



The value of responsibility

Venue & Accommodation

VALAMAR LACROMA DUBROVNIK
Ul. Iva Dulčića 34 | 20000 Dubrovnik
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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**
– Elafiti terrace (floor 0)
- 18:00 Working documents available at the EL/WLA welcome desk in the hotel lobby – floor 2
- 19:30 Welcome dinner at the hotel – bbq dinner on the Sunset terrace – floor 2

Thursday, September 19 - Meeting room “ELAFITI 3&4” – floor 0

- 09:00-09:30 Welcome addresses:
- **Mario MUSA**, CEO, Hrvatska Lutrija d.o.o., Croatia
 - **Romana DERNOVŠEK**, Supervisory Chair of the EL CSR/RG Working Group
 - **Rebecca PAUL HARGROVE**, WLA President
- Introduction to the seminar by the moderators
Laura DA SILVA GOMES & Raymond BOVERO
- 09:30-10:15 **KEYNOTE: AI & Use of Technology**
Naomi GOLDAPPLE, Executive in AI Ventures, Techstars, Canada
- 10:15-11:00 **CASE STUDIES from Lotteries on RG**
- RG for Online Lotteries, **Birte ENGELKEN**, Manager Responsible Gaming & CSR, LOTTO Hamburg, Germany
 - Online Analytics, **Scarlett ROA BRYNILDSEN**, Director of Sustainability, Svenska Spel, Sweden
 - Testimony on First EL Commitment Level, **Erjola SERAJ**, Legal & Compliance Officer & **Paul PIALEK**, CEO, Loteria Kombëtare, Albania
- 11:00-11:30 Coffee break - foyer
- 11:30-12:05 **The Value of CSR**
Anne PATTBERG, Chair of the WLA Responsible Gaming Independent Assessment Panel, Germany

12:05-13:05 **Problem Solving Parallel Interactive Sessions**

Meeting room "ELAFITI 3&4" – floor 0
RESPONSIBLE GAMING

How Can Retailers Contribute to an Effective RG Programme?

Moderator: **Willemijn JANSEN**, CSR/RG Manager, Nederlandse Loterij, Netherlands

Meeting room "ELAFITI 2" – floor 0
CSR

How to Prioritize CSR Issues & Secure Internal Engagement?

Moderator: **Riccardo TROIANI**, CSR Project Manager, Lottomatica, Italy

13:05-14:20 Lunch – restaurant Mediterraneo – floor 0

14:20-15:05 **KEYNOTE: Development of Psychosocial Interventions for Prevention & Treatment of Problem Gambling – Social Responsibility & Interagency Collaboration**

Neven RICIJAŠ, Associate Professor, Department of Behavioral Disorders, Faculty of Education & Rehabilitation Sciences, 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 - foyer

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, Française des Jeux

Evening hosted by 

18:30 - Departure from the hotel

BUS TOUR AND DINNER at

KONAVOSKI DVORI

Ljuta b.b., 20 217 Ljuta – Konavle, Croatia

22:30 - Return to the hotel by bus





Friday, September 20 – Meeting room “ELAFITI 3&4” – floor 0

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 - foyer

10:55-11:05 **WILL Initiative**

Mélissa JACQUÉRIOZ, CSR - Data & Membership Officer, EL

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

Christine PROUIN, CSR Manager, Française des Jeux, France & **Stefania COLOMBO**, CSR Senior Manager, Lottomatica, Italy

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

- Diversity, Engagement, and Progress at Lottomatica, **Stefania COLOMBO**, CSR Senior Manager, Lottomatica, Italy
- Employee Health, **Johanna LIPPONEN**, Head of CSR & Responsible Gaming, Veikkaus Oy, Finland
- Environmental Sustainability – Life Cycle Assessment to the Lottery Business, **Katie CARLSON**, Director of Corporate Social Responsibility & Compliance Hoosier Lottery, USA
- Employee Volunteering, **Gianmario TROVÓ**, CSR Manager, Sisal S.p.A, 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 Responsible Gaming & CSR, LOTTO Hamburg, Germany
- VETO, **Bettina DI LELLO**, CSR Manager, Loterie Romande, Switzerland

13:05 Wrap-up of the seminar

13:15-14:15 Departure Lunch/Networking – restaurant Mediterraneo – floor 0

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