

Responsible Gambling Policy

有節制博彩政策



Play Responsibly

A key role of The Hong Kong Jockey Club is to divert gambling demand from illegal and unauthorised operators to the regulated channel and to use any surplus from such betting activities for the benefit of the community.

Whilst providing quality services to meet the gambling demand of the adult public, the Club is committed to promoting responsible gambling practices among those who choose to gamble and to minimising the negative effects of problem gambling. It strives to strike a balance between meeting the demand for gambling and minimising potential harm to individuals and the community.

In this regard, the Club has been a pioneer in promoting responsible gambling in Hong Kong. A number of measures have been taken to promote responsible practices among those who gamble, minimise the negative effects of problem gambling and prevent underage gambling. For example, the Club:

- does not provide credit betting so as to ensure customers cannot accumulate debts;
- does not accept bets from juveniles under the age of 18;
- conducts security checks at Off-Course Betting Branches and racecourses to prevent the underage from entering the Club's betting premises ;
- will not sell betting tickets or pay out on winning tickets for those who are underage;

- conducts ID checks during account opening procedures to prevent the underage from setting up telephone and online betting accounts;
- implements a dual-password log-on system for online betting accounts to prevent the underage from accessing the accounts.

Employee training – Best Practice

To ensure that responsible gambling principles are followed stringently, all the Club's front-line betting staff, including part-time employees, receive training on the Club's Responsible Gambling Policy. New employees are briefed on the Club's policy and practices as part of their initial training, while current staff are given periodic refresher training to ensure they can implement responsible gambling measures effectively. The Club's responsible gambling training for employees was recognised by the World Lottery Association (WLA) as a Best Practice in 2011.

The Club also arranges for problem gambling counselling experts to give talks to front-line betting staff to share their experiences on how to identify and deal with problem gamblers.



Funding counselling and treatment services

Primarily funded by the Club, the Ping Wo Fund was established by the Hong Kong SAR Government in 2003 to support preventive and remedial measures undertaken by NGOs to address gambling-related problems. The Ping Wo Fund has not only provided the funding for these NGOs to offer counselling and treatment services for problem gamblers and their families, but also supported university studies on gambling issues.

Problem gambling treatment and counselling services in Hong Kong are mainly provided by four NGOs, namely Caritas A G Counselling Centre, Tung Wah Group of Hospitals Even Centre, Zion Social Services Yuk Lai Hin and Hong Kong Lutheran Social Service Sunshine Lutheran Centre. These four organisations are all funded by the Ping Wo Fund.

The Club remains the largest financial supporter of the Fund. The Club's contributions to the Fund began in 2003 and its total funding commitment will have reached HK\$260 million by 2017/18.

World Lottery Association Level 4 Accreditation

In February 2011, the Club was awarded the highest Level 4 accreditation under the World Lottery Association (WLA) - the global professional association of lottery gaming organisations from over 70 countries. Level 4 accreditation is given to operators who adopt all the required responsible gambling principles under the Responsible Gambling Framework. The Club is the first operator in Asia to receive this recognition.

Raising public awareness

The Club emphasises the importance of responsible gambling through a range of customer communications and publications. These publicity materials were revamped completely in 2014. Messages about responsible gambling and counselling services are displayed in all betting premises, as are warnings against underage gambling. They are also displayed in racing and betting publications, on betting tickets, on online betting account interfaces and on the Club's website.

In addition, the Club has strengthened its efforts to caution the public against illegal gambling and to promote responsible gambling through public education campaigns.



Information cards on problem gambling counselling centres are available at Off-Course Betting Branches. 場外投注處協助派發問題賭徒輔導服務中心的資料卡。



A counselling expert shares her experience of identifying problem gamblers with the Club's front-line betting staff.

專業的問題賭博輔導員向投注部前線員工分享如何識別問題賭徒。

有節制博彩

馬會為顧客提供「合法及受規管的博彩渠道」服務，防止他們參與非法及不受規管的外圍賭博，同時把提供博彩服務所得的收益，轉化為社會資源。

馬會不單為顧客提供高質素的博彩服務，亦積極向顧客宣傳有節制博彩的訊息，致力在應付社會對博彩的需求，以及緩減賭博對社會及個人造成的不良影響之間取得平衡。

事實上，馬會是推行有節制博彩的先驅，多年來已經實施多項措施，預防問題賭博和未成年人士賭博，這些措施包括：

- 不接受信貸投注，防止顧客因博彩而累積債務；
- 禁止未滿十八歲人士參與博彩；
- 在所有場外投注處和馬場內的投注地點嚴格執行入場管制，禁止未成年人士進入投注場所；
- 不接受未成年人士投注，亦不向未成年人士派彩；
- 所有申請開立投注戶口的人士，必須親身出示身份證明文件登記，以防止未成年人士開設電話及網上投注戶口；
- 網上投注戶口採取雙重密碼設計，防止未成年人士使用他人的投注戶口投注。



員工培訓獲評優良典範

為確保員工在日常工作中嚴格執行有節制博彩政策，馬會所有全職和兼職前線投注部員工均必須接受有節制博彩培訓。此外，馬會向所有新入職員工提供有節制博彩簡介，以及定期為在職員工提供課程重溫，確保員工能夠有效地落實有節制博彩措施。二〇一一年，馬會為員工提供的有節制博彩培訓，獲「世界博彩協會」(World Lottery Association) 評為優良典範。

馬會並與問題賭博輔導服務中心合作，安排問題賭博輔導專家，為員工舉行講座，分享有關如何識別和輔導問題賭徒的最新發展。



資助問題賭博輔導服務

馬會於二〇〇三年撥款協助政府成立「平和基金」，資助非牟利社會服務團體為問題賭徒及其家人提供相關輔導和治療服務，並且資助大學進行有關問題賭博的研究。

目前，本港的問題賭博輔導和治療服務，主要由四個社會服務團體提供，四間中心分別為：明愛展晴中心、東華三院平和坊、錫安社會服務處勵勵軒，以及香港路德會青亮中心，四間中心均由平和基金資助。

馬會自平和基金二〇〇三年成立開始，一直是平和基金的主要資助機構，至二〇一七/一八年度，馬會向平和基金資助的總額，將會達到二億六千萬港元。

國際最高級別認證

二〇一一年二月，馬會榮獲「世界博彩協會」頒發「有節制博彩」最高級別（第四級）認證。世界博彩協會由來自全球超過七十個國家和地區的博彩機構組成，獲最高級別認證的機構，必須符合協會制定的所有有節制博彩規範，而馬會是亞洲區首個獲頒此認證的機構。

提高公眾認知

馬會借助客戶通訊和刊物向普羅市民宣傳有節制博彩訊息，提高社會的認知。於二〇一四年世界盃期間，馬會推行了一連串的有節制博彩宣傳，包括推出新的海報和有節制博彩宣傳品，張貼於馬會各投注處及刊登在賽事及投注刊物、彩票、投注網頁和馬會網站的相關專頁。

馬會同時透過各種公眾教育活動，宣傳有節制博彩及不參與非法外圍賭博的重要訊息。