

## Social Responsibility Procedure

The British Red Cross is committed to upholding gambling legislation, including the Gambling Act 2005, and set out the steps we take to encourage responsible gambling and protect children and other vulnerable people from being harmed or exploited by gambling.

By taking part in British Red Cross society lotteries, including our quarterly raffles, people can support our work. We want everyone to be able to gamble responsibly, and this procedure sets out how we support people in doing this.

### 1. Responsible Gambling

- 1.1. We track and record how many tickets we have sent to our supporters and what ticket numbers they received. This is to make sure our raffle draws are fair, to help prevent fraudulent ticket sales, and so that we are not sending excessive numbers of tickets that may cause gambling harm.
- 1.2. People can contact our Supporter Care team on 0300 456 11 55 or by email at [supportercare@redcross.org.uk](mailto:supportercare@redcross.org.uk) if they do not want to hear about our lottery activity, and they will be opted out of any future lottery communications we may send.
- 1.3. People can also contact Supporter Care to control how many of our remote raffles we contact them about on an annual basis, and how many books of tickets they would like to receive for each raffle.
- 1.4. People who are concerned about their gambling can also formally self-exclude from our lotteries – if you do this, within two working days of receiving your request we will take all reasonable steps to prevent you from participating in our remote raffles for a minimum of six months and refund any ticket purchases you have made to our active lotteries. To self-exclude, people can:
  - Contact us directly by calling or emailing our Supporter Care team, or completing our online self-exclusion form at <https://www.redcross.org.uk/get-involved/donate/games-for-good/self-exclude-form>.
  - Contact our External Lottery Manager by sending an email to [info@raffleplayer.com](mailto:info@raffleplayer.com) with 'self-exclusion' in the title and include their full name and address, calling the raffle helpline on 01628 201283, or completing the online self-exclusion form on the raffle website.
- 1.5. We may restrict the number of times an individual can enter one of our raffles. For our remote raffles, the maximum number of tickets an individual can buy without a customer interaction is 100 tickets.
  - If we identify that an individual wants to buy more than 100 tickets, our Supporter Care team will reach out by telephone for a conversation and

may ask for more information before determining whether it is possible to allow purchase of additional tickets.

- If we decide to allow purchase of additional tickets following a customer interaction, we will maintain a record of this decision for at least three years.

**1.6.** Where appropriate, we may signpost people to sources of responsible gambling support or advertise this support in our promotional materials.

- You can find advice for responsible gambling on our website here [xxx].
- You can visit the GambleAware website ([gambleaware.org](https://gambleaware.org)) or call the 24 / 7 National Gambling Helpline on 0800 8020 133 for help and advice.

## **2. Fair and Open Draws**

**2.1.** Any lottery draw we carry out will be conducted at random using either a random or a blind draw.

- We conduct our remote raffle draws using a combined online / offline draw ensuring that each ticket has an equal chance of winning each prize. The draw will be conducted by utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved third party test house in combination with a blind draw in plain sight of staff.

**2.2.** We publish winners' names on our website or make them available by request. Players can contact our Supporter Care team if they do not want their name to be shared.

**2.3.** We make the rules for any lottery we run available on our website or by request, including how we manage and pay out prizes.

**2.4.** Our External Lottery Manager protects players' funds by crediting all funds from ticket purchases to a client account held with Natwest, which is entirely separate from their trading accounts (Gambling Commission categorisation: Protected Segregation). When a raffle takes place, proceeds are paid directly from this account to the British Red Cross.

**2.5.** Both we and any External Lottery Manager we work with are registered with the Gambling Commission. Our current External Lottery Manager (CFP) is registered with account number 000584.

## **3. Queries and Complaints**

**3.1.** If you have a query or complaint about one of our remote raffles, you can contact our External Lottery Manager by telephone (01628 201283) or email in the first instance.

- They will investigate and provide an initial response within two working days.
  - If they cannot resolve the complaint, they will notify us and we will seek to resolve it with you directly within ten working days.
  - If it is still not possible to resolve the complaint, our External Lottery Manager provide free third-party arbitration via IBAS, our Alternative Dispute Resolution entity.
- 3.2.** If you prefer, or if you have a query or complaint about our other lottery activity, you can contact our Supporter Care team directly and they will provide an initial response within two working days of receipt of the complaint with a full response provided within ten working days.
- 3.3.** In all cases, complaints are recorded as is the outcome for future reference.
- 3.4.** A copy of our complaints procedure is available on request.

## **4. Preventing Underage Gambling**

- 4.1.** We take steps to ensure that our lotteries do not appeal to children and have measures in place to prevent underage players from taking part.
- We do not send addressed lottery advertising to anyone who we know to be under eighteen.
  - Our lottery advertising does not include any imagery or wording which might strongly appeal to children.
- 4.2.** We take additional steps to prevent children from taking part in our remote raffles.
- All our ticket and entry forms tell players they must be over eighteen to purchase tickets, and our communications warn people that underage gambling is an offence before they can buy a ticket.
    - If we recruit players in person or by telephone, we will always confirm their age by asking for their date of birth before they can buy a ticket.
  - We require people purchasing a ticket online to affirm that they are old enough to take part before playing, and any player who provides dishonest information regarding their age automatically forfeits their right to any prize.
  - Where we suspect a lottery player is underage, we will carry out online age verification checks and if necessary contact them to establish their age.
    - If we are unable to verify the player's age, we will return their payment.

- If we are able to verify the player's age, and they are under the minimum age of entry, we will return their payment and any prize they have won will be forfeit.
- Once entry payments to our remote raffle have been successfully processed, a confirmation email is sent to online entrants confirming their playing status and an equivalent confirmation letter to those entering by telephone. These include a self-certification statement confirming the entrant is over eighteen.