

## British Red Cross Social Responsibility Policy

### The Gambling Act 2005 key objectives are to:

- > Prevent gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- > Ensuring that gambling is being conducted in a fair and open way.
- > Protecting children and other vulnerable persons from being harmed or exploited by gambling.

As holders of a Licence to promote and operate lotteries, the British Red Cross are obliged to adhere to the requirements and objectives of The Gambling Act 2005 and take our responsibility to this very seriously. While entering this, or any other raffle operated by the Society, is a way to support our work, and the risk of addiction to gambling may be small, we do have in place the following policy to ensure people take part in British Red Cross lotteries responsibly.

### Responsible Gambling

British Red Cross Society has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem:

- > There is a restriction in place on the number of ticket books or lottery numbers that can be allocated to an individual. For remote raffles, the maximum amount of tickets that will be available to buy online will be 20 and we will only sell up to 30 tickets offline.
- > All ticket dispatches are recorded and monitored.
- > Players can request a self-exclusion from our database for future lottery mailings.
- > Players can also specify the number of books they would like to receive for an individual lottery as well as the number of lotteries they would like to participate in on an annual basis.
- > Further advice on how to gamble responsibly is available on the British Red Cross website.

### British Red Cross policy on fair and open draws

Draws are conducted at random using either a random or a blind draw.

Winners will be contacted by post, email or telephone no later than two weeks after the draw date. A list of results will also be published on the British Red Cross website.

Rules are published on the British Red Cross website.

Any complaints regarding raffle activity can be made directly to British Red Cross by contacting our dedicated Supporter Care Team on 0300 456 11 55 or by email at [supportercare@redcross.org.uk](mailto:supportercare@redcross.org.uk). We will respond to initial complaints and queries within 48 hours of receipt of the complaint. All complaints are recorded and the outcome of any complaint is also recorded for future reference. A copy of our complaints procedure is available on request.

## Underage Gambling

- > At the British Red Cross we have taken steps to ensure that our lotteries do not attract young people. We have the following procedures in place to prevent underage players from participating in lotteries we promote:
- > Our in-house database is screened to ensure persons are above the legal age limit before data is supplied for use in the lottery.
- > All cold data is screened to prevent any persons under the age of 16 being sent lottery packs.
- > If a player enters the lottery stating they are over 16 years of age and subsequently it is found that they are less than 16 years of age, the prize they have won will be forfeited, and their entry money returned to them.
- > Any player found to be under 16 years of age will have any monies paid in relation to the lottery returned to them.
- > If our data is found to inadvertently include any persons under the age of 16 they will immediately be taken off the database.
- > For online and door drop entries, age verification will be undertaken as follows:
  - Self certification by the individual ticking the available box to confirm that they are over 16 years of age in order to validate entry.
  - Online age verification in case self certification is missing.
  - A letter or a phone call to the entrant asking for confirmation that they are over 16 years of age in case we are unable to find him/her via online verification services.
  - A random check of all entrants will take place to ensure age verification

If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from the National Gambling Helpline on 0808 8020 133 or via the Gamble Aware website, [www.gambleaware.co.uk](http://www.gambleaware.co.uk).

If you would like more information about raffles and lotteries please go to [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk). All proceeds from this raffle will be used for the charitable purposes of the British Red Cross.

For more information about raffles and other ways to donate to the British Red Cross, please visit [www.redcross.org.uk](http://www.redcross.org.uk) or contact our dedicated supporter services team by emailing [supportercare@redcross.org.uk](mailto:supportercare@redcross.org.uk) or by calling 0300 456 11 55.

British Red Cross is a member of the Lotteries Council [www.lotteriescouncil.org.uk](http://www.lotteriescouncil.org.uk) and therefore supports and contributes to research into problem gambling

