

GLMS

GLOBAL
LOTTERY
MONITORING
SYSTEM

JULY
2020

MID-TERM MONITORING & INTELLIGENCE REPORT





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PRESIDENT'S MESSAGE

SPORTS INTEGRITY DURING AND AFTER COVID-19

The cessation of mainstream sport competitions worldwide due to the Covid-19 outbreak has created a window of opportunity for malefactors to exploit and manipulate sports betting across the globe.

As President of GLMS, I have personally observed an extremely busy period during the last 3 months with the detection of mounting irregular and suspicious betting activities.

As our sport integrity association reacted promptly to the new and unexpected threats through our Integrity Hubs in Copenhagen, Hong Kong and Montreal, together with members and partners, we have never been so busy as we have in this period in fighting the phenomena of ghost matches and match fixing. As a matter of fact, during the last quarter, there was an increased number of cases of "matches" which never actually took place, but were promoted on the web with the goal of profiting at the expense of the unsuspecting public and betting operators.

Criminal organisations have been very active since the outbreak of Covid-19, seizing any opportunity - even during a pandemic crisis - to further their illicit activities. As a result, GLMS has increased the level of vigilance and intelligence monitoring and will do more so in the upcoming months.

Additional threats are likely to continue to materialize while sport events resume in a usually quiet sporting period of the year, given that the financial crisis has adversely impacted countless sport organisations globally, which in turn, may increase the level of risk-taking and vulnerability of athletes and sport stakeholders.

Against this backdrop, GLMS' strategic approach in protecting sports integrity is paying off, precisely because of the multi-stakeholder, multi-jurisdiction co-ordination through integrity monitoring hubs and active sport lotteries trading floors across the globe, as well as maintaining its efforts to assist its members as much as possible.

The world of "post-Covid 19" sport will be full of unanswered questions and economic instability for some time, placing unprecedented pressure on new revenue, cost management, and financial offsets.

This scenario will inevitably create fertile ground for fraudsters seeking to exploit weaknesses and take advantage of this moment of vulnerability in the system in the "new normal".

It is our duty to remain vigilant while strategically deploying safeguarding measures to guarantee the legality of sports betting, and to protect athletes and stakeholders across the globe.

You stay safe and be healthy.

Ludovico Calvi

President - GLMS





2020 Half-Time HIGHLIGHTS



The GLMS-EL-WLA Webinar



THE HIGHLIGHT OF THE FIRST HALF

THE FIRST GLMS-EL-WLA JOINT WEBINAR ON SPORTS INTEGRITY

Lottery executives and professionals from the sports movement came together 23-25 June via a series of online webinars to address, among other topics, the new normal to which the lottery sector, the sports betting sector and public stakeholders are adapting to after the Covid-19 pandemic.

The webinar, which gathered over 200 participants, was organised by Global Lottery Monitoring System (GLMS), The European Lotteries (EL) and the World Lottery Association (WLA).

Recordings of the sessions, summaries and reactions can be found [here](#).

2020 Half-Time HIGHLIGHTS



ENGAGEMENT IN CONCRETE ACTIVITIES

GLMS HAS BEEN VERY ACTIVE IN A NUMBER OF PROJECTS IN THE FIRST HALF OF THE YEAR, PARTICIPATING DIRECTLY OR THROUGH LOCAL MEMBERS

NEW PROJECTS AND ACTIVITIES

1 INTEGRIBALL PROJECT KICKS OFF WITH GLMS AS A KEY PARTNER

GLMS General Secretary, Giancarlo Sergi, joined a series of strong partners in the official kick-off in January of a brand new 2-year project in which GLMS is also a partner. **Integriball**, coordinated by CSCF Foundation for Sport Integrity will provide a **multidisciplinary, comprehensive education programme focusing on the fight against sports manipulations for women's football athletes and grassroots football** players in Belgium, Cyprus, Czech Republic, Greece and Malta.



2 COUNCIL OF EUROPE'S GROUP OF COPENHAGEN



GLMS President, Ludovico Calvi, together with Legal and Projects Manager Cassandra Fernandes and Analysis Manager of the Danish Monitoring Hub, Kim Ragle, all participated in a working group of the Council of Europe's Group of Copenhagen, developing a Global Football Alerts Analysis. Discussions centred around **comparisons of alerts from GLMS and those in the GoC's Logbook and contemplation on next steps to enhance co-operation** between GLMS and the Council of Europe as well as with national platforms.

ONGOING PROJECTS

3 GLMS TAKES PART IN THE MID-TERM STEERING COMMITTEE MEETING OF INTEGRISPORT ERASMUS+ PROJECT IN BUDAPEST.

Hosted by Rapid Response and Special Police Force – National Bureau of Investigation, GLMS General Secretary, Giancarlo Sergi, attended the 2nd Steering Committee meeting of the Integrisport Erasmus+ project (Jan 2019-Dec 2020), which provides **targeted training and awareness for law enforcement and judiciary on the threats of manipulation of sports competitions** that was held on the 29th of January in Budapest, discussing a successful first half of the project and planning the second year.



2020 Half-Time HIGHLIGHTS



ENGAGEMENT IN CONCRETE ACTIVITIES

4

INTEGRISPORT AWARENESS-RAISING SESSIONS

The mid-term meeting was closely followed in February by **two awareness raising sessions on-site in Finland** (represented by GLMS-local member Veikkaus Sami Kauhanen) **and in Portugal** (represented by GLMS President, Ludovico Calvi). GLMS local member, Jogos Santacasa was also present at the meeting in Lisbon.

The representatives presented the GLMS mission and the role of the Lotteries within the Sports betting landscape and how sharing best practices can effectively contribute to mitigate the risks related to the manipulation of sport competition as well as concrete case studies:

A

GLMS PRESIDENT, LUDOVICO CALVI, DISCUSSES THE FIGHT AGAINST MATCH FIXING AND ITS BEST PRACTICES AT THE INTEGRISPORT ERASMUS + CONFERENCE IN LISBON



B

GLMS-LOCAL MEMBER VEIKKAUS REPRESENTED BY SAMI KAUKHANEN DISCUSSES GLMS' CONCRETE MONITORING ACTIVITIES TO RELEVANT FINNISH STAKEHOLDERS

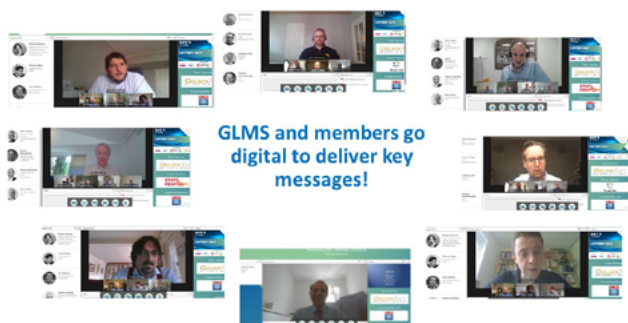
2020 Half-Time HIGHLIGHTS

MAINTAINING VIRTUAL PROXIMITY IN UNCERTAIN TIMES – E-EVENTS

1

GLMS & MEMBERS GO DIGITAL TO DELIVER KEY MESSAGES AT SBC DIGITAL SUMMIT

In the framework of its strategic partnership with the Sports Betting Community (SBC), GLMS partnered with the SBC Digital Summit to deliver the Lottery Day segment of the SBC Digital Summit. Industry leaders GLMS' members were present as speakers, including Gilles Maillet from La Française des Jeux, Rupert Bollingbroke from Hong Kong Jockey Club, Jens Nielsen from Danske Spil, Sami Kauhanen from Veikkaus (Finnish Lottery), Marko Stokuca from Hrvatska Lutrija (Croatian Lottery), Arno de Jong from Nederlandse Loterij and Thanos Rigas from OPAP. GLMS and member representatives actively participated in various panels.



2 GLMS SPEAKS AT 2 DIGITAL EVENTS IN THE HEIGHT OF THE PANDEMIC

GLMS President Ludovico Calvi represented GLMS at two webinars in May, one organised by GiocoNews „Gaming in the face of COVID-19“ and another by ICE North America “Lottery: How can lotteries find success in an online space becoming ever more crowded with online offerings?” He commented that Digital transformation will be accelerated by Covid-19 and this should be considered as a great opportunity for the Lotteries and their retailers.

PARTICIPATION IN KEY POLICY-MAKING FORA

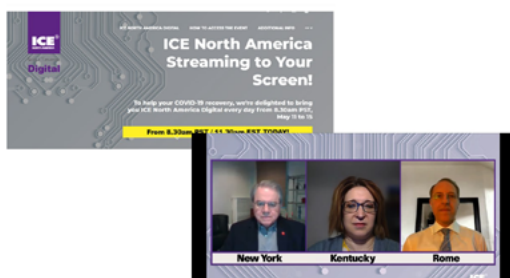
EU EXPERT GROUP ON INTEGRITY

GLMS Legal and projects manager Cassandra Fernandes represented GLMS at the EU Expert Group on Sports Integrity which discussed the report of the previous year, the outgoing Croatian Presidency and the upcoming German Presidency of the EU. The new EU Work plan for sport was also discussed.



COUNCIL OF EUROPE PARLIAMENTARY ASSEMBLY (PACE) REPORT ON THE MACOLIN CONVENTION PUBLISHED

The PACE published a report 'Time to act: Europe's political response to fighting the manipulation of sports competitions' on the need for higher political attention on the issue of manipulations of sports competitions and the need to ratify the International Convention, which entered into force on 1 September 2019 and so far has 7 ratifications. GLMS was an interviewee in the drafting of the report led by Swiss Parliamentarian, Roland Buchel, and states that "the Council of Europe member States must adopt relevant laws and sanctions to uphold the integrity of sports competitions against manipulation.



2020 Half-Time HIGHLIGHTS



GROWTH OF GLMS

MEMBERSHIP BASE



GLMS' associate membership was enriched with the adhesion of **two new associate members**:

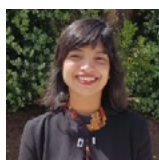
- ODDSET was officially announced in April 2020 - Shareholdered by 7 German state lotteries, ODDSET Sportwetten GmbH, a fully licensed 100 % state-owned company. GLMS is proud to welcome Europe's largest market following the recent regulatory evolution to its family.
- Sporting Solutions became a member in June 2020, growing the associate membership base to 5. Sporting Solutions is part of the FDJ Gaming Solutions, an FDJ company. They are the premium supplier and market leader for odds provision, trading expertise and risk management services.



OPERATIONS

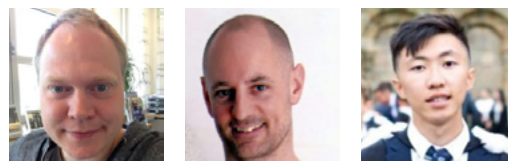
GLMS was proud to launch its third global hub, this time on the American continent hosted by one of its Canadian members, Loto-Quebec, in June this year. The hub complements those already up and running in Asia (Hong Kong) and Europe (Denmark)

HUMAN RESOURCES



CASSANDRA MATILDE FERNANDES
APPOINTED AS NEW LEGAL AND
PROJECTS MANAGER OF GLMS

GLMS saw its General Secretariat grow with the appointment of Cassandra Fernandes as the Legal and Projects Manager, to work on developing GLMS' legal service as well as taking over the reins on all communication and projects issues.



Benoit Borsato

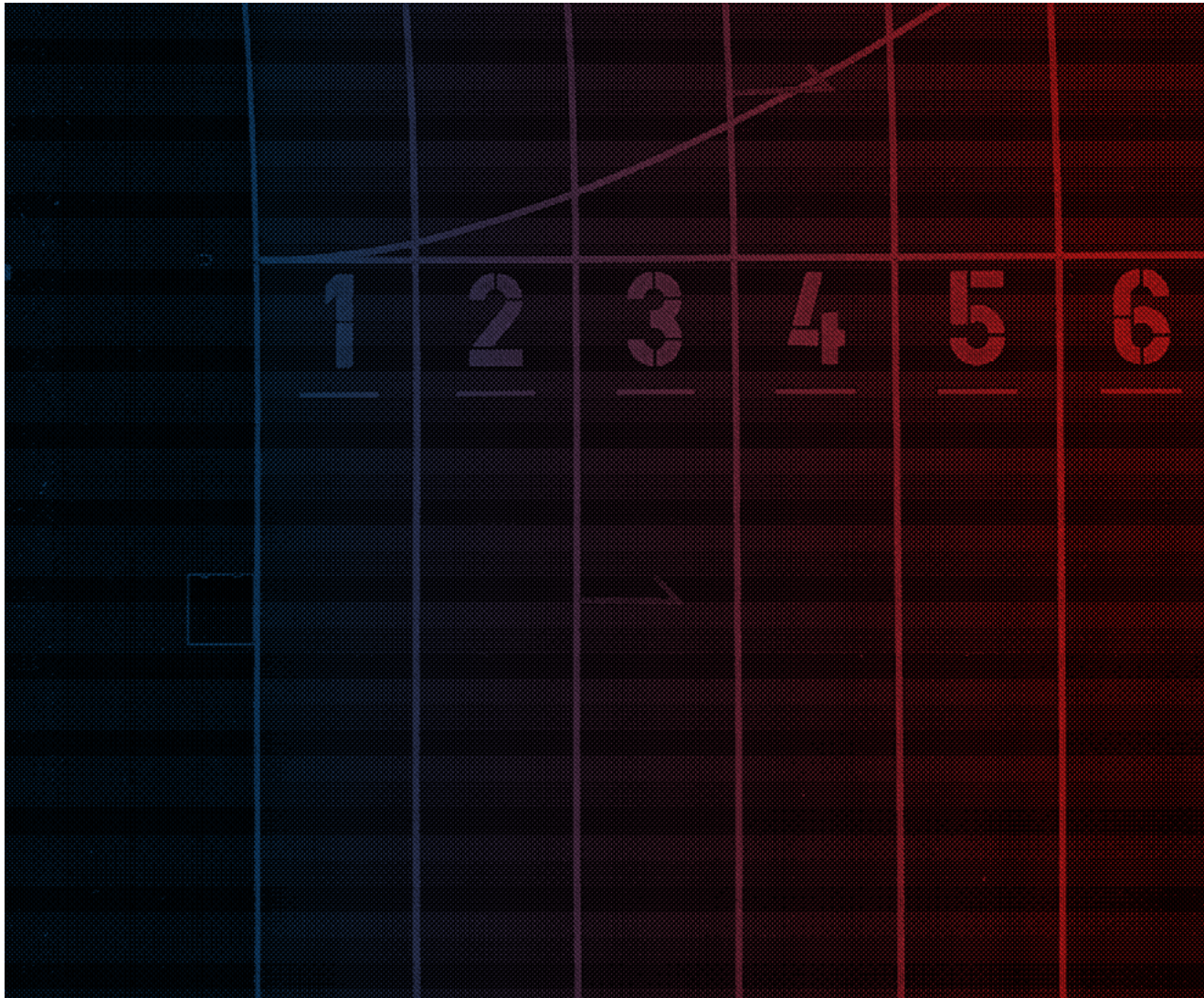
GLMS North American
Hub



Chris Yaakoubian

NEW ANALYSIS MONITORING CO-ORDINATORS

GLMS also grew its Copenhagen hub with Daniel Groth and Brian Petersen, its Hong Kong Hub with Phil Lau and built its brand new Canadian Hub with Benoit Borsato and Chris Yaakoubian, all analysis monitoring coordinators.



ALERTS TO MEMBERS AND PARTNERS

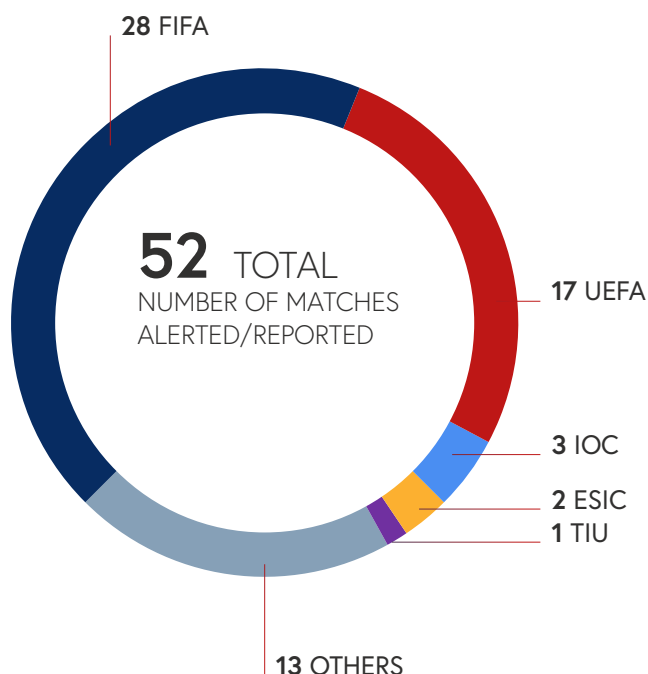
INTRODUCTION

The first half of 2020 represented a shift from expected activity to an unprecedented COVID-19 era. From the start of the year regardless, the proactiveness of GLMS Members was highly appreciated and represented an added-value to outputs. During the second quarter, many sport events were postponed, while smaller sporting competitions carried on for longer and less known competitions rose to the forefront in terms of sports betting. GLMS monitoring revealed a large number of "ghost" friendly matches that have taken or will take place in this period of uncertainty, with a substantial amount of irregular and suspicious trading patterns. GLMS offered strong advice to its members and partners on activities and offers during this period, notably to reduce bet stakes, increase limit thresholds, change drastically prices and act quickly to close betting on a given market or on the whole event. Towards the end of May, major sporting events were slowly starting to resume creating a climate of lower profile events that had taken the front stage together with larger competitions emerging. In June 2020 we saw many sports and their respective leagues returning to action. GLMS observed an increase in suspicious trading patterns therefore also leading to an increase in alerts to our members and partners. Teams might be playing in empty stadiums, but fans, and also organized crime syndicates and other fraudsters, became even more attentive to matches than usual.



ALERTS TO PARTNERS

Across Q1 and Q2 of 2020 (January - June 2020), GLMS has alerted 52 matches to its members. The alerts mainly concerned football (45 alerts). Part of the alerts were also sent to FIFA, UEFA*, Local Gaming Authorities and law enforcement authorities. The rest of the alerts were sent to the International Olympic Committee (IOC), the ESports Integrity Coalition (EsiC) and The Tennis Integrity Unit (TIU). 24 detailed monitoring reports have also been prepared upon request from members or partners.

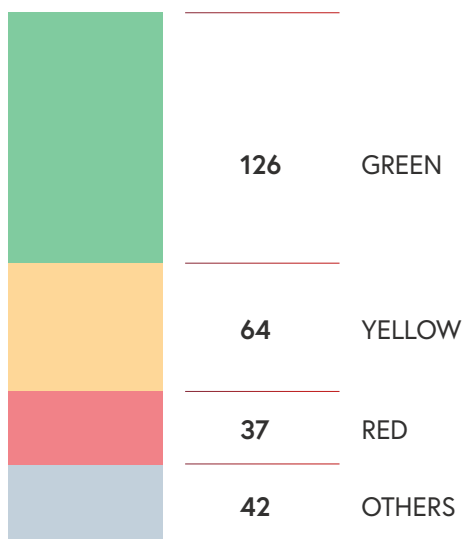
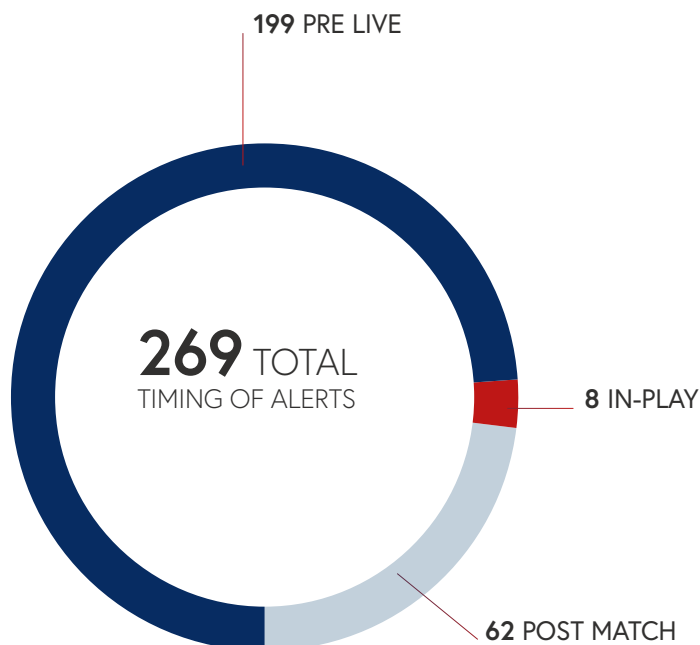


*Some matches were alerted to more than one member resulting in the higher stats in this table



TIMING OF GENERATION OF ALERTS

Out of the 269 alerts that were generated over the first two quarters of 2020, 199 were created before the start of the match. 8 alerts were based on in-play odds changes. 62 alerts were triggered after the end of the matches.



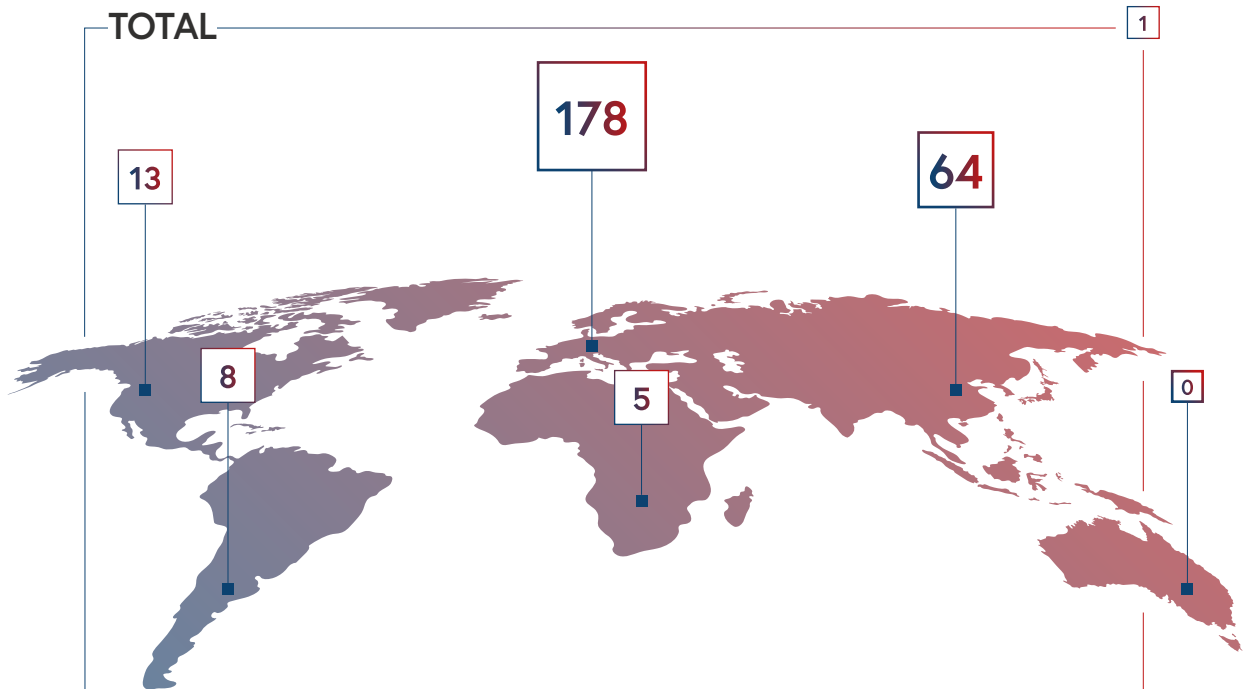
ALERTS COLOR DISTRIBUTION

Out of these 269 alerts, 37 were red alerts and 10 were generated pre-match or during in-play. There were 64 yellow alerts and 126 green alerts. The rest of the alerts were either requests or information provided from our valuable Members and Partners.

ALERTS TO MEMBERS



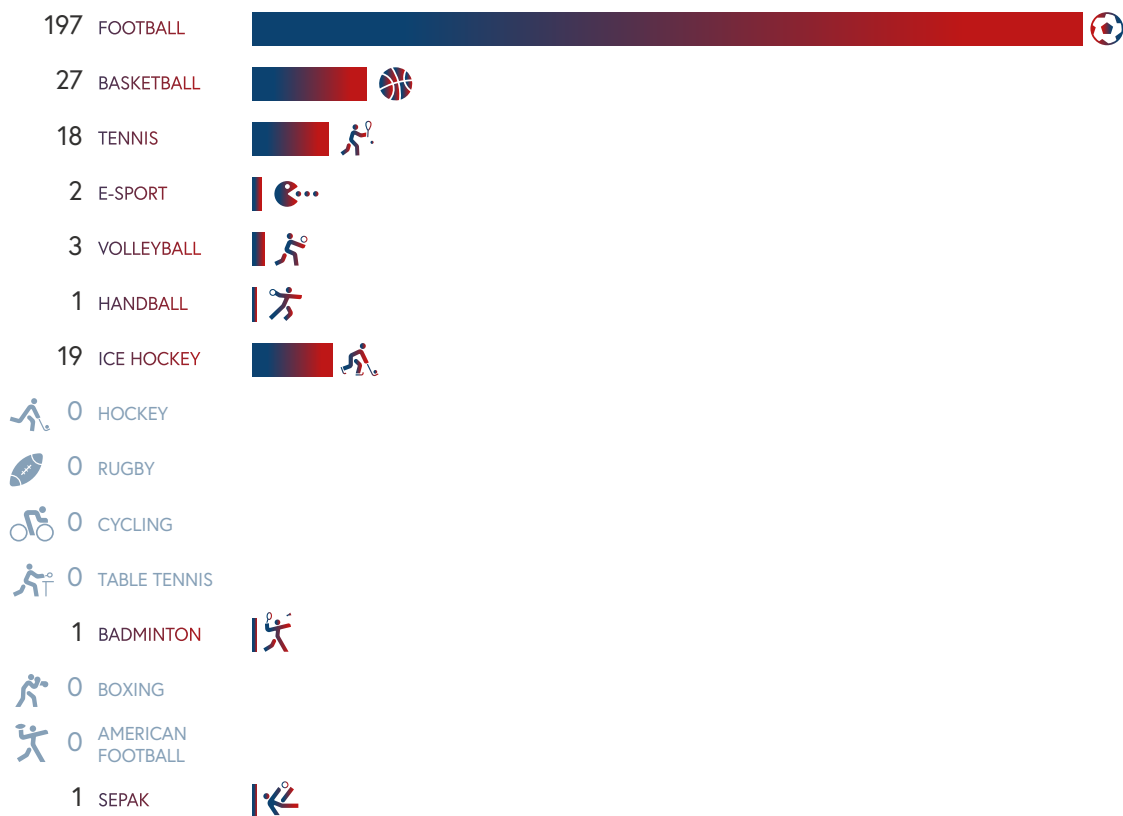
ALERTS BY CONTINENT + SPORTS



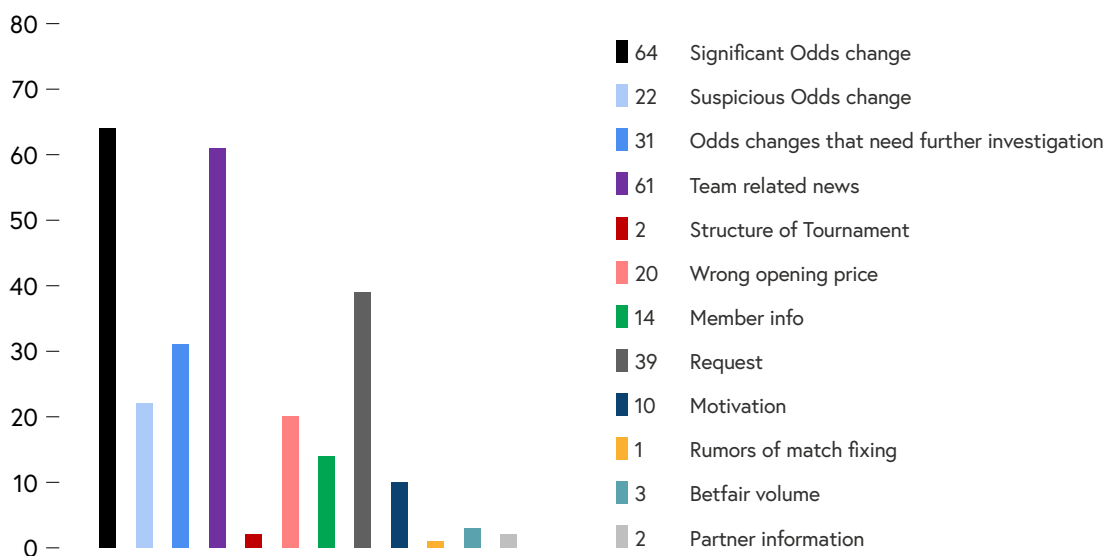
		178 EUROPE	64 ASIA	13 N.AMERICA	8 S.AMERICA	5 AFRICA	0 OCEANIA	1 INTERNAT.
FOOTBALL		137	43	7	6	4	0	0
BASKETBALL		11	16	0	0	0	0	0
TENNIS		8	2	4	2	1	0	1
E-SPORT		0	2	0	0	0	0	0
VOLLEYBALL		3	0	0	0	0	0	0
HANDBALL		1	0	0	0	0	0	0
ICE HOCKEY		17	0	2	0	0	0	0
HOCKEY		0	0	0	0	0	0	0
RUGBY		0	0	0	0	0	0	0
CYCLING		0	0	0	0	0	0	0
TABLE TENNIS		0	0	0	0	0	0	0
BADMINTON		1	0	0	0	0	0	0
BOXING		0	0	0	0	0	0	0
AMERICAN FOOTBALL		0	0	0	0	0	0	0
SEPAK		0	1	0	0	0	0	0

ALERTS TO MEMBERS

TOTAL NUMBER OF ALERTS SENT TO MEMBERS



REASONS TRIGGERING ALERTS



GLMS ALERTS METHODOLOGY & CLASSIFICATION

In order to reach a report, GLMS first generates an alert, each time an irregularity in terms of betting patterns is detected. An alert generated leads to thorough consultation with the GLMS Members, as well as a deep investigation on potential grounds that could justify the irregularity detected in the odds changes.

When the irregularity cannot be justified on objective grounds and also the information received from GLMS Members (also regarding the money flows) further indicate an irregularity, then GLMS issues a report

Green Alert	Yellow Alert	Red Alert
<ul style="list-style-type: none"> • Team related news • Motivation • Same owner/sponsor of the club • Farmer club • Member info • Minor odds changes that need further investigation - could be justified by info • Wrong starting prices 	<ul style="list-style-type: none"> • Member info • Betfair volume • Unexplainable odds changes • Structure of tournament • Rumors of matchfixing - from social media, betting forums, news etc. 	<ul style="list-style-type: none"> • Suspicious odds changes • Member info • Rumors of matchfixing from a named source • Betfair volume/patterns



GLMS has three full-time operational hubs in Asia (Hong Kong), Europe (Denmark) and North America (Canada). For more information, please contact operations@glms-sport.org



QUESTION OF THE QUARTER

HOW HAVE YOU COPEDED WITH
COVID-19 AND HOW DO YOU
SEE WORKING WITH GLMS &
THE LOTTERIES IN THE NEXT
FEW MONTHS AND YEARS
(TO PROTECT SPORT INTEGRITY)?



SPORTING SOLUTIONS AS GLMS' LATEST ASSOCIATE MEMBER, ENDEAVOURS TO DRIVE USER ENGAGEMENT

As I'm sure our colleagues and friends throughout the lottery community have found, the last few months have presented challenges that once seemed unimaginable. They have impacted every part of our business, but without exception our response has been guided by a commitment to do the right thing, reflecting a set of company values that long pre-dates this harrowing crisis. For our lottery partners, we've worked together to find new content and new ways to drive user engagement, whilst recognising the very acute commercial challenges they face, proactively assuring them that we continue take the success of their business as seriously as we take our own. We see this collaborative approach as the backbone of our relationship with GLMS, which we are delighted to join as their newest associate member. We look forward to participating in GLMS' key working groups, bringing with us a detailed understanding of the challenges and opportunities facing lottery sportsbooks today.

— Edward Peace, Managing Director, Sporting Solutions

QUESTION OF THE QUARTER



INTRALOT ENSURES BUSINESS CONTINUITY DURING COVID-19

In these unprecedented times for humanity, supporting our customers and the societies they serve, while protecting our employees and preparing for the next day, is what we at INTRALOT feel is our duty and mission. We currently make use of technology to work efficiently from a distance. We are creative, resilient, optimistic, and forward thinking, identifying ways for enabling our industry through digital technologies. We remain connected and as eager as ever to serve our customer needs in the best possible way.

As the impact of COVID-19 continues to reshape the gaming landscape, INTRALOT recognizes the importance of GLMS and its efforts to safeguard sport integrity ensuring a reliable gaming environment for Lotteries and sports betting operators.

Leveraging on our cutting-edge technology and vast experience on operational excellence of sports betting in regulated markets all over the world, we are committed to provide GLMS with valuable data that will further strengthen the association's unique global monitoring and alert platform while supporting the global lottery alliance against sport competition manipulation."

— Dr. Christos Dimitriadis, Group CEO, INTRALOT



SCIENTIFIC GAMES DIGITAL: UNPRECEDENTED TIMES CALL FOR OUT-OF-THE-BOX THINKING, FLEXIBILITY AND ADAPTABILITY. ADJUSTING TO THE "NEW NORMAL" IS AN OPPORTUNITY

At Scientific Games we instantly shifted the needle both on a trading services and a product perspective. We have adjusted our trading portfolio and risk management strategy, to ensure our partners' profitability during the pandemic. We experienced a significant raise of, what was considered till now, filler Sports and Competitions. As projected, the raise in demand for these Sports and Competitions created a new market for them, much more stable and less volatile than in the past.

Nevertheless, trading large volumes on Competitions relatively unpopular till recently, carries an integrity consideration. Having established a great working relationship with GLMS and our Lotteries partners, we remained ahead of the curve by exchanging information proactively. We're expecting this trend to further strengthen our collaboration with GLMS over the short term.

Managing sportsbooks during crises is a new chapter in the Sports Betting and Sports Integrity history. Integrity teams focussed on specific Sports, or even specific geographical locations, will probably be one of the things to surface in the years to come.

Unprecedented times call for out-of-the-box thinking, flexibility and adaptability. Adjusting to the "new normal" is an opportunity for the industry to leverage new technologies, invest in product diversification, enhance customer journeys and betting experience, while having sports integrity at the core of our operations.

— Manos Lagopoulos, Trading Director, Europe, Digital for Scientific Games



UNRIVALLED SPORTS BETTING EXPERTISE TRANSFORMATIONAL RISK MANAGEMENT



Modular solutions for pricing, risk management, analytics and tooling, deployed in any combination and consumed as a product or service

Offer stand out prices against local competition



Drive user experience and treat customers fairly



Maximise profits and reduce volatility



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PhotonX is the most powerful and best-performing terminal, designed to revolutionize lottery and betting retail operations. Utilizing INTRALOT's patented Camera Technology as well as high-end processing, PhotonX enables flawless playslip reading, maintenance-free operation and built-in 4K multimedia capabilities.

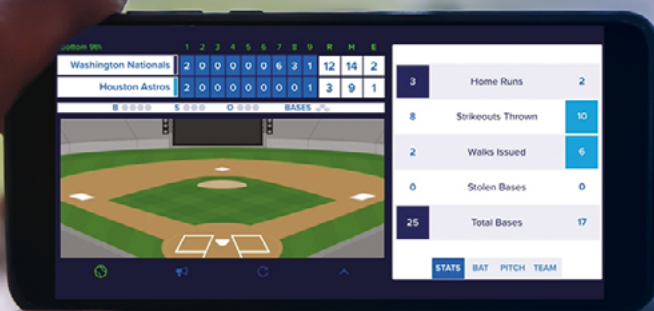
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Certified by WLA for its Responsible Gaming program, INTRALOT is committed to the principles of responsible gaming incorporating them at its best-in-class product solutions and global operations.

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At IGT we are working around the clock to ensure our employees remain safe and connected, and that our customers have what they need during this difficult time.

Across the world, please stay safe and healthy.



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GLMS is the state lotteries' mutualized monitoring system on sports betting. It aims at detecting and analyzing suspicious betting activities that could question the integrity of a sport competition. Building on six years of experience with the establishment in 2009 of ELMS with European Lotteries, GLMS went global in January 2015 extending the network to other continents. GLMS facilitates the sharing of sports betting information as part of the collective efforts of its members in ensuring sports integrity globally, and is dedicated to effective cooperation with all key stakeholders: regulators, law enforcement authorities, sports organizations.

INDIVIDUAL MEMBERS



COLLECTIVE MEMBERS



ASSOCIATE MEMBERS





CONTACT US



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general.secretariat@glms-sport.org



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