

RG CHECK

The Benchmark of Responsible Gambling

The Responsible Gambling Council's RG Check Accreditation is a rigorous and highly respected RG accreditation program that is changing the definition of what responsible gambling can achieve.

The Responsible Gambling Standards for iGaming are comprised of nine comprehensive standards and 48 criteria that help measure the scope and effectiveness of RG programs on online gambling sites.

Benefits of RG Check



Trusted

RG Check is a globally recognized brand. An RG Check accreditation is a sign that the operator has the highest level of RG standards built into its offering.



Collaborative

The goal of an RG Check accreditation is to help operators action the highest standards of RG programming. The process is collaborative and scalable.



Convenient

RG Check is conducted by specialized staff who are assigned and who manage all aspects of the process and assessment. Efforts are made to add value at each step and minimize disruption.



Transparent

RG Check is a clear and comprehensive program of responsible gambling evaluation measures. Most importantly, players and the public can be confident that leading responsible gambling measures are in place.



RG Check for iGaming

RG Policy, Strategy and Culture

The site and operator demonstrate awareness of the harms caused by gambling as well as prevention and mitigation measures. Issues are addressed with integrated policies, strategy and culture-related measures.

Self-Exclusion

A well-managed and communicated self-exclusion program is in place that facilitates access to supports.

Informed Decision Making

A systematic approach is used to support, integrate, and disseminate information to enable players to make informed decisions and encourage safer play.

Marketing Communications

Marketing, including advertising and promotions, does not mislead players, misrepresent products, or target potentially vulnerable players.

Accounts and Payment

Account registration and money services are provided in a responsible manner.

Employee Training

Employees understand the importance of responsible gambling and how their jobs impact player protection as well as the fundamental concepts of responsible gambling and problem gambling.

Assisting Players Who May Be Experiencing Harm From Gambling

Assistance for players who may be experiencing harms from gambling is readily available, systematically provided and documented.

Site and Product Design

Site and product design helps prevent extended, continuous and impulsive play and enables low risk play behaviours.

Stakeholder Engagement

The operator is committed to working with stakeholders including players, practitioners, and researchers to collectively assess, improve and address the harms associated with gambling.

How It Works

The process begins with an initial scope to define all of the components and functions associated with the assessment. RG Check staff provide the operator with the RG Check Handbook which outlines roles, responsibilities and timelines for the complete process. Once the decision is made to proceed, the process follows these steps:

- #1 **Data gathering**, including documentation collection, interviews, employee and player surveys, and technical assessment.
- #2 **Analysis** of operations and governance to see how RG activities are implemented and managed.
- #3 **Scoring**, report writing, and quality assurance review.
- #4 **Draft report** is provided to the operator for feedback.
- #5 **Final report** of findings and recommendations is reviewed by the Accreditation Panel.
- #6 **Final report and decision** to accredit is conveyed to the operator.

Accreditation is granted for three years. During the accreditation term, an annual update checklist must be completed. At the end of that time, operators may pursue re-accreditation for another three-year period.

For more information, visit www.RGCheck.com.

Contact us to learn more about how RG Check can support your responsible gambling program:

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