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# The Guardian

*Facial Recognition System*

*Operators Manual*

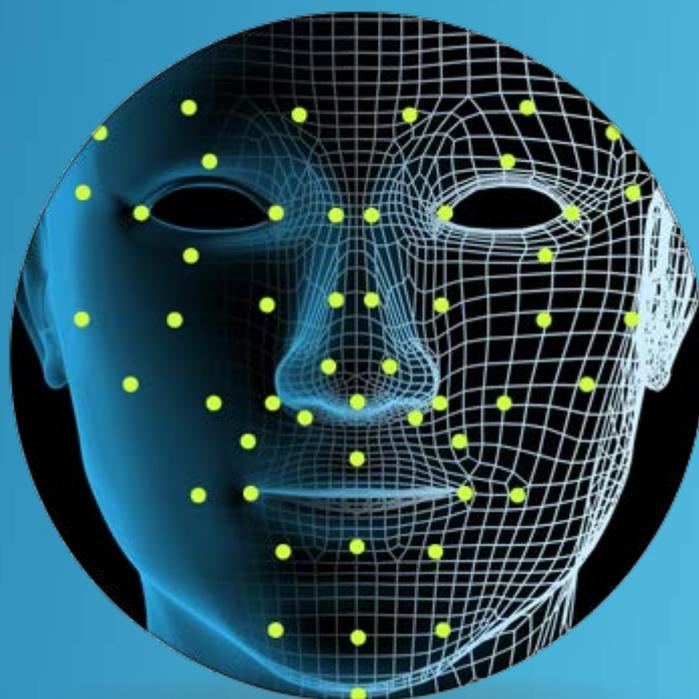
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2018 Version 1.1

By - Torutek and COMS



# Creating Safer Gaming Environments Through Facial Recognition Technology



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## Table of Contents

System Overview .....	2
Person of Interest (POI) on QEC.....	3
Security and Integrity of Data .....	4
Viewing excluded players .....	5
Viewing Live Camera Feeds .....	6
Camera Categories.....	6
Identifying an Excluded player.....	7
New Multi Venue Exclusions.....	11
New Local Exclusions .....	12
Venue Signage.....	14

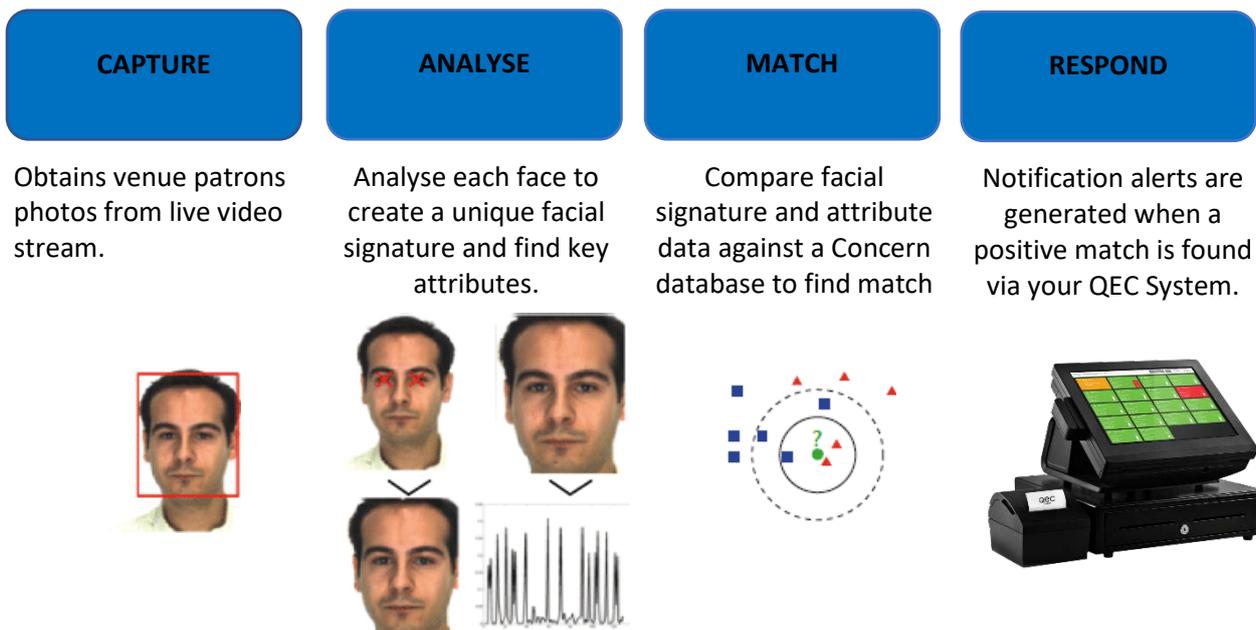
## System Overview

**The Guardian** is a fully integrated, facial recognition-based solution for recognising excluded gamblers as they enter and move around gaming venues.

Multiple high-definition cameras are installed onsite. The cameras will detect people entering or moving around the venue and record their unique faces. Once faces have been detected, they are then sent to the central, cloud-based, facial recognition system, which will compare the facial data received from the cameras against any persons of interest. These persons of interest may be self-excluded gamblers registered in the **Concern** national problem gambling database, or venue staff (to verify that regular gaming room checks are taking place).

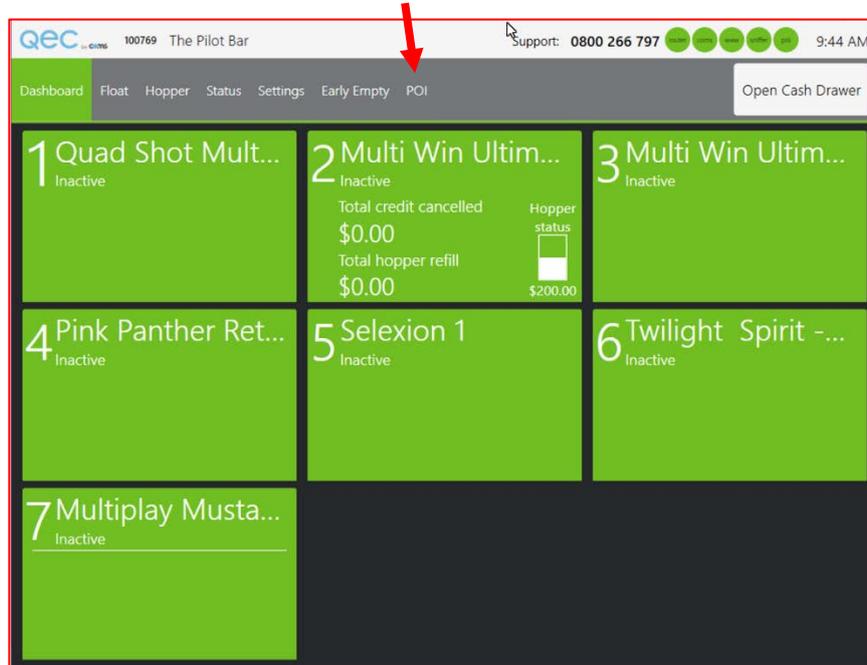
Notifications/alerts will be generated through the QEC Venue Management System so that venue staff are made aware of any excluded persons present.

The system works in four simple steps:

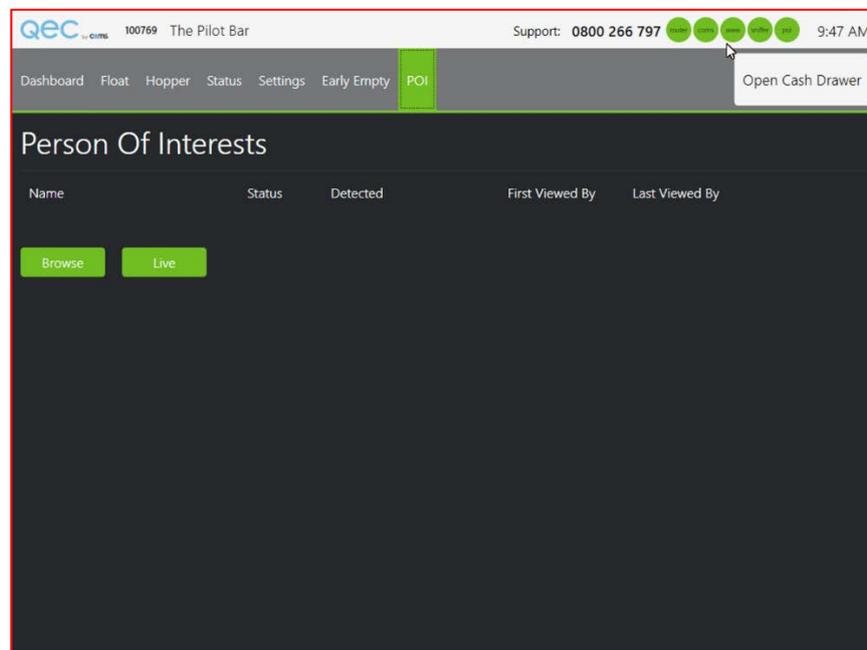


## Person of Interest (POI) on QEC

On your QEC screen, you will see a new POI tab:



Pressing the **POI** tab will take you into **The Guardian** facial recognition section of QEC:



This page will show any new detections (if any), which you will be able to **VIEW**.

You can also **BROWSE** the picture gallery of your current excluded players.

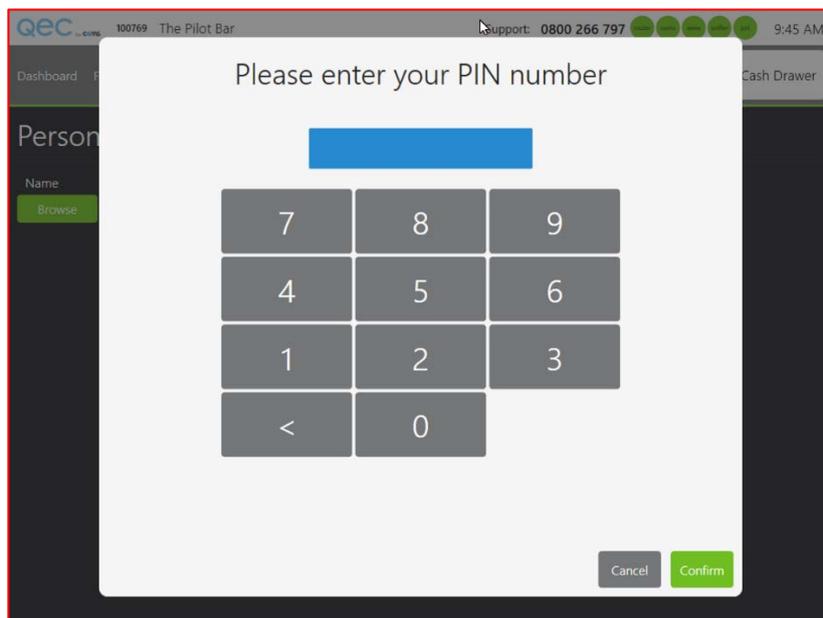
You can also access the **LIVE** images coming through your FR cameras in real time.

## Security and Integrity of Data

To **VIEW** a new exclusion, to **BROWSE** the excluded person gallery or to view the **LIVE** camera feed you will be required to enter your PIN number before proceeding.

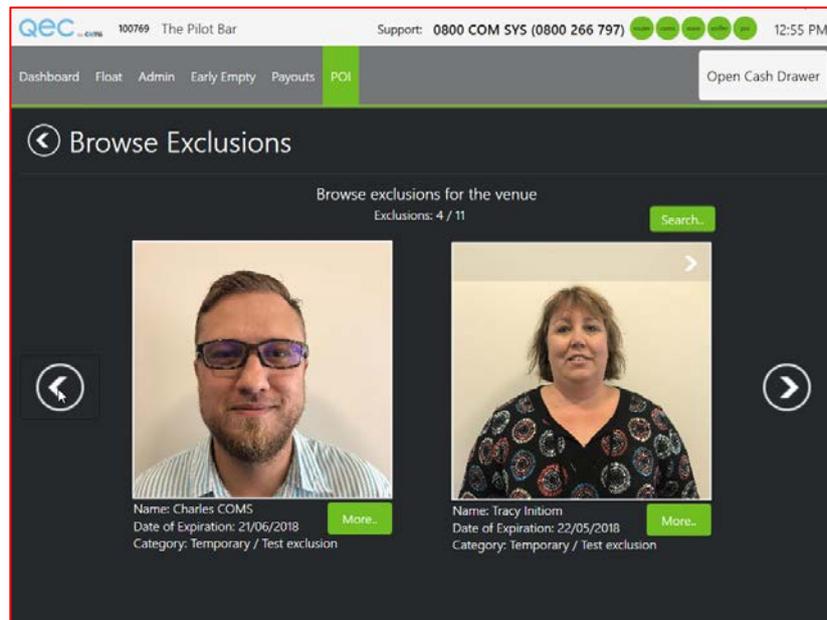
This ensures that only authorised staff members have access to these features.

*Note: Please be aware of who else may be able to see the QEC screen when viewing these sections as this data is sensitive and must be treated with respect.*



## Viewing excluded players

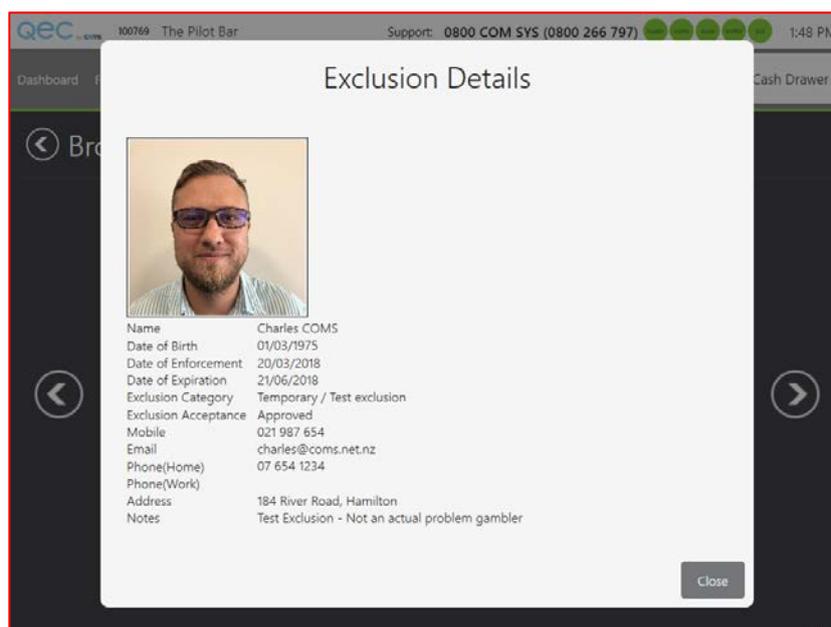
You can browse your current excluded players by clicking on the **BROWSE** button in the **POI** section of QEC. Note you will be required to enter your PIN Number first;



The images will be displayed, along with their Name, Date of Exclusion Expiry and Exclusion category.

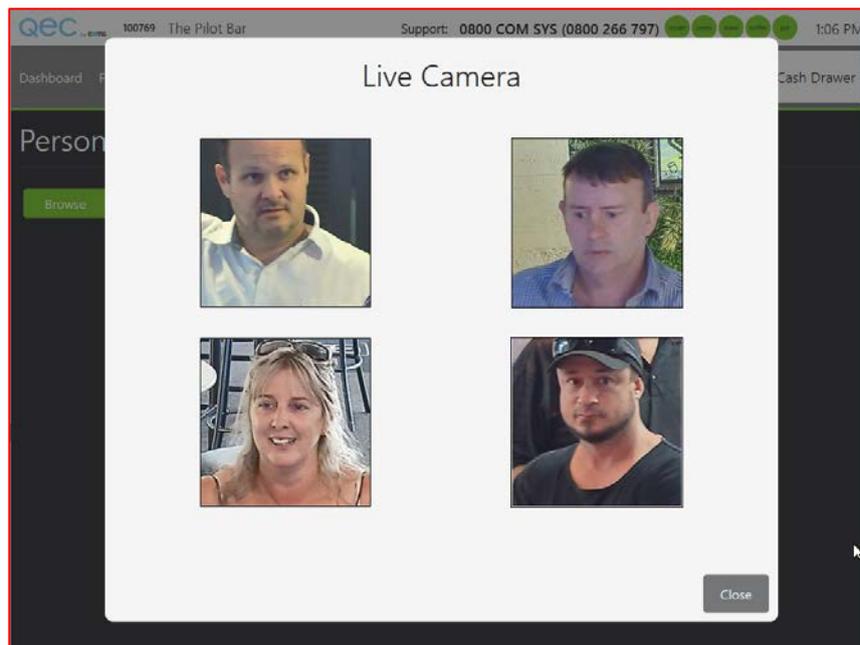
You can proceed to the next (or previous) person by pressing the forward or back arrows.

By pressing on the **More** button, you can see further information on the excluded player, including additional images loaded:



## Viewing Live Camera Feeds

You can ensure the Facial Recognition cameras are operational by clicking on the **LIVE** button in the **POI** section of QEC;



The images the cameras are processing will be displayed along with the camera details and time image was captured.

*Note: This is not live video. These are images of faces extracted from the live video stream.*

## Camera Categories

The cameras installed, will be assigned one of two categories;

- 1) Warning Camera – This will be assigned to cameras outside of your gaming room, usually monitoring entranceways.
- 2) Exclusion Camera – This category is assigned to cameras located within the gaming room.

If an excluded player is identified by a Warning Camera, staff can choose to **MONITOR** the player. An excluded player may be in the venue, but not in the gaming area. QEC will not notify the venue staff about a monitored person again for the rest of the gaming day. However, if that person enters the gaming area, staff will be immediately notified.

See next section for more details.

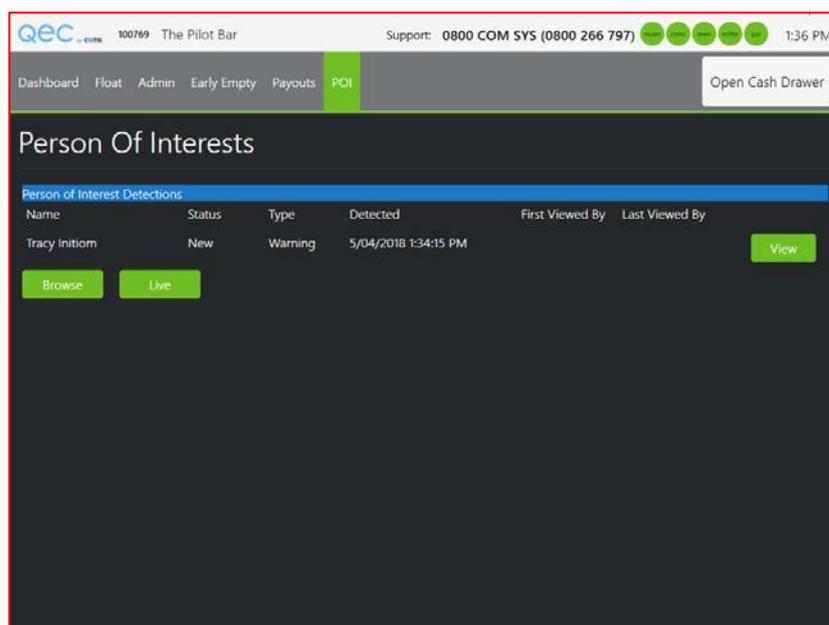
## Identifying an Excluded player

If an excluded person is identified by The Guardian, QEC will sound an audible alarm and display the following warning screen;

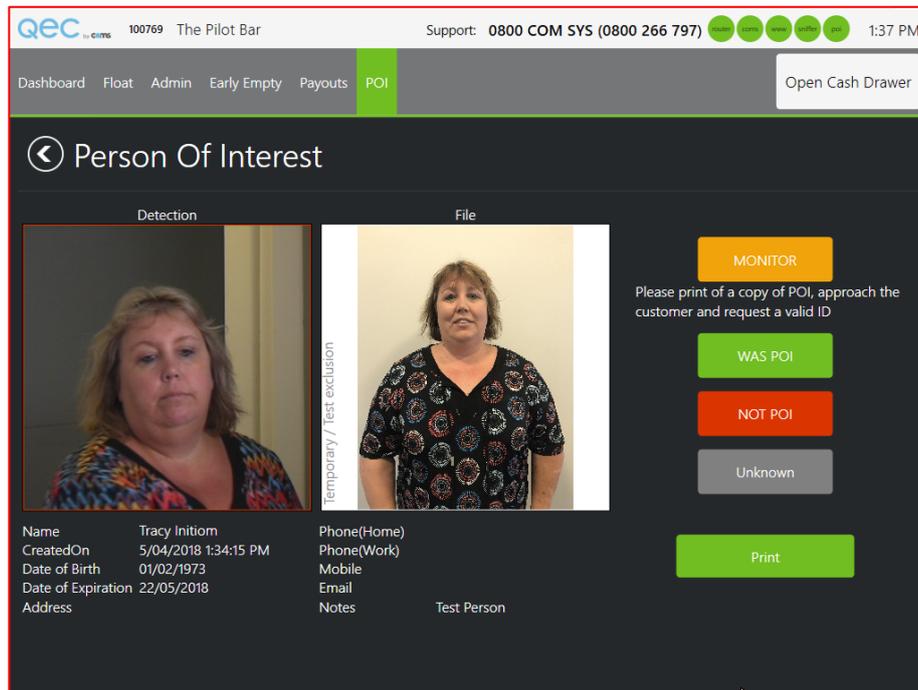


You should now follow this procedure:

- 1) Press **Close** on the warning screen
- 2) Select the **POI** tab and **VIEW** the relevant exclusion information (*you will be required to enter your PIN number*);



- 3) The Person of Interest will now be displayed on the QEC Screen. QEC will display the detection image along side the file photo of the excluded player:



If the player has been identified by a Warning Camera and is not actually in the gaming room, you can select to **MONITOR** the player. This means you acknowledge that this person is onsite, but no further action is required unless they enter the gaming area. You will need to personally monitor this player for the rest of the time they are onsite.

However, if the player is in the gaming area, you now need to approach the player and verify their identity.

Take note of what the player is wearing in the detection photo. This may help you identify the person correctly in the gaming room, especially if it is busy.

**Please treat all players with respect.** Remember the player may not actually be the problem gambler. You should approach the player in a discrete and non-threatening manner.

You could ask the player to come with you bar to the bar or a quiet area in the venue, outside of the gaming room.

If you can confirm the player has been correctly identified, or the player refuses to provide ID, you should ask the player to leave the gaming area.

*Note: During this process, your gaming operation may be busy. You can carry on using QEC as per normal by pressing the **Dashboard** button.*

*You can also print out the excluded players details to take with you when you approach the player. This can be used to check against the persons ID.*

- 4) Once you have dealt with the Person of Interest, please press one of the following options;

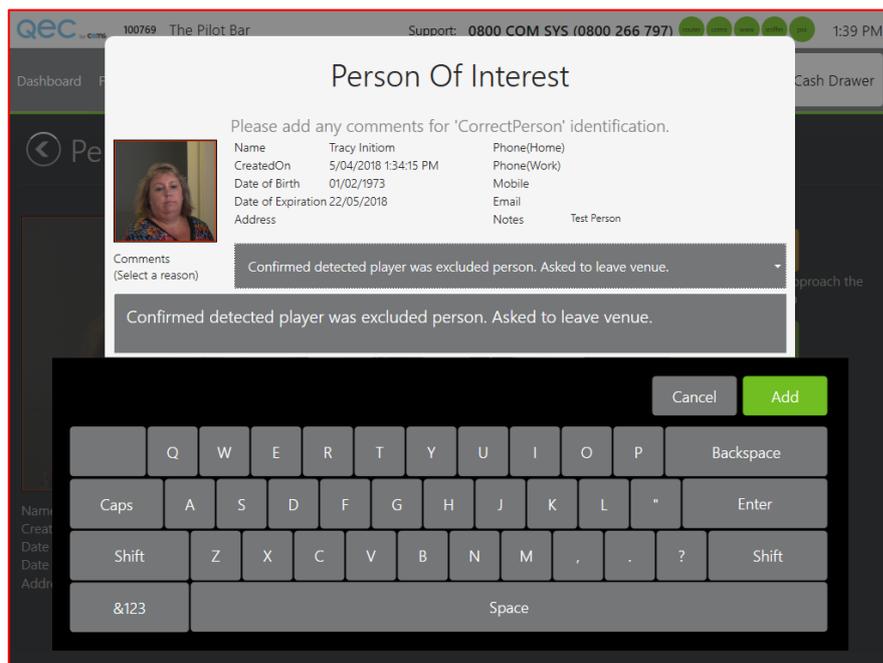


Press **WAS POI** if you can confirm the player was identified correctly.

Press **NOT POI** if the player proved they were not the person identified (a false positive)

Press **UNKNOWN** if you cannot confirm the players ID one way or the other.

Once you press one of these options, you will have the ability to add comments about what action you took and how the player reacted:



The comments you make will be filed on an automatic incident report which will be filled in COMS for future reference.

You can select from a pre-configured comment by using the dropdown box, or type your own comments using the onscreen keyboard.

Once you have finished, press **ADD** and QEC will return to the main Dashboard.

An incident report like this one will be created:



### Person of Interest - Detection Report

Gaming Society:	Action Gaming
Gaming Venue:	The Pilot Bar
Print Time:	05/04/2018 14:02 PM

**Person of Concern Detection:**



Time & Date: **Thu Apr 05 2018 01:34:15 PM**

Camera: **Door Zoom**

Confidence: **61.681%**

**Person of Concern Details:**

Main File Photo:



Name: **Tracy Initlom**

Date of Birth: **01 February 1973 (45 years old)**

Exclusion Type: **Temporary / Test exclusion**

Exclusion Expiry: **2018-05-22**

**Venue Staff Actions & Comments:**

First Acknowledgement of Detection:	<b>Thu Apr 05 2018 01:37:33 PM (3 minutes 12 seconds)</b>
Venue Staff Name:	<b>Charles</b>
Person of Interest Category: <i>(as selected by staff member)</i>	<b>WAS POI</b>
Venue Staff Comments:	<b>Confirmed detected player was excluded person. Asked to leave venue.</b>
System Notes:	<b>By Staff Member selecting "WAS POI"- The Guardian will update the POI file image with this new detection image to help improve future detections</b>
Detection Process Ended:	<b>Thu Apr 05 2018 01:48:16 PM (10 minutes 43 seconds)</b>
Person of Interest Detection File Stored:	<a href="http://actiongaming.cyclic.coms.net.nz:80/client/modules/poi/detectionReport_PDF.cfm/poi/9304D6A3-FA10-4B04-B251-F471CF07B52D/gmv/100769">actiongaming.cyclic.coms.net.nz:80/client/modules/poi/detectionReport_PDF.cfm/poi/9304D6A3-FA10-4B04-B251-F471CF07B52D/gmv/100769</a>

## New Multi Venue Exclusions

Any new MVE requests you receive will need to be entered into the **Concern** national problem gambling database, before they will be monitored by The Guardian Facial Recognition System.

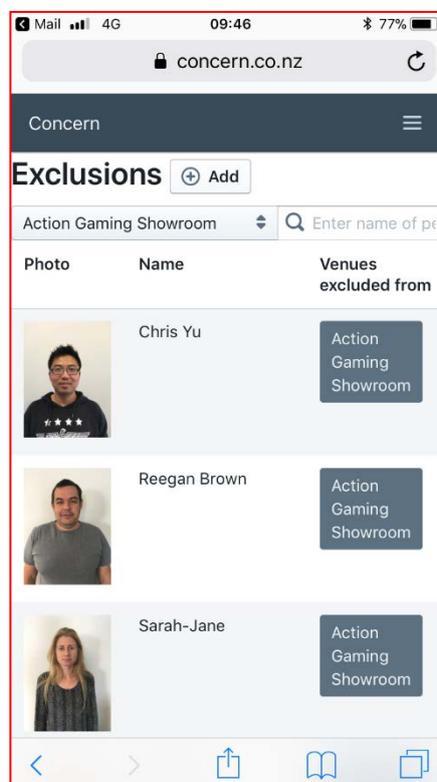
Please request future exclusion requests are sent electronically and ensure they include clear colour photos. We will be working with the treatment providers and hope to have them enter new exclusions directly into Concern moving forward.

In the meantime, please forward any new exclusion orders you receive to [paul@coms.net.nz](mailto:paul@coms.net.nz) and these will be uploaded without delay.

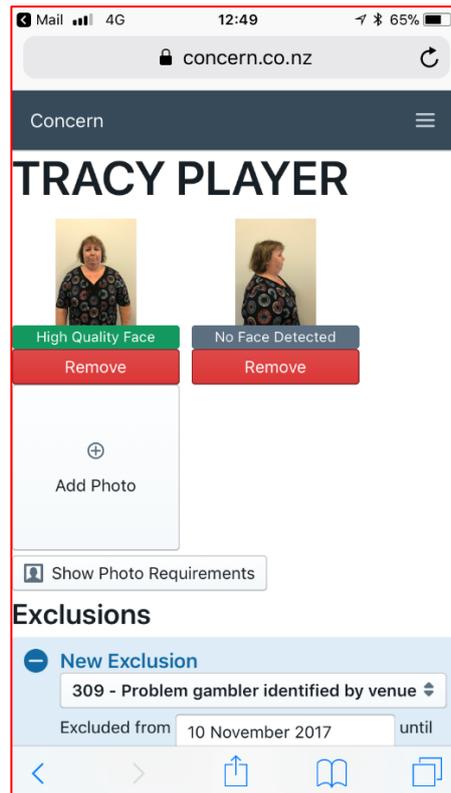
## New Local Exclusions

If a player requests to be excluded from your venue, you can now do this electronically and immediately. You will need to do this via a smartphone or tablet.

- 1) On your phone or tablet, go to [www.concern.co.nz](http://www.concern.co.nz)
  - 2) Enter your email address (note: you will need to be an authorised user)  
Your Venue Manager Email Address is:
- 
- 3) You will receive an email with a link to log into the Concern National Database
  - 4) Click on the link and you will be logged into Conern (as shown below on an Iphone):



- 5) Click on **+Add**
- 6) Enter the players Name (touch where it says "Name" and enter the players name.
- 7) Take two photos of the player. Photos need to be from about 1.5m away and must have a neutral back ground. The first (main photo) must be a front on picture. The second should be a side on view.



- 8) Enter the exclusion type (309 or 310) and exclusion period, 3 months to 2 years.
- 9) Enter the players Date of Birth (please verify this with proper ID as this is a legal requirement).
- 10) Enter the players phone numbers, email address and physical address.
- 11) Add any notes as applicable.
- 12) Press the Add Exclusion Button. It will take approximately 5 minutes and the player will appear on your QEC system. This confirms they have been excluded.

A screenshot of a mobile form titled 'Add Exclusion'. The form is enclosed in a light blue border and contains several input fields. The first field is 'Date of Birth' with a placeholder 'DD MMMM YYYY'. Below it are three fields for phone numbers: 'Phone - Home', 'Phone - Work', and 'Phone - Mobile'. These are followed by 'Email' and 'Address' fields. At the bottom of the form is a prominent green button with a white plus icon and the text 'Add Exclusion'.

## Venue Signage

Please post appropriate venue signage in and around the gaming area explaining to the players how the system works;



**Facial Recognition-Based  
Player Exclusion  
Enforcement System in Place**

**This venue operates a facial recognition system to monitor for persons who have been excluded from gambling at this venue.**

**The system alerts venue staff if an excluded person attempts to enter the gaming room. The system does not use the CCTV footage for any other purpose other than monitoring for persons who are subject to a formal exclusion order.**