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GENERAL NOTICE

NOTICE 2554 OF 2011



GAUTENG GAMBLING BOARD

GAUTENG GAMBLING BOARD RULES IN TERMS OF SECTION 85 OF THE GAUTENG GAMBLING ACT, 1995 (ACT NO. 4 OF 1995) READ WITH THE REGULATIONS PROMULGATED WITH THE ACT

CALL FOR COMMENTS ON THE DRAFT GAUTENG GAMBLING BOARD LPM AND BINGO RULES, 2011

The Gauteng Gambling Board acting under Section 85 of the Gauteng Gambling Act, 1995 (Act No 4 of 1995), intends to make LPM and Bingo Rules as set out in Schedule A and B.

Interested persons are hereby invited to submit comments on the draft LPM and Bingo Rules on or before 27 October 2011. Written comments shall be forwarded to Lebo Chaba by

(a) posting to:

The Gauteng Gambling Board
Private Bag X15
BRAMLEY
JOHANNESBURG
2018

(b) submitting to:

The Gauteng Gambling Board
125 Corlett Drive
Waverley Office Park
Bramley
JOHANNESBURG



(c) faxing to:
(011) 581 4903 or

(d) by e-mail to:
LeboC@ggb.org.za



**MR PRINCE MAFOJANE
CHAIRPERSON
GAUTENG GAMBLING BOARD
DATE: 28/07/2011**

SCHEDULE A

GAUTENG GAMBLING BOARD RULES

In terms of section 85 of the Gauteng Gambling Act, (Act 4 of 1995), read with the Regulations promulgated with the Act, as amended, the Gauteng Gambling Board hereby makes the following Rules –

GAUTENG GAMBLING BOARD LIMITED PAYOUT MACHINE ("LPM") RULES

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CHAPTER I

DEFINITIONS

1.1 Definitions

Any word or expression used in these Rules which is defined in the Act or the Regulations made in terms thereof shall have the meaning ascribed to it in the Act or Regulations, unless it is otherwise defined in these Rules or the context indicates otherwise. In these Rules, unless the context indicates otherwise –

“Act” means the Gauteng Gambling Act (Act 4 of 1995), as amended.

“authorised” means authorised in terms of the Act or ICP.

“bet” means the amount of credits risked or staked by a player at the commencement or during a gambling game.

“Board” means the Gauteng Gambling Board.

“cash or cash equivalent” means a physical coin, note, token, ticket, any other thing of value, magnetic or smart card or any other representation of money used directly or indirectly in the gambling activity as approved by the Board.

“CEMS” means the central electronic monitoring system contemplated in section 27 of the National Gambling Act.

“CEMS operator” means the entity operating the central electronic monitoring system and established in terms of section 27 of the National Gambling Act.

“credits” means the number of betting units standing to the credit of a player displayed on the credit meter of an LPM.

“data collection” means the successful transfer of LPM soft meter and significant event information from an SDL to the CEMS database.

“designated area” means the area within an LPM site where LPMs are authorised to be exposed for play.

“dispute” means any unresolved disagreement between a patron and a route operator, the CEMS operator or an LPM site relating to a gambling-related procedure, the outcome of a gambling game or the payment of winnings allegedly due.

“double-up” means a gambling option whereby a player may, during a game, risk a previous win, bet or a portion thereof on the selection of a further outcome.

“employee card” means a card used by a licensed or registered employee to initiate and terminate gambling on an LPM site by inserting or removing such card.

“exterior” bears the wide meaning and shall include anything external to the (immediate outer edifice wall) of the LPM site, all other outer buildings, erections or any other fixture external to the site.

“fair play” means the conduct of a gambling or of any gambling-related transaction between an LPM site and a patron where value is exchanged for value, in accordance with all approved procedures and the provisions of these Rules in respect of such gambling or exchange.

“gambling-related” means having, in the view of the Board, a direct or indirect influence on gambling tax or fair play.

“handle” means the total rand value of all credits bet on an LPM within a specified period.

“help desk operator” means a member of staff employed by a route operator to render support to LPM site employees via a help desk.

“ICP” means the approved internal control procedures of the holder of a route operator licence containing the gambling-related provisions prescribed by the Act or required by the Board and includes, without limitation, all gambling-related policies, operating, administrative and accounting procedures and standards to be adhered to by the route operator or on licensed site.

“incompatible function” means a function which places any employee or department in a position both to commit an error or irregularity or to perpetrate a fraud and to conceal such error, irregularity or fraud. Employees may be considered to have incompatible functions if

such employees are members of separate departments that are not supervised independently of one another.

“Journal entry” means any alteration made to gambling-related computerised records.

“Licensed employee” means the holder of a key or gambling employee licence contemplated in the Act.

“LPM” means a limited payout machine in respect of which the stakes and prizes are limited as prescribed by the National Gambling Act.

“LPM drop” means the cash or cash equivalent cleared from an LPM for count purposes.

“LPM site” means a licensed site on which LPMs may be exposed for play in terms of section 48 of the Act.

“LOC” means a letter of certification issued by the NRCS, certifying that a device or equipment complies with the national norms and standards applicable thereto.

“logic area” means a secure cabinet within an LPM that houses the master processing unit and electronic components having the potential to influence the outcome of the game or the communication between the LPM and the CEMS.

“manufacturer” means the holder of a licence specified in section 64 of the Act.

“multi-game software” means gaming software that offers more than one LPM game on a single LPM.

“National Gambling Act” means Act 7 of 2004, as amended.

“National Gambling Regulations” means any Regulations in respect of Limited Payout Machines promulgated in terms of the National Gambling Act.

“NRCS” means the National Regulator for Compulsory Specifications.

“operating hours” means all hours during which LPMs are exposed for play.

“progressive jackpot” means an amount advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, figures, events or similar representations capable of being generated by an LPM or the CEMS, with a payout that increases automatically over time or as the machine or game is played.

“public area” means any area to which the public has unrestricted access.

“RAM” means random access memory.

“registered employee” means an employee, other than a licensed employee, employed by the holder of an LPM site licence and registered by the Board to perform gambling-related activities on an LPM site.

“RTP %” means return to player percentage in respect of LPMs, which is calculated by dividing the total win by the total handle.

“route operator” means an operator licensed in terms of section 48 of the Act.

“significant events” means a set of operational conditions recorded by the CEMS for LPMs during a game, during idle mode or during data interchange with another gaming device.

“SDL” means a site data logger.

“site data logger” means a device or other intermediate data collector for the CEMS situated on an LPM site that collects, stores and sends data.

“site owner key employee” means a natural person, duly authorised to represent the owner of a primary business which has entered into an agreement with a route operator to expose LPMs for play on business premises licensed in terms of section 48 of the Act, and licensed as a key employee by the Board.

“SKP” means a smart keypad.

“smart card” means an integrated electronic circuit card issued to a patron for use on an LPM site as an instrument by means of which –

- (a) funds are deposited by such a patron to the credit of such card;
- (b) funds standing to the credit of such card are withdrawn or redeemed by such patron, or
- (c) gambling transactions are conducted by such patron against funds standing to the credit of such card.

“smart keypad” means an input device located on an LPM site used to convey instructions to the SDL.

“supplementary prize” means a payout or award, other than a progressive jackpot, advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, events,

figures or any similar representations in a gambling game or such other events, not reflected on the pay table of an LPM, in respect of which the prize is won.

“token” means a token redeemable for specified cash amount and issued or sold by a licence holder to patrons for use when gambling.

“win” means the total rand value of coins, tokens and credits won on an LPM.

CHAPTER II

ORGANISATIONAL STRUCTURE, JOBS COMPENDIUM AND INTERNAL CONTROL PROCEDURES (“ICP”)

2.1 Organisational structure

- (1) A route operator shall implement and maintain an organisational structure and shall submit a diagrammatical illustration thereof reflecting -
 - (a) the executive management of the organisation, each of its departments and functions;
 - (b) the segregation of incompatible functions into different departments and functions;
 - (c) the direct and indirect lines of authority within the organisation, departments and functions, including the LPM site, and
 - (d) the titles of each position within the organisation and mandatory departments and functions.
- (2) The holder of a route operator licence shall not commence any gambling or gambling-related activities prior to the approval of its organisational structure by the Board.
- (3) The holder of a route operator licence shall not amend or implement any amendments to its approved organisational structure without the prior written approval of the Board.

2.2 Jobs compendium

- (1) The holder of a route operator licence shall prepare and maintain a jobs compendium that complies with the provisions of this Chapter in respect of all personnel and LPM site employees engaged in gambling and gambling-related activities.
- (2) A jobs compendium shall contain –
 - (a) a description of each job, reflected on a separate page, organised by department or function, including –
 - (i) the position title and the department or division under which it falls;
 - (ii) the position titles of the head of the relevant department and the immediate supervisor and subordinates in respect of the relevant job;
 - (iii) the duties, responsibilities, authority and the limitations in respect of the relevant job;
 - (iv) where licensing is required in respect of the relevant position, the type of licence required to be issued, and
 - (v) where licensing is not a requirement in respect of the relevant position, that registration is required.

- (3) The jobs compendium shall –
- (a) clearly reflect the segregation of incompatible operational functions –
 - (i) into different departments, and
 - (ii) between the route operator and LPM site, specifying the duties of each such department and function;
 - (b) illustrate by title, the direct and indirect lines of authority within the operation, clearly reflecting a chain of command in terms of which management and supervisory personnel are held accountable for actions or omissions within their areas of responsibility;
 - (c) reflect primary and secondary supervisory positions, where applicable, within the organisational structures and the operational functions contemplated in paragraph (a), so as to ensure the continuous authorisation or supervision of all gambling and gambling-related transactions at all relevant times, and
 - (d) reflect the division of responsibility and accountability so as to ensure that no area of responsibility or accountability is so extensive that it becomes impractical for one employee to monitor or control.
- (4) The holder of a route operator licence shall not commence any gambling or gambling-related activities prior to the approval of its jobs compendium by the Board.
- (5) The holder of a route operator licence shall not amend or implement any amendments to its approved jobs compendium without the prior written approval of the Board.

2.3 Staffing

- (1) A route operator organisational structure and jobs compendium shall provide for the following independent mandatory departments providing for the following categories of staff –
- (a) In its Technical Department –
 - (i) LPM Technicians, who shall install and maintain LPMs and SDLs and perform such other functions as are prescribed by the Rules and the LPM operator's ICP, and
 - (ii) An LPM Technical Manager, who shall –
 - (a) supervise and manage the overall operation of the Technical Department, and participate in the appointment and termination of employment of all technical employees, and
 - (b) ensure that the structure and operation of the Technical Department complies with the LPM operator's ICP and the Act.
 - (b) in its Administration Department –
 - (i) Administration Clerks, who shall –
 - (a) ensure that gambling-related financial information, including the compilation of monthly tax returns, is accurate and reliable, and
 - (b) perform such other functions as are prescribed by the Rules and the route operator's ICP, and

- (ii) an Administration Manager, who shall –
 - (a) supervise and manage the overall operation of the Administration Department, and participate in the appointment and termination of employment of all administration employees, and
 - (b) ensure that the structure and operation of the Administration Department complies with the route operator's ICP and the Act;
 - (c) in its Compliance Department –
 - (i) Compliance Officers, who shall –
 - (aa) monitor, audit and report on compliance with the route operator's ICP and the Act, and
 - (bb) perform such other functions as are prescribed by the Rules and the route operator's ICP, and
 - (ii) a Compliance Manager, who shall –
 - (aa) supervise and manage the overall operation of the Compliance Department and participate in the appointment and termination of employment of all investigation personnel, and
 - (bb) ensure that the structure and operation of the Compliance Department complies with the route operator's ICP and the Act;
- (2) The Board may approve the combination of certain categories of employees, functions or departments if the route operator is able to demonstrate that there are no incompatible functions and that the proper conduct and effective supervision and control of gambling and gambling-related activities will not be prejudiced thereby.
- (3) A route operator may not outsource any of the functions assigned to its employees by the route operator's ICP or the Act without prior written approval of the Board.
- (4) The holder of a route operator licence shall at all times maintain its level of staffing in a manner which ensures the proper operation and effective supervision of all gambling and gambling-related activities.
- (5) The Board may order the holder of a route operator licence to utilise higher levels of staffing if, in the opinion of the Board, it is necessary for the proper conduct and effective supervision and control of any gambling-related activity.
- (6) No person shall simultaneously perform incompatible gambling-related functions allocated to more than one position without the prior written approval of the Board.
- (7) The route operator shall ensure that only adequately trained and experienced employees are utilised in the positions reflected in the organisational structure.
- (8) This Rule does not preclude the holder of a route operator licence from utilising additional categories of employees or the Board from ordering a route operator to utilise additional categories of employees where it deems this necessary for the proper conduct and effective supervision and control of any gambling-related activity.

2.4 LPM site

- (1) Licensed or registered employees shall be appointed on each LPM site, who shall during all operating hours –
- (a) supervise gambling and gambling-related activities;
 - (b) ensure that all gambling and gambling-related activities are conducted in accordance with the Act and the route operator's ICP;
 - (c) ensure the proper functioning of LPMs, insofar as prescribed by the Act and the route operator's ICP, and
 - (d) attend to patron disputes.

2.5 Internal audit

- (1) A route operator shall appoint an independent internal auditor to perform the internal audit function prescribed by this Rule.
- (2) The internal audit function shall –
- (a) On a six-monthly basis –
 - (i) assess the route operator's compliance with its ICP and the Act;
 - (ii) assess the effectiveness and adequacy of the day-to-day gambling-related operations of the Technical, Administration and Compliance Departments;
 - (iii) compile and review an operational risk profile in respect of the mandatory departments;
 - (iv) determine whether gambling and gambling-related financial and operating information is accurate, current, timeously generated, complete, valid and reliable, including the reconciliation of such information with tax returns submitted to the Board;
 - (v) determine whether all gambling-related taxes are current and accurate;
 - (vi) assess the integrity, adequacy, accuracy and reliability of all gambling-related information and systems, and
 - (vii) to the degree required by the circumstances, assess the route operator's compliance with any operational conditions of the licence imposed by the Board.
 - (b) For the second six monthly review of the year, also evaluate the route operator's.
 - (i) ICP in order to determine the effectiveness and adequacy thereof, and
 - (ii) fulfilment of its bid commitments.
- (3) Where a route operator utilises an external auditing company to perform the internal audit function, such company may not also perform the external audit function.
- (4) The head of the internal audit function shall report directly to the board of directors of the route operator, a committee of the board of directors or to the executive management.
- (5) A route operator must ensure that the persons responsible for the performance of the internal audit function, submit and present an internal audit report to the Board, of each six-monthly audit conducted, by:

- (a) 28 February each year for the period July to December of the preceding year, which is to include the annual requirements indicated under 2(b) above; and
 - (b) 31 August each year for the period January to June of that year.
- (6) The internal audit report contemplated in sub-rule (5) shall address –
 - (a) any contravention of the route operator's ICP or the Act revealed by the audit;
 - (b) all the areas of responsibilities referred to in sub-rule (2)(a) and (b), and
 - (c) any weaknesses in the route operator's ICP or the Act revealed by the audit.
- (7) In addition to the provisions of sub-rule (6), additional internal reports shall be submitted to the Board relating to –
 - (a) gambling and gambling-related operations and activities, and
 - (b) instances of possible non-compliance with the provisions of the route operator's ICP or the Act revealed by an auditwithin 14 days of the compilation of such reports.
- (8) The Board may approve different reporting lines to those prescribed in sub-rule (4) above, upon demonstration by the route operator that no incompatible functions will be occasioned as a result thereof.
- (9) All reports shall be in writing and shall be kept for a period of at least two (2) years for Board inspection.

2.6 ICP

- (1) Every route operator shall develop, implement and maintain ICP to ensure –
 - (a) the integrity of its gambling operation;
 - (b) that adequate controls are in place to effectively manage and minimise gambling-related risks;
 - (c) that gambling-related devices, documents and information are properly controlled and safeguarded;
 - (d) that financial and other gambling-related records are accurate and reliable;
 - (e) that gambling-related transactions are performed with the necessary authorisation;
 - (f) that gambling-related transactions are recorded in sufficient detail;
 - (g) the proper reporting of gambling revenue, taxes and other fees due, and
 - (h) that gambling-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified employees.
- (2) A route operator's ICP shall contain only those procedures and provisions required in terms of the Act and such further procedures and provisions as the Board may from time to time determine or approve.
- (3) The holder of a route operator licence shall not commence any gambling or gambling-related activities prior to the approval of its ICP by the Board.
- (4) The holder of a route operator licence shall not amend its ICP or implement any new or revised policies, procedures or standards not contained or required to be contained in its ICP without the prior written approval of the Board.

- (5) The holder of a route operator licence shall submit amendments to its approved ICP in the manner and format determined by the Board.
- (6) The Board may order the holder of a route operator licence to amend its ICP if in the opinion of the Board it does not comply with the requirements of sub-rule (1).
- (7) The holder of a route operator licence shall conduct its operations in terms of its ICP.
- (8) If the holder of a route operator licence contravenes any provision or procedure of its ICP or omits to amend its ICP within the period specified by the Board to do so, such contravention or omission shall be deemed to be a contravention of these Rules.
- (9) The ICP shall clearly distinguish between the responsibilities assigned to a route operator and a LPM site respectively.
- (10) A route operator shall immediately inform all its LPM sites of any amendments to its ICP which the Board has determined will have an influence on the operation of such sites.
- (11) At a minimum a route operator's ICP shall contain provisions and procedures relating to –
 - (a) its organisational structure;
 - (b) its jobs compendium;
 - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;
 - (d) control measures to preclude persons under the age of 18 years from having access to designated areas;
 - (e) the maintenance of site and employee records;
 - (f) the management of prescribed LPM information records;
 - (g) the commissioning and de-commissioning of LPMs, including the set up and testing thereof;
 - (h) access to all LPM areas, including LPM logic area and SDL access;
 - (i) the resolution of patron disputes;
 - (j) manual payments, including the recording thereof;
 - (k) the maintenance of LPMs and SDLs, including the detection of LPM, SDL and CEMS malfunctions;
 - (l) the recording and correction of RAM clears, meter wraps and LPM soft meter violations;
 - (m) the detection and investigation of exceptions and unusual events, including –
 - (i) significant events, and
 - (ii) the integrity of CEMS and LPM meters;
 - (n) the clearance and count of LPM drop;
 - (o) the investigation of variances between estimated and actual LPM drop and the reporting thereof;
 - (p) the detection and investigation of LPM RTP percentages that are below 75%;
 - (q) control measures in respect of controlled stationery, including provisions for –
 - (i) the ordering thereof;
 - (ii) the receipt thereof;
 - (iii) the storage thereof;
 - (iv) the issue thereof;

- (v) the method of completing entries in controlled stationery registers;
 - (vi) the personnel involved in controlled stationery transactions;
 - (vii) the comparison of a signature listing to signatures on the controlled stationery documents;
 - (viii) the method of checking for completeness and accuracy of controlled stationery registers;
 - (ix) the collection of completed controlled stationery registers;
 - (x) the method of filing of all controlled stationery, and
 - (xi) the reconciliation and auditing of controlled stationery registers;
- (r) monitored key controls, including provisions for –
- (i) the ordering thereof;
 - (ii) the receipt thereof;
 - (iii) the storage thereof;
 - (iv) the issue thereof;
 - (v) the method of completing entries in monitored key registers;
 - (vi) the personnel involved in monitored key transactions;
 - (vii) procedures in respect of duplicate keys;
 - (viii) procedures in respect of lost keys;
 - (ix) dual control procedures relating to keys;
 - (x) the destruction of keys, and
 - (xi) the reconciliation and auditing of monitored key registers;
- (s) journal entries and any adjustments to stored data on the CEMS;
- (t) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
- (u) the issue, activation and retrieval of employee cards, including password reset;
- (v) the calculation, compilation and verification of the Monthly Gaming Revenue Tax Return, including the verification and reconciliation of computerised reports used to calculate LPM gambling revenue so as to ensure the integrity and accuracy and the collection thereof;
- (w) the documentation, investigation and manner of reporting of all breaches of procedure and illegal activities;
- (x) the training of licensed or registered employees with regard to –
- (i) LPM site procedures;
 - (ii) the Responsible Gambling Programme, and
 - (iii) the maintenance of LPMS;
- (y) the performance of audits pertaining to –
- (i) game and communication software installed in LPMS;
 - (ii) software installed in SDLs;
 - (iii) user right access levels to the CEMS and other gambling-related software, including password control;
 - (iv) procedural compliance with the Act and the route operator's ICP;
 - (v) licensed or registered employees;
 - (vi) monitored keys;
 - (vii) controlled stationery, and
 - (viii) the verification of the accuracy and integrity of information on the CEMS.

- (12) At a minimum a route operator's ICP applicable to a LPM site, shall contain provisions and procedures relating to –
- (a) its organisational structure;
 - (b) its jobs compendium;
 - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;
 - (d) control measures to preclude persons under the age of 18 years from having access to designated areas;
 - (e) the maintenance of site and employee records;
 - (f) the commissioning and de-commissioning of LPMs, including the set up and testing thereof;
 - (g) access to all LPM areas and the SDLs, including LPM logic area and SDL access;
 - (h) the resolution of patron disputes;
 - (i) manual payments, including the recording thereof;
 - (j) the maintenance of LPMs and attendance to LPM error codes;
 - (k) the detection and reporting of LPM, SDL, SKP and CEMS malfunctions;
 - (l) the recording of RAM clears;
 - (m) the reporting of exceptions and unusual events, including –
 - (i) significant events, and
 - (ii) the integrity of LPM and CEMS meters;
 - (n) the clearance and count of LPM drop;
 - (o) the detection of variances between estimated and actual LPM drop and the reporting thereof;
 - (p) the reporting of LPM RTP percentages that are below 75%;
 - (q) control measures in respect of controlled stationery, including provisions for –
 - (i) the receipt thereof;
 - (ii) the storage thereof;
 - (iii) the return thereof;
 - (iv) the method of completing entries in controlled stationery registers;
 - (v) the personnel involved in controlled stationery transactions, and
 - (vi) the method of checking for completeness and accuracy of controlled stationery registers;
 - (r) monitored key controls, including provisions for –
 - (i) the receipt thereof;
 - (ii) the storage thereof;
 - (iii) the method of completing entries in monitored key registers;
 - (iv) the personnel involved in monitored key transactions;
 - (v) procedures in respect of duplicate keys, and
 - (vi) procedures in respect of lost keys;
 - (s) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
 - (t) the issue, activation and retrieval of employee cards, including password reset, and
 - (u) the reporting of all breaches of procedure and illegal activities.

CHAPTER III**TECHNICAL DEPARTMENT****3.1 LPM and SDL information records**

- (1) The Technical Department of a route operator shall record and maintain accurate and current records in the route operator's inventory in respect of –
- (a) each LPM, reflecting –
 - (i) the date on which the LPM cabinet and game software was received;
 - (ii) the serial number assigned to that LPM cabinet by the manufacturer thereof;
 - (iii) a unique asset number assigned to that LPM cabinet and game software which shall remain unchanged for the entire duration of the period during which such LPM is owned by or in the possession of the route operator;
 - (iv) the location to which the LPM has been assigned;
 - (v) the number assigned to the position of the LPM at the LPM site;
 - (vi) the name of the licensed manufacturer of the LPM cabinet and game software;
 - (vii) the LPM game software memory device number;
 - (viii) the LPM game name;
 - (ix) the LPM theoretical and actual return to player percentages;
 - (x) the LPM denomination;
 - (xi) the method and date of disposal of the LPM cabinet and game software;
 - (xii) the total number of LPMs in use at each LPM site and in storage, and
 - (xiii) LPM permit numbers, where applicable;
 - (b) each SDL, reflecting –
 - (i) the date on which the SDL was received;
 - (ii) the serial number assigned to that SDL by the manufacturer thereof;
 - (iii) a unique asset number assigned to that SDL which shall remain unchanged for the entire duration of the period during which such SDL is owned by or in the possession of the route operator;
 - (iv) the site or location to which the SDL has been assigned, and
 - (v) the SDL model number.

3.2 LPM requirements

- (1) Each LPM shall electronically record, store and send to the CEMS the meter information specified by the applicable SANS standard.
- (2) Each LPM shall electronically record, store and send to the CEMS at a minimum the following significant event information –
- (a) authorised and unauthorised LPM cabinet door, drop box door and banknote storage area open and close;
 - (b) authorised and unauthorised access to the LPM logic area while power off;
 - (c) authorised and unauthorised access to the SDL;
 - (d) communication failure with the CEMS, and
 - (e) software validation or signature failure.

- (3) An LPM shall require manual reactivation and shall perform a signature check in the event of –
 - (a) unauthorised access to the LPM logic box door;
 - (b) unauthorised access to the SDL, or
 - (c) a signature failure by the LPM and or SDL.
- (4) The Technical Department shall maintain all LPMs and SDLs in a good working condition in accordance with the approved norms and standards for such devices.
- (5) The route operator or LPM site shall not possess, install or make available for play any gambling or gambling-related device which has not been approved by the Board.
- (6) All LPMs that are exposed for play shall be linked to the CEMS at all times.
- (7) A number shall be assigned to each LPM at an LPM site, which shall be clearly visible on the front of the LPM.
- (8) The LPM number referred to in sub-rule (7) shall correspond with the number reflected on the CEMS for that specific LPM.
- (9) A plate shall permanently be affixed to the cabinet of every LPM, reflecting –
 - (a) the unique serial number of the LPM, and
 - (b) the name of the manufacturer of such LPM.

3.3 Commissioning, alteration and de-commissioning of LPMs and SDLs

- (1) Whenever an LPM or SDL is commissioned or altered, the Technical Department shall perform tests to ensure that the components of such LPM or SDL have been set up properly in respect of –
 - (a) software validation;
 - (b) coin acceptance;
 - (c) bill acceptance;
 - (d) significant events;
 - (e) soft meter increment, and
 - (f) such other components and tests as the Board may specifyprior to any gambling activity taking place on the LPM.
- (2) The Technical Department shall –
 - (a) document the results of the tests conducted in terms of sub-rule (1) in the format determined or approved by the Board and such document shall be signed by a representative from the Technical Department and a licensed or registered employee of the relevant LPM site, and
 - (b) maintain the significant event and meter test documentation, including system reports in respect of the tests contemplated in sub-rule (1) for a period of at least two (2) years for Board inspection.

- (3) The Technical Department shall ensure that CEMS is updated reflecting any commissioning, alteration or de-commissioning of LPMs at the time of such occurrence.
- (4) The Technical Manager shall authorise the commissioning, alteration or de-commissioning of all LPMs upon approval by the Board.
- (5) The route operator shall ensure that full data collection has been completed by the CEMS prior to de-commissioning an LPM.
- (6) An LPM may not be exposed for play before the tests referred to in sub-rule (1), have been successfully completed and the information on the CEMS has been verified as being correct.
- (7) Any change to an LPMs theoretical RTP percentage shall result in such LPM being treated as a different LPM for purposes of preparing statistical reports.
- (8) In respect of a multi-game LPM, the provisions of this Rule shall apply, with the necessary changes, to each game offered by such LPM.

3.4 LPM and communication malfunctions

- (1) The LPM shall be powered down and may not be available for play if a malfunction has occurred which –
 - (a) has a fair play implication, or
 - (b) affects the integrity of the LPM or CEMS informationand which cannot be repaired immediately.
- (2) An LPM as described in 3.4(1) above shall be removed from the designated area, with the relevant approval in the event that it has been powered down for a period of five consecutive trading days.
- (3) In the event that data collection has not been performed from an LPM site over a continuous 72-hour period, the Technical Department shall implement measures to ensure that such data collection is performed.
- (4) In the event that the communication malfunction cannot be repaired immediately, the Compliance Department shall inform the Board in writing within 24 hours after the expiry of the 72 hour period.
- (5) The Technical Department shall, if requested in writing by the Board to do so, immediately disable an LPM for a period determined by the Board or until such time as the malfunction has been repaired.

3.5 Maintenance

- (1) The Technical Department shall maintain a detailed maintenance register in respect of all malfunctions and maintenance performed on LPMs and SDLs.
- (2) Preventative and routine maintenance on an LPM and SDL may be performed only by –
 - (a) an LPM Technician;

- (b) an employee of the CEMS operator, or
- (c) an employee of an LPM manufacturer, licensed in terms of the Act.

In the presence of a licensed or registered employee of the relevant LPM site or a licensed employee of the route operator.

- (3) Sub-rule (2) does not preclude a licensed or registered employee of the LPM site from performing routine maintenance to ensure the proper operation of the LPMs on its site, including attending to coin-in and coin-out errors, bill disputes, hopper fills and cash collections.
- (4) If a specific malfunction on an LPM recurs on a regular basis, the Technical Department shall attend to the problem.

3.6 RAM clear

- (1) Only representatives of the Technical Department and the CEMS operator shall be allowed to perform a RAM clear on an LPM and SDL.
- (2) A RAM clear on an LPM or SDL may be performed only by accessing the logic area of such LPM or secure housing of the SDL.
- (3) Immediately prior to and after performing a RAM clear on an LPM, the LPM Technician or CEMS operator representative shall record the LPM soft meter readings on the prescribed RAM Reset Document, and
 - (a) communicate this information to the Administration Department or Help Desk Operator as the case may be, and
 - (b) ensure that the LPM soft meters have been archived on the CEMS.
- (4) Representatives of both the relevant LPM site and the Technical Department shall attest to the accuracy of the information contained in the RAM Reset Document.
- (5) The Help Desk Operator or Administration Department shall ensure that full data collection has been completed by the CEMS prior to performing a RAM clear on the SDL, as prescribed by the route operator's ICP.

3.7 Additional gambling devices

- (1) The holder of a route operator licence may, at its office or such other premises approved for this purpose by the Board, possess an additional number of gambling devices, which –
 - (a) shall not exceed 10% of the total number of gambling devices authorised to be exposed for play in terms of the route operator's licence;
 - (b) may not be utilised to conduct gambling, and
 - (c) shall not be located within any public area.
- (2) The holder of a route operator licence may possess additional LPMs in excess of the number prescribed in sub-rule (1)(a) only upon the prior written approval of the Board.

CHAPTER IV**ADMINISTRATION DEPARTMENT****4.1 Responsibilities**

- (1) The Administration Department of a route operator shall –
- (a) develop, implement and review financial controls;
 - (b) reconcile gambling revenue on a monthly basis;
 - (c) prepare and control financial records and data;
 - (d) capture data, other than the data required to be captured by the Technical Department, on the CEMS;
 - (e) store financial records;
 - (f) authorise the allocation of user access rights;
 - (g) order, receive, secure, issue and be responsible for the storage of all controlled stationery and monitored keys;
 - (h) verify the integrity and validity of all financial information, and
 - (i) prepare all financial reports.

4.2 Journal entries

- (1) In the event of incorrect information being reflected on the CEMS, the Administration Department shall make printouts prior to and subsequent to changes being effected thereto, reflecting an audit trail of the amendments made and the reason for such amendments.
- (2) The Administration Department shall request the CEMS operator, in writing on the prescribed Journal Entry Register, to effect the necessary adjustments.
- (3) All journal entries shall be authorised and signed by the Administration Manager, his or her authorised representative or such other person authorised in the route operator's ICP.
- (4) The route operator shall request a written approval from the Board prior to the authorised representative contemplated in sub-rule (3) above performing such delegated function, if there is no provision for such delegation in the route operator's ICP.

4.3 LPM accounting

- (1) The Administration Department shall, on a monthly basis, review the CEMS reports used for calculating taxable revenue to verify the accuracy thereof.
- (2) The Administration Department shall verify that the data contemplated in Rule 3.2(1) and (2) has been collected in respect of all LPMs within 24 hours of the period allowed for the collection thereof.
- (3) The Administration Department shall immediately inform the Technical Department if the data collection contemplated in sub-rule (2) has been unsuccessful, and the Technical Department shall accordingly investigate.
- (4) A monthly reconciliation shall be prepared by the Administration Department in respect of the taxable revenue pertaining to all LPMs exposed for play by the route operator.

- (5) All LPM reconciliation procedures and any follow-up actions performed in respect thereof, shall be documented and retained for Board inspection.
- (6) The monthly tax return shall be signed by the Administration Manager, his or her authorised representative or such other person authorised in the route operator's ICP.

4.4 Controlled stationery

- (1) The Administration Department shall be responsible for ordering, receiving, storing and issuing the following controlled stationery –

- (a) Machine Book for each LPM, to be used and retained at the site to which it pertains to document each time an LPM is accessed, reflecting the relevant –

- (i) LPM site;
- (ii) LPM number;
- (iii) date and time of access;
- (iv) reason for access, and
- (v) signature and name or licence or registration number of the LPM Technician or licensed or registered LPM site employee accessing the LPM;

- (b) Malfunction and Maintenance Register, to be used and retained by the route operator to document all malfunctions of and maintenance performed on LPMs and SDLs, reflecting the relevant –

- (i) LPM site;
- (ii) LPM or SDL number;
- (iii) date and time of the malfunction;
- (iv) date and time of the maintenance;
- (v) description of the malfunction and the action taken to repair it, and signatures and names or licence or registration numbers of the LPM Technician and licensed or registered LPM site employee performing or witnessing the maintenance;

- (c) RAM Reset Documentation to be used and retained by the route operator in the event of a RAM clear, reflecting the relevant –

- (i) date and time;
- (ii) LPM number;
- (iii) soft meter readings prior to the RAM clear;
- (iv) soft meter readings subsequent to the RAM clear, and
- (v) signatures and names or licence or registration numbers of the LPM Technician or CEMS operator representative and licensed or registered LPM site employee performing or witnessing the RAM clear;

- (d) Payout Register, to be used and retained at an LPM site to document all prescribed payouts made by the LPM site to patrons, reflecting the relevant –

- (i) date of payment;
- (ii) value of the payment;
- (iii) patron's name, surname and signature, and
- (iv) signature and name or licence or registration number of the

licensed or registered LPM site employee who made the payout;

- (e) **Dispute Register**, to be used and retained at an LPM site to document all patron disputes, including resolved disputes, reflecting the relevant –
- (i) date and time of the dispute;
 - (ii) nature of the dispute;
 - (iii) the relevant LPM number, where applicable;
 - (iv) the patron's name, telephone number, address and signature;
 - (v) remedial steps taken to resolve the dispute,
 - (vi) details regarding the resolution or referral of the dispute, as the case may be, and
 - (vii) signature and name or licence or registration number of the licensed or registered LPM site employee to whom the dispute was reported;
- (f) **Journal Entry Register**, to be used and retained by the route operator to record the detail of all adjustments made to stored data on the CEMS, reflecting the relevant –
- (i) date and time of the entry;
 - (ii) LPM number, where applicable;
 - (iii) LPM site name;
 - (iv) reason for the adjustment;
 - (v) description of the adjustment made, and
 - (vi) signatures and names or licence or registration numbers of the Administration Department employee requesting the adjustment and the Administration Manager, his or her authorised representative or such other person as may be designated for this purpose in the route operator's ICP.
- (g) **CEMS Operator's Access Application Form**, to be used and retained by the route operator for the application of user access rights on the CEMS, reflecting the relevant –
- (i) date of application;
 - (ii) applicant's name and surname;
 - (iii) position or job function of the applicant;
 - (iv) Board licence number, where applicable;
 - (v) LPM operator's name;
 - (vi) LPM site name, where applicable;
 - (vii) user access rights to be allocated to the applicant, and
 - (viii) signature and name or licence or registration number of the Administration Department employee authorising the application;
- (h) **Stationery Registers**, to be used and retained by the route operator documenting controlled stationery in stock as well as all controlled stationery issued, reflecting the relevant –
- (i) number of stationery books received;
 - (ii) range of stationery received;
 - (iii) signature and name or licence number of the employee receiving the stationery;
 - (iv) LPM site at which the stationery is used, where applicable;
 - (v) date and time issued;
 - (vi) current stock level, and

- (vii) signatures and names or licence numbers of the employees receiving and issuing the controlled stationery;
- (l) **Monitored Key Control Registers, to be used and retained by the route operator documenting each time monitored keys or combinations thereof are issued, duplicated or destroyed, reflecting the relevant –**
- (i) type of key or combination of keys;
 - (ii) number of keys made, duplicated or destroyed;
 - (iii) signatures of all persons involved in the creation, duplication or destruction of such keys;
 - (iv) date and time issued;
 - (v) relevant LPM site, where applicable;
 - (vi) signature and name or licence number of the employee issuing the keys;
 - (vii) signature and name or licence number of the employee receiving the keys, and
 - (viii) date and time returned by the custodian of the monitored key.
- (j) **Site Incident Register to be used and retained at a LPM site to document all non-compliance issues or relevant information detected at the site, reflecting the following -**
- (i) date and time the incident was detected;
 - (ii) brief description of the incident detected;
 - (iii) whether the route operator was informed of the incident;
 - (iv) date and time the route operator was informed of the incident;
 - (v) date and time the incident was resolved;
 - (vi) signature and name or licence or registration number of the employee who registered the incident; and
 - (vii) signature and name or licence or registration number of the route operator representative who attended to and / or resolved the incident reported and registered.
- (2) All the unused and completed registers contemplated in sub-rule (1) shall be kept in a secure area controlled by the Administration Department.
- (3) The issue and receipt of all controlled stationery shall be registered in stationery registers.
- (4) Information required to be reflected on controlled stationery shall be recorded in ink or such other permanent medium as the Board may require or approve.
- (5) Corrections to information recorded on controlled stationery shall be made by drawing a single line through the error and entering the correct detail whereupon at least one employee involved in the transaction shall append his or her initials alongside the changes, specifying his or her name or employee ID number.
- (6) All the completed registers contemplated in sub-rule (1) shall be retained -
- (a) on the relevant LPM site, for a period of at least three years from the date of the last entry therein,
 - (b) at its registered office, by the route operator for a period of at least two years from the date of the last entry therein, and

(c) for Board inspection.

- (7) Notwithstanding the provisions of this rule, where a route operator utilises a computerised system and electronic signature identification, the Board may approve different requirements and provisions in respect of controlled stationery, upon demonstration by the route operator to the satisfaction of the Board that there are sufficient controls in place to ensure the integrity and validity of the computerised system and the reports generated.
- (8) The route operator may combine certain of the registers specified in this Rule with computer-generated reports, provided that the route operator is able to prove to the Board –
- (a) the validity and correctness of the information contained in the registers and reports, and
 - (b) that the integrity of the documentation is not prejudiced by such combination.

4.5 Monitored keys

- (1) The Administration Department shall maintain detailed records in respect of each monitored key that is made, duplicated or destroyed.
- (2) The Administration Department or Help Desk Operator shall receive, secure, issue, control and dispose of the following monitored keys –
- (a) LPM cabinet door keys;
 - (b) logic area door keys;
 - (c) SDL keys;
 - (d) such other keys that are required to be monitored or controlled in terms of the Act and ICP, and
 - (e) each duplicate key to the keys contemplated in paragraphs (a) to (d) above.
- (3) All monitored keys shall be kept in a secured area, in such a manner as to prevent unauthorised access thereto.
- (4) Access to the secure area referred to in sub-rule (3) shall be limited to representatives of the Administration Department or the Help Desk Operator.
- (5) All key transactions shall be recorded in key control registers.
- (6) Monitored keys shall at all times remain under the control of the custodian of such keys or secured in a manner approved by the Board.
- (7) In addition to the provisions of this rule, the following provisions shall apply with regard to the control of –
- (a) Logic area keys –
 - (i) shall be accessible only to authorised representatives of the Technical Department and,
 - (ii) may be kept at a site if in the ICP, the route operator demonstrates adequate control to ensure that the keys are not accessible by the site employees.

- (b) SDL keys –
 - (i) shall be issued only to an LPM Technician or a representative of the CEMS operator;
- (c) LPM cabinet door keys may be issued only to a licensed or registered employee of the LPM site or a representative of the Technical Department.

CHAPTER V

COMPLIANCE DEPARTMENT

5.1 Investigations

- (1) The Compliance Department of the route operator shall, on a weekly basis, review the CEMS meter readings and significant events in order to detect exceptions and unusual events, including –
 - (a) unauthorised access to secured areas of the LPM and SDL;
 - (b) configuration changes to LPM and SDL software;
 - (c) LPM and SDL software validation or signature failure;
 - (d) meter violations, meter wraps and RAM clears, and
 - (e) variances in excess of R100-00 or 20% per gaming day between actual and metered LPM drop, in the event that the actual LPM drop counted exceeds the metered drop.
- (2) The Compliance Department shall, on a weekly basis, ensure that the exceptions and unusual events referred to in sub-rule (1) are investigated.
- (3) The Compliance Department shall inform the Technical Department of any unresolved exceptions and unusual events referred to in sub-rule (1).
- (4) The Compliance Department shall inform the Administration Department regarding the outcome of the investigation of the variances contemplated in sub-rules (1)(d) and (e).
- (5) The results of the investigations referred to in this Rule and the actions taken to prevent a recurrence thereof, shall be documented.
- (6) All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years from the date of completion thereof, for Board inspection.

5.2 Audits

- (1) The Compliance Department shall be responsible for the performance of quarterly audits –
 - (a) to verify that only approved game and communication software is installed in LPMs;
 - (b) to ensure that access to the CEMS has been allocated to authorised personnel only;
 - (c) assessing procedural compliance by the route operator and LPM site with the Rules and the route operator's ICP;
 - (d) to verify that all employees performing gambling-related functions are correctly licensed or registered;

- (e) on the LPM RTP percentages which are below 75% over a continuous 12-month period;
 - (f) to ensure that journal entries have been performed correctly and with the necessary authorisation;
 - (g) on monitored key registers for accuracy;
 - (h) on controlled stationery registers for accuracy and stock levels, and
 - (i) to verify the accuracy and integrity of information on the CEMS.
- (2) Any discrepancies found during the audits referred to in sub-rule (1) shall be investigated and the results and actions taken to prevent a recurrence thereof shall be documented.
- (3) This quarterly compliance audit report is to be submitted to the Board within 30 days of the end of each quarter as per calendar year.
- (4) The Compliance Department shall, on an annual basis, compile or review a risk analysis in respect of the day-to-day gambling and gambling-related activities conducted by the route operator and on LPM site.
- (5) Such report is to be submitted to the Board on or before 31 January of each year.

5.3 Reporting requirements

- (1) The Compliance Manager shall report directly to the General Manager or Managing Director of the route operator.
- (2) The Board may approve different reporting lines to those prescribed in sub-rule (1) above, upon demonstration by the route operator that there are no incompatible functions.
- (3) The Compliance Department shall, on a monthly basis, provide the Board with a report reflecting, in respect of the period reviewed –
- (a) any contraventions of the route operator's ICP or the Act;
 - (b) any discrepancies detected during the prescribed audits and investigations;
 - (c) detail of all journal entries;
 - (d) a summary of all patron disputes arising;
 - (e) any cheating activities detected;
 - (f) a summary of all bannings effected;
 - (g) confirmation that only approved software is installed in SDLs;
 - (h) details of all machine movements and game changes;
 - (i) theft or robberies at sites and,
 - (j) such other detail as may be required by the Board.
- (4) The monthly reports referred to in sub-rule (3), shall be submitted within five working days after the conclusion of every month.
- (5) In addition to the provisions of sub-rule (3), the Compliance Department shall submit additional reports to the Board relating to –
- (a) gambling-related activities and procedures;
 - (b) any material weaknesses identified in the route operator's ICP, and
 - (c) instances of possible non-compliance with the provisions of the route operator's ICP or the Act

within 14 days from the time the anomaly has been identified.

- (6) All reports contemplated in this rule shall be in writing and kept for a period of at least two years for Board inspection.
- (7) The Compliance Department shall ensure that all matters of non-compliance in respect of the route operator and the sites are reported to the Board within 24 hours of becoming aware thereof and such report shall set out:
 - (a) The reason for the non-compliance.
 - (b) Why the relevant controls were not adequate to prevent such non-compliance.
 - (c) The corrective action taken by either the route operator or the site key employee to prevent a re-occurrence of such non-compliance.
 - (d) Whether such non-compliance has the potential to occur at other licensed sites, and if so, whether such sites will be advised accordingly.

5.4 Movement of LPMs

- (1) The Compliance Department shall ensure the following in respect of LPMs -
 - (a) Written approval is obtained from the Board prior to an LPM being moved anywhere outside of the province and a notification within the province.
 - (b) Written approval is obtained from the Board for an increase in the number of machines at the site as well as the activation thereof.
- (2) The Compliance Department shall ensure that no LPM is moved to a site more than 5 days of the scheduled date of activation of the LPM.
 - (a) Notwithstanding the provisions of rule (2) above, where a site is scheduled to be opened in the province, LPMs may be moved to that site 10 days prior to the scheduled opening if the site is located outside of the province.
- (3) No LPM shall remain in the designated area if such LPM has been unoperational for a period of five consecutive trading days.

5.5 Non-Operation of LPMs at a licensed site

- (4) The Compliance Department will ensure that whenever LPMs are to cease operating at a site, whether temporary or permanently, that the relevant approval is obtained from the Board.
- (5) If a licensed site is to cease operations permanently in respect of the LPMs, the Compliance Department shall submit the following to the Board:
 - (a) Written reasons why operations are to cease;
 - (b) Written request to remove the LPMs from the licensed site.
- (6) Within 24 hours of the gambling equipment being removed from the site, the Compliance Department shall provide confirmation to the Board that all licensed and registered employees associated with that site, have either had their employee access cards deactivated or that the CEMS operator has been requested to deactivate their employee access cards,

- (7) In the case of a temporary discontinuation of operations in respect of the LPMs, the Compliance Department shall request approval prior to such operations being discontinued.
- (8) The Compliance Department shall report all sites to the Board, who have failed to trade for five consecutive days, within 24 hours of becoming aware of that.

CHAPTER VI

LPM SITE

6.1 ICP

- (1) The provisions and procedures prescribed in a route operator's ICP, including its organisational structure and jobs compendium shall be complied with on all licensed LPM sites on which it exposes LPMs for play.
- (2) No gambling or gambling-related activities shall be conducted on an LPM site prior to the approval of the relevant route operator's ICP by the Board.
- (3) All operations on an LPM site shall be conducted in terms of the relevant route operator's ICP.
- (4) A copy of these Rules and the relevant route operator's ICP shall, at all times be retained on an LPM site.
- (5) If any provision or procedure of the route operator's ICP is contravened on an LPM site, such contravention shall be deemed to be a contravention of these Rules, and the route operator shall be liable for the penalties prescribed in respect thereof in these Rules, or such penalties together with such other sanction as the Board may impose in terms of the Act; provided that –
 - (a) where the holder of the route operator licence to which an LPM site relates does not exercise control over the site for the purposes of the contravention, the Board may require the site owner key employee to pay the penalties stipulated in these Rules in respect of such contravention, and
 - (b) where a penalty is imposed pursuant to paragraph (a), the Board may exempt the holder of the relevant route operator licence to which the site relates from paying the penalty specified if it is satisfied that that the holder of the relevant route operator licence could not reasonably have prevented the contravention.
- (6) For the purposes of sub-rule (5)(b), a route operator may not be regarded as having been unable reasonably to prevent a contravention where –
 - (a) the route operator has previously been alerted to the commission of a similar contravention on the relevant LPM site;
 - (b) the route operator has undertaken to take steps to prevent a repetition of similar contraventions on the relevant LPM site, and has not taken sufficient steps to do so, or
 - (c) the same or similar contraventions take place on the relevant LPM site on a regular basis.

- (7) If any provision of these Rules is contravened on an LPM site, the provisions of sub-rules (5) and (6) shall apply *mutatis mutandis* in respect of the imposition of penalties regarding such contravention.

6.2 Minimum requirements for LPM site

- (1) The operation of LPMs on the LPM site shall constitute the secondary form of business provided on such site.
- (2) All business conducted on the LPM site shall be lawful and registered for tax purposes and comply with all applicable laws.
- (3) The Board shall approve the floor plan of the LPM site prior to any gambling activity being conducted on such site.
- (4) The approved floor plan in respect of an LPM site may not be altered without the prior written approval of the Board.
- (5) The route operator or any other person may not, on an LPM site, expose for play LPMs in excess of the maximum number authorised for such site by the Board.
- (6) The designated area of an LPM site shall be constructed in such a manner as to ensure restricted access thereto.
- (7) The designated area of an LPM site shall not be less than three (3) square meters per LPM, unless otherwise approved by the Board.
- (8) The wiring to and from the LPM, SDL and SKP shall be installed in a manner as to prevent tampering therewith.
- (9) The LPMs shall not be visible to the general public from outside the LPM site.
- (10) Advertising of gambling on the exterior of an LPM site is prohibited, other than the display of the corporate logo of the route operator, as approved by the Board.
- (11) The adoption or use of a name or signage in respect of an LPM site which promotes or incorporates a reference to gambling is prohibited.
- (12) No additional gambling related advertising or signage, including the corporate logo of the route operator, other than that which was approved during pre-opening testing at site, may be displayed without having obtained approval from the Board.
- (13) All LPMs shall be placed and remain within the designated areas approved by the Board, unless otherwise prescribed by these Rules.
- (14) All SDLs and SKPs shall be placed and remain in the area approved by the Board for this purpose.
- (15) The route operator or any other person on an LPM site shall not expose an LPM for play outside the approved designated area.

6.3 Responsibilities pertaining to LPM site

- (1) In the event of an LPM or CEMS malfunction that cannot be repaired within one hour, the licensed or registered employee on the LPM site shall as soon as possible inform the route operator.
- (2) LPMs that are not exposed for play shall not be stored in a designated or public area without the prior written approval of the Board.
- (3) An LPM may not be stored on an LPM site for a period longer than one month without the prior written approval of the Board.
- (4) A licensed or registered employee on an LPM site shall perform a count of all the LPM drop proceeds at least once every week and record the value of the drop proceeds on the CEMS.
- (5) All manual payments made by the LPM site, shall be recorded in the prescribed Payout Register which shall reflect –
 - (i) the date of payment;
 - (ii) the value of the payment;
 - (iii) the patron's name, surname and signature, and
 - (iv) the signature and name or licence or registered number of the licensed LPM site employee who made the payout;
- (6) All LPMs within the LPM site shall be monitored, observed and supervised by a licensed or registered employee during operating hours in order to –
 - (a) ensure that no person under the age of 18 years –
 - (i) enters or remains in any designated area with LPMs;
 - (ii) takes part in an LPM game, or
 - (iii) operates an LPM;
 - (b) effectively monitor and control the designated area and areas in which the SDL and SKP are placed, and
 - (c) ensure that all LPMs and the SDL, and their wiring, are not –
 - (i) tampered with or damaged;
 - (ii) altered in any way, or
 - (iii) accessed by unauthorised persons.

6.4 Access to LPMs

- (1) Only an authorised licensed employee of the route operator, a licensed or registered employee on an LPM site and a licensed manufacturer may access an LPM.
- (2) The employee card of the licensed or registered employee of the relevant LPM site, shall be inserted in the SKP each time an LPM is accessed.
- (3) No licensed or registered employee shall use another person's employee card to access the LPMs, or to conduct gambling-related activities at an LPM site.
- (4) The licensed or registered employee on an LPM site shall ensure that all doors of the LPMs and SDL are secured at all times.
- (5) The relevant entries shall be made in the Machine Book each time an LPM is accessed.

6.5 Licence and signs to be displayed

- (1) The following shall be prominently displayed within or at the entrance to the designated area of each LPM site –
 - (a) a valid copy of the current licence issued to the LPM site;
 - (b) a valid copy of the route operator's licence, and
 - (c) signage –
 - (i) stating that no persons under the age of 18 are allowed to enter or remain in the designated area;
 - (ii) that Responsible Gambling Brochures are available on the LPM site, and
 - (iii) providing the information required by the General Rules of the Board with regard to the National Responsible Gambling Programme.
- (2) The signage referred to in this Rule shall be in the format determined by the Board.
- (3) Responsible Gambling Brochures shall be available at an LPM site at all times.
- (4) Each LPM shall display Responsible Gambling stickers required or prescribed by the Board located in a place visible to patrons.
- (5) The procedure pertaining to the resolution of patron disputes must be conspicuously displayed in the LPM site's designated area, specifying –
 - (a) that all disputes should be immediately reported on the LPM site;
 - (b) the procedure in respect of the completion of the Dispute Register;
 - (c) the helpline number of the route operator, and
 - (d) contact details in respect of the Board.

6.6 Monitored keys and controlled stationery

- (1) All monitored keys and controlled stationery must be kept in a secure area on the LPM site or in the possession of a licensed or registered employee to prevent unauthorised access thereto.

6.7 Patron disputes

- (1) A licensed or registered employee at an LPM site shall record all patron disputes in a Dispute Register and immediately perform such investigations as may be required to resolve the dispute.
- (2) If the investigation contemplated in sub-rule (1) reveals that credits are legally owed to a patron, such credits shall immediately be paid out at the relevant LPM site.
- (3) The LPM site shall, within 24 hours inform the route operator of any patron dispute arising at such site.
- (4) The route operator shall make available a helpline number for the purpose of registering patron disputes.
- (5) The route operator shall perform follow-ups in respect of all patron disputes to ensure the resolution thereof.

- (6) The route operator shall document the information in respect of the follow-ups performed and retain such documentation for a period of at least five (5) years for Board inspection.

CHAPTER VII

GENERAL PROVISIONS

7.1 Offices of the route operator

- (1) The offices of the holder of a route operator licence, at which its administrative and accounting functions are conducted, shall be based within the borders of the Gauteng Province.

7.2 Credit facility

- (1) The LPM site, route operator or any other person shall not, directly or indirectly, extend credit, in any form whatsoever, to any person, for the purpose of playing on, or operating, an LPM.
- (2) For the purposes of this Rule, credit extension includes the advancement of cash by an LPM site, route operator or any other person against a person's credit card, cheque, travellers cheque, money order or any other negotiable instrument whatsoever.

7.3 Game features, stakes and prizes

- (1) No bets in respect of which the stake exceeds the maximum amount being R5.00 may be offered or accepted on an LPM site.
- (2) The LPM site, route operator or any other person may not, in their own name or on behalf of any third party, offer any prize in excess of or in addition to the maximum prize being R500.00, prescribed in terms of the National Gambling Regulations.
- (3) Progressive jackpots and double-up features are not permitted in respect of LPMs.
- (4) All prizes shall be paid in cash or a cash equivalent approved by the Board.

7.4 Monetary Instruments

- (1) Betting on LPMs may only take place by means of cash or a cash equivalent approved by the Board.
- (2) Any cash equivalent used by an LPM site for betting is evidence of a debt which that LPM site owes to the person legally in possession of such cash equivalent.
- (3) The LPM site shall immediately redeem its monetary instrument used for betting, including credits registered on the LPM, for cash or a cash equivalent upon request of a patron, unless the monetary instrument was obtained or is being used unlawfully.

7.5 SDL controls

- (1) The SDL shall be designed and constructed in a manner to reveal any attempt at tampering therewith.

7.6 Employee cards

- (1) Employee cards shall be issued to and used only by authorised licensed or registered employees.
- (2) Prior to accessing an LPM or SDL, a licensed or registered employee shall insert his or her employee card in the SKP.
- (3) Employee cards issued to licensed or registered employees at an LPM site shall be valid only in respect of the specific LPM site.
- (4) Employee cards issued to licensed employees of a route operator shall be valid only in respect of the specific LPM site linked to such route operator.
- (5) An employee card may be used only by the employee to whom it has been issued.
- (6) An employee shall insert a password prior to performing any function or maintenance on an LPM or SDL.
- (7) Employee cards shall not be left unattended in the SKP.
- (8) An employee card shall immediately be deactivated in the event that it is lost or when the employee to whom it relates has resigned.
- (9) Employee cards shall contain the following printed information –
 - (a) a photograph of the relevant employee;
 - (b) the name of the employee to whom the card relates;
 - (c) the name of the licensed LPM site to which the card relates;
 - (d) the name of the relevant route operator;
 - (e) the job description of the route operator employee to whom the card relates, where applicable, and
 - (f) the licence or registration number assigned to the relevant employee by the Board.

7.7 LPM site and employee records

- (1) The holder of a route operator licence shall, in respect of each site at which it has been authorised to expose LPMs for play, maintain current and accurate LPM site records reflecting –
 - (a) the business name of the site;
 - (b) the physical address of the site;
 - (c) the postal address of the site;
 - (d) all other available contact details in respect of the site, and
 - (e) details of each licensed or registered employee at the site, including the employee's –
 - (i) name and surname;

- (ii) type of licence, and
 - (iii) Board licence or registration number.
- (2) A route operator shall, within five working days after the conclusion of every month, submit an LPM site and employee movement report to the Board specifying, in respect of the preceding month, the details of –
 - (a) all newly appointed gambling-related employees;
 - (b) all new LPM licensed (LPM) sites;
 - (c) all licence renewals in respect of gambling-related employees and LPM sites;
 - (d) details of all LPM site licences whose contracts were terminated or expired;
 - (e) all gambling-related employees who left the employment of the route operator or ceased employment on an LPM site;
 - (f) all promotions or demotions in respect of gambling-related employees of the Route operator or persons licensed or registered to be employed on an LPM site, and
 - (g) Proof that either an application to the CEMS operator has been submitted to have access rights revoked of resigned employees, or confirmation that such access rights have been revoked.
- (3) The holder of a site owner key employee licence shall within 24 hours inform the route operator of any employee resignations.

7.8 Change of Ownership

- (1) Where there is a change in ownership at a licensed site, the relevant licensing procedure required by the Board must be complied with prior to such change of ownership taking effect.
- (2) Where there has been a change in ownership at a licensed site, the LPMs at a site shall be disabled when the change of ownership result in:
 - (a) No employee being licensed as a key employee of that site, or
 - (b) No licensed or registered employees available to supervise the LPMs.

7.9 User access rights

- (1) All application forms for access to any gambling-related software, including amendments thereto, shall be signed by a representative of the Administration Department.
- (2) The User Access Rights Application Form shall clearly indicate the user access rights for which the applicant has applied.
- (3) The route operator shall ensure that user access rights on the CEMS are requested to be allocated to authorised licensed or registered employees only.
- (4) The user access rights matrix shall indicate all types of user groups registered on the CEMS and all the user rights allocated to such users.
- (5) The user access rights matrix shall be approved and signed by the General Manager of the Route operator, the Administration Manager and a representative of the Board.

- (6) Any amendments to the pre-approved user access rights matrix shall be signed by the persons contemplated in sub-rule (5).
- (7) The Administration Department shall request the CEMS operator, in writing, to allocate on employee's user rights in terms of the pre-approved user access rights matrix by supplying the following information –
 - (a) the employee's name and surname;
 - (b) the user access rights to be allocated;
 - (c) the route operator name;
 - (d) the LPM site name, where applicable, and
 - (e) the Board licence or registration number.
- (8) User access rights on the CEMS shall be allocated to appropriately licensed or registered employees in accordance with the user access rights matrix.
- (9) The prior written approval of the Board is required in respect of all other persons for whom user access rights are requested on the CEMS.
- (10) A route operator shall within 24 hours of being advised of the resignation of an employee inform the CEMS operator, whereupon the relevant employee's user access rights shall be immediately disabled on the CEMS.

7.10 Employees to be appropriately licensed or registered

- (1) Only appropriately licensed or registered persons may perform gambling-related functions on behalf of a route operator, CEMS operator or on an LPM site.
- (2) An application for registration as an LPM employee shall –
 - (a) be submitted to the Board within such time;
 - (b) be in such format and contain such information, and
 - (c) be accompanied by such registration feeas the Board may from time to time determine.
- (3) Any person who has the authority to –
 - (a) perform journal entries;
 - (b) allocate user access rights on the CEMS, and
 - (c) perform maintenance or change the functionality of the CEMS

shall be licensed as a key employee in terms of the Act.

7.11 Restrictions on advertising

- (1) The holder of any licence issued in respect of an LPM site shall not conduct any interview with or provide any information or any opportunity to create or reproduce any photographic image to any section or representative of the media, or permit any member of staff of its business or any other person to conduct such interview or provide such information or opportunity, in relation to –

- (a) any details of the contractual arrangement entered into between the primary business conducted on such site or such licence holder and the holder of the relevant route operator licence;
 - (b) any proposed report, photographic image, article or communication which is intended, or can reasonably be expected to –
 - (i) attract members of the public to the licensed site, or
 - (ii) place the particular licensed site to be named, reflected or referred to in any such proposed report, photographic image, article or communication at any advantage, whether real or perceived, over any other licensed LPM site in the Province or elsewhere.
- (2) The provisions of this sub-rule shall not preclude the holder of a route operator licence from implementing such advertising in respect of LPM operations or any licensed LPM site, as may be approved by the Board.

7.12 Dispensation

- (1) The Board may approve alternative criteria or procedures other than those prescribed in these Rules, if the route operator is able to prove to the Board that, notwithstanding such criteria or procedures, there are sufficient controls in place to ensure the integrity of the operation.

CHAPTER VIII

OFFENCES AND PENALTIES

8.1 Breach of the licence conditions

- (1) A route operator and a site owner key employee, where applicable, shall be in breach of the licence conditions and liable for a disciplinary action if –
- (i) it fails to comply with the provisions of these rules or its ICP relating to its organisational structure and jobs compendium or to implement the organisational structure and jobs compendium approved by the Board;
 - (ii) it fails to comply with the provisions of these rules or its ICP relating to the keeping or maintaining of any book, account, record, register, ledger, inventory or other document required to be kept or maintained in terms of these rules or its ICP or if such books, accounts, records, registers, ledgers, inventories or other documents are not up to date or in the correct format, or
 - (iii) it fails to comply with the provisions of these rules or its ICP relating to any procedure to be followed;
 - (iv) notwithstanding the provisions of sub-rule (1)(a), it fails to comply with the provisions of these Rules or its ICP relating to –
 - (aa) minors found in designated areas;
 - (bb) resolution of patron disputes;
 - (cc) signs and information to be displayed at the LPM site;
 - (dd) credit extension;
 - (ee) maximum stakes and prizes;
 - (ff) investigations and audits to be performed, and
 - (gg) journal entries;

- (v) it fails to maintain LPMs and the CEMS in accordance with the provisions of the rules, and
 - (vi) it fails to maintain or produce financial records utilised for the purpose of calculating taxable revenue.
- (2) For the purposes of this rule a route operator's ICP shall be limited to those provisions of its ICP that are required to be incorporated into its ICP in terms of the Act.
- (3) The imposition of any penalty in terms of this rule shall not preclude the Board from instituting any further or alternative disciplinary action against a route operator or other licence holder.
- (4) Any penalty imposed in terms of this Rule shall be payable within thirty days of the imposition of such penalty.

SCHEDULE B

GAUTENG GAMBLING BOARD:

RULE 13 – BINGO RULES

13.010 - Definitions

As used in these Rules, unless the context otherwise indicates –

"Bingo centre" means the licensed premises on which the game of Bingo is conducted in terms of a Bingo operator licence;

"Bingo operator" means the holder of a Bingo operator licence in terms of the Act and the holder of a casino licence in terms of the Act who is authorised by the Board to operate the game of Bingo on his licensed premises and "operator" and "Bingo licensee" shall have a corresponding meaning;

"physical card" means a Bingo card, or shutter card or any other card approved by the board;

"central Bingo centre" means a Bingo centre at which number selection takes place during a simultaneous game;

"draw" means selection of a number, picture or symbol to be marked off by players or a device during a game of Bingo;

"electronic card" means an electronic Bingo card or digital representation of a bingo card or a similar device approved by the board;

"game" means the game of Bingo or any particular game that is substantially similar;

"linked Bingo centre" means a Bingo centre linked to the central Bingo centre during a simultaneous game;

"NRCS" means the National Regulator for Compulsory Specifications.

"player" means any person who has bought or wagered credits for a card(s) or electronic card(s) with the intention of participating in a game of Bingo;

"Regulation" means any regulation made in terms of section 84 of the Act;

"Rules" means the Gauteng Gambling Board rules;

"simultaneous game" means a game of Bingo played at more than one Bingo centre simultaneously; and

"the Act" means the Gauteng Gambling Act, 1995 (Act no.4 of 1995) as amended.

13.020 – Application of Rules

These Rules shall be applicable to all Bingo operators and applicants for Bingo operator licences.

Rule 13.030 - Requirements for Bingo centres

Every Bingo centre shall contain the following equipment:

- (1) A random number, picture or symbol selecting device or some other similar device approved by the Board, which shall operate either electronically or mechanically whereby the numbers, pictures or symbols drawn must be either called, displayed or distributed to the players;
- (2) A control desk or designated room, with sufficient space for a random number, picture or symbol selecting device or some other similar device approved by the Board. If a control desk and an announcer is used it shall be elevated from the rest of the premises;
- (3) If an announcer is used a public address system which shall ensure perfect audibility by all players, of all instructions and information from the control desk in relation to the conduct of the game;
- (4) If the game is played using a physical card/s, one or more information panels or screens, which shall be clearly visible to all players, on which shall be displayed the following information:
 - a) The face value of the card being played;
 - b) all numbers, pictures or symbols drawn in the game currently being played;
 - c) all prizes available in the game currently being played;
 - d) the amount of the applicable jackpot as well as the maximum amount of draws for the jackpot;
 - e) the amount of draws made in the game currently being played; and
 - f) the number of physical cards sold in respect of the game currently being played.
- (5) If the game is played using electronic cards or similar devices the screens or similar devices shall be clearly visible to the player, on which shall be displayed the following minimum information:
 - a) a clear digital representation of the electronic card or cards;
 - b) the minimum stake per game;
 - c) the amount of the applicable jackpot as well as the maximum amount of draws for the jackpot; and
 - d) all numbers drawn in the game currently being played.
- (6) A closed circuit television system or other device/system approved by the Board, of which at least one of the monitors or devices shall be clearly visible from all positions which may be occupied by a player, on which the numbers, pictures or symbols being selected or distributed are clearly displayed;
- (7) If using a physical card or cards a cash desk or designated room, the physical characteristics of which shall be approved by the Board, in which the cashier shall be stationed and in which shall be kept.
 - (a) all Bingo cards removed from the storage area in order to be sold;
 - (b) all money paid by players for the purchase of Bingo cards;
 - (c) any other equipment needed by the cashier to perform his functions;

(d) any other items which the Board may require from time to time; and

(8) A computer system, which shall be of a type identical to a system approved by the Board, which shall be used to record and store the game records, required in terms of rule 13.140 of these Rules.

Rule 13.040 - Random Number Selecting Devices

(1) A Bingo operator shall not use any random number, picture or symbol selecting device unless such a device has been certified by the NRCS and approved by the Board.

(2) Any number, picture or symbol selecting device shall be designed, manufactured and used in such a way that the randomness of the numbers, pictures or symbols selected, will be ensured at all times.

(3) The following requirements shall apply when a mechanical device or apparatus is used as random number, picture or symbol selecting device:

(a) the number of balls used shall be equal to the total numbers of which the game consist and shall be marked accordingly, the lowest of which shall be number one and the highest of which shall be equal to the highest number being played; Symbols or pictures can also be used and approved by the Board;

(b) the balls used shall be identical to one another in respect of all its physical characteristics except for the colour and number, picture or symbol painted on each ball;

(c) no two balls shall have the same number, picture or symbol;

(d) each ball shall be legibly imprinted with its particular number, picture or symbol in such way and in such combination of colours to guarantee perfect visibility thereof on the closed circuit television monitors, if such ball is drawn by the ball drawing apparatus;

(e) the set of balls to be used shall be identical to a set of balls previously approved by the Board in writing;

(f) the complete set of balls shall be substituted at least on completion of 1000 games or on completion of such other number of games as determined by the Board;

(g) notwithstanding the provisions of paragraph (f), the complete set of balls shall be substituted before completion of 1000 games or such other number of games as determined by the Board, if it is discovered that any of the balls are not in perfect condition, in respect of its colour, numbering, weight, size or any other aspect; and

(h) the replaced set of balls shall be kept in a box, which shall be sealed by the centre manager and kept on the licensed premises for inspection by the Board or any of its employees, for a period of three months.

(4) When using cards there shall be a reserve random number, picture or symbol selecting device in each Bingo centre, which shall be used in the event of a malfunction occurring in the random number selecting device normally used.

Rule 13.050 - Approval of Floor Plan

(1) Every applicant for a Bingo operator licence shall submit to the Board, for approval, a detailed floor plan, drawn to scale, of the premises on which the game of Bingo is to be conducted, on which plan shall be indicated the seating arrangement for the players, as well as the placement of all necessary equipment, referred to in rule 13.030.

- (2) If a licensee intends effecting any change to the floor plan as approved by the Board, he shall apply to the Board, in writing, for approval of such change(s), which application shall be accompanied by a revised floor plan, which shall incorporate the proposed changes. No such change may be made by a licensee without the prior approval of the Board.

Rule 13.060(a) - Requirements for Physical Cards

- (1) The game of Bingo shall be played using physical cards, or any other card approved by the Board.
- (2) No two cards in a series shall be identical to one another with regard to their unique serial numbers or the numbers, pictures or symbols to be marked off by players.
- (3) On the front of each card shall be printed at least, the numbers, pictures or symbols to be marked off by the players, the series to which it belongs, its unique serial number within the series. Each card shall also contain a design, logo or the name of the Bingo centre at which the card is sold.
- (4) Every Bingo card shall be valid for one game only, unless using shutter cards.
- (5) Cards shall be manufactured in a material allowing the numbers, pictures or symbols to be marked or covered by the players.

Rule 13.060(b) - Requirements for Electronic Cards

- (1) Requirements for electronic cards or similar devices.
 - (a) The game of Bingo shall be played using electronic cards or any other device approved by the Board.
 - (b) The electronic card or cards must be clearly visible or available to be viewed by the player.
 - (c) No two cards in the same game may be identical in regard to the numbers, pictures or symbols to be marked on each card.

Rule 13.070 - Sale of Physical Bingo Cards

- (1) Bingo cards may only be sold in the Bingo centre where the game for which such cards are sold, is to be conducted.
- (2) Bingo cards shall be sold consecutively according to their serial number within each of the series. The sale of cards in each game shall begin with number one of a particular series, or the number following the number of the last card sold in a previous game, as the case may be. If the number of cards in the series being sold is insufficient to satisfy the demand of the players, cards of a second series may be sold for the same game, subject to the following requirements:
 - (a) the second series to be sold shall have the same selling price per card as the first;
 - (b) the sale of the second series shall commence with the next consecutive number of such series; and
 - (c) the cards of the second series shall be sold up to the serial number immediately preceding the serial number of the first card sold in the first series, to ensure that no two cards identical to one another in the numbers to be marked off by the players, may be sold or used in the same game of Bingo.

Rule 13.080 - Retention and Destruction of Physical Bingo Cards

The following cards shall be dealt with in the manner described below:

- (a) all prize winning cards shall be attached to the record of the relevant game and kept for a period of three months;
- (b) any card which may constitute evidence of an offense or any contravention of the Act, Regulations or Rules, shall be retained and submitted to the Board on request and shall not be destroyed until the Board has approved, in writing, the destruction thereof;
- (c) any card which forms the subject of a dispute or which may lead to the resolution of a dispute, shall be retained and submitted to the Board on request thereof and shall only be destroyed with the prior written approval of the Board; and
- (d) any damaged or void card shall be kept for a period of three months.

13.090 - Receipt, Storage and use of Physical Bingo Cards

- (1) Bingo cards shall be packaged and supplied to operators in such manner that every series is individually packaged and sealed in order to prevent any tampering with the cards, before the opening of the packaging by the operator.
- (2) All Bingo cards received by the operator from the manufacturer or supplier thereof, shall be checked by the centre manager or other designated key employee, immediately after arrival, to ensure that the packaging is intact and the seal free from tampering. If the packaging of any series of cards is not intact or the seal has been tampered with in any way whatsoever, the operator shall immediately inform the Board thereof and store the relevant cards, together with the packaging and seal thereof, until the Board has determined the manner in which it will be dealt with.
- (3) The cards received, of which the packaging are intact and the seals free from tampering, shall be stored in a locked storage area, the location and physical characteristics of which shall be approved by the Board.
- (4) No Bingo cards shall be removed from the packaging thereof, prior to being removed from the storage area in order to be sold to players.
- (5) The operator shall submit to the Board, for approval, procedures for the following:
 - (a) The control of access to the Bingo cards;
 - (b) removal of Bingo cards from the locked storage area;
 - (c) return of unused cards to the locked storage area;
 - (d) daily reconciliation of the Bingo cards received, sold and returned to the storage area;
 - (e) monthly reconciliation and inventory of all Bingo cards;
 - (f) a disaster recovery plan in the event of any of the Bingo cards being stolen or lost; and
 - (g) control of all keys of the Bingo centre.
- (6) If playing the game of Bingo using shutter cards or electronic cards 13.070, 13.080 & 13.090 do not apply.

Rule 13.100 - Type and Format of Bingo to be Approved

- (1) Every applicant for a Bingo operator licence shall submit to the Board full details of the type and format of Bingo to be conducted in the premises for which the licence is sought, including the types of prizes and jackpots and the manner in which it may be won. Only that type and format of Bingo which has been approved by the Board to be conducted in a specific Bingo centre, shall be conducted in such Bingo centre.
- (2) The holder of a Bingo operator licence shall apply to the Board in writing, before effecting any change to the type and format of Bingo, conducted in his Bingo centre including the types of prizes and jackpots and the manner in which it may be won and no such amendment shall be implemented until the Board has approved it.

Rule 13.110 – Conducting the Game of Bingo using physical cards

- (1) Every game of Bingo shall start with the sale of cards or tickets, for that particular game.
- (2) The game of Bingo shall be conducted in the following manner:
 - (a) Before the commencement of the sale of physical cards, or a payment being made for the first game of each day, the desk manager or other designated employee shall inspect all equipment mentioned in Rule 13.030 in order to verify that it is in proper working condition;
 - (b) the series (1 or more) of the cards to be sold, the face value of each card and the unique serial number of the first card to be sold shall be announced and/or displayed on the information panel, whereafter the cards shall be sold;
 - (c) on completion of the sale of the cards, the following shall be announced:
 - (i) The total number of cards sold, using the following wording: “cards sold, of series.....numbered.....to.....and of seriesnumberedto.....”;
 - (ii) the value of each type of prize available for the game and the way in which each prize is to be claimed;
 - (iii) in the case of a jackpot prize being available, the maximum number of draws for which the jackpot shall be awarded; and
 - (iv) the commencement of number selection.
 - (d) numbers will be successively selected, using the random number selection device;
 - (e) every number selected shall be announced on the public address system in a clearly audible manner and shall be displayed on the closed circuit television system as well as the information panel/panels;
 - (f) the first player or players to complete the combination necessary for a prize on his card and, where applicable, within the required number of draws, shall be entitled to the applicable prize, if he claims the prize within the time and in the manner provided for in these rules;
 - (g) the game shall be interrupted when any player claims a prize and the card for which the prize is claimed shall be collected by the desk manager or other designated employee, who shall check the card in order to verify whether the claim is legitimate;
 - (h) if the check reveals that the relevant prize has been won, this shall be announced on the public address system and/or display monitors. If the check reveals otherwise, the game will continue until all available prizes have been won;

- (i) once the existence of a prize winning card has been verified and announced or displayed, the caller shall enquire from the players whether there are any other winning cards, allowing a reasonable time before ordering the game to be resumed or declaring it ended, as the case may be. Once the caller has announced the game to have ended, all rights to claim any prize in respect of said game, shall be lost; and
- (j) when the last available prizes in a particular game has been claimed and positively verified, the caller shall declare the game closed and all prizes shall be paid to the winners before the commencement of the next game.

Rule 13.110A – Conducting the Game of bingo using electronic Cards or similar devices

- 1) Every game of Bingo shall start with payment for that particular game.
- 2) The players may have the option to choose the electronic bingo card/cards they wish to play or these may be chosen by the device.
- 3) On the activation of the game the numbers, pictures or symbols will be displayed on the player screens or devices.
- 4) Each release of one or more numbers, pictures or symbols will be matched on the electronic cards or device, the player on whose behalf the electronic or similar device first matches all the spaces on the card or similar device, or matches a specified set of numbers, pictures and symbols on the electronic card or similar device, wins a prize or more than one prize
- 5) After completion of the game the player may continue to play another game or continue in any additional or bonus game features that may be awarded.
- 6) The electronic card or device used may offer an alternative electronic or mechanical display of the results, as long as the results of the alternative game are based on the outcome of the bingo game and that this display is for entertainment purposes only.

Rule 13.120 - Suspension of Game and Refunds for Physical Cards

- (1) If, during the course of a game, and before commencement of number selection, any malfunction occurs in any of the equipment required in terms of rule 13.030 of these Rules or any other incident occurs, which prevents the continuation of the game, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time, the game shall be abandoned, each player shall be refunded the full amount paid for each card purchased for that particular game and each card sold for that particular game, shall be returned to the licensee.
- (2) If a malfunction of any of the equipment required in terms of in rule 13.030 of these Rules or any other incident occurs which prevents the continuation of the game, after commencement of number selection, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time, the game shall be abandoned, each player shall be refunded the full amount paid for each card purchased for that particular game less the pro-rata share of prizes paid and each card sold for that particular game shall be returned to the licensee: Provided that any prize which has been claimed and verified, before such malfunction or incident, shall be paid out to the winner.

- (3) If any malfunction or incident, referred to in sub-rule (1) or (2), occurs, the centre or duty manager shall read the relevant sub-rule to the players before proceeding with any further steps.
- (4) The withdrawal of a player during the course of a game shall not entitle such player to a refund of the purchase price or any part thereof, of the cards bought by such player. Provided that a player may transfer his cards to any other player if he so wishes.
- (5) If an error occurs in the announcing of any of the numbers selected, such error shall be corrected immediately, a note made in the game record and the game shall be continued.

Rule 13.130 – Prizes

- (1) No prize, other than money or such other prizes as may be approved by the Board, may be offered to any player of the game of Bingo.
- (2) All monetary prizes shall be paid to the winners thereof in cash or any other method approved by the board, unless one of the following occurs:
 - (a) the winner requests or consents to the prize being given by cheque or electronic fund transfer (eft); or
 - (b) the amount of the prize is more than R1000.00, in which case a cheque or eft, which shall not be post dated, may be issued or transferred to the winner.

Rule 13.140 - Game Records for Physical cards

- (1) Each operator shall have a computer system, approved by the Board and linked to the control desk, on which shall be recorded, simultaneously with the playing of each game, all information relevant to each game of Bingo, including, but not limited to, the following:
 - (a) The date;
 - (b) the series and serial number of the first card sold;
 - (c) the series and serial number of the last card sold;
 - (d) the total number of cards sold;
 - (e) details of unsold or damaged cards;
 - (f) the amount of the face-value of the cards;
 - (g) the amount accumulated in the jackpot, if any, after the sale of the cards;
 - (h) the numbers, pictures or symbols selected up to each of the prizes awarded;
 - (i) the serial number of the card or cards winning each of the prizes;
 - (j) the net amount of the total of each prize;
 - (k) the total number of numbers, pictures or symbols selected;
 - (l) any incident which may have an effect on the result of the game; and
 - (m) the time of each game, which shall include the start and finish times.

Rule 13.140A – Game Records for electronic cards or other devices

- (1) Each operator shall have a system, approved by the Board, on which shall be recorded, the following minimum information:

- (a) the date;
 - (b) the total amount of cash staked per player position, electronic card or device;
 - (c) the total amount of prize money paid out per player position, electronic card or device;
 - (d) the total amount of cash hold per player position, electronic card or device;
 - (e) percentage payout and hold per player position, electronic card or device;
 - (f) total amount of cash staked;
 - (g) total amount of prize money; and
 - (h) total amount of cash hold.
- (2) The information recorded in terms of sub-rule (1), shall be stored in electronic format for a minimum period of three months, in such a manner that it shall be incapable of being changed after being recorded and such information shall only be accessible to the Board, authorized staff members of the Bingo operator or its franchisor and the auditors of the operator and/or franchisor.
- (3) In the event of a malfunction of the electronic recording device referred to in sub-rule (1), all relevant information with regard to every game of Bingo played shall be recorded in writing. Furthermore, in the event of a malfunction of the electronic recording device, such device shall be repaired or replaced within 24 hours of such malfunction occurring.

Rule 13.150 - Inspection and Complaints Book

- (1) Every operator shall have an inspection and complaints book, with numbered pages, in which shall be recorded any complaint by any player.
- (2) All player complaints shall be written in the complaint book and shall be signed by the complainant as well as the centre manager.
- (3) The complaints book shall detail at least the following:
 - (a) name of the complainant;
 - (b) date and time of complaint;
 - (c) nature of complaint; and
 - (d) measures or steps taken to resolve the complaint.

Rule 13.160 Simultaneous Games

Rule 13.161 - General

- (1) The game of Bingo may be played simultaneously at the Bingo centres of more than one Bingo operator, subject to the provisions contained in these Rules in general and this Chapter specifically.
- (2) Save where the context indicates otherwise, the rules as contained in the other Chapters of these Rules shall apply *mutatis mutandis* to a simultaneous game: Provided that in the event of a conflict between the other Chapters of these Rules, and this Chapter, this Chapter shall apply to a simultaneous game insofar as such conflict exists.
- (3) Simultaneous Bingo shall be conducted at the Bingo centre of a Bingo operator, to which other Bingo operators shall be linked, in order that all significant events of the game be communicated to all participating players, simultaneously with the events taking place.

- (4) The simultaneous games played must be indicated as such on all game records.

Rule 13.162 Equipment Required for Simultaneous Bingo

- (1) The equipment required in terms of rule 13.030 of these Rules, to be contained in a Bingo centre, may be used when conducting a simultaneous game.
- (2) In addition to the equipment required in terms of rule 13.030 of these Rules, the following equipment shall be contained in the Bingo centre in which simultaneous games are conducted:
- (a) The central Bingo centre shall have a random number selecting device, which shall comply with the provisions of rule 13.040 of these Rules;
- (b) If the random number selecting device consists of a ball drawing apparatus the following rules shall apply:
- (i) the central Bingo centre shall have a system for the production and recording of a visual or audio signal, for distribution to the linked Bingo centres, which system shall be approved by the Board, prior to the use thereof in any simultaneous game;
 - (ii) all the draws of each game shall be recorded, which shall be kept as an annexure to the record of each game; and
 - (iii) the central Bingo centre shall have a system, approved by the Board which shall transmit a visual or audio signal by means of a direct link to each linked Bingo centre, in order to ensure that each draw made a displayed to or announced to the players in each linked Bingo centre, simultaneously with the draw being made in the central Bingo centre; and
- (c) if a computerized number selecting device is used, there shall be a direct link between the central Bingo centre and each linked Bingo centre, which shall ensure that the numbers selected in the central Bingo centre shall be displayed in each linked Bingo centre, simultaneous with the selection thereof.
- (3) (a) The central bingo centre:
- (i) shall provide a link between the central Bingo centre and every linked Bingo centre;
 - (ii) shall allow data and information to be sent and received between the central Bingo centre and each linked Bingo centre, on a real time on line basis;
 - (iii) shall automatically prepare all game records; and
 - (iv) shall have sufficient computer capacity (processing, memory, communications interfaces and hard disk storage) to efficiently monitor and log all significant events taking place in every simultaneous game;
- (b) The hardware and software configuration of the distribution network used for simultaneous bingo shall be approved by the Board; and any upgrade or change to the systems shall be approved by the Board prior to such upgrade or change taking place.

Rule 13.163 - Sale of Physical Cards and Conduct of Games

- (1) A simultaneous game shall start with commencement of number selection.
- (2) The central Bingo centre shall determine the types of prizes available, the type of Bingo to be played and the starting times of each game.
- (3) The sale of cards for a simultaneous game may start no earlier than two hours before the scheduled start of the simultaneous game and shall cease no later than 5 minutes before such scheduled start.
- (4) All Bingo cards to be used in simultaneous games shall have serial numbers which shall be different to any of the serial numbers used in ordinary Bingo and shall be clearly distinguishable as Bingo cards for the purpose for a simultaneous game.
- (5) Before commencement of the sale of cards, the linked Bingo centre shall obtain permission from the central Bingo centre, which permission shall only be granted after it has been established by the central Bingo centre that no two identical cards will be sold to any two players who will participate in a simultaneous game.
- (6) Bingo cards for simultaneous games may be sold in the rest periods between ordinary games of Bingo.
- (7) No later than 5 minutes before the start of a simultaneous game, the central Bingo centre shall order the linked Bingo centre to cease the sale of cards and the desk manager or designated employee of each linked Bingo centre shall record the number of cards sold for that particular game and send the information to the central Bingo centre via the central distribution network.
- (8) The information received from the linked Bingo centres shall be processed at the central Bingo centre, where after the information to be displayed on the information panels in the linked Bingo centres, shall be sent to the linked Bingo centres from the central Bingo centre.
- (9) The commencement of the game shall be announced, followed by the random number selection.
- (10) All prizes shall be paid out at the linked Bingo centre where that prize has been won, at the end of every simultaneous game.
- (11) Simultaneous Bingo may take place utilizing electronic cards or similar devices and shall be conducted in terms of rule 13.110A.

Rule 13.164 - Refunds

- (1) In the event of a malfunction of the central distribution network or the link between linked bingo centres after commencement of the game, the full purchase price of all tickets sold at the linked Bingo centre or centres where such malfunction occur, shall be paid back to every player.
- (2) Notwithstanding the provisions of sub-rule (1), the game shall continue in the linked Bingo centres where no malfunction of the central distribution network has occurred and the prizes available to the players shall remain the same as those announced at the beginning of the game.

Rule 13.170 Minimum Internal Control Standards**Rule 13.171 Organisational Structure**

- (1) All Bingo operators shall develop and implement an organizational structure which shall provide for:
- (a) A chain of command that permits management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
 - (b) the segregation of incompatible functions so that no employee is in a position both to commit an error or to perpetrate a fraud and to conceal the error or fraud in the normal course of his or her duties;
 - (c) supervisory positions, which permit the authorization or supervision of necessary transactions at all relevant times; and
 - (d) areas of responsibility which are not so extensive as to be impractical for one person to monitor.
- (2) Subject to the provisions of sub-rule (1), each Bingo operator's organisational structure and system of internal controls shall include, at a minimum, the following departments and supervisory positions, each of which shall co-operate with, yet perform independently of, all other departments and supervisors:
- (a) An internal audit department, supervised by a person referred to herein as an internal audit manager, who shall report directly to the audit committee of the Board of directors of the Bingo operator, or in the absence of an audit committee, an independent member of the Board of directors of the Bingo operator. Where a company has more than one Bingo operator licence, it is not required to have multiple internal audit departments. The internal department shall be responsible for, without limitation, the following:
 - (i) the review and evaluation of the adequacy of the operator's internal controls;
 - (ii) monitoring the operator's compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
 - (iii) reporting to the Board of directors of the Bingo operator or the audit committee thereof, the executive management of the Bingo operator the license and the Board of instances of non-compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
 - (iv) reporting to the Board of directors of the Bingo operator, or the audit committee thereof, executive management of the Bingo operator and the Board, of any material weaknesses in the system of internal control; and
 - (v) recommending to the management of Bingo operator, procedures to eliminate any material weakness in the system of internal control.
 - (b) An electronic data processing department, supervised by a person referred to herein as the EDP department manager, which department shall be responsible for the quality, reliability and accuracy of all computer systems used by the Bingo operator including, without limitation, specifications of appropriate computer software, hardware and procedures for security, physical integrity, audit and maintenance of:
 - (i) access codes and other data related security controls used to ensure appropriately limited access to computers and the reliability of data;
 - (ii) computer tapes, disks or other electronic storage media containing data relevant to Bingo operations; and

- (iii) computer hardware, communications equipment and software used in the conduct of all Bingo operations.
- (c) A security department, supervised by a person referred to herein as the security manager, which department shall be responsible for the overall security of the establishment, including, without limitation, the following:
- (i) enforcement of the law;
 - (ii) the physical safety of patrons in the establishment;
 - (iii) the physical safety of personnel employed by the establishment
 - (iv) the protection of patrons and the establishment's property from any illegal activity;
 - (v) the identification and removal of any person who is required to be excluded or who may be excluded or rejected or of any person who is prohibited from entering a Bingo centre; and
 - (vi) all other functions assigned to it by the Bingo operator and approved by the Board.
- (d) A Bingo operations department, supervised by a person referred to herein as the center manager, which shall be responsible for the operation of the game of Bingo, including the cash desk and whose staff members shall include, at minimum, the persons referred to in rule 21(4) of these Rules; and
- (e) A Bingo accounts department, which shall be independent of the Bingo operations department, supervised by a person referred to herein as the Bingo accounts manager, which shall be responsible, without limitation, for the following:
- (i) daily verification of the reconciliation by the cash desk, in accordance with the reconciliation procedures approved by the Board;
 - (ii) the control over unsold Bingo cards as well as money at hand;
 - (iii) control over security stationary;
 - (iv) the day to day accounting functions with regard to the operation of the Bingo operations department, including the cash desk; and
 - (v) the monthly audit of the cash desk by a member of the Bingo accounts department, after which all variances must be reported to the Bongo accounts department . The Bingo accounts manager will authorize all journal entries and ensure that revenue, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.

Rule 13.172 - Jobs compendium submission

- (1) Each Bingo operator and applicant for a Bingo operator licence shall prepare and maintain a jobs compendium, consistent with the requirements of this chapter, detailing job descriptions and lines of authority for all positions in the operation of the Bingo centre. Unless otherwise directed by the Board, a jobs compendium shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operation.
- (2) The Board shall review each job's compendium and shall determine whether the job descriptions and tables of organisation contained therein conform the licensing or registration and chain-of-command requirements of the Act, Regulations and Rules. If the Board finds any insufficiencies, it shall specify the same in writing to the Bingo operator or licence applicant, who shall make the appropriate alterations. When the Board determines a submission to be adequate with respect to licensing or registration and chain-of-command, it shall notify the Bingo operator licence applicant

accordingly. No Bingo operator shall commence gaming operations unless and until its jobs compendium is approved by the Board.

(3) A jobs compendium shall include the following sections:

(a) An alphabetical table of contents listing the position, title and job code for each job description included in sub-rule (3)(c) below and the page number on which the corresponding job description may be found;

(b) An organogram for each department and division illustrating, by position and title, direct and indirect lines of authority within the department or division. Each page of the organogram shall specify the following:

- (i) the date of its submission;
- (ii) the date of the previously submitted organogram which it supersedes; and
- (iii) a unique title or other identifying designation for that organogram;

(c) A description of each employee position which accurately corresponds to the position title as listed in the organogram and as listed in the table of contents. Each position description shall be listed on a separate page, organised by departments or divisions, and shall include, at a minimum, the following:

- (i) position title and corresponding department;
- (ii) duties and responsibilities;
- (iii) detailed descriptions of experiential or educational requirements;
- (iv) access to secured or sensitive areas and keys to such areas;
- (v) the date of submission of each employee position job description and the date of any prior job description it supersedes; and
- (vi) the date of submission and page number of each table of organisation on which the employees position title is included.

(4) The following types or classes of occupation shall be included in the Bingo operations department, and shall be Bingo occupations, for which certificates of approval as employees will be required:

- (a) the desk manager, who shall be responsible for preparing the record of each game, the checking of the condition of all apparatus to be used during a game, the keeping of accounts of the game, the complaints book and the checking of prize winning;
- (b) the cashier, who shall be responsible all Bingo cards removed from the locked storage area for sale, the handing over thereof to the sellers, the collection of cards from the sellers, the calculation of the amount of each prize available in each game, communication thereof to the desk manager and the paying of all prizes to winning players;
- (c) the caller, who shall be responsible for controlling the random number selecting device and call out each number selected as and when such number is selected;
- (d) the seller, who shall collect Bingo cards from the cashier, sell it to the players, and deliver the purchase price to the cashier; and
- (e) any other type or class of job determined by the Board to be a Bingo occupation.

(5) Any proposed amendment to a previously approved jobs compendium shall be submitted to and approved by the Board before such amendment is implemented by the Bingo operator. Unless otherwise directed by the Board, any amendment required to be pre-approved in terms of this rule shall be submitted to the Board at least 60 days prior to the proposed effective date of the amendment.

- (6) Notwithstanding any other requirement of this rule, each Bingo operator shall submit a complete and up-to-date jobs compendium to the Board 24 months after issuing of its licence and every 24 months thereafter, unless otherwise directed by the Board.

Rule 13.173 – Cash Desk Procedures

- (1) Procedures for the reconciliation of Bingo card floats and money, by the cash desk, shall be submitted to the Board for approval, prior to implementation of such procedures. Any amendment to the approved procedures shall be submitted to the Board for approval, prior to implementation of such amendment.

Rule 13.174 - Internal Audit

- (1) The internal audit department shall conduct a full audit of the Bingo operations of every Bingo centre, at least once every three months.
- (2) The results of every audit shall be reported to the audit committee of the Board of directors of the licence holder or, in the absence of an audit committee, an independent member of the Board of directors of the licence holder and copies of these reports shall be submitted to the Board.
- (3) Every Bingo operator shall submit an internal audit programme to the Board for approval.

Rule 13.180 – Surveillance Requirements

Rule 13.181 Definitions

The following words and terms, when used in this Rule, shall have the following meanings unless the context clearly indicates otherwise.

“**CCTV**” means closed circuit television;

“**Control unit**” means a device that shall have the capability to select any camera to any monitor in the surveillance system and control all recorders in the surveillance system;

“**Dedicated camera**” means a video camera, which is required to monitor and record a specified activity continuously;

“**Matrix**” means a microprocessor controlled switching device, which shall enable the system to direct any number of inputs to any number of outputs;

“**Title**” means a device that has the capability to superimpose time, date and a title onto a video signal;

“**Video Loss Detector**” means a device that has the capability to detect loss in video and or generate an alarm when video loss is experienced;

“**Satellite monitoring equipment**” means a surveillance remote station with access to the surveillance system that has the capability to monitor and switch between signals only.

Rule 13.182 Surveillance systems: Minimum standards

- (1) The surveillance system shall contain at a minimum, the following equipment –
 - (a) a control unit that shall have the capability to select any video camera to any monitor in the surveillance system and control all video recorders in the surveillance system;
 - (b) dedicated cameras which are cameras that monitor a specified activity continuously, the placement of which shall be subject to approval by the Board;
 - (c) a matrix which is a microprocessor controlled switching device which shall enable the system to direct any number of inputs to any number of outputs;
 - (d) a titler with the capability to superimpose time, date and a title onto a video signal without obstructing the recorded view;
 - (e) video loss detectors with the capability to detect loss in video and or generate an alarm when video loss is experienced;
 - (f) video recorders which shall record the video signals from the system; and
 - (g) monitors on which the views recorded by the surveillance system shall be displayed.
- (2) All equipment that may be utilised to monitor or record views obtained by the surveillance system must be and remain located in a room used exclusively for surveillance purposes and the entrance to the surveillance room must be located away from the view of other employees and the general public.
- (3) Surveillance room equipment must have total override capability over any other satellite monitoring equipment in other offices.
- (4) The Board and its agents shall at all times be provided immediate access to the surveillance room and other surveillance areas.
- (5) The surveillance system and its equipment must be directly and securely wired in a way to prevent tampering and an auxiliary power source must be available and capable of providing uninterrupted power to the surveillance system in the event of a power loss and provide sufficient lighting to operate the surveillance system.
- (6) Each monitor screen in the surveillance system must be at least 30 centimetres measured diagonally.
- (7) Each camera in the surveillance system located in public areas must be placed behind a smoked glass dome, a one-way mirror or other similar material which conceals the camera from view.
- (8) The licensee must have the capability of creating first generation copies of video surveillance recordings on a format approved by the Board.

Rule 13.183 Surveillance system plans: Approval and alterations

- (1) Every applicant for a licence shall submit to the Board upon its request surveillance system plan for approval by the board.
- (2) The surveillance system plan shall include the following:
 - (a) a floor plan that shows the placement of all surveillance equipment;
 - (b) details of the camera views;

- (c) identification of the gaming areas and electronic bingo devices covered by the cameras; and
 - (d) a detailed inventory of the surveillance system, which shall include number of cameras, monitors, equipment specifications including cameras and the detailed matrix plan including the procedures covering alarmed areas, entrances and exits.
- (3) The surveillance plan in respect of camera installation will be signed off and shall be subject to approval by the Board on completion of the installation of the cameras. In respect of all other issues, Board approval shall be required prior to installation.
- (4) Every licensee shall within 24 hours notify the Board of the installation of additional cameras for the purpose of gaming covert operations.

Rule 13.184 Surveillance systems: General requirements

- (1) Only high-resolution monitors with audio capabilities shall be used in the surveillance room.
- (2) Each monitor shall have the capability to display any selected view.
- (3) A minimum of one monitor for every 25 cameras in the gaming machine area shall be fitted in the surveillance room.
- (4) Cameras shall be fitted in such a way to prevent tampering by patrons or employees.
- (5) Each camera, which forms part of the surveillance system approved by the Board, shall be dedicated to its own video recorder.
- (6) Cameras of different resolutions shall be used in different conditions and for different purposes in order to provide optimal clarity.
- (7) Each camera shall have the capability of having its picture displayed on a video monitor.
- (8) A video recorder shall have the capability to be selected and controlled from the control unit in the surveillance room.
- (9) In addition to any other video recording requirements that are or may be imposed by this Chapter every licensee shall record all views, activities, and locations as the Board may from time to time require, which shall also include all entrances and reception areas.
- (10) Every licensee shall video record and maintain a written log of all activities observed by surveillance personnel that appear unusual or irregular, or that violate or appear to violate any law of the Republic, the Act, the regulations or rules promulgated thereunder, and notify the Board immediately.
- (11) All video recordings produced by a surveillance system must present a clear and unobstructed view of the scene depicted thereon.
- (12) Every licensee must retain all video recordings for at least seven (7) days after the recording is produced, unless a longer time period is required by order of the board.
- (13) Every video recording must be labeled by surveillance personnel with the date and time period of the recording and the areas covered by the recording, and signed by the person who made the recording.
- (14) All video recordings must be made in real time or extended play time and not in a time lapse recording mode.

Rule 13.185 Surveillance rooms: General requirements

- (1) Access to the surveillance room shall be limited to authorised personnel only.

Rule 13.186 Surveillance systems: Cash desk (cage)

- (1) The surveillance system shall monitor and record clear unobstructed views of all areas and transactions.

Rule 13.187 Surveillance systems: Electronic Devices

- (1) Cameras recording electronic bingo devices shall be positioned in such a manner that opened device doors do not obstruct the view to the inside of the device cabinet and a maximum of 12 electronic bingo devices shall be covered by one camera. (Note that this chapter is based on the room that would be taken up by 12 standard electronic bingo devices installed next to each other. Therefore gaps between electronic bingo devices shall be taken into account when reviewing the required number of cameras).

Rule 13.188 Surveillance systems: Equipment malfunctions

- (1) Every licensee shall establish and maintain a written log of any and all surveillance system equipment malfunctions, and retain the log for at least one year after the date of the most recent entry in the log.
- (2) Each malfunction must be repaired within 24 hours of the malfunction.
- (3) Each malfunction together with the corrective measures taken will be reported to the Board within 24 hours.
- (4) If repair is not completed within 24 hours, the licensee shall immediately submit a written report to the Board that sets forth the reason for the delay in repair and retain the report for at least 30 days after submission to the board.
- (5) The Board may in its discretion order that all activity in the area affected by the malfunction be suspended pending repair.
- (6) In the event of a malfunction of a dedicated camera, recorder or monitor, the activity, being viewed must be suspended or closed pending repair.

Rule 13.189 Compliance with Surveillance System Requirement

- (1) A licensee shall comply with the requirements set forth in this Chapter no later than seven (7) days prior to the start of its gaming operations.
 - (2) The Board may, in its discretion, require a licensee to comply with surveillance system requirements that are more stringent than those set forth in this Chapter.
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