica, Italy
- Employee Health, **Johanna LIPPONEN**, Head of CSR, Veikkaus Oy, Finland (TBC)
- Environmental Sustainability – life cycle assessment to the lottery business, **Katie CARLSON**, Hoosier Lottery, USA (TBC)
- Employee Volunteering, **Gianmario TROVÓ**, CSR Manager, Sisal SpA, Italy
- Management of CSR Risk Analysis, **Christine PROUIN**, CSR Manager, Française des Jeux, France

12:35 – 13:05 **National Self-Exclusion Schemes**

- GamStop, **Alison GARDNER**, Head of Corporate Responsibility, Camelot UK Lotteries Ltd., UK
- OASIS, **Birte ENGELKEN**, Manager CSR / Responsible Gaming, LOTTO Hamburg, Germany
- VETO, **Bettina DI LELLO**, CSR Manager, Loterie Romande, Switzerland

13:05 Wrap-up of the seminar

13:15-14:00 Departure Lunch/Networking

**Before checking out**, participants are kindly requested to pay their personal extras such as minibar, phone, fax, as well as extra nights.