



## **PRESS RELEASE**

- for immediate release -

### **CEN publishes Agreement on Responsible Remote Gambling Measures**

**Brussels, 24 February 2011 – The European Committee for Standardization (CEN) published today the CEN Workshop Agreement “Responsible Remote Gambling Measures” aimed at securing a high level of protection of online players in the European Union.**

CEN Workshop Agreements (CWAs) are voluntary consensus agreements drawn up in an open process. Voluntary standardization activities are carried out in almost every field of economic activity. There is a tradition in the EU of voluntary standards complementing legislation, for instance by providing the technical requirements for the conformity of specific products with the legal needs of Directives.

The CWA on Responsible Remote Gambling Measures (CWA 16259: 2011) only covers online gambling and is based on more than 600 specific contributions made by participants and submitted for public consultation over a 3month period. It provides for a total of 134 implementing measures that are aimed at attaining the following 9 policy objectives:

- The protection of vulnerable customers
- The prevention of underage gambling
- Combating fraudulent and criminal behaviour
- Protection of customer privacy and safeguarding of information
- Prompt and accurate customer payments
- Fair gaming
- Responsible marketing
- Commitment to customer satisfaction and support
- Secure, safe and reliable operating environment

This CWA can also inform policy makers at national and EU level of the standards needed to maintain a responsible, safe and secure remote gambling environment. Its publication is particularly timely in view of public consultation on online gambling that has been announced by Commissioner Barnier. It will provide informed and fact-based input to the discussion on the improvement of the functioning of the Internal Market.

The work was proposed and undertaken by a wide range of experts and stakeholders involved in different aspects of online gambling. They include academics in criminology and addiction, industry associations and operators, players associations and experts on problem gambling,

CWA 16259 : 2011 - ‘Responsible Remote Gambling Measures’ can be obtained from the 31 CEN National Members ([CEN - European Committee for Standardization Members](#)).

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**ABOUT CEN**

The European Committee for Standardization (CEN) is a business catalyst in Europe, removing trade barriers for European stakeholders such as industry, public administration, service providers, consumers and other stakeholders. Its mission is to foster the European economy in global trading, the welfare of European citizens, and the environment. Through its services CEN provides a platform for the development of European Standards and other specifications.

CEN's 31 National Members work together to develop voluntary European Standards (ENs) in various sectors to build a European Internal Market for goods and services and to position Europe in the global economy. By supporting research, and helping disseminate innovation, standards are a powerful tool for economic growth. More than 60.000 technical experts as well as business federations, consumer and other societal interest organizations are involved in the CEN network that reaches over 480 million people.

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