

GENERAL NOTICE

NOTICE 325 OF 2011

The North West Gambling Board has, in terms of section 85 of the North West Gambling Act, 2001 (Act No. 2 of 2001), as amended, formulated the North West Gambling Board Rules on Limited Payout Machines which are hereby published for commencement.

North West Gambling Board Rules on Limited Payout Machines

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**PART 1
GENERAL**

CHAPTER 1

RULE 1: CONSTRUCTION AND DEFINITIONS

1.1 Promulgation, amendment, modification and repeal

The Board has made the following rules in terms of section 85 of the North West Gambling Act, 2001 (Act No. 2 of 2001) as amended, which shall be called North West Gambling Board Rules on Limited Payout Machines. These rules shall come into effect on the date of publication thereof in the Provincial Gazette.

1.2 Applicability and Condonation

- 1) These rules shall be applicable to all applicants and holders for Route, Independent and Site Operator licences.
- 2) Notwithstanding anything to the contrary contained in these rules, the Board may on prior written application, condone non-compliance with these rules and give special dispensations with regard to anything contained in these rules in the manner and the conditions determined by the Board.

1.3 Construction

Nothing contained in these rules shall be so construed as to conflict with any provision of the Act or Regulations made thereunder.

1.4 Severability

If any provision of these rules be held invalid, it shall not be construed to invalidate any of the other provisions of the rules.

1.5 Definitions, words and terms

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 otherwise indicates.

1.6 Definitions

In these rules, unless the context indicates;

- 1.6.1 **“Act”** means the North West Gambling Act, 2001 (Act no 2 of 2001),
- 1.6.2 **“authorised”** means authorised in terms of the Act or ICS.
as amended.
- 1.6.3 **“bet”** means the amount of credits risked or staked by a player at the commencement or during a gambling game.
- 1.6.4 **“Board”** means the North West Gambling Board.
- 1.6.5 **“cash** means a physical coin, note, token, ticket, other thing of value, magnetic or smart card or any other representation of money used directly or indirectly in the gambling environment.
- 1.6.6 **“CEMS”** means the central electronic monitoring system contemplated in section 27 of the National Gambling Act.
- 1.6.7 **“credits”** means the number of betting units standing to the credit of a player displayed on the credit meter of a Limited Payout Machine.
- 1.6.8 **“data collection”** means the successful transfer of Limited Payout Machine soft meter and significant event information from an SDL to the CEMS database.
- 1.6.9 **“designated area”** means the area within Site where Limited Payout Machines are authorised to be exposed for play.
- 1.6.10 **“dispute”** means any unresolved disagreement between a patron and the holder of a Route Operator licence, CEMS operator licence or an Site Operator relating to a gambling-related procedure, the outcome of a gambling game or the payment of winnings alleged to be due.
- 1.6.11 **“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.
- 1.6.12 **“employee card”** means a card issued to a registered employee for use on a single site, which-
- a) reflects the identifying details of the employee in whose name it has been issued and the name of the site on which it may be used;

- b) upon insertion thereof into the SKP, activates the Limited Payout Machine on the site and upon removal thereof from the SKP, deactivates the Limited Payout Machines on the site;
 - c) via the SDL, is interfaced with the CEMS , which upon insertion and removal of the employee card into the SKP, records the identity of the relevant employee, and
 - d) may be used only by the registered employee and only on the licensed site in respect of which it has been issued and named on the face thereof.
- 1.6.13 **“fair play”** means the conduct of a gambling game in compliance with all procedures and rules approved for such gambling game.
- 1.6.14 **“gambling-related”** means having, in the view of the Board or of a licence holder, a direct or indirect influence on gambling tax or fair play.
- 1.6.15 **“handle”** means the total rand value of all credits bet on an limited payout machine within a specified period.
- 1.6.16 **“ICS”** means the approved internal control standards 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 premises.
- 1.6.17 **“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.
- 1.6.18 **“journal entry”** means any alteration made to gambling-related computerised records.
- 1.6.19 **“licensed employee”** means the holder of a key or gambling employee licence contemplated in the Act.
- 1.6.20 **“LPM ”** means a limited payout machine in respect of which the stakes and prizes are limited as prescribed by the National Gambling Act.
- 1.6.21 **“LPM drop”** means the cash cleared from a Limited Payout Machine for count purposes.

- 1.6.22 **“Route Operator”** means an operator licensed in terms of section 53 of the Act.
- 1.6.23 **“Site”** means licensed premises on which LPM`s may be exposed for play.
- 1.6.24 **“LOC”** means a letter of certification issued by the SABS, certifying that a device or equipment complies with the national norms and standards applicable thereto.
- 1.6.25 **“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.
- 1.6.26 **“manufacturer”** means the holder of a licence specified in section 60 of the Act.
- 1.6.27 **“multi-game software”** means gaming software that offers more than one LPM game on a single LPM .
- 1.6.28 **“National Gambling Act”** means Act No.7 of 2004, as amended.
- 1.6.29 **“National Gambling Regulations”** means the Regulations in respect of Limited Payout Machines promulgated in terms of the National Gambling Act.
- 1.6.30 **“Operating hours”** means all hours during which LPM`s are exposed for play.
- 1.6.31 **“Premises owner key employee”** means a natural person, duly authorised to represent the owner of a primary business which has entered into an agreement with an Route Operator to expose LPM`s for play on business premises licensed in terms of section 54 of the Act, and registered as a key employee by the Board.
- 1.6.32 **“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`s or the CEMS, with a payout that increases automatically over time or as the machine or game is played.
- 1.6.33 **“Public area”** means any area to which the public has unrestricted access.
- 1.6.34 **“RAM”** means random access memory.

- 1.6.35 **“Registered employee”** means a person employed by the holder of a Site Operator licence and registered to perform gambling related activities on a Site.
- 1.6.36 **“RTP %”** means return to player percentage in respect of LPM’s, which is calculated by dividing the total win by the total handle.
- 1.6.37 **“SABS”** means the South African Bureau of Standards.
- 1.6.38 **“Significant events”** means a set of predetermined operational conditions recorded by the CEMS for LPM’s during a game, during idle mode or during data interchange with another gaming device.
- 1.6.39 **“SDL”** means a site data logger.
- 1.6.40 **“site data logger”** means a device or other intermediate data collector for the CEMS situated on a Site that collects, stores and sends data.
- 1.6.41 **“SKP”** means a smart keypad.
- 1.6.42 **“smart card”** means an integrated electronic circuit card issued to a patron for use on a 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.
- 1.6.43 **“Smart keypad”** means an input device located on a Site used to convey instructions to the SDL.
- 1.6.44 **“Win”** means the total rand value of coins, tokens and credits won on an LPM.

CHAPTER II

RULE 2: ORGANISATIONAL STRUCTURE AND JOBS COMPENDIUM

2.1 Organisational structure

- 2.1.1 A Route Operator shall implement and maintain an organisational structure diagram reflecting the:-

- a) executive management of the organisation, each of its departments and functions;
- b) segregation of incompatible functions into different departments and functions;
- c) direct and indirect lines of authority within the organisation, departments and functions, including the Site Operator; and
- d) titles of each position within the organisation and mandatory departments and functions.

2.1.2 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.

2.1.3 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

2.2.1 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 Site Operator employees engaged in gambling and gambling-related activities.

2.2.2 A jobs compendium shall comprise:-

- 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 relevant employee's head of the department, immediate supervisor and subordinates;
 - iii. the duties, responsibilities, authority and the limitations in respect of the relevant job; and
 - iv. where registration is required in respect of the relevant position, the category of registration; and

2.2.3 The jobs compendium shall:-

- a) clearly reflect the segregation of incompatible operational functions:-

- i. into different departments; and
 - ii. between the Route Operator and Site Operator,specifying the duties of each such department and function;
- b) illustrate by position 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.

2.2.4 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.

2.2.5 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 Personnel

2.3.1 The 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. Technicians, who shall install and maintain LPM's and SDLs and perform such other functions as are prescribed by the Rules and the ICS ; and
 - ii. Technical Manager, who shall:-
 - (aa) supervise and manage the overall operation of the Technical Department, and

- (bb) ensure that the structure and operation of the Technical Department complies with the ICS and the Act;
- b) in its Administration Department:-
- i. Administration Clerks, who shall:-
 - (aa) ensure that gambling-related financial information, including the compilation of monthly tax returns, is accurate and reliable;
 - (bb) perform such other functions as are prescribed by the Rules and the Route Operator's ICS ; and
 - ii. an Administration Manager, who shall:-
 - (aa) supervise and manage the overall operation of the Administration Department, and participate in the appointment and termination of employment of all administration employees; and
 - (bb) ensure that the structure and operation of the Administration Department complies with the Route Operator's ICS and the Act.
- c) in its Compliance Department:-
- i. Compliance Officers, who shall:-
 - (aa) monitor, audit and report on compliance with the ICS and the Act; and
 - (bb) perform such other functions as are prescribed by the Rules and ICS.
 - ii. a Compliance Manager, who shall:-
 - (aa) supervise and manage the overall operation of the Compliance Department; and
 - (bb) ensure that the structure and operation of the Compliance Department complies with the ICS and the Act.

- 2.3.2 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.
- 2.3.3 A Route Operator may not outsource any of the functions assigned to its employees by the Route Operator's ICS or the Act without the prior written approval of the Board.
- 2.3.4 A Route Operator 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.
- 2.3.5 The Board may request a Route Operator 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.
- 2.3.6 No person shall simultaneously perform incompatible gambling-related functions allocated to more than one position without the prior written approval of the Board.
- 2.3.7 The Route Operator shall ensure that only adequately trained and experienced employees are utilised in the positions reflected in the organisational structure.
- 2.3.8 This Rule does not preclude a Route Operator 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 Site Operator

- 2.4.1 Registered employees shall be appointed on each 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 ICS;
 - c) ensure the proper functioning of LPM's insofar as prescribed by the Act and the Route Operator's ICS; and

- d) attend to patron disputes.

2.5 Internal audit

2.5.1 A Route Operator shall appoint an independent internal auditor to perform the internal audit function prescribed by this Rule.

2.5.2 The internal audit function shall comprise:-

- a) the review and evaluation, at least on six-monthly basis, of the Route Operator's:-
 - i. ICS in order to determine the effectiveness and adequacy thereof; and
 - ii. fulfillment of its bid commitments.
- b) on a six-monthly basis:-
 - i. an assessment of the Route Operator's compliance with its ICS and the Act;
 - ii. an assessment of the effectiveness and adequacy of the day-to-day gambling-related operations of the Technical, Administration and Compliance Departments;
 - iii. review of an operational risk profile in respect of the mandatory departments;
 - iv. a determination of whether the 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. a determination of whether all gambling-related taxes are current and accurate;
 - vi. an assessment of the integrity, adequacy, accuracy and reliability of all gambling-related information and systems; and
 - vii. to the degree required by the circumstances, an assessment of the Route Operator's compliance with any operational conditions of the licence imposed by the Board.

2.5.3 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.

- 2.5.4 The head of the internal audit function shall report directly to the board of directors of the Route Operator or to a committee of the board of directors.
- 2.5.5 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 within 28 days of the compilation of each six-monthly audit report.
- 2.5.6 The internal audit report contemplated in Rule 2.5.5 shall address:-
- a) any contravention of the Route Operator's ICS or the Act revealed by the audit;
 - b) all the areas of responsibilities referred to in Rule 2.5.2 (a) and (b); and
 - c) any weaknesses in the Route Operator's ICS or the Act revealed by the audit.
- 2.5.7 In addition to the provisions of Rule 2.5.6, additional internal audit 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 ICS or the Act revealed by an audit.
- within 14 days of the compilation of such reports.
- 2.5.8 The Board may approve different reporting lines to those prescribed in Rule 2.5.4 above, upon demonstration by the Route Operator that there are no incompatible functions.
- 2.5.9 All reports shall be in writing and shall be kept for a period of at least two (2) years for inspection by the Board.

2.6 ICS

- 2.6.1 Every Route Operator shall develop, implement and maintain a written ICS to ensure:-
- a) the integrity of its gambling operations;
 - 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.

2.6.2 The Route Operator's ICS 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.

2.6.3 The holder of a Route Operator licence shall not commence any gambling or gambling-related activities prior to the approval of its ICS by the Board.

2.6.4 A Route Operator shall not amend its ICS or implement any new or revised policies, procedures or standards contained or required to be contained in its ICS without the prior written approval of the Board.

2.6.5 A Route Operator shall submit amendments to its approved ICS to the Board for approval.

2.6.6 The Board may order a Route Operator to amend its ICS if in the opinion of the Board it does not comply with the requirements Rule 2.6.1

2.6.7 A Route Operator licence shall conduct its operations in terms of its ICS.

2.6.8 If a Route Operator contravenes any provision or procedure of its ICS or omits to amend its ICS within 28 days of receiving an order from the Board to do so, such contravention or omission shall be deemed to be a contravention of these Rules.

2.6.9 At a minimum an Route Operator's ICS 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 premises and employee records;
- f) the management of prescribed LPM information records;
- g) the commissioning and de-commissioning of LPM's, 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 LPM's and SDL's, 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 RIP percentages that are below 80%;
- 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;

2.6.10 monitored key controls, including provisions for:-

- a) the ordering thereof;
- b) the receipt thereof;
- c) the storage thereof;
- d) the issue thereof;
- e) the method of completing entries in monitored key registers;
- f) the personnel involved in monitored key transactions;
- g) procedures in respect of duplicate keys;
- h) procedures in respect of lost keys;
- i) dual control procedures relating to keys;
- j) the destruction of keys; and

- k) the reconciliation and auditing of monitored key registers.
- 2.6.11 journal entries and any adjustments to stored data on the CEMS;
 - 2.6.12 controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
 - 2.6.13 the issue, activation and retrieval of employee cards, including password reset;
 - 2.6.14 the calculation, compilation and verification of the Monthly Gaming Revenue Tax Return, including the verification and reconciliation of computerised reports used to calculate Route Operator gambling revenue so as to ensure the integrity and accuracy and the collection thereof;
 - 2.6.17 the documentation, investigation and manner of reporting of all breaches of procedure and illegal activities;
 - 2.6.18 the training of registered employees with regard to the:-
 - a) Site Operator procedures;
 - b) Responsible Gambling Programme; and
 - c) Maintenance of LPM's.
 - 2.6.19 the performance of audits pertaining to:-
 - a) game and communication software installed in LPM's;
 - b) software installed in SDLs;
 - c) user right access levels to the CEMS and other gambling-related software, including password control;
 - d) procedural compliance with the Act and the Route Operator's ICS;
 - e) registered employees;
 - f) monitored keys;
 - g) controlled stationery; and
 - h) the verification of the accuracy and integrity of information on the CEMS.

- 2.6.20 At a minimum a Route Operator's ICS shall contain provisions and procedures applicable to a Site Operator, 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 premises and employee records;
 - f) the commissioning and de-commissioning of LPM's, including the set up and testing thereof;
 - g) access to all Route Operator areas and the SDLs, including Route Operator logic area and SDL access;
 - h) the resolution of patron disputes;
 - i) manual payments, including the recording thereof;
 - j) the maintenance of LPM's and attendance to LPM error codes;
 - k) the detection and reporting of LPM's, 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 Route Operator 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; and
 - p) the reporting of LPM RIP percentages that are below 80%;
 - 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

RULE 3: TECHNICAL DEPARTMENT

3.1 LPM and SDL information records

- 3.1.1 The Technical Department of the 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 Site;
 - vi. the name of the licensed manufacturer of the LPM cabinet and game software;
 - vii. the LPM certified model Board approval number;
 - viii. the LPM game software memory device number;
 - ix. the LPM game name;
 - x. the LPM theoretical and actual return to player percentages;
 - xi. the LPM denomination;
 - xii. the method and date of disposal of the LPM and game software;
 - xiii. the total number of LPM in use at Site and in storage; and
 - xiv. LPM permits 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 premises or location to which the SDL has been assigned; and
- v. the SDL model number and Board approval number.

3.2 LPM requirements

- 3.2.1 Each LPM shall electronically record, store and send to the CEMS the meter information specified by the applicable SABS standard.
- 3.2.2 Each LPM shall electronically record, store and send to the CEMS 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 to the CEMS; and
 - e) software validation or signature failure.
- 3.2.3 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; and
 - c) a signature failure by the LPM and SDL.
- 3.2.4 The Technical Department shall maintain all LPM's and SDLs in a good working condition in accordance with the approved norms and standards for such devices.
- 3.2.5 The Route Operator or Site Operator shall not possess, install or make available for play any gambling or gambling-related device which has not been approved by the Board.

3.2.6 All LPM's that are exposed for play shall be linked to the CEMS.

3.2.7 A plate shall permanently be affixed to the cabinet of every LPM, reflecting the unique serial number of the LPM; and the name of the manufacturer of such LPM.

3.3 Commissioning, alteration and de-commissioning of LPM's and SDL's

3.3.1 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 specify prior to any gambling activity taking place on the LPM.

3.3.2 The Technical Department shall:-

- a) document the results of the tests conducted in terms of sub-rule (1) and such document shall be signed by a representative from the Technical Department and a registered employee of the relevant Site Operator; 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.

3.3.3 The Technical Department shall immediately update the CEMS reflecting any commissioning, alteration or de-commissioning of LPM's at the time of such occurrence.

3.3.4 The Technical Manager shall approve the commissioning, alteration or de-commissioning of all LPM's.

3.3.5 The Route Operator shall ensure that full data collection has been completed by the CEMS prior to de-commissioning an LPM.

- 3.3.6 An LPM shall 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.
- 3.3.7 Any change to an LPM's theoretical RTP percentage shall result in such an LPM being treated as a different an LPM for purposes of preparing statistical reports.
- 3.3.8 In respect of a multi-game LPM, the provisions of this Rule shall apply, with the necessary changes, to each game offered by such an LPM.

3.4 Limited Payout Machines and communication malfunctions

- 3.4.1 An LPM shall be powered down and may not be available for play if a malfunction has occurred which:-
- a) will have an impact on fair play; or
 - b) will affect the integrity of the an LPM or CEMS information and which cannot be repaired immediately.
- 3.4.2 An LPM shall be removed from the public area in the event that it has been powered down for a period of five (5) working days.
- 3.4.3 In the event that data collection has not been performed from a Site over a continuous 72-hour period, the Technical Department shall implement measures to allow the data collection to be performed.
- 3.4.4 In the event that the communication malfunction cannot be repaired immediately, the Technical Department shall inform the Board in writing.
- 3.4.5 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

- 3.5.1 The Technical Department shall maintain a detailed maintenance register in respect of all malfunctions and maintenance performed on LPM's and SDLs.
- 3.5.2 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; and
- c) an employee of an LPM manufacturer, registered in terms of the Act in the presence of a registered employee of the relevant Site Operator.

3.5.3 Rule 3.4.1 does not preclude a licensed or registered employee of the Site Operator premises from performing routine maintenance to ensure the proper operation of the LPM's on its premises, including attending to coin-in and coin-out errors, bill disputes, hopper fills and cash collections.

3.5.4 If a specific malfunction on an LPM recurs on a regular basis, the Technical Department shall attend to the problem.

3.6 RAM clear

3.6.1 Only representatives of the Technical Department and CEMS operator shall be allowed to perform a RAM clear on an LPM and SDL.

3.6.2 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.

3.6.3 Prior to and after performing a RAM clear on an LPM, the LPM Technician shall record the LPM soft meter readings on the prescribed RAM Reset Document and shall:-

- a) forward this information to the Administration Department; or
- b) ensure that the LPM soft meters have been archived on the CEMS.

3.6.4 Representatives from both the relevant Site and the Technical Department shall attest to the accuracy of the information contained in the RAM Reset Document.

3.6.5 The LPM Technician or representative of the CEMS operator 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 ICS.

CHAPTER IV

RULE 4: ADMINISTRATION DEPARTMENT

4.1 Responsibilities

4.1.1 The Administration Department of the Route Operator shall –

- a) develop, implement and review financial controls;
- b) reconcile gambling revenue on 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

4.2.1 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.

4.2.2 The Administration Department shall request the CEMS operator, in writing on the prescribed Journal Entry Register, to effect the necessary adjustments.

4.2.3 All journal entries shall be authorised and signed by the Administration Manager.

4.3 Route Operator accounting

4.3.1 The Administration Department shall, on a daily basis, review the CEMS reports used for calculating taxable revenue to verify the accuracy thereof.

- 4.3.2 The Administration Department shall verify that the data contemplated in Rule 3.2.1 and Rule 3.2.2 has been collected in respect of all LPM's within 24 hours of the period allowed for the collection thereof.
- 4.3.3 The Administration Department shall immediately inform the Technical Department if the data collection contemplated in Rule 4.3.2 has been unsuccessful.
- 4.3.4 A monthly reconciliation shall be prepared by the Administration Department in respect of the taxable revenue pertaining to all LPM's exposed for play by the Route Operator.
- 4.3.5 All Route Operator reconciliation procedures and any follow-up actions performed in respect thereof shall be documented and retained for Board inspection.
- 4.3.6 The monthly tax return shall be signed by the Administration Manager.

4.4 Controlled stationery

- 4.4.1 The Administration Department shall be responsible for ordering, receiving, storing and issuing the following controlled stationery:-
- a) Malfunction and Maintenance Register, to be used to document all malfunctions of and maintenance performed on LPM and SDL's, recording the relevant:-
 - i. 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 action taken to repair it; and
 - vi. signatures and names or employee numbers of the LPM Technician and registered Site Operator employee performing and witnessing the maintenance;
 - b) RAM Reset Document, to be used in the event of a RAM clear, recording 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 employee numbers of the LPM Technician and registered Site Operator employee performing and witnessing the RAM clear.
- c) Payout Register, to be used to document all prescribed payouts made by the Site Operator to patrons, recording the relevant:-
- i. date of payment;
 - ii. value of the payment;
 - iii. patron's name, surname and signature; and
 - iv. signature and name or employee number of the registered Site Operator employee who made the payout.
- d) Dispute Register, to be used to document all patron disputes, including resolved disputes, recording 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 signature and contact details, including telephone number and address;
 - 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 employee number of the registered Site Operator employee to whom the dispute was reported.
- e) Journal Entry Register, to be used to record the detail of all adjustments made to stored data on the CEMS, recording the relevant:-
- i. date and time of the entry;

- ii. LPM number, where applicable;
 - iii. Site Operator name;
 - iv. reason for the adjustment;
 - v. description of the adjustment made; and
 - vi. signatures and names or employee numbers of the Administration Department employee requesting the adjustment and the Administration Manager authorising the adjustment;
- f) User Access Rights Application Form, to be used for the application of user access rights on the CEMS, recording the relevant:-
- i. date of application;
 - ii. applicant's name and surname;
 - iii. position or job function of the applicant;
 - iv. North West Gambling Board licence number, where applicable;
 - v. Route Operator's name;
 - vi. Site name, where applicable;
 - vii. the user access rights to be allocated to the applicant; and
 - viii. signature and name or employee number of the Administration Department employee authorising the application.
- g) Stationery Registers, documenting controlled stationery in stock as well as all controlled stationery issued, recording the relevant:-
- i. amount of stationery received;
 - ii. ranges of stationery received;
 - iii. signature and name or employee number of the employee receiving the stationery;

- iv. Site Operator premises at which the stationery is used, where applicable;
 - v. date and time issued;
 - vi. current stock level; and
 - vii. the signatures and names or employee numbers of the registered employees receiving and issuing the controlled stationery.
- h) Monitored Key Control Registers, documenting each time monitored keys or combinations thereof are issued, duplicated or destroyed, recording 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 Site Operator, where applicable;
 - vi. signature and name or employee number of the employee issuing the keys;
 - vii. signature and name or employee number of the employee receiving the keys; and
 - viii. date and time returned by the custodian of the monitored key.
- 4.4.2 All the unused and completed registers contemplated in sub-rule (1) shall be kept in a secure area controlled by the Administration Department.
- 4.4.3 The issue and receipt of all value or controlled stationery shall be registered in stationery registers.
- 4.4.4 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.

- 4.4.5 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.
- 4.4.6 All the completed registers contemplated in Rule 4.4.1 shall be retained:-
- a) on the relevant Site, for a period of at least 3 months from the date of the last entry therein; and
 - b) at its registered office, by the Route Operator for a period of at least two (2) years from the date of the last entry therein for Board inspection.
- 4.4.7 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.
- 4.4.8 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

- 4.5.1 The Administration Department shall maintain detailed records in respect of each monitored key that is made, duplicated or destroyed.
- 4.5.2 The Administration Department shall receive, secure, issue, control and dispose of the following monitored keys –
- a) LPM cabinet door keys;
 - b) logic area door keys;

- c) such other keys that are required to be monitored or controlled in terms of the Act and ICS; and
 - d) each duplicate key to the keys contemplated in paragraphs (a) to (d) above.
- 4.5.3 All monitored keys shall be kept in a secured area, in such a manner as to prevent unauthorised access thereto.
- 4.5.4 Access to the secure area referred to in Rule 4.5.3 shall be limited to representatives of the Administration Department.
- 4.5.5 All key transactions shall be registered in key control registers.
- 4.5.6 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.
- 4.5.7 In addition to the provisions of this Rule, the following provisions shall apply with regard to the control of:-
- a) Logic area keys:-
 - i. Only authorised representatives from the Technical Department shall be allowed access to the logic area keys; and
 - ii. Logic area keys may not be kept at the Site premises .
 - b) LPM cabinet door keys may only be issued to a registered employee of the Site Operator or a representative of the Technical Department.

CHAPTER V

RULE 5: COMPLIANCE DEPARTMENT

5.1 Investigations

- 5.1.1 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.
- 5.1.2 The Compliance Department shall, on a weekly basis, ensure that the exceptions and unusual events referred to in Rule 5.1.1 are investigated.
- 5.1.3 The Compliance Department shall inform the Technical Department of any unresolved exceptions and unusual events referred to in Rule 5.1.1
- 5.1.4 The Compliance Department shall inform the Administration Department regarding the outcome of the variances contemplated in Rule 5.1.1(d) and (e).
- 5.1.5 The results of the investigations referred to in this Rule and the actions taken to prevent a recurrence thereof, shall be documented.
- 5.1.6 All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for Board inspection.

5.2 Audits

- 5.2.1 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 the LPM;
 - b) to verify that only approved software is installed in SDLs;
 - c) to ensure that access to the CEMS has been allocated to authorised personnel only;
 - d) assessing procedural compliance by the Route Operator and the Site Operator with the Rules and the Route Operator's ICS;
 - e) to verify that all employees performing gambling-related functions are correctly registered;
 - f) on the LPM R1P percentages which are below 80% over a continuous 12-month period;

- g) to ensure that journal entries have been performed correctly and with the necessary authorisation;
 - h) on monitored key registers for accuracy;
 - i) on controlled stationery registers for accuracy and stock levels; and
 - j) to verify the accuracy and integrity of information on the CEMS.
- 5.2.2 Any discrepancies found during the audits referred to in Rule 5.2.1 shall be investigated and the results and actions taken to prevent a recurrence thereof shall be documented.
- 5.2.3 All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for Board inspection.
- 5.2.4 The Compliance Department shall, on a six-monthly 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 a Site Operator.

5.3 Reporting requirements

- 5.3.1 The Compliance Manager shall report directly to at least the General Manager or Managing Director of the Route Operator.
- 5.3.2 The Board may approve different reporting lines to those prescribed in Rule 5.3.1 above, upon demonstration by the Route Operator that there are no incompatible functions.
- 5.3.3 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 ICS 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 banning effected; and

- g) such other detail as may be required by the Board.
- 5.3.4 The monthly reports, referred to in Rule 5.3.3 shall be submitted within 5 working days after the conclusion of every month.
- 5.3.5 In addition to the provisions of Rule 5.3.3, 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 ICS; and
 - c) instances of possible non-compliance with the provisions of the Route Operator's ICS or the Act within 14 days of compiling such reports.
- 5.3.6 All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for Board inspection.

CHAPTER VI

RULE 6: SITE OPERATOR PREMISES

6.1 ICS

- 6.1.1 The provisions and procedures prescribed in a Route Operator's ICS, including its organisational structure and jobs compendium shall be complied with, on all licensed Site on which it exposes LPM's for play.
- 6.1.2 No gambling or gambling-related activities shall be conducted on a Site prior to the approval of the relevant Route Operator's ICS by the Board.
- 6.1.3 All operations on a Site shall be conducted in terms of the relevant Route Operator's ICS.
- 6.1.4 A copy of these Rules and the relevant Route Operator's ICS shall, at all times be retained on a Site.
- 6.1.5 If any provision or procedure of the Route Operator's ICS is contravened on a 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 Route Operator to which a Site relates does not exercise control over the premises for the purposes of the contravention, the Board may require the premises 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 relevant Route Operator to which the premises relates from paying the penalty specified if it is satisfied that the relevant Route Operator licence could not reasonably have prevented the contravention.
- 6.1.6 For the purposes of Rule 6.1.5(b), a Route Operator may not be regarded as having been unable to reasonably prevent a contravention where:-
- a) the Route Operator has previously been alerted to the commission of a similar contravention on the relevant Site;
 - b) the Route Operator has undertaken to take steps to prevent a repetition of similar contraventions on the relevant Site, and has not taken sufficient steps to do so; or
 - c) the same or similar contraventions take place on the relevant Site on a regular basis.
- 6.1.7 If any provision of these Rules is contravened on a Site, the provisions of Rule 6.1.5 and Rule 6.1.6 shall apply *mutatis mutandis* in respect of the imposition of penalties regarding such contravention.

6.2 Minimum requirements for a Site

- 6.2.1 The playing of LPM's on the Site shall constitute the secondary form of business provided on such premises.
- 6.2.2 All business conducted on the Site shall be lawful and registered for tax purposes.
- 6.2.3 The Board shall approve the floor plan of the Site prior to any gambling activity being conducted on such premises.
- 6.2.4 The approved floor plan in respect of a Site may not be altered without the prior written approval of the Board.

- 6.2.5 The Route Operator or any other person may not, on a Site Operator premises, expose for play limited payout machines in excess of the maximum number authorised for such premises by the Board.
- 6.2.6 The designated area of a Site shall be constructed in such a manner as to ensure restricted access thereto.
- 6.2.7 The designated area of a Site shall not be less than three (3) square meters per limited payout machine, unless otherwise approved by the Board.
- 6.2.8 The wiring to and from the LPM, SDL and SKP shall be installed in a manner as to prevent tampering therewith.
- 6.2.9 The Limited Payout Machine's shall not be visible to the general public from outside the Site Operator premises.
- 6.2.10 Advertising of gambling on the exterior of a Site, other than the display of the corporate logo of the Route Operator, or the adoption or use of a name in respect of a Site which promotes or incorporates a reference to gambling is prohibited.
- 6.2.11 All LPM'S shall be placed and remain within the designated areas approved by the Board, unless otherwise prescribed by these Rules.
- 6.2.12 All SDLs and SKPs shall be placed and remain in an area approved by the Board.
- 6.2.13 A Route Operator shall not expose a LPM for play outside the approved designated area.

6.3 Responsibilities pertaining to Site Operator

- 6.3.1 In the event of an LPM or CEMS malfunction that cannot be repaired immediately, the registered employee on the Site shall immediately inform the Route Operator.
- 6.3.2 LPM's that are not exposed for play shall not be stored in a public area.
- 6.3.3 A LPM shall not be stored on an Site for a period longer than one (1) month without the prior written approval of the Board.
- 6.3.4 A registered employee on an Site shall perform a count of all the LPM drop proceeds at least once every a week and record the value of the drop proceeds on the CEMS.

- 6.3.5 All LPM's on the Site shall be monitored, observed and supervised by 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 LPM's;
 - 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 LPM's 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 LPM'S

- 6.4.1 Only a registered employee of the Route Operator, a registered employee on an Site and a licensed manufacturer may access an LPM
- 6.4.2 The employee card of the registered employee of the relevant Site shall be inserted in the SKP each time an LPM is accessed.
- 6.4.3 The registered employee on an Site shall ensure that all doors of the LPM's and SDL are secured at all times.

6.5 Licence and signs to be displayed

- 6.5.1 The following shall be prominently displayed at the entrance of the designated area of each Site –
- a) a copy of the licence issued to the Site Operator;
 - b) a 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 Site Operator premises ; and

- 6.5.2 Responsible Gambling Brochures shall be available at a Site at all times.
- 6.5.3 Each LPM shall have Responsible Gambling stickers required or prescribed by the Board located in a place visible to patrons.
- 6.5.4 The procedure pertaining to the resolution of patron disputes must be conspicuously displayed on the Site`s designated area, specifying:-
- a) that all disputes should be immediately reported on the 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

- 6.6.1 All monitored keys and controlled stationery must be kept in a secure area on the Site or in the possession of a registered employee to prevent unauthorised access thereto.

6.7 Patron disputes and dispute register

- 6.7.1 A registered employee on a Site shall record all patron disputes in a Dispute Register and immediately perform such investigations as may be required to resolve the dispute.
- 6.7.2 If the investigation contemplated in Rule 6.7.1 reveals that credits are legally owed to a patron, such credits shall immediately be paid out at the relevant Site.
- 6.7.3 The Site Operator shall, within 24 hours, inform the Route Operator of any unresolved patron dispute arising on such premises.
- 6.7.4 The Route Operator shall make available a helpline number for the purpose of registering patron disputes.
- 6.7.5 The Route Operator shall perform weekly follow-ups in respect of all patron disputes to ensure the resolution thereof.
- 6.7.6 All disputes must be resolved within a period of two(2) weeks, and if remain unresolved must be referred to the Board for further handling.
- 6.7.7 The Route Operator shall document the information in respect of the follow-ups performed and retain such documentation for a period of at least two (2) years for Board inspection.

CHAPTER VII

RULE 7: GENERAL PROVISIONS

7.1 Offices of the Route Operator

7.1.1 The offices of a Route Operator, at which its administrative and accounting functions are conducted, shall be based within the borders of the North West Province.

7.2 Credit facility

7.2.1 No person shall directly or indirectly, extend credit, in any form whatsoever, to any person, for the purpose of playing on, or operating an LPM.

7.2.2 For the purposes of this Rule, credit extension includes the advancement of cash by a Site Operator, Route Operator or any other person against a person's credit card, cheque, traveller's cheque, money order or any other negotiable instrument whatsoever.

7.3 Game features, stakes and prizes

7.3.1 No bets in respect of which the stake exceeds the maximum amount prescribed in terms of the Act, may be offered or accepted on a Site.

7.3.2 Progressive jackpots and double-up features are not permitted in respect of limited payout machines.

7.3.3 All prizes shall be paid in cash.

7.4 Monetary instruments

7.4.1 Betting on LPM may only take place by means of cash.

7.5 SDL controls

7.5.1 The SDL shall be designed and constructed in a manner to reveal any attempt at tampering therewith.

7.6 Employee cards

7.6.1 Employee cards shall be issued to and used only by authorised registered employees.

7.6.2 Prior to accessing an or SDL, a registered employee shall insert his or her employee card in the SKP.

- 7.6.3 Employee cards issued to registered employees at a Site shall be valid only in respect of the specific Site.
- 7.6.4 Employee cards issued to registered employees of a Route Operator shall be valid only in respect of the specific Site linked to such Route Operator.
- 7.6.5 An employee shall insert a password prior to performing any function or maintenance on a limited payout machines or SDL.
- 7.6.6 Employee cards shall not be left unattended in the SKP.
- 7.6.7 An employee card shall immediately be deactivated in the event that it is lost or when the employee to whom it relates has resigned.
- 7.6.8 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 Site Operator to which the card relates;
 - d) the name of the relevant Route Operator;
 - e) category of registration; and
 - f) the registration number assigned to the relevant employee by the Board.

7.7 Site and employee records

- 7.7.1 A Route Operator shall, in respect of each premises at which it has been authorised to expose LPM's for play, maintain current and accurate Site records reflecting:-
- a) the business name of the premises;
 - b) the physical address of the premises;
 - c) the postal address of the premises;
 - d) all other available contact details in respect of the premises; and
 - e) details of each registered employee at the premises, including the employee's:-

- i. name and surname; and
- ii. category of registration.

7.7.2 The Route Operator shall, within 5 working days after the conclusion of every month, submit a Site employee movement report to the Board specifying, in respect of the preceding month:-

- a) the details of all newly appointed gambling-related employees;
- b) details of all Site Operator licences whose contracts were terminated;
- c) details of all gambling-related employees who left the employment of the Route Operator or ceased employment on an Site; and
- d) all promotions or demotions in respect of gambling-related employees of the Route Operator or persons registered to be employed on an Site.

7.7.3 Premises owner key employee licence shall immediately inform the Route Operator of any employee resignations.

7.8 User access rights

7.8.1 All application forms for access to any gambling-related software, including amendments thereto, shall be signed by a representative of the Administration Department.

7.8.2 The User Access Rights Application Form shall clearly indicate the user access rights for which the applicant has applied.

7.8.3 The Route Operator shall request user access rights on the CEMS to be allocated to authorised registered employees only.

7.8.4 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.

7.8.5 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.

7.8.6 Any amendments to the pre-approved user access rights matrix shall be signed by the persons prescribed in Rule 7.8.5.

7.8.7 The Administration Department shall request the CEMS operator, in writing, to allocate the employee's user rights in terms of the pre-approved user access rights matrix by supplying the following information:-

- a) the applicant or employee's name and surname;
- b) user access rights to be allocated;
- c) Route Operator name;
- d) Site Operator name, where applicable; and
- e) Board registration number.

7.8.8 User access rights on the CEMS shall be allocated to appropriately registered employees and in terms of the user access rights matrix.

7.8.9 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.

7.8.10 The Route Operator shall immediately inform the CEMS operator of the resignation of any employee, whereupon the relevant employee's user access rights shall be immediately disabled on the CEMS.

7.9 Employees to be appropriately registered

7.9.1 Only appropriately registered persons may perform gambling-related functions on behalf of a Route Operator, CEMS operator or on Site Operator.

7.10 Dispensation

7.10.1 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.

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