

GLMS

GLOBAL
LOTTERY
MONITORING
SYSTEM

JAN.
2021

2020 ANNUAL MONITORING INTELLIGENCE REPORT & HIGHLIGHTS



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A VERY CHALLENGING YEAR

We have faced an unprecedented and somewhat tragic year; our health and safety have become our greatest concern and these unique circumstances have impacted our daily lives dramatically. The outbreak of the coronavirus has forced us to self-isolate and distance ourselves from each other, which is the exact opposite of what we, as human beings, are naturally prone to do.

The Lottery and gaming community has not been exempt from what is happening around the world and there are no easy answers, due to the unpredictability of the pandemic dynamics, lacking relevant previous experience, and the absence of plug-and-play instructions from government or international health authorities. The reality is that there is very little that could have prepared us to deal with a situation such as the one we are currently experiencing.

However, among the many things that Covid-19 has revealed is a newfound sense of unity that cuts across jurisdictional boundaries, countries and communities. Neighbourhoods across the world turned inward in an attempt to safeguard public health, highlighting the collective inter-dependence of every individual to one another. We have also seen how in moments of unparalleled crises, a sense of profound responsibility and solidarity towards fellow man in a shared society has fostered the emergence of some of our best qualities.

Admittedly, the virus has had a more detrimental impact on socio-economically challenged and vulnerable individuals. Nevertheless, the virus remains highly contagious regardless of social class, religious creed, or nationality/culture. Healthcare workers, in particular, have emerged heroic and magnificent in their sense of responsibility and dedication to those who were hit hardest by Covid-19. In the midst of the tragic circumstances generated by COVID-19, we also found it possible to reimagine values of broad fellowship, solidarity, courage, and a sense of community for the benefit of all spanning the globe. This has reinforced in all of us an enhanced awareness and connection to social conscience, justice, and shared equities that unite – rather than divide – fellow citizens.

These values had grown increasingly elusive in the years preceding the pandemic of the century we are still living today.

At GLMS we have been very active and 2020 has been a challenging but also transitional year, laying the foundation for a new and more engaged future of our association in the years to come. In 2020 and in the mid of a pandemic, among other things, we have effectively pursued bad actors committing frauds, who have been extremely active, seizing any opportunity to advance their illicit activities. We have launched a third Integrity Hub in Canada, have invested in new experienced resources, have published our first Research Study. We also changed our Statutes to satisfy the evolving needs of our Global Integrity Community, have welcomed four new members onboard and finally, we have been granted, as the first and only sport integrity association representing gaming organisations, official Observer status by the Council of Europe International Convention's Statutory Committee. This is an important acknowledgement of our institutional credibility, but also recognition of the quality of the technical and strategic contributions of GLMS and its members over the past few years to the Council of Europe.

I really look forward to a 2021 full of hope and peace and I wish you and your loved ones good health and continued safety during these, still challenging, times.

While the past year has been full of challenges, there is hope for better times ahead in 2021.



You stay safe and be healthy.

Ludovico Calvi
President - GLMS

Stay tuned and follow us for the latest news on our GLMS digital channels:





HIGHLIGHTS OF 2020



POLICY AND PUBLICATIONS

GLMS ADMITTED AS OBSERVER TO THE STATUTORY FOLLOW UP COMMITTEE OF THE INTERNATIONAL MACOLIN CONVENTION OF THE COUNCIL OF EUROPE

As one of only 3 observers, alongside the IOC and Interpol, GLMS will be able to participate in meetings of the Committee of the International Convention on the Manipulation of Sports Competitions (CETS215) and contribute to subjects under discussion, including conditions to be met by sports betting operators in the exchange of information within national platforms, developing the list of sports organizations, and aspects of the Convention relevant to sports betting operators.

PUBLICATION OF GLMS' STUDY OF BETTING OPERATORS AND THEIR SPONSORSHIP OF SPORT



GLMS' first in-depth study based on its specific methodology and experience, was published in July 2020. '[A Study of betting operators and their sponsorship of sport](#)' The study takes into account the COVID-19 pandemic, which only highlights the need for more stringent regulation, ensuring that betting sponsorship remain only a positive impact on sports. It looks at facts and figures in a number of countries, where betting sponsorship is particularly commonplace. The publication ends with a number of recommendations facilitating the safe practice of betting sponsorship of sports. [Read more here.](#)

EU EXPERT GROUP ON INTEGRITY

GLMS Legal and projects manager Cassandra Fernandes represented GLMS at the EU level, first at the Expert Group on 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. This was followed by an EU breakfast discussing who can represent sport at the EU level.



EDUCATIONAL EVENTS



[THE GLMS-EL-WLA WEBINAR](#)

Lottery executives and professionals from the sports movement came together from 23-25 June 2020 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).

PROJECTS

GLMS HAS BEEN ACTIVE IN A NUMBER OF PROJECTS THAT ADAPTED SUCCESSFULLY TO THE COVID-19 SITUATION OVER THE COURSE OF THE YEAR, WITH GLMS REPRESENTATIVES AND LOCAL MEMBERS ACTIVELY PARTICIPATING.



[The IntegriBall Project](#) providing education for women and grassroots footballers completes fact-finding and its curriculum for the 2021 implementation phase

The 2-year project of which GLMS is also a partner-IntegriBall, coordinated by CSCF Foundation for Sport Integrity started in January 2020 and is developing and providing 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.

[KCOOS+ - Council of Europe's Group of Copenhagen](#)

GLMS' team and various lottery members participated in a workshop of the Council of Europe's Group of Copenhagen implemented under the KCOOS+ project (Keep Crime Out of Sport), developing a Global Football Alerts Analysis. The GFAAW benefited from GLMS and members' alerts and analyses to develop a number of actions, including demonstrating national coordination in tackling sports manipulations.





EDUCATIONAL EVENTS

INTEGRISPORT ERASMUS+ completes its awareness raising sessions for LEA and judiciary on tackling sports manipulations - GLMS and members participate successfully

GLMS has been heavily involved as a project partner in the Integrisport project in 2020, attending the mid-term meeting hosted by the Hungarian Bureau of Investigation, followed by four awareness raising sessions for law enforcement on judiciary. Pre COVID-19, two on-site sessions took place in Finland (represented by GLMS-local member Veikkaus) and in Portugal (represented by GLMS President, Ludovico Calvi). Due to COVID-19, the remaining sessions were online in the autumn, in Slovak Republic (represented by Ludovico Calvi and hubs coordinator, Daniel Chan) and finally in The Netherlands (represented by legal and projects manager Cassandra Fernandes and Canadian hub analysis coordinator, Chris Yaakoubian). The respective national lotteries were involved in all sessions, as GLMS spoke about the basics of sports betting, the interpretation of its reports and the value of exchange by law enforcement with its member lotteries at national level.



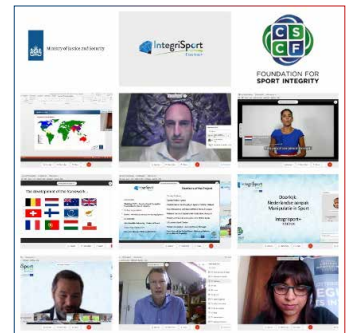
[GLMS President, Ludovico Calvi, discusses the fight against Match Fixing and its best practices at the IntegriSport Erasmus + Conference in Lisbon](#)



[GLMS-local member Veikkaus represented by Sami Kauhanen discusses GLMS' concrete monitoring activities to relevant Finnish stakeholders](#)



[GLMS president Ludovico Calvi and Daniel Chan, Hubs coordinator, discuss the role of lotteries in tackling sports manipulations working with law enforcement and judiciary with Slovak representatives](#)



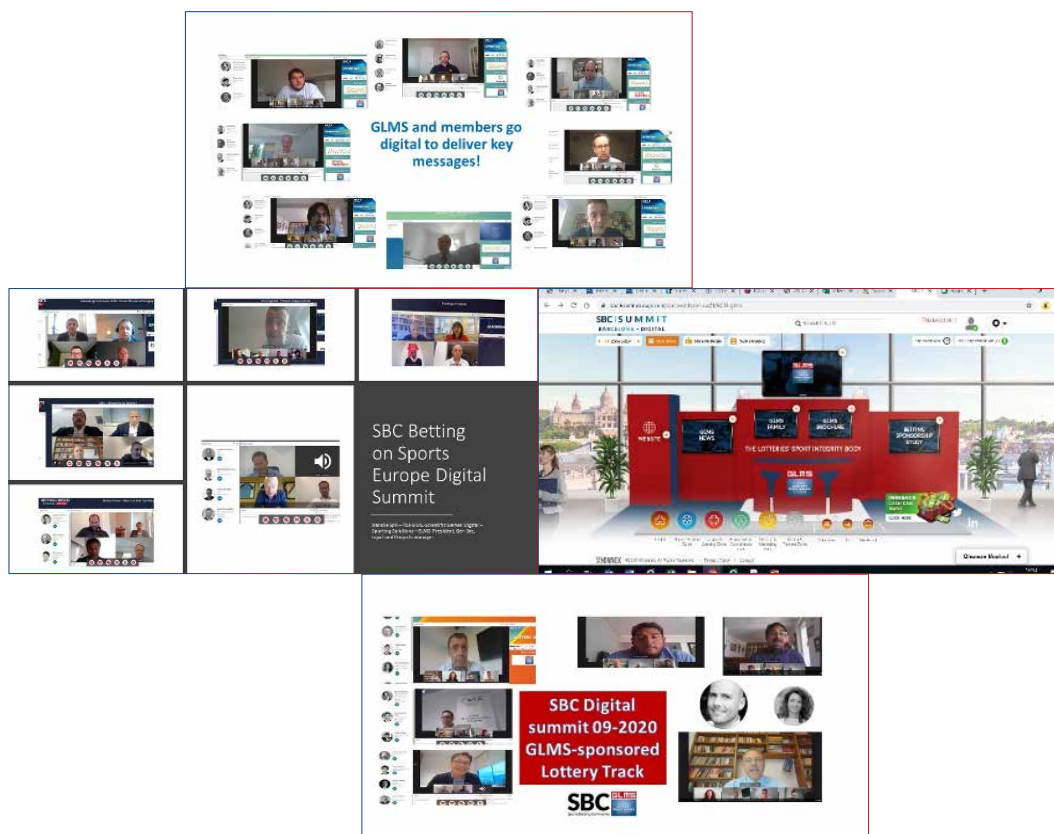
[GLMS Legal and projects manager Cassandra Fernandes and Chris Yaakoubian, Canadian hub Analysis coordinator, exchange with Dutch ministry of justice, CSCF Foundation and Dutch law enforcement on the interpretation of its reports and the role of the national lottery in addressing sports manipulations](#)



E-EVENTS

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

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 two SBC Digital Summits, [in April](#) and [in September](#) and also participated in the SBC Betting on Sports Europe summit in October 2020. A large number of Industry leaders GLMS' members were present as speakers, from all continents, including GLMS Executive Committee members, members of the GLMS team and other lottery and associate member representatives.



ICE NORTH AMERICA, GIOCONEWS AND SIGA

GLMS President Ludovico Calvi represented GLMS at three webinars, two in May, [one organised by GiocoNews „Gaming in the face of COVID-19“](#) and another by [ICE North America "iLottery: 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. Finally, the president also participated in a high level panel at the SIGA Sport Integrity week in September 2020.



MEMBERSHIP BASE

GLMS' ASSOCIATE MEMBERSHIP WAS ENRICHED WITH THE ADHESION OF FOUR NEW MEMBERS:

SUPPLIERS



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.



SPORTINGSOLUTIONS

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.

SPORT



Cyprus sport Organization became GLMS' very first sport associate member in October 2020.

REGULATING MEMBER



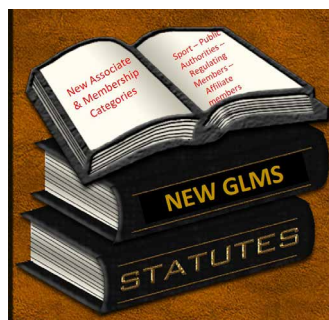
GLMS expanded membership to the USA, with Tennessee Education Lottery Corporation achieving a double first for GLMS: becoming its first US member and its first Regulating member, aka, lottery acting as a regulatory authority.

SERVICES AND CAPACITY



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

MODIFICATION OF GLMS STATUTES



Our biggest achievement has been the modification of our Statutes, carried out through our first ever written procedure General Meeting of member lotteries.

A notable evolution illustrates that our members and the GLMS team understand the need for trans-sectorial exchange in maintaining sporting integrity as a non-profit association, working at the service of its members. To ensure strong collaboration with relevant stakeholders and to maintain secure channels for the exchange of information between GLMS and its lottery members with other relevant stakeholders, other stakeholders can now join a membership category of GLMS. This includes public stakeholders, sport entities, regulatory authorities, lotteries as regulators and other relevant stakeholders involved in the effort to maintain sporting integrity. [Read the report here](#)



GROWTH OF GLMS

HUMAN RESOURCES GROWTH

NEW EXECUTIVE COMMITTEE MEMBER



[OLG Canada COO, Lori Sullivan completes GLMS Executive Committee](#)

Following the resignation of Sami Kauhanen from his post at our Finnish member, Veikkaus at the end of August 2020, to take on new challenges, the Membership of GLMS elected this in December 2020 Lori Sullivan, Executive VP and COO at Canada's Ontario Lottery and Gaming Corporation to fill the spot.

GENERAL SECRETARIAT



[Cassandra Matilde Fernandes appointed as Legal and Projects Manager of GLMS](#)

GLMS saw its General Secretariat grow with the appointment in April 2020 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. Lottery and Gaming Corporation to fill the spot.



MONITORING HUBS

GLMS also grew its Copenhagen in April 2020 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



Copenhagen Hub



Hong Kong Hub



Benoit Borsato

GLMS North American Hub



Chris Yaakoubian



INTRODUCTION

The year 2020 was a challenging one for lotteries and the GLMS team alike. Competitions were interrupted and lower level competitions came to the forefront as our members endeavoured to create a balance between offers for their consumers and ensuring the integrity of the competitions that they were offering. With our integrity work and together with our partners, we observed the rise of new trends.

The multiple waves of COVID-19 affected the proceedings of various competitions. In team sports, teams had to continuously revisit their strategies and team line ups, counting on their reserve or youth players to fill the gaps for senior players who tested positive or were quarantined.

The GLMS team produced a number of detailed analysis reports for their members and partners at their request as they worked hard to ensure the integrity of the competitions they chose to offer.

At GLMS, the three operational hubs in Denmark, Hong Kong and Canada worked together for the first time in 2020 and we began to see the effect of our strengthened capacity, working across continents and with the General Secretariat in Lausanne and together with our members and partners.

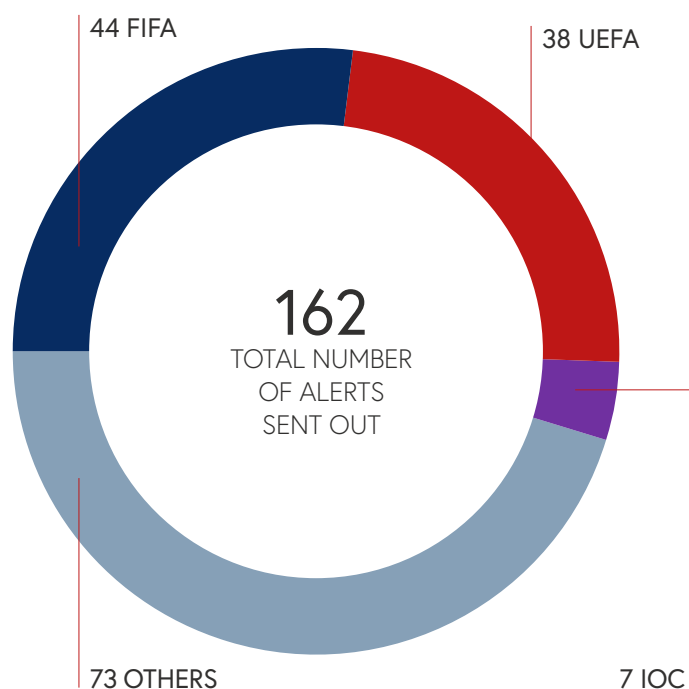
The enhanced capacity in the Monitoring hubs allowed us to complete several tournament integrity analyses, which further helped us preview suspicious matchups before the start of the competitions. Therefore, we were more efficient in alerting our members and partners on their offered competitions.

We look forward to further improving our monitoring and analysis quality in 2021 with and for our Members and stakeholders.



ALERTS TO PARTNERS

During the calendar year of 2020, GLMS has alerted or reported 126 matches to its partners, sending a total of 162 alerts on these matches. The alerts mainly concerned football (110 alerts). Some of the alerts were also sent to FIFA, UEFA, local Gaming Authorities and other local and international law enforcement authorities. The rest of the alerts were sent to the International Olympic Committee (IOC), the ESports Integrity Coalition (ESIC), Swiss Lottery and Betting Board (COMLOT) and the Tennis Integrity Unit (TIU). 58 detailed integrity reports were prepared for members or partners upon request.

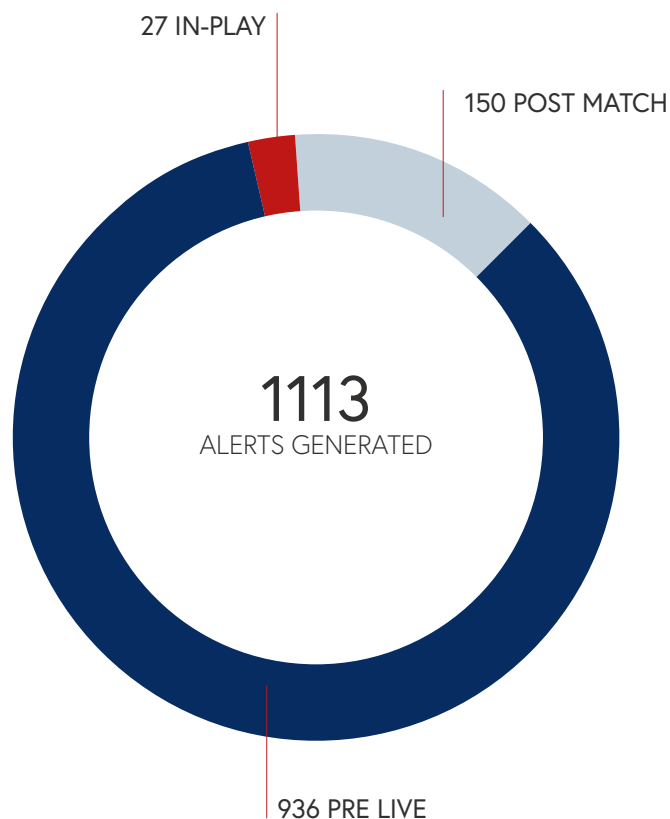


*Some matches were alerted to more than one member resulting in the higher stats in this table

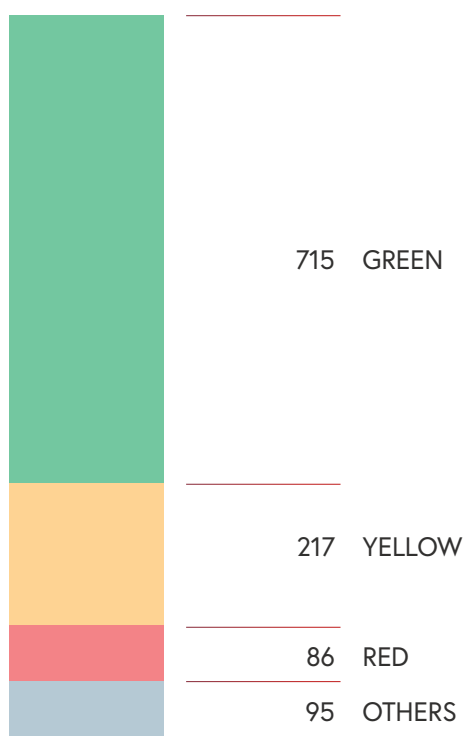


TIMING OF GENERATION OF ALERTS

A total of 1113 alerts were generated in 2020. 936 of these were created before the start of the match. 27 alerts were generated based on in-play odds changes. 150 alerts were triggered after the end of the matches.



ALERTS COLOR DISTRIBUTION

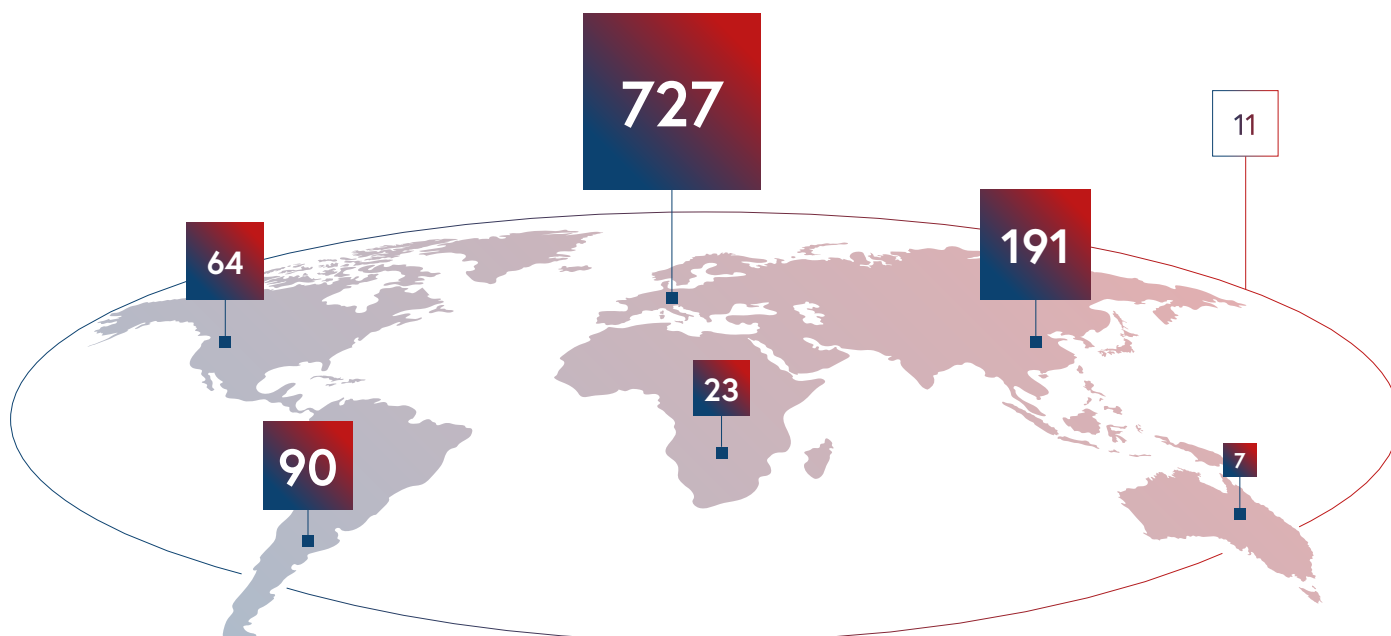


Out of the 1113 alerts, 86 were red and 25 were generated pre-match or during in-play. There were 217 yellow alerts and 715 green alerts. The rest of the alerts were classified as *others*, which included requests or information provided from our valuable Members and Partners.

ALERTS TO MEMBERS



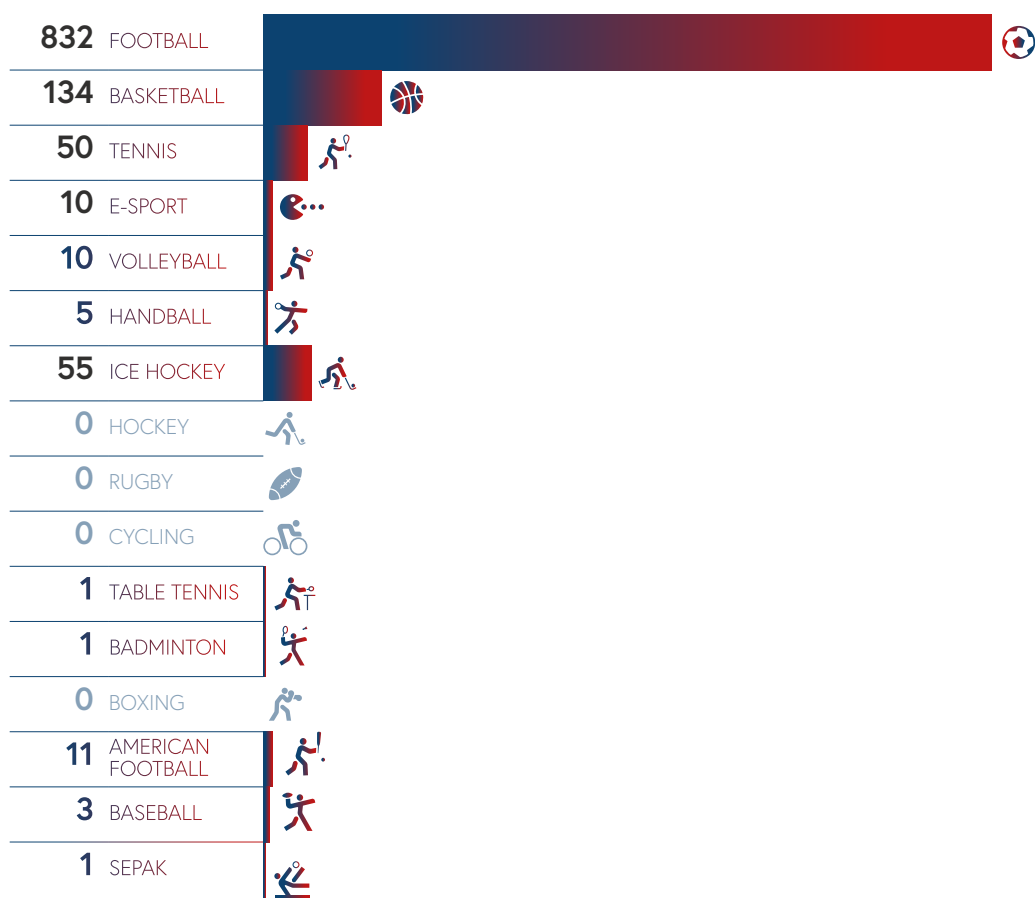
ALERTS BY CONTINENT + SPORTS



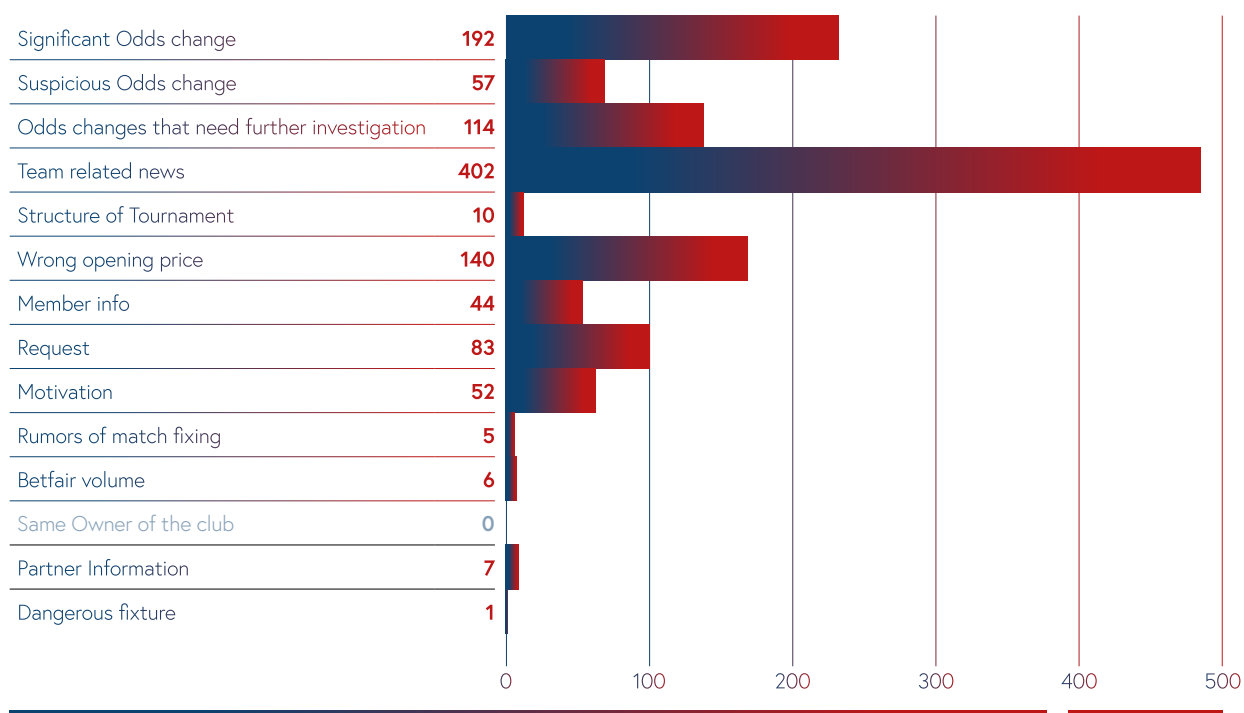
	727 EUROPE	191 ASIA	64 N.AMERICA	90 S.AMERICA	23 AFRICA	7 OCEANIA	11 INTERNAT.
FOOTBALL	559	135	28	81	20	5	4
BASKETBALL	70	48	6	7	1	2	0
TENNIS	29	2	11	2	2	0	4
E-SPORT	2	4	4	0	0	0	0
VOLLEYBALL	10	0	0	0	0	0	0
HANDBALL	5	0	0	0	0	0	0
ICE HOCKEY	50	0	2	0	0	0	3
HOCKEY	0	0	0	0	0	0	0
RUGBY	0	0	0	0	0	0	0
CYCLING	0	0	0	0	0	0	0
TABLE TENNIS	1	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	11	0	0	0	0
BASEBALL	0	1	2	0	0	0	0
SEPAK	0	1	0	0	0	0	0

ALERTS TO MEMBERS

TOTAL NUMBER OF ALERTS SENT TO MEMBERS 1113



REASONS TRIGGERING ALERTS



GLMS ALERTS METHODOLOGY & CLASSIFICATION

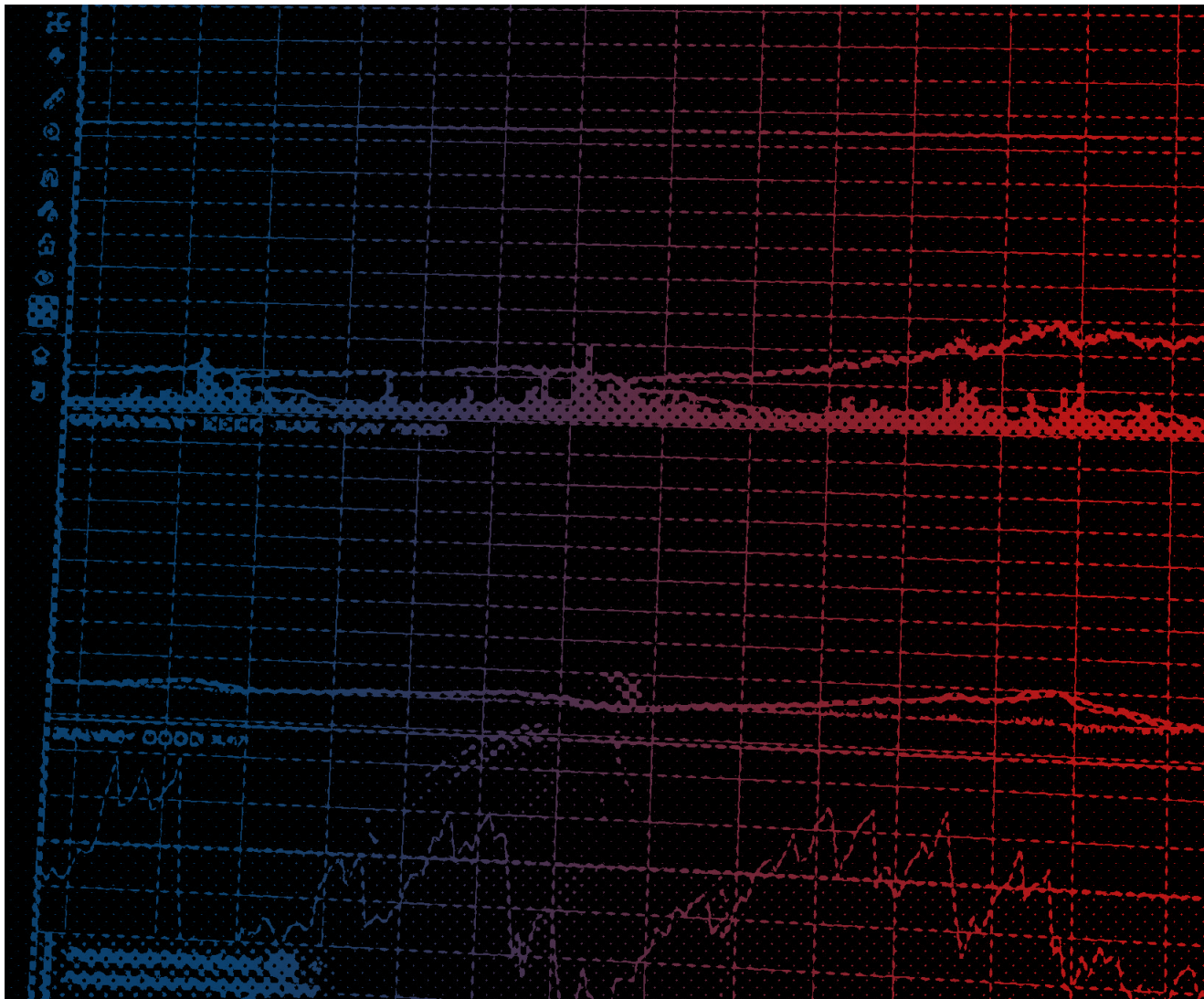
In order to reach a report, GLMS first generates an alert, each time an irregularity in terms of betting patterns is detected. An alert generated leads to thorough consultation with the GLMS Members, as well as a deep investigation on potential grounds that could justify the irregularity detected in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



SPOTLIGHT ON OUR MONITORING TEAM

- AND HOW WE HANDLED COVID-19

IN SERVICE OF OUR MEMBERSHIP!

You know the General Secretariat of GLMS, HQ'ed in Lausanne. You have seen us in meetings, exchanged with us, talked with us. In this annual report, however, we would like to introduce to you our excellent monitoring analysts from GLMS' 3 hubs.

While Giancarlo, our Gen Sec and Cassandra our legal and projects manager, coordinate GLMS' activities, Benoit, Brian, Chris, Daniel G, Franco and Phil work on the monitoring platform and monitoring activities in Hong Kong, Denmark and Canada, coordinated by Daniel C.

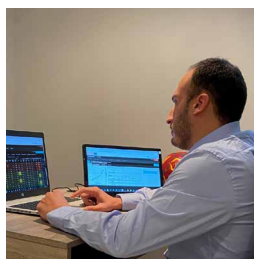
This year all 9 of us worked from home, sporadically going to the office, like most of you. We endeavoured to provide analyses, guidelines, risk assessments and support to our members and partners as the unpredictable nature of competitions was at its highest. In an interview with our fantastic analysts, find out a little about their view of GLMS, their experience this year professionally, juggling private lives and always endeavouring to provide the best service to the GLMS membership.



Benoit Borsato (CAN)



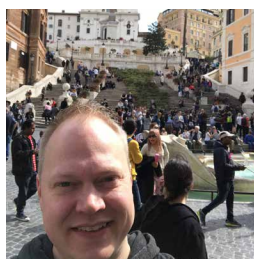
Daniel Chan (HK)



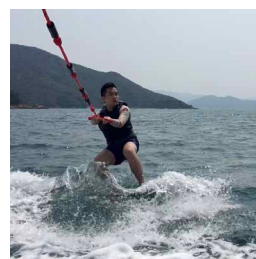
Chris Yaakoubian (CAN)



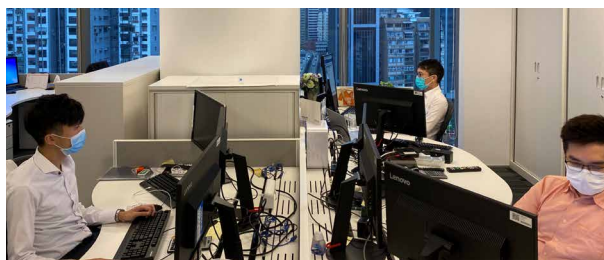
Daniel Groth (DK)



Brian Petersen (DK)



Franco Lai (HK)



Phil Lau (HK)/ Hong Kong Hub



1/ WHAT DO YOU ENJOY DOING IN YOUR FREE TIME?



Daniel Chan: I like travelling around, eating and cooking. Of course, doing sports too.

Brian: I like spending time with my family – trekking in the forest, experiencing different playgrounds, going to the theatre. Also I like spending time watching horse racing live, and have had some horses myself.

Chris: Playing with the kids (3 and 6 years old). Playing card games and backgammon. Watching sports and Tv shows.

Daniel G: I enjoy to play sports, walk/bike in the nature, spent time with my family and I also have a passion for collecting Spanish wines. When things go back to normal I will also be one of the first to book a trip somewhere. Love travelling!

Benoît: Summer is really not very long in Montreal so I take this opportunity to play golf as much as I can. During the winter, my main occupation is precisely to motivate myself to go out! This year, I think I'll just play Lego with my son and watch "The Office" for the 20th time.

Franco: I spend a couple of hours each evening with my family and we enjoy watching TV together. I also enjoy cooking and jogging, which helps me relax and stay healthy.

Phil: I like watching and playing football, playing with my cats gaming and driving.

Brian: I enjoy watching several sports. Horse racing being my favourite, but also CS:GO, NFL, Handball and Biathlon.

Chris: Watching: NFL (Am. Football), NBA, NHL, MLB and Tennis. Playing: Hockey and Tennis

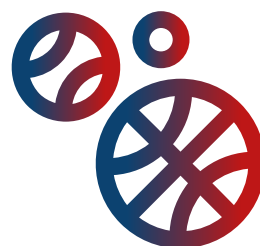
Daniel Chan: I like basketball, football and e-sports.

Daniel G: I am a former football player, but currently it is padel I spend my time on. - One of the world's fastest growing sports. It is fun and dynamic!

Benoît: I'm a real fan of all sports but especially golf, soccer, and all North American sports. I must be one of the few French people to be a baseball fan.

Phil: Football and basketball, taekwondo too.

2/ ALL: WHAT SPORTS DO YOU ENJOY?



3/ ALL: HOW HAS COVID19 IMPACTED YOUR WORK AND FAMILY LIFE BALANCE?

Benoît: fortunately, it did not impact us too much. I joined GLMS in June and have been working from home since day 1. Our son is only 4 years old and his daycare was only closed for 2 weeks. Of course we had to adjust to a "new normal", but my wife and I both have interesting jobs and good health. It is the most important thing.

Brian: It has been a hard time, especially when Denmark closed all the schools and day care institutions for the minor kids. It has been challenging to get everything to work, but also interesting to be that close with the family all the time

Daniel Chan: Yes mentally. This year we worked almost the entire year half from home and half from the office, at regular intervals. Honestly, with today's technology, this does not affect my productivity at work but you need great self-motivation and management. I live very close to my family so it does not really impact much. Rather, I have more time to see my family because I spent less time commuting.

Chris: Working from home has been great after a home-office was setup however it's been tough for the kids not to be able to do many activities but we managed to do outdoor sports amongst ourselves and taking walks. We try to make sure that there's a sense of normalcy in our everyday lives.

Daniel G: In the beginning when we had the closure of schools and childcare it was quite a challenge to have a good balance between family and work life. Currently I am working from home and that has its advantages and disadvantages.

Phil: Starting in this role while working at home was indeed challenging because everything had to be done and learnt without direct communication with my colleagues. It was an interesting experience because I was able to spend more time with my family.



4/ ALL: HOW DO YOU STAY POSITIVE IN THESE STRANGE TIMES?

Franco: As we know, nothing is ever completely one-sided and I always try to find an optimistic viewpoint in a negative situation. Indeed, many problems are being created during these strange times, but it is also creating different opportunities to work things differently.

Daniel G: Playing sports is very cathartic for me as well as enjoying nature. I live right next to a huge nature reserve – These are my so called "mental breaks" which are good to have in a very strange time. Otherwise I also try to eat well and healthily.

Brian: Focusing on all the gifts life naturally brings. It can sometimes be hard to remain positive, but then when my son comes home from day care with a heart made of pearls and he explains that he made it as a symbol for our family where we all unite against any challenge – then COVID19 problems don't seem like that big of an issue.

Chris: We have been very positive, taking "advantage" of what these strange times have brought onto us. We try to remain healthy and active. We are also keeping contact with family and friends as much as possible. We are being asked for a small sacrifice compared to what generations before us had to endure therefore we stay positive and make the best of the situation.

Daniel Chan: I am an optimistic person so things are still alright to me. But still sometimes I will struggle in some aspects, I need someone to talk to. My girlfriend, friends and family are always there to be my talking buddies.

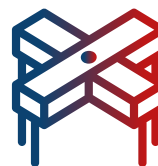
I also make a routine to do exercise even most of the time group sports are not allowed. I skip rope everyday to keep my body active.

Benoît: This is the most difficult. The lack of social relationships is sometimes difficult, but we cannot complain. Some people around us have been affected by the virus, others have lost their jobs. This makes it easier to put things into perspective and to remain patient. Winter is coming and Quebec is still affected by the virus. So it's a great excuse to stay warm under the duvet. Not going out this winter will be much easier than what we experienced last summer.

Phil: I tried to stay positive at all times so this COVID period did not really affect me a lot!



5/ALL: WHAT DO YOU THINK OF MANIPULATIONS OF SPORTS COMPETITIONS, GIVEN YOUR PASSION FOR SPORT AND INTEREST?



Daniel Chan: Always a bad thing. I always hate to see my teammates not trying their best to win the match. For manipulations, the players are losing a match on purpose. They actually insult themselves and their professionalism.

Brian: Manipulation is poison for sports – the fascinating thing about sport is that anything can happen – but if the sports are manipulated you take away that fascination – and you are left with an empty feeling.

Chris: Any kind of manipulation that takes away from what is sport, which is the purest form of competition between athletes, is repulsive. Sports can't be like a scripted movie, it must have the highest level of integrity and competition or else there is no sense in doing it. You play to win the game!

Daniel G: Basically match fixing will destroy sports if we do not make an effort to stop it. It will most likely never disappear but we must try to keep it down.

Benoît: I see it as an injustice. For honest athletes, for fans and for the reputation of the sport. I am very proud to have as a professional objective to safeguard the integrity and the fundamental values of sport.

Phil: I genuinely think that match-fixing for monetary reasons is destroying the values and virtues in competitive sports.



6/BENOIT AND CHRIS: HOW HAVE YOU HANDLED THE FIRST FEW MONTHS WITH A NEW HUB AND A NEW JOB UNDER THE COVID19 SITUATION?

Chris: It is always exciting to start a new job, learning new things and bringing your ideas to the table. There's always a learning curve involved but I feel like we've adapted quite well with the Covid19 situation even though our training was done electronically and across different time zones. Our colleagues were very helpful in training us and we will be forever grateful for all that they have done.

Benoît: The Montreal hub opened when sports activity was not in full swing. This allowed us to have a long training with Chris and to be very well supported by my colleagues from Denmark and Hong Kong, especially with 3 different time zones!

7/ALL: HOW HAVE YOU HANDLED YOUR MONITORING WORK BEING SHUFFLED BETWEEN HOME AND THE OFFICE



Brian: Sometimes it can be challenging monitoring from home, and you could miss a screen or two, to give a better overview of what is happening. But it have also been intense having the family with me all time. It will be great to get back to normal, but until then we will work it out.

Chris: We haven't even had a chance to go to our offices yet due to the pandemic however GLMS has provided us with all the tools necessary in order to perform our duties as well as if we had been in our official offices.

Daniel Chan: There is not much difference for myself, except I cannot see my colleagues physically. The work is maybe even of a higher quality because I can spend more time to rest rather than commuting.

Daniel G: I am actually used to working from home from my previous job and have installed a separate office which is working quite fine. Sometimes of course it could be nice to meet and talk to some colleagues and also get some inspiration about the work.

Benoît: I have been working from home since day 1, so I didn't have to adjust to a new situation, but to learn a new job, under rather unusual conditions.

Phil: Monitoring work does not differ much between home office and the actual office. Though it is always nice to actually work alongside my colleagues. Fun banter!



8/ PHIL, DANIEL G AND BRIEN: HOW HAVE YOU HANDLED COMING INTO A NEW POSITION IN SUCH AN UNPRECEDENTED PERIOD, WITH UNUSUAL TRENDS AND CHAMPIONSHIPS AND UNUSUAL WORKING CONDITIONS?

Brian: I have been around GLMS for some time – but it has been exciting to be a part of the team during this virus. All the new leagues we have made integrity valuations on has been great – and I have also learned about a lot of leagues a had never heard of before.

Daniel G: The start-up and the actual training period with skype calls was a bit hectic and certainly not optimal. Like mentioned before working from home is not a new thing for me but you do need a very social life outside work.

Phil: It was very fresh for me as this is my first actual job. Working under unprecedented conditions is a valuable experience for me indeed.



9/FRANCO AND DANIEL C: HOW HAVE YOU WITNESSED THE EVOLUTION OF GLMS' MONITORING SERVICES OVER THE YEARS?

Daniel Chan: Before I joined GLMS, HKJC was already is maybe even of a higher quality member of GLMS. So I could see the differences from having 1 hub to 2 hubs to now 3 hubs. Before I joined, there were two main guys operating in Danish hub. Alerting was their major task and most of the alerts laid in their day time. After Franco and I joined, Hong Kong hub joint Danish hub to operate GLMS and the service hours extend to almost 24 hours. More services to members and partners added like reporting, analyzing, predicting etc. This gave a more all-rounded service and expertise to the integrity industry. This year the Canadian hub started and I definitely can see it is a plus to the whole GLMS team and the network. Together with the colleagues in Lausanne, we can move GLMS further forward than everyone expected.

Franco: GLMS started from one solo hub and finally, we have enhanced our capacity as planned to 3 operational hubs and a head office across 3 different continents this year. It is exciting to see the enhanced capacity in the team which allows us to extend our coverage of monitoring to true 24/7 and expand our services comprehensively. The team is cooperating well with each other and we begin to see the effect of our strengthened capacity, recording a significant increase in the number of alerts to our partners and members on various sports over the past few months.



10/ALL: HOW DO YOU BELIEVE THE NEW MEMBERSHIP STATUSES WILL IMPACT THE ROLE OF GLMS IN TACKLING SPORTS MANIPULATIONS?

Daniel Chan: A real network can be formed from the new membership statuses. From the old days, we work with the circle of our lottery members plus additional partners. But with the new membership categories, the GLMS network would grow bigger with interlinked circles.

Brian: I believe that it can help GLMS move forward – both by securing more members, but also by activating the members we have already.

Chris: With more specific membership statuses, we are hoping that membership involvement will increase thus strengthening every link in the chain which will provide us with more tools in order to navigate the murky waters of sports manipulation and trying to detect them in a more efficient manner. We also hope to increase our membership in order to be able to further reach the ends of the globe and try to keep sports free of manipulation.

Benoît: the interest is to significantly increase communication and information sharing with our members, by offering them "tailor-made" services. Thanks to this sharing, GLMS will be equipped more quickly and more strongly against match fixing.

Phil: I think by further classifying the categories of members, it can allow clearer information exchange.



11/ALL: HOW DO YOU SEE GLMS WHEN YOU THINK OF IT AS A MEMBER ASSOCIATION?

Benoît: I see GLMS as a central player, a facilitator. The more active members we have, the more efficient and essential the GLMS will be in the fight against sports manipulation.

Brian: I see a strong association – and I believe that when we become even more progressive we can make a huge difference for our members. An association is only as strong as its members – and I see strong members, ready to secure integrity even further.

Chris: I think it makes us very strong to have engaged members that are willing to share information and tackle sports manipulation because it is with our members that we are trying to solve the puzzles that we encounter every day.

Phil: The advantage of being a member association is that it can actually encourage interaction between different members and GLMS itself. GLMS would not be a 'gun for hire' whenever our services are needed, but we are actively tackling the manipulation of sports through the cooperation with our members and partners



12/ALL: HOW DO YOU SEE THE INTERACTIONS BETWEEN GENERATING PURE ALERTS AND DEVELOPING ASSOCIATED ACTIVITIES SUCH AS EDUCATIONAL WORKSHOPS, STUDIES/RESEARCH?

Daniel Chan: We are actually not a pure alert generating machine. We provided a lot of value-added services like analysis reports, predicting dangerous fixtures etc to the industry but unfortunately those effort might not be seen by all because lack of effective communication. Therefore, such associated activities are the essential lubricant to move GLMS forward.

Benoît: in my opinion, one does not go without the other. Prevention strengthens the sharing of experiences and our common collaboration. If we add our alert work, this helps to get ahead of any unusual behavior. This combination is the DNA of GLMS.

Brian: I think it is nice that we have these tasks – because then you experience more as a member. Monitoring is important – and developing GLMS is also important, and it is nice to do a little of both.

Chris: Without educational workshops and studies it is difficult to be sure that all members understand the ramifications of what needs to be done when there is an alert. Everybody needs to be on the same page so that the exchange of information and flow structure is done in a way that is optimal and useful when we move forward with the investigation of a particular match or league.

Daniel G: I think it's a good thing with these workshops/studies etc. – both as further education, inspiration and diversion.

Phil: These associated activities can provide the stakeholders in the sport sector with a deeper insight and understanding on the overall match-fixing scenes around the world. They also help highlight the importance of our monitoring work and how hard our organisation is working in both the operational and administrative perspective to uphold sport integrity.



13/ALL:
HOW DO YOU
SEE YOUR WORK
IMPACTING THE
OVERALL MISSION
OF GLMS AS A SPORT
INTEGRITY BODY FOR
LOTTERIES?

Brian: I believe that our work can help the members save money. Both by alerting them about integrity risk, but also by being able to advise them in questions about integrity.

Chris: Our work is essential when trying to complete GLMS' mission since we are the boots on the ground that is monitoring all the matches, leagues, information compilation, research, etc. In order for a lottery to ensure that what they are offering has a high level of integrity, our work is primordial since we are relaying all the pertinent information concerning their sports offer.

Daniel Chan: Never enough. Always try to be better and think of good ways to connect the network. We are always the playmaker of the network.

Daniel G: Our work is important as we help to detect any suspicious patterns, but we are just part of a larger context.

Benoît: The mission of GLMS is noble and aims to protect the integrity of sport. My day to day missions are to detect, research, analyze and communicate. I therefore see our work as an essential element of the GLMS chain, always oriented towards our members.

Phil: I think the daily operation of hubs, our work, and the active communication with members, partners and law enforcing authorities resemble the overall mission of our organisation. Valuable information exchange and our analysis work are surely pushing us to become one of the most respected sport integrity entities around.



14/ALL:
HOW HAVE YOU EXPERIENCED
WORKING WITH A TEAM THAT
WORKS IN 4 DIFFERENT LOCATIONS,
MOST OF WHOM YOU HAVE NOT
HAD A CHANCE YET TO MEET?

Daniel Chan: Even though I am one of the oldest guys in the team (in terms of GLMS life of course!), I only met one of the teammates outside Hong Kong hub in person. Sometimes it is challenging because I wake up at 5 something in the morning to work monitoring shift but meetings schedule in late afternoon. Even the weekly ops call starts at 9 pm when my battery is always below 20%! But overall it is great to see the team is growing and we will eventually meet in person.

Brian: It is strange working with people all over the globe – and even stranger to work with people I have never meet. I really look forward to meet everyone. But with that said, I think we have solved the start-up very well. But when we really get to know each other I see further possibilities for developing GLMS with our individual strengths.

Chris: Due to these strange circumstances, I have not met any of my colleagues in person (not even my colleague from the same hub). However, thanks to the tools that we have in place we communicate altogether very regularly without any issues at different times of the day. Even though we have never meet in person, I feel like we are a part of the same family and that I've known everyone for years.

Daniel G: It is a bit of a strange situation. I have been working for companies based in UK, Estonia, Malta... so working from distance is not something new for me, but I have always met all the people I work with several times a year. I think It gives a completely different image and presence to meet people face to face, so I am looking very much forward to a joint meeting in Switzerland

Benoît: This is the first time that I work with colleagues spread over several continents. For reasons that we all know, I haven't had the chance to meet them personally but the welcome has been wonderful, the training very effective and I know that I am part of a growing family with exciting projects! I can't wait to be in 2021 to see everyone so that we can finally have a drink together!

Phil: It is a bit strange that I am working with people whom I talk day-to-day with but not actually seeing them. With our passion for sport and the work that we are currently doing, I am sure we can easily get along when we actually see each other in the near future.



15/ALL:

HOW HAVE YOU SEEN SPORTS MANIPULATIONS BEING AFFECTED WITH THE RISE OF TECHNOLOGY AND IN THE MIDST OF A PARALYZING PANDEMIC?

Brian: The manipulators don't stop just because we have a COVID19 virus – and they have become even smarter – we saw ghost matches, and I believe that the technology will unfortunately provide further opportunities for the manipulators. Therefore we need to adjust to reality at GLMS all the time.

Chris: The incessant advancement of technology will undoubtedly help crime syndicates organize their sports manipulation attempts, especially in the midst of a pandemic since many leagues, players, referees,... have seen their revenues decrease. However, we will be there to challenge them in detecting these illicit activities and try to stop them in their tracks. It is very important to do so because once the crime syndicates tentacles have reached any one of these levels (leagues, players,...) it becomes harder to ensure that integrity is restored in the future.

Daniel G: The economic crises caused by the COVID-19 is making sport face a big uncertainty. We have seen both "ghost matches" and an increase in alerts sent during this pandemic.

Benoît: Criminal organizations adapt quickly. Despite what we might think, the pandemic was a real opportunity for them to create new business. It's up to us to stay awake and proactive to thwart their plan. But these dark times are also a real opportunity for an organization like the GLMS to move upmarket and prove itself essential. This is precisely why GLMS has adapted its statutes, offering "tailor-made" service for its members and promoting communication and information sharing. It is very cliché to use a proverb, but "alone we go faster together we go further" is really an important slogan at GLMS.

Phil: Indeed, these are unusual times and the sport sector have been hit with strange cases of match-fixing e.g. ghost matches. However, with the help of technology, we have quickly identified the abnormalities and alert them to relevant members and partners. Technology, together with the help of law authorities, can allow match-fixing and sport manipulation to be analysed in a more methodological and scientific way, rather than accusations or rumours without concrete evidence.



16/ALL:

HOW DO YOU SEE THE FUTURE OF GLMS?

Franco: GLMS has been growing rapidly with the constant addition of new members and partners over recent years. We have a well-rounded team that love sports and care the integrity of sports. It sounds ambitious, but I believe we could eventually become one of the most credible and respected organizations to safeguard the integrity of the sports globally.

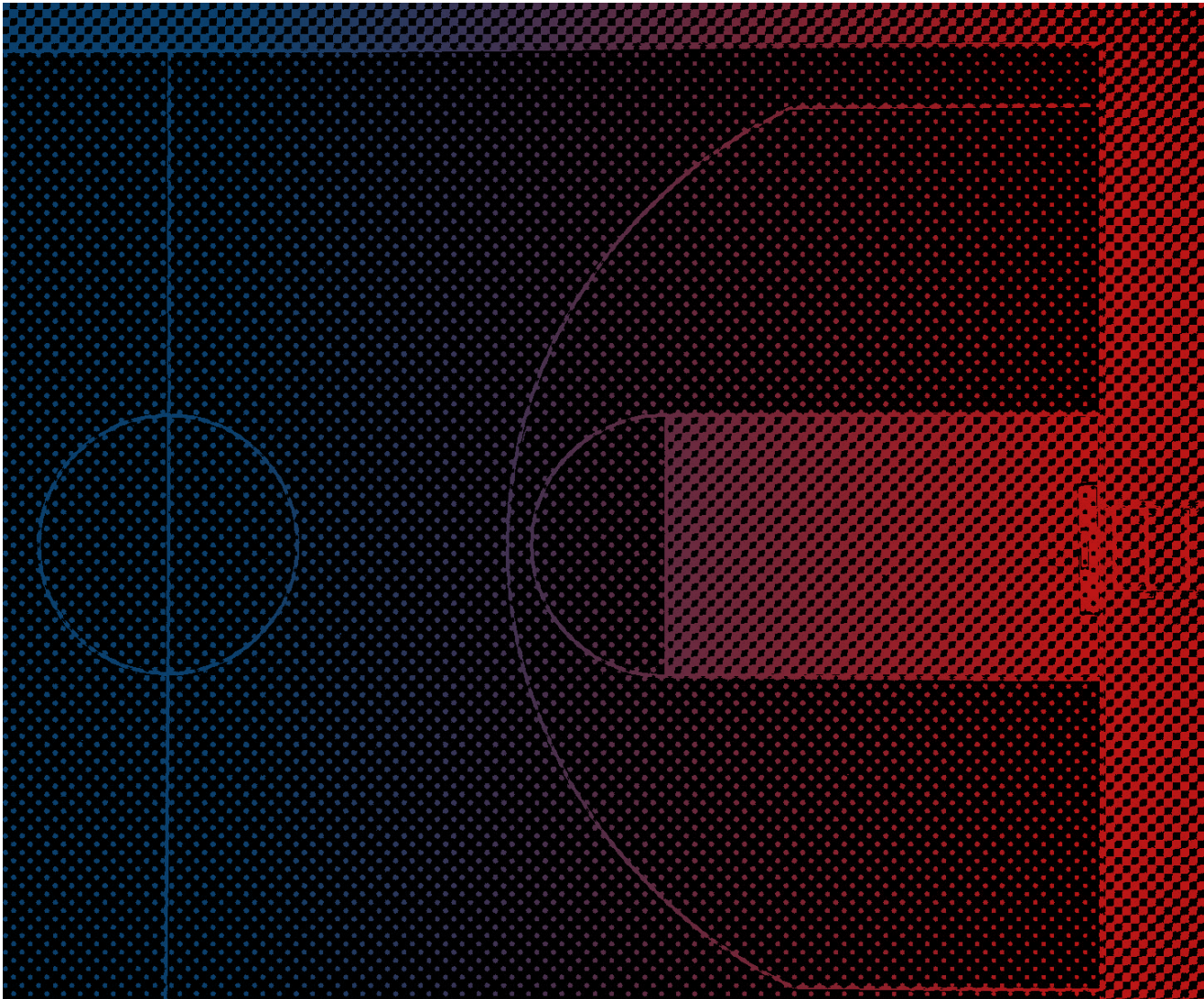
Brian: The future is bright for GLMS. I believe that integrity concern has come to stay, and therefore we need to have a strong GLMS to investigate this, and report to the right authorities.

Chris: I hope that our membership base grows even more in the near future and that we are all able to tackle manipulation sports as a global entity that is the benchmark for all organizations. I went them to proudly support GLMS and let it be known that they are a member in order to emphasize that they take our logo as a symbol of the highest integrity authority.

Daniel G: I am quite sure that if we manage to evolve, GLMS will every year be stronger and stronger. We have a strong team so lets bet on that!

Benoît: I can only imagine good things! The number of members will explode and the GLMS will become a world reference. Being a part of this story thrills me.

Phil: Our organisation is slowly gaining international recognition and most importantly in the sport sector. I will say the night is young and the future is very bright.



INTERVIEWS WITH OUR NEWEST MEMBERS

GLMS' FIRST REGULATING MEMBER: TELC



REBECCA PAUL HARGROVE

CEO AND PRESIDENT

TENNESSEE EDUCATION LOTTERY CORPORATION

REBECCA HARGROVE, WHO IS ALSO THE CURRENT WLA PRESIDENT, SHARED WITH US AN INTERESTING YEAR FOR THE US AND TENNESSEE IN SPORTS BETTING, AND HER THOUGHTS ON TELC JOINING GLMS AS OUR FIRST REGULATING MEMBER.

TELC has had a very important year, opening the possibility of licences to offer sports betting in the State. How do you see this impacting the overall mission of TELC?

For sports wagering, the Tennessee Education Lottery Corporation is responsible for the licensing and regulation of online sports wagering in Tennessee. On the Lottery side, our mission is to generate funds in a socially responsible way for education in Tennessee. Those are different frameworks between regulation and operation, but in all facets, we are focused on doing both with integrity and with transparency.

How do you see sports betting evolving in the state of Tennessee, and what do you believe needs to be put in place to ensure the continued integrity of sports?

We have four licensed operators currently, and we anticipate having about 10 operators in the market within the first year. We want to lay a solid foundation for responsible sports betting in Tennessee, so we will continue to work with our licensees to establish a responsible and competitive sports wagering program.

What added value do you believe will come from being a GLMS regulating member, given our objective to support our members in their efforts to protect the integrity of sports?

Being a GLMS member gives us access to integrity monitoring services and insight into sports markets around the world. This is a critical asset in our effort to protect the consumer, promote fairness in sports and ensure the integrity of the sports wagering program we regulate.

INTERVIEWS WITH OUR NEWEST MEMBERS

GLMS' FIRST SPORT ASSOCIATE MEMBER CSO



COSTAS SOLOMOU

HEAD OF NATIONAL SPORTS
PROGRAMS & NATIONAL
PLATFORM COORDINATOR

CYPRUS SPORTS ORGANIZATION

COSTAS SOLOMOU, SHARED WITH US THE IMPACT OF COVID-19 ON CYPRIOT SPORT AND SPORT INTEGRITY, AND WHAT BECOMING GLMS' FIRST ASSOCIATE SPORT MEMBER MEANS FOR CSO.

How has this unusual year impacted sport in Cyprus and the threat of sports manipulations?

As a matter of fact, the pandemic has impacted negatively all sports in Cyprus as any other aspect of our everyday life. Due to Covid 19 all sports activity has been paralyzed, whilst all under 18 leagues have been suspended.

However, and according to the red or yellow alarms we receive from time to time, it seems that match fixing business are continued as usual.

It is my opinion that match fixing activities are more vital than ever since the majority of clubs are facing financial losses and respectively that affected players/coach's income. The financial crisis due to COVID-19 has been conceived as an opportunity to "agents" for enrolling more players/referees/coaches in order to accomplish their "mission".

How do you believe GLMS membership can contribute to tackling this match-fixing and sports manipulation issue in Cyprus?

GLMS membership can contribute to tackling this match-fixing and sports manipulation issue in Cyprus since will provide us with valuable information needed to combat sports manipulation and better understanding the situation. Furthermore, we are looking forward for educational program not only for athletes, but also for other stakeholders such as the National Platform, law enforcement agencies, federations and others.

What are CSO's next steps now that the Macolin Convention's committee is active?

CSO's next step since the Macolin Convention's committee is active is to persuade the state to ratify the convention, whilst we will request for the status of observer.

SUPPLIER ASSOCIATE MEMBERS

QUESTION OF THE YEAR



PAT MCHUGH

LOTTERY GROUP
CHIEF EXECUTIVE
SCIENTIFIC GAMES DIGITAL

Our goal is to communicate transparently to our lottery customers and business partners, and maintain an adaptive environment that anticipates and works through a challenging global situation. Business continuity planning and diversified global supply chains are proving the strength and scale of Scientific Games—from mobilizing our global teams swiftly, to working remotely and effectively, and shifting manufacturing and supply chains between our facilities on four continents.

HOW HAVE YOU
HANDLED THIS UNUSUAL
YEAR AND HOW HAVE
YOU ENDEAVOURED TO
SUPPORT THE WORK OF
THE LOTTERIES IN SUCH AN
UNPREDICTABLE PERIOD?

Because our strategy early on was to get ahead of potential supply chain interruptions, the lotteries we serve have been able to regain significant amounts of their profits and keep funds flowing to their beneficiaries. Our digital product teams have adapted successfully to scale opportunities as regional shutdowns, restrictions and sports event cancellations take place. Online/mobile lottery play and sports betting (where regulations permit) has accelerated, which will pay dividends for lotteries. Many of our lottery customers have experienced record years.

Fostering collaboration between Scientific Games and our customers allows our people to come up with creative solutions to deliver results to lotteries in an extended crisis. This collaboration is built upon mutual trust between customers and our experienced teams, and trust in Scientific Games' leadership. It's critical for the lottery industry to lean in on growth investment to come out of this unprecedented year generating increased proceeds to beneficiaries.



JAY GENDRON
CHIEF OPERATING
OFFICER LOTTERY
IGT

"From the outset of the pandemic, at the direction of IGT's CEO Marco Sala, IGT created a COVID-19 crisis management team consisting of six different working groups, with executive leadership and a universe of about 100 IGT people assigned to it. One working group was specifically focused on ensuring business continuity. My team and I let our customers know they had our undivided attention to assist them in whatever challenges they were facing. We worked closely internally to tap into the depth and breadth of IGT global resources to provide a wide array of advice to customers, whether the issue was sales, technology, government relations, public relations, or health and safety.

HOW HAVE YOU HANDLED THIS UNUSUAL YEAR AND HOW HAVE YOU ENDEAVOURED TO SUPPORT THE WORK OF THE LOTTERIES IN SUCH AN UNPREDICTABLE PERIOD?

"Worldwide, everyone wants a seamless, connected, easily navigable, and intuitive player experience, and the pandemic has only accelerated the need for contactless and cashless options. IGT is deploying new offerings on every front to help lotteries meet evolving consumer preferences, support retailers in reducing contact in-store, and build a stronger connection with players. In this changeable environment, encompassing the rapidly developing sports betting market, these efforts support responsible growth at a time when funding for good causes is more necessary than ever."

SHOWCASING OUR ASSOCIATE SUPPLIER MEMBERS



MANLALARO

EL JUGADOR

Player

LE JOUEUR

玩家

Der Spieler

Il Giocatore

Oyuncu

No Matter How You Say 'Player,'
Scientific Games is There

From casino games to lottery games, from sports betting to iLottery,
Scientific Games delivers the world's best entertainment experiences.


SCIENTIFIC GAMES

Reimagine **Next**

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SHOWCASING OUR ASSOCIATE SUPPLIER MEMBERS



Staying Ahead of the Game in Extraordinary Times

As the world's leading gaming company, IGT is committed to responsible and sustainable practices that help our customers and communities stay ahead of the game.



Valuing our People



Advancing Responsibility



Supporting our Communities



Fostering Sustainable Operations

In these unprecedented times, we continue to connect players around the world with best-in-class solutions that respect both people and the environment, while delivering excellence to keep gaming fun and safer for all.

To learn more, download the new [IGT Sustainability Report](#), available now on [IGT.com](#).

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SHOWCASING OUR ASSOCIATE SUPPLIER MEMBERS



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SHOWCASING OUR ASSOCIATE SUPPLIER MEMBERS



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INTRALOT presents Orion, its most advanced, feature-rich and versatile Sports Betting platform. A true omni-channel solution designed to empower the modern operator with cost-efficient and fast go-to-market 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.

intralot

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



REGULATING MEMBERS





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