



WWF-UK Social Responsibility Policy

Lottery with People's Postcode Lottery as an External Lottery Manager

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WWF-UK operates a Society Lottery for the general public in Great Britain (this excludes Northern Ireland, Isle of Man, Channel Islands and British Forces Post Office addresses according to Gambling Act 2005 regulations).

The Society is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its members.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

To adhere and uphold these objectives, WWF-UK will ensure the following:

- All operating and remote systems adheres to industry standards and regulatory requirements
- Players are aged 16 and over and are resident in Great Britain (England, Wales and Scotland) we are unable to accept entries from Northern Ireland.
- Draws are fair; winners are chosen at random and are overseen by our External Lottery Managers account management team using their bespoke Gambling Commission approved system.
- Reporting any suspicious activity to the Gambling Commission and if appropriate the police
- Have safeguards in place to prevent fraudulent transactions
- Any changes to terms and conditions are communicated promptly to all players
- Winners are contacted within 5 days of the draw, where possible by telephone and names will go on the website, cheques are sent out within 4 weeks of the draw
- All advertising and marketing follows the Licence Code and Conditions of Practice (LCCP) and does not encourage gambling or actively attract children or vulnerable people
- We make players aware that we are licensed by the Gambling Commission
- Tickets display our licence information, draw date, closing date, ticket price and gamble-aware contact information
- A clear complaints process is in place that will deal with any supporter complaints with alternative dispute resolution options if the complaint cannot be resolved by WWF

- Staff that work on the raffles receive training on the licensing objectives and raffles best practise and guidelines
- Gamble Aware information is provided to players should they require it
- A self-exclusion policy is in place

WWF-UK supports [GambleAware](#), the leading charity in Britain committed to minimising gambling-related harm, through our membership to the Lotteries Council.

Responsible Play

The majority of people do gamble responsibly. It may help you to keep your gambling under control by remembering the following:

- You're buying fun, not investing your money
- Before playing, set strict limits on how much time and money you're going to spend
- Quit while you're ahead
- Only gamble with money you can afford to lose
- Don't spend more money on gambling with the hope to win back money that you have lost
- Keep up other interests and hobbies – don't let gambling take over your life
- Don't gamble in order to escape from stress or boredom
- Gambling in moderation is okay

For some however gambling can become a problem. If you're concerned about the amount you're gambling, and feel it's taking over your life (or you're concerned for a friend or relative) then the following questions may help you, to give you some guidance.

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount you have gambled or time you have spent doing it?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- After losing, do you feel you must try to win back your losses as soon as possible?
- When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

If you feel you've answered 'yes' to several of these questions then it may be that a gambling problem exists. For friendly and helpful advice from trained counsellors call the GambleAware helpline on 0808 8020 133. The helpline is open from 8am to midnight. Sometimes just telling

someone about your problem can be a relief and it's the first step towards dealing with your problem. You can also visit the [GambleAware website](#) for more information and advice.

Social Responsibility Policy from People's Postcode Lottery as an External Lottery Manager

People's Postcode Lottery is committed to providing a responsible gaming environment.

Whilst the majority of individuals do gamble within their means, for some, gambling can become a problem. As part of our commitment to promoting socially responsible gambling, the following guidance is provided for the benefit of individuals who participate in lotteries operated by People's Postcode Lottery:

- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling
- If you are concerned that gambling may have taken over your own or someone else's life, then then please contact a service such as GambleAware, or call 0808 8020 133. Alternatively, a full list of organisations which provide help and advice is available at the Gambling Commission website.
- If you want to have a break from gambling, you can use our [Self-Exclusion option](#)

People's Postcode Lottery supports the Responsible Gambling Trust, a charity which funds the work of Gamcare. GamCare provides help, information and advice to anyone suffering with a gambling problem. For the facts about gambling, visit the GambleAware website.

Postcode Lottery Limited is incorporated in England and Wales and is licensed and regulated by the Gambling Commission (licence numbers 000-000829-N-102511 and 000-000829-R-102513). See [licence status here](#).

The Lottery is only promoted to those aged 16 or older and no-one under the age of 16 is included in our promotional activities. We are committed to responsible play and work closely with GambleAware, ensuring players participate according to their own personal circumstances.