

European Casino Awards/ Best Player Protection Product od System

Casino Schaanwald is competing for the award in this category because it has implemented a pioneering player protection programme in Liechtenstein, which is a European example. The company's social concept bears witness to this. In 2022 Casino Schaanwald became the first casino in Liechtenstein to successfully certify its player protection programme as part of an ECA pilot project according to the ECA responsible gaming framework. Please see the attached certificate. The ECA made a pilot project to process its responsible gaming certification process online. Three casinos participated. From the documentation of the responsible gaming activities and documents to the online control and the interviews by the independent auditor. Casino Schaanwald felt that its effective player protection program enabled it to meet this great challenge. After 6 months of submissions, elaborations, translations, and the conscientious examination of the questions of the online program and with an intensive audit at the end, we have managed to pass this online certification. Casino Schaanwald was the only one of three selected casinos to complete this ECA pilot project successfully. This pilot project is of great importance for the European Casino Association because this type of certification process should pave the way for all member casinos to be certified according to the ECA's responsible gaming framework in the future. This is an outstanding achievement in the area of verified player protection, which makes us proud and also hopeful for an award in the framework of the European Casino Awards.

What has enabled us to rise to this challenge?

It is not a special program or a special new procedure that makes us strong in player protection, but the sum of many points.

Based on the Swiss law, which is considered to be very strict, the Liechtenstein player protection law was created and tightened up in certain areas. The implementation of a player protection program in the casinos is an essential part of the Liechtenstein Gaming Act and Gaming Ordinance.

The heart of player protection at Casino Schaanwald is the internal social concept, which was drawn up in conjunction with specialist psychologists and sets out all the rules, processes and procedures relating to player protection in the casino.

It is implemented by almost all employees in the casino's specialist departments. Starting from reception, service, live game, management, administration and also surveillance is involved in the process. Intensive training consisting of several basic training sessions and annual refresher training qualifies everyone involved for the tasks. Under the leadership of the person responsible for the social concept, all employees pay attention to conspicuous features of the guests, and the administrative department analyses visit frequencies and access routes. Special attention is paid to players under 25 years of age. Appropriate actions are then taken in accordance with the social concept. In recent years, thousands of guest observations and hundreds of guest discussions have been carried out. The discussions are always conducted in an adapted manner as sensitization discussions or as risk discussions. All actions are regularly processed and analysed in an internal casino expert group with representatives from all functional areas involved. Regular specialist discussions with addiction experts support the processes. The aim of the internal social concept is to identify high-risk gamblers as early as possible and to prevent them from becoming addicted to gambling by means of discussions, visiting agreements or, if necessary, ordered suspensions. We set ourselves the highest standards in this regard.

CASINO SCHAANWALD

To ensure successful and reliable implementation, the casino is subject to a large number of controls. In addition to the state inspection with reports and unannounced inspections regarding the implementation of the legal requirements, an internal inspection by the QMS manager takes place on a monthly basis. This is done in a separate report in the Internal Control System (ICS). In addition, the specialist unit for addiction prevention involved prepares an annual report on the implementation of the Schaanwald casino. The report is preceded by a mandatory specialist audit.

In line with our claim Entertainment FIRST, our aim is to provide entertainment and have a "healthy gambling" in the casino.





Certificate of Alignment

This is to acknowledge that

Casino Schaanwald Liechtenstein

has successfully met the criteria of the ECA 2018 Responsible
Gambling Framework as audited and certified by

Suber Consulting

This certificate is valid until 16.12.2025



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Per Jaldung

ECA Chairman

