

MPUMALANGA GAMING BOARD



MPUMALANGA GAMING BOARD RULES

Published for Amendment in the *Government Gazette*: **30 January 2004**

**PART 1
GENERAL**

**CHAPTER I
CONSTRUCTION AND DEFINITIONS**

1.010 Promulgation, amendment, modification and repeal

The Board has made the following rules in terms of section 84 of the Act, which shall be called the Mpumalanga Gaming Rules. These rules shall come into effect on the date of publication thereof in the Provincial Gazette and all rules previously made by the Board are repealed on the date on which these rules come into effect.

1.020 Applicability and condonation

- (1) These rules shall be applicable to all applicants for and holders of licences in the Province and are set out in the following manner:
 - (a) Part 1 shall be applicable to all applicants for and holders of all types of licences;
 - (b) Part 2 shall be applicable to all applicants for and holders of casino licences as well as all holders of manufacturer, maintenance or supplier licences who deal with casino licensees;
 - (c) Part 3 shall be applicable to all applicants for and holders of bingo operator licences as well as all holders of manufacturer, maintenance or supplier licences who deal with bingo operator licensees;
 - (d) Part 4 shall be applicable to all applicants for and holders of route operator licences and site licences as well as all holders of manufacturer, maintenance or supplier licences who deal with route operators or site licensees.
- (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 under the conditions determined by the Board.

1.030 Severability

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

1.040 Definitions in the Act

In these rules, any word or expression defined in the Act shall have the meaning ascribed to it in the Act, unless it is defined in these rules or the context indicates otherwise.

1.050 Definitions

In these Rules, unless the context indicates otherwise -

“business year” means the annual period used by a licensee for internal accounting purposes;

“card game” means a casino game in which the casino licensee is not party to wagers and from which the casino licensee receives compensation in the form of a rake-off, a time buy-in, or other fee or payment

from a player for the privilege of playing, and includes but is not limited to the following: Poker, bridge, whist, solo, panguingui and other non-banking casino games;

“funds” means money or any other instrument of value;

“gaming day” means an accounting period for a casino licensee beginning at a time specified by the licensee and approved by the Board or the actual time when the casino opens to the public, whichever is later, and shall terminate at the aforementioned time on the next calendar day;

“gaming table” means a table used for a table game;

“handle” means, the total Rand value wagered in a gaming machine;

“in meter” means a counting device in a gaming machine which automatically registers all cash, tokens and credits wagered on that gaming machine;

“jackpot meter” means a counting device in a gaming machine which registers all winnings on that gaming machine which are not registered on the out meter;

“machine repairs” means the adjustment of a part, component, module or approved variable element of a Gaming Machine, where such is designed and intended to be adjusted, or, the replacement of a part, component, module or approved variable element of a gaming Machines with a like part, component, module or approved variable element of a Gaming Machine, in such a manner as to ensure the Machine under repair is maintained in an Approved configuration and proper working order.”;

“out meter” means a counting device in a gaming machine which automatically registers all winnings paid by that gaming machine;

“premises” means land together with all buildings, improvements and immovable property located thereon;

“rake-off” means a percentage of the total amount anted and wagered by players during a hand in a card game;

“route operator” means the holder of a route operator licence and **“route licensee”** shall have a corresponding meaning;

“route operator licence” means a gaming machine operator licence contemplated in section 23(1) (b) of the Act and **“route licence”** shall have a corresponding meaning;

“SABS” means the South African Bureau of Standards contemplated in section 2(1) of the Standards Act, 1993 (Act No. 29 of 1993);

“site licence” means a gaming machine site licence as contemplated in section 23(1) (c) of the Act;

“site licensee” means the holder of a site licence;

“soft meters” means all Gaming Machines shall be equipped with electronically stored digital Accounting and Audit Meters, containing no less than 6 digits, to accumulate the “Total In”, “Total Out”, “Total Drop” and “Hand pay” values as a minimum, recorded as either units of the denomination (“credit size”) of the Machine or as a Rand value. A means shall be provided for on demand display of the information stored;

“table game” means any casino game other than bingo and a game played on a gaming machine;

“the Act” means the Mpumalanga Gaming Act 1995, (Act no 5 of 1995) as amended;

“the Regulations” means the Mpumalanga Gaming Regulations, 1996, published on 23 August 1996, as amended;

“wager” means a sum of money or thing of value risked on the outcome of a casino game.

1.060 Calculation of time periods

Where any time period is prescribed in these Rules, that time period shall exclude the first day and include the last day.

CHAPTER II GENERAL RULES

2.010 Reports of contraventions

Each licensee shall report to the Board, in writing, any contravention of any provision of the Act, the Regulations or these rules which the licensee has knowledge of or reasonably suspects to have occurred, within 24 hours of such knowledge or suspicion, which report shall include the actions taken or being taken as a result of such contravention.

2.020 Access to premises and production of records

- (1) Without limiting any of the powers of police officers and inspectors, conferred upon them in terms of Chapter 5 of the Act, every licensee shall -
 - (a) upon request by any authorised member of the staff of the Board, immediately make available for inspection to such staff member, any gaming device in the licensee’s possession and any object, book, record, or other document required to be kept in terms of the licensee’s licence or pursuant to the Act, the Regulations or these Rules; and
 - (b) allow immediate access by any authorised member of the staff of the Board, to any portion of the licensed premises, or in the case of the holder of a manufacturer, maintenance and/or supplier licence, the premises where gaming devices are manufactured, sold or distributed, for the purpose of inspecting or examining such portion of such premises, any gaming device in the licensee’s possession, and any object, book, record, or other document required to be kept in terms of the licensee’s licence or pursuant to the Act, the Regulations or these Rules: Provided that the member of the staff of the Board is able to adequately identify himself as such.

2.030 Periodic payments

- (1) Subject to the provisions of sub-rule (2), the total winnings and prizes won by a player in any casino game, gaming tournament, gaming contest, or gaming promotional activity shall be remitted by the licensee to the winner thereof upon validation of the win.
- (2) Any deferred payment of winnings by a licensee shall take place according to the method and under the conditions and circumstances approved by the Board on written application by the licensee wishing to make deferred payment of winnings: Provided that no deferred payment of winnings shall be allowed if the prize money or the value of the prize to be deferred is less than R400 000.00 (Four Hundred Thousand Rand).

2.040 Record retention

Each licensee shall provide the Board, upon its request, with the records required to be maintained in terms of the Act, the Regulations and Rules. Unless the Board approves or requires otherwise in writing, each licensee shall retain all such records within the Republic for at least 5 years after they are made.

**CHAPTER III
ACCOUNTING RULES**

3.010 Board audit procedures

- (1) The Board shall conduct periodic audits and reviews of the books and records of any licensee at such times the Board's deems fit, in order to -
 - (a) review the accounting methods and procedures used by the licensee in accordance with Generally Accepted Accounting Practice;
 - (b) review and observe methods and procedures used by the licensee to count and handle cash, chips, tokens, negotiable instruments, and credit instruments;
 - (c) examine the licensee's records and procedures in extending credit;
 - (d) examine and review the licensee's internal control procedures;
 - (e) examine all gaming related accounting and bookkeeping records and ledger accounts of the licensee and any such records and accounts pertaining to the licensee's activities held by a person controlling, controlled by, or under common control with the licensee;
 - (f) examine the books and records of any licensee when conditions indicate the need for such action or upon the request of the chief executive officer or the Board; and
 - (g) investigate any licensee's compliance with the Act, the Regulations and Rules.

3.020 Records of ownership

- (1) Each company licensee shall keep on its licensed premises or registered offices, or shall provide to the Board on its request, the following records or documents or equivalent -
 - (a) a copy of the memorandum and articles of association of the company, including any amendments;
 - (b) a copy of the company's certificate to commence business;
 - (c) a register of all current and former management staff and directors;
 - (d) minutes of all meetings of the shareholders;
 - (e) minutes of all meetings of the directors and committees of the Board of directors; and
 - (f) a register of all shareholders listing each shareholder's name, address, the number of shares held and the date the shares were acquired.
- (2) Each partnership licensee shall keep on its licensed premises or the premises of its gaming establishment, or provide to the Board upon its request, the following documents pertaining to the partnership -
 - (a) a copy of the partnership agreement and, if applicable, the certificate of limited partnership;
 - (b) a list of the partners, including their names, addresses, the percentage of interest held by each, the amount and date of each capital contribution of each partner, the date the interest was acquired, and the salary paid by the partnership; and
 - (c) a record of all withdrawals of partnership funds or assets.
- (3) Each sole proprietorship licensee shall keep on its licensed premises or the premises of its gaming establishment, or provide to the Board upon its request, a schedule showing the name and address of the proprietor and the amount and date of the proprietor's original investment and of any additions and withdrawals.

**CHAPTER IV
GAMING MACHINES, MODIFICATIONS, CONVERSIONS AND OTHER GAMING
EQUIPMENT**

4.010 Definitions

For the purposes of this chapter, unless the context indicates otherwise -

“**conversion**” means one or more of the following -

- (a) a change in a gaming machine from one pre-approved game type to another pre-approved game type;
- (b) a change in the theoretical hold percentage of a gaming machine;
- (c) a change of the denomination of a gaming machine:

Provided that the certification status of the gaming machine is not affected by such change;

“**modification**” means any changing or alteration of an approved gaming machine, other than a conversion or the replacement of components with identical components;

“**other gaming equipment**” means any gaming device as defined in the Act, excluding a gaming machine; and

“**promotional machine**” means a contrivance that resembles a gaming machine that -

- (a) is playable without a wager being made; or
- (b) always pays out an amount in either cash or prizes that is equal to or greater than the wager made.

4.020 Approval of gaming machines: Applications and procedures

- (1) No person shall distribute a gaming machine in the Province or offer a gaming machine for play unless it has been certified according to the standard set by the SABS and approved by the Board.
- (2) Applications for approval of a new gaming machine shall be made and processed in such manner and using such forms as determined or approved by the Board and each application shall include, in addition to such other items or information as may be required, a complete, comprehensive, and technically accurate description and explanation in both technical and lay language of the manner in which the machine operates.
- (3) Only persons licensed to manufacture, distribute or supply gaming machines may apply for approval of new gaming machines.

4.030 Technical standards for gaming machines

- (1) This chapter applies to all gaming machines offered for play in the Province to the extent they do not conflict with the standard set by the SABS. In any cases of conflict, the standard set by the SABS shall prevail unless the Board determines otherwise.
- (2) Changes to pay-out percentage:
 - (a) For gaming machines with single game EPROM’s, the theoretical payback percentage of a game shall not be capable of being changed without changing the EPROM’s in the gaming machine and when such a change is made the following shall be recorded -
 - (i) the name of the person effecting the change;

- (ii) the closing hard and soft meters of the gaming machine; and
 - (iii) details of the change, such as the EPROM identification and Kobetron numbers; and
- (b) for gaming machines containing EPROM's with more than one game or return to player (RTP) or bet size combination, all game/RTP/bet size combinations on the installed EPROM shall be subject to approval by the Board and the set of games to be made available to the player may be varied by changing the EPROM's or the soft settings of the gaming machine and the following shall be recorded -
- (i) the name of the person affecting the change; and
 - (ii) the closing soft meters of the games(s) being replaced.
- (c) Any change referred to in paragraph (a) and (b) may only take place during a time when the gaming machine is switched off.
- (d) For purposes of this sub-rule, the addition of an attendant-paid bonus, a progressive jackpot, or a change in rate of progression of an existing progressive jackpot is not considered to be a change in the theoretical payback of the gaming machine.
- (3) Soft Meters:
- (a) All gaming machines shall be equipped with electronically stored digital meters and shall provide the means for on demand display of the stored information.
 - (b) Gaming machines with note acceptors shall be equipped with a meter giving the total value of notes accepted, in units equal to the denomination of the note accepted or Rand value.
 - (c) Gaming machine "in" meters shall accumulate all coin and credit transactions that result in wagers.
 - (d) The "out" meters shall accumulate all coin and credit transactions paid by the gaming machine for winning combinations.
 - (e) The "drop" meters shall accumulate the number of coins or Rand value thereof that has been diverted into a drop box.
 - (f) The jackpot meter shall accumulate the number of coins, credits or their equivalent, forming part of a player's winnings, but not paid out by the gaming machine.
 - (g) Gaming machines shall have electronically stored digital meters of at least 6 digits for the number of plays since power on and the number of plays since door closure. When the maximum value has been reached, the meters shall remain at that value until reset by occurrence of the appropriate event (Power on and number of plays since door closure). The gaming machine shall provide the means for on-demand display of the stored information.

4.040 Modifications: Applications and procedures

- (1) A modification to a gaming machine shall only be undertaken by a person licensed to undertake such modification.
- (2) A modification shall only be done following written approval from the Board on application to the Board by the casino licensee on whose licensed premises the gaming machine is offered for play or in the case of a gaming machine on the licensed premises of a site licensee, the route operator to whom the site is linked.
- (3) The application referred to in sub-rule (1) shall contain the following -

- (a) a complete, comprehensive, and technically accurate description and explanation of the modification in both technical and lay language signed by the person making the application; and
- (b) a certification that the gaming machine as modified is in accordance with the standard approved by the SABS.

4.050 Conversions: Notification and procedure

- (1) A conversion may only be performed by a licensee who is authorised in terms of his license to manufacture or maintain the gaming machine being converted.
- (2) A conversion shall only be performed following written notification of the conversion to the Board by the casino licensee on whose licensed premises the gaming machine is offered for play or in the case of a gaming machine on the licensed premises of a site licensee, the route operator to whom the site is linked, which notification shall be done no less than 7 days prior to the conversion being performed.
- (3) The notification referred to in sub-rule (2) shall include a complete, comprehensive, and technically accurate description and explanation of the conversion in both technical and lay language signed by the person doing the conversion.

4.060 Maintenance of gaming machines

- (1) A licensee shall not alter the operation of approved gaming machines and may only allow maintenance on gaming machines by persons licensed by the Board to do so.
- (2) Licensees shall maintain gaming machines available to the public for play in a suitable condition.
- (3) Each licensee shall keep a written list of repairs made to gaming machines in that licensee's possession, including the name of the person making such repairs, and shall make the list available for inspection by the Board.

4.070 Duplication of program storage media

- (1) Only a licensed manufacturer, route operator or casino licensee may duplicate the contents of gaming machine program storage media.
- (2) The procedure for performing such duplication shall be contained in the route and casino licensee's internal control procedures as approved by the Board.

4.080 Marking, registration and distribution of gaming machines

- (1) No gaming machine shall be distributed in the Province or from a location within the Province out of the Province unless it has that machine's unique serial number, permanently stamped or engraved in lettering no smaller than 5 millimetres on the metal frame or other permanent component of the machine and on a removable plate attached to the cabinet of the machine which will allow easy review by a Board official without the opening of any part of the machine.
- (2) No licensee shall distribute any gaming machine within or out of the Province or transport any gaming machine through the Province without the prior written approval of the Board. Applications for such approval shall be made, processed, and determined in such manner and using such forms as approved by the Board and shall include, in addition to such other items or information as the Board may require -
 - (a) in the case of gaming machines being distributed out of the Province, the full name, province of residence, address, telephone number, identification number or passport number of both the

- purchaser and the person to whom the shipment is being made. If the purchaser or person to whom the shipment is being made does not have an identification number or passport number, the birth date of the purchaser or person to whom the shipment is being made may be substituted;
- (b) in the case of gaming machines being distributed into the Province, the name and permanent address of the seller and the person from whom the shipment is received if such person is someone other than the seller;
 - (c) in the case of gaming machines being transported through the Province, the full name, province of residence, address, telephone number, identification number or passport number of the person from whom the gaming machines are distributed, the person performing the transport as well as the person to whom the shipment is being made;
 - (d) the name and permanent address of the purchaser or person to whom the shipment is being made if either is currently licensed by the Board;
 - (e) the port of entry or exit as the case might be, if the origin or destination is outside the Republic;
 - (f) the number of gaming machines to be distributed or transported;
 - (g) the serial number of each gaming machine;
 - (h) the model number, game type and EPROM number of each gaming machine;
 - (i) the expected date and time of shipment;
 - (j) the method of shipment and name and address of carrier;
 - (k) the seal number of the container, if applicable; and
 - (l) a statement by the purchaser that each machine will be used only for lawful purposes, unless the purchaser is currently licensed by the Board.
- (3) No licensee shall distribute or ship gaming machines to a destination where possession of a gaming machine is unlawful.
- (4) The Board may inspect all gaming machines prior to distribution out of the Province. Licensees shall make the gaming machines available for such inspection.
- (5) A licensee shall keep a record of all shipments made into or out of the Province of parts specifically designed for use in a gaming machine. The record shall include the information set forth in sub-rule (1), if applicable. A licensee shall not ship parts specifically designed for use in a gaming machine to a destination where possession of a gaming machine is unlawful.

4.090 Approval of promotional and tournament machines: Applications and procedures

- (1) A manufacturer or distributor shall not distribute a promotional machine for use in the Province and a licensee shall not offer a promotional machine for play to the public unless the promotional machine has been approved by the Board.
- (2) The provisions governing the approval, distribution into and out of the Province, modification and conversion of gaming machines shall apply *mutatis mutandis* to promotional machines.

4.100 Approval of games: Applications and procedures

- (1) A licensee shall not offer a casino game played on a gaming machine for play unless such game has been certified as conforming to the standard set by the SABS and approved by the Board: Provided that the Board may at its discretion give temporary approval for the operation of such a game, subject to certification in terms of the SABS standard and any other conditions as determined by the Board.
- (2) Applications for approval of a game referred to in sub-rule (1) shall be made and processed in such manner and using such forms as may be approved by the Board and shall include a description of the game, including the rules of play, the proposed schedule of pay-outs, and a statistical evaluation of the theoretical percentages of the game.

4.110 Installation of other gaming equipment

- (1) The Board will maintain a list of other gaming equipment, and shall supply a copy thereof to any of its licensees upon the request.
- (2) A licensee shall not install or use other gaming equipment without prior written approval of the Board.
- (3) Applications for approval to install or use other gaming equipment shall be made and processed in such manner and using such forms as may be determined by the Board.
- (4) The Board may consider the approval of other gaming equipment by other gaming regulatory jurisdictions in his determination of the approval.

4.120 Alterations to other gaming equipment

A licensee shall not alter the manner in which other gaming equipment operates without prior written approval of the Board.

**PART 2
CASINOS**

**CHAPTER V
GENERAL CASINO RULES**

5.010 Definitions

For the purposes of this Part (Part 2) of these rules, the following words and phrases shall have the following meanings, unless the context indicates otherwise -

“announced bet” means a wager made without chips, plaques or cash;

“cage” “cashier’s cage” and “cash desk” means a physical structure immediately adjacent to the gaming floor to house the cashiers and to serve as the central location in the casino for the following -

- (a) the custody of the cage inventory comprising currency including patrons' deposits, coin, patron credit instruments, gaming chips and plaques, forms, documents and records normally associated with the operation of a cage;
- (b) the approval, exchange, redemption, and consolidation of patron cheques received for the purposes of gaming in conformity with these rules;
- (c) the receipt, distribution, and redemption of gaming chips, tokens and plaques in conformity with these rules;
- (d) the issuance, receipt and reconciliation of funds used in the acceptance of currency and coupons from patrons in exchange for currency in conformity with these rules;

“call bet” means a bet called to the dealer accompanied by an amount in chips or cash sufficient to cover the value of the bet;

“cash equivalents” means any of the following -

- (a) certified or bank guaranteed cheques, cashier’s cheques, bank cheques, recognised travellers cheques or postal orders, any of which are made payable to the casino licensee and endorsed “not transferable”;
- (b) certified or bank guaranteed cheques, cashier’s cheques, bank cheques or postal orders, any of which are made payable to the presenting patron and endorsed in blank: Provided that no such instrument shall be accepted as a cash equivalent if the instrument was originally made payable to any person other than the presenting patron; and
- (c) recognised credit cards and personal cheques presented pursuant to the licensee’s internal control procedures;

“casino supervisor” means a person employed in the operation of a casino in a supervisory capacity or empowered to make discretionary decisions which govern casino operations, including but not limited to, inspectors, floor persons, pit bosses, casino shift managers, the assistant casino manager, and the casino manager;

“CCTV” means closed circuit television;

“coin vault” means a separate area for the storage of the coin, prize tokens and gaming machine tokens in locations outside the cage or master coin bank;

“drop” means -

- (a) for gaming machines, the total value of coins, gaming machine tokens and notes located in the gaming machine's drop box or note acceptor; and
- (b) for table games, the total value of currency, chips, plaques, tokens and credit markers contained in the drop box;

“hard count” means the counting of coins and tokens removed from the drop boxes of gaming machines;

“incompatible function” means a function that places any person or department in a position to perpetrate and conceal errors or irregularities in the normal course of duties;

“internal control procedures” means a manual required in terms of rule 9.010

“jackpot” means any money, merchandise or thing of value to be paid to a patron as the result of a specific winning combination(s) of characters indicated on a gaming machine; and

“soft count” means the counting of all wagering instruments removed from the drop boxes and/or note acceptors of gaming tables and gaming machines, other than coins and tokens, including, but not limited to cash notes, chips, plaques and markers.

5.020 Payoff schedules or award cards

- (1) Payoff schedules or award cards applicable to every casino game including a gaming machine shall be displayed or easily accessible at all times, either on the table at which such casino game is played or on each gaming machine, as the case may be, or in a conspicuous place immediately adjacent thereto.
- (2) Payoff schedules or award cards shall accurately state actual payoffs or awards applicable to the particular casino game or gaming machine and shall not be worded in such manner as to mislead or deceive the public.
- (3) No licensee shall display any misleading or deceptive information on any payoff schedule or award card and every licensee shall make payment in strict accordance with posted payoff schedules or award cards.

5.030 Retention of unclaimed money

- (1) Every licensee shall maintain a register of all gaming prizes which has not been claimed after a period of 24 hours.
- (2) Particulars of unclaimed Jackpots and unclaimed prizes stored on by serial number or other access method is to be secured on computer disk so that the particulars of unclaimed moneys or prizes is restricted to authorised personnel only.
- (3) Access to the particulars of all unclaimed prizes shall be provided to the Board.
- (4) The procedures with regards to money or prizes won by a person who is less than eighteen years old shall be submitted to the Board for approval.

5.040 Gross revenue computation

- (1) For each table game, gross gaming revenue equals the closing float plus credit slips for cash, chips, or tokens returned to the casino cage, plus drop, less opening float and fills to the table.
- (2) For each gaming machine, gross gaming revenue equals the total value registered on the in meter less the total value registered on the out meter less the total value registered on the jackpot meter: Provided that if any malfunction occurs resulting in incomplete or inaccurate data being received from one or more of the in

meter, out meter or jackpot meter of a gaming machine, the method of calculation of gross gaming revenue for that gaming machine will be: Drop less hopper fills less hand payments. The initial hopper load will not be regarded as a hopper fill and will not affect the calculation of gross gaming revenue.

- (3) For each card game and any other casino game in which the licensee is not a party to a wager, gross gaming revenue equals all money received by the licensee as compensation for conducting the game.
- (4) The manner in which unclaimed prizes shall be dealt with in the calculation of gross gaming revenue, shall be determined by the Board.
- (5) If the amount of gross gaming revenue is less than zero for any particular week for which levies are to be calculated in terms of the Regulations, the licensee may deduct the loss in the subsequent weeks, until that loss is fully offset against gross gaming revenue.
- (6) No licensee shall deduct any amount of money from any gaming levy payable in terms of the Regulations, unless prior permission for such deduction has been granted by the staff of the Board, which permission shall be in writing in the case of any amount exceeding R1 000.00, irrespective of whether a dispute exists as referred to in sub-rule (7) or not.
- (7) If a licensee fails to keep the records used or required to be used to calculate gross gaming revenue, the Board may compute and determine gross gaming revenue based on an audit conducted by its staff, upon the basis of any information within the Board's possession, or upon statistical analysis.
- (8) If a dispute arises between a licensee and the staff of the Board on the issue of the amount of gaming levies payable, which cannot be resolved between the licensee and the Board's staff, the following procedure shall be followed -
 - (a) the licensee shall apply in writing to the chief executive officer of the Board for a ruling on the dispute, which application shall contain the facts and arguments upon which the licensee's levy calculation is based;
 - (b) the application referred to in sub-rule (a) shall be lodged with the chief executive officer within 15 days of notification by the staff of Board that the dispute could not be resolved; and
 - (c) the chief executive officer may take such steps he deems necessary to investigate the matter and shall make a ruling on the dispute within a reasonable period of time, which ruling shall be binding upon the licensee.
- (9) The fact that a dispute has arisen as envisaged in sub-rule (8) does not exonerate any licensee from the payment of penalties as prescribed in the Regulations.
- (10) If no application is lodged with the Chief Executive Officer within the time period referred to in sub-rule (7)(b) the dispute shall be deemed to have been resolved in favour of the staff of the Board and any levy and penalty shall be payable as prescribed.

**CHAPTER VI
SURVEILLANCE SYSTEMS**

6.010 Surveillance systems: Minimum standard

- (1) Every casino licensee shall install, maintain and operate at all times a surveillance system which shall conform to the requirements of this Chapter and be subject to the Board's approval: Provided that the Board may, on reasonable grounds, determine additional requirements for such surveillance system to those set forth in this Chapter.
- (2) A licensee may install and operate surveillance coverage of gaming and non gaming activities in addition to the surveillance system as approved by the Board as contemplated in this Chapter, unless the approved surveillance system and its operation is negatively affected by such additional surveillance coverage.
- (3) The surveillance system referred to in sub-rule (1) 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, control PTZ cameras at a variable speed and control all video recorders in the surveillance system;
 - (b) dedicated cameras which are video cameras that monitor and record 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) PTZ cameras which are video cameras with, at a minimum, the capability to pan (rotate) 360° at a minimum speed of 120° per second, tilt 180° with the capability to orientate itself, zoom in and out and shall have pre-set capabilities with a minimum pre-set speed of 360° per second, the placement and number of which shall be subject to the Board's approval;
 - (e) a titler with the capability to superimpose time, date and a title onto a video signal without obstructing the recorded view;
 - (f) video loss detectors with the capability to detect loss in video and or generate an alarm when video loss is experienced;
 - (g) a video printer with the capability to generate instantaneously upon command, a clear, still black and white or colour copy or photograph or the images depicted on a video tape recording;
 - (h) video recorders and/or any other recording device as approved by the Board which shall record the video signals from the system; and
 - (i) monitors on which the views recorded by the surveillance system shall be displayed.
- (4) Any surveillance remote station with access to the surveillance system shall have only the capability to monitor and switch between signals.

6.020 Surveillance system plans: Approval and alterations

- (1) Every applicant for a licence shall submit to the Board a surveillance system plan with his or her licence application for approval by the Board.
- (2) The surveillance system plan shall include the following -

- (a) a casino floor plan that shows the placement of all surveillance equipment;
 - (b) details of the camera views;
 - (c) identification of the gaming machines and tables 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) No applicant or licensee shall alter or modify the approved surveillance system contemplated in this chapter, without the prior approval of the Board: Provided that additional surveillance coverage installed and operated by the licensee in terms of rule 6.010(2), shall not be subject to prior approval of the Board, if the approved surveillance system and its operation is not negatively affected by such additional surveillance coverage.
- (5) An applicant or a licensee shall apply to the Board in writing for an alteration to the surveillance system, no later than 7 days prior to the proposed alteration and if such alteration is approved by the Board, submit an amended plan reflecting such alteration within 30 days of the approval. This will also be applicable for temporary installations.
- (6) Every casino licensee shall inform the Board of the installation of cameras for the purposes of gaming covert operations, within 24 hours of such installation.

6.030 Surveillance systems: General requirements

- (1) The surveillance system and its equipment shall be directly and securely wired in a way to prevent tampering.
- (2) The surveillance system shall be connected to an auxiliary power source capable of providing uninterrupted power to the surveillance system in the event of a power loss and the power supply shall provide sufficient lighting to operate the surveillance system.
- (3) A lightning protection unit shall be fitted to safeguard the surveillance system against lightning.
- (4) Each monitor screen in the surveillance system shall be at least 30 centimetres measured diagonally.
- (5) Only high-resolution monitors with audio capabilities shall be used in the surveillance room.
- (6) All controls on the monitors shall be front mounted.
- (7) Each monitor shall have the capability to display any selected view.
- (8) A minimum of one monitor for every 25 cameras in the gaming machine area, and one monitor for every 15 cameras for the tables area shall be fitted in the surveillance room.
- (9) A ratio of one surveillance officer to six monitors shall be maintained at all times during casino operating hours.
- (10) Each camera in the surveillance system located in a public area shall be placed behind a dome.
- (11) Cameras shall be fitted in such a way to prevent tampering by patrons or employees.
- (12) Cameras shall be selected and controlled from the surveillance room by means of a control unit.

- (13) Each camera, which forms part of the surveillance system approved by the Board, shall be dedicated to its own video recorder.
- (14) Cameras of different resolutions shall be used in different conditions and for different purposes in order to provide optimal clarity.
- (15) Each camera shall have the capability of having its picture displayed on a video monitor.
- (16) All cameras forming part of the surveillance system shall record in colour.
- (17) The licensee shall have the capability of creating first generation copies of video surveillance tapes that are standard VHS format or other format approved by the Board.
- (18) A video recorders and/or any other recording device as approved by the Board shall have the capability to be selected and controlled from the control unit in the surveillance room.”

6.040 Surveillance rooms: General requirements

- (1) All surveillance equipment, excluding equipment for approved satellite-monitoring stations, that may be utilised to monitor or record views obtained by the surveillance system shall be and remain located in a room used exclusively for surveillance purposes, which shall be referred to as the surveillance room.
- (2) The entrance to the surveillance room shall be located away from the general view of the casino employees and general public and there shall be access control to the surveillance room which shall be exclusively for the use of surveillance personnel.
- (3) The surveillance room equipment shall have total override capability over any other satellite monitoring equipment in other offices.
- (4) The surveillance system shall be staffed and the surveillance equipment monitored at all times by trained surveillance personnel, which shall be employed and trained by the licensee in accordance with minimum standards approved by the Board, exclusively for surveillance purposes, and shall possess adequate knowledge of all casino games played at the casino as well as the relevant legislation pertaining to gaming operations.
- (5) The Board and its authorised staff members shall at all times be provided immediate access to the surveillance room and other surveillance areas.
- (6) The inside of the surveillance room including the working areas as well as employees and their movements shall be recorded on audio and video and the entrance to the video tape library shall be recorded on video at all times.

6.050 Surveillance systems: Count rooms and cash desk (cage)

- (1) The surveillance system shall monitor and record clear unobstructed views of all areas and transactions within -
 - (a) the hard count room and any area where uncounted coins are stored during the drop and count process, including walls, doors, scales, wrapping machines coin sorters, vaults, safes and general work surfaces;
 - (b) counting equipment in the hard count room, other than equipment exclusively used for verification of the count, which shall be interfaced with the surveillance system;

- (c) the administration office or designated administration area of the hard count room including the walls, doors, equipment and employees and their movements, (the administration office of the hard count room shall have a panic alarm which shall be interfaced to the surveillance system);
 - (d) the soft count room, including walls, doors, drop boxes vaults, safes, note counters and transparent counting surfaces, with a dedicated camera on the counting surface and a dedicated camera on the stacked currency;
 - (e) the soft count room note counters, other than equipment exclusively used for verification of the count, which shall be interfaced with the surveillance system; (the soft count room shall have a panic alarm which shall be interfaced to the surveillance system); and
 - (f) the cash desk (cage), including customer windows and close-up view of the transaction areas to identify chip values and currency, employees' windows, cash drawers, vaults, safes, counters, chips storage and fill windows; (the cash desk transaction areas shall have a panic alarm which shall be interfaced to the surveillance system).
- (2) All transactions within the hard count room, soft count room and cash desk (cage), shall be recorded with sufficient clarity to permit identification of each employee and his or her movements, and to permit identification of all currency, coins and types of paperwork.
 - (3) The soft count room, administration office or designated administration area of the soft count, and each transaction window in the cash desk (cage) shall have audio monitoring.
 - (4) The soft and hard count room recordings shall be retained for a minimum of 14 days.”

6.060 Table games and card rooms

- (1) All table game and card room areas shall be covered by the video cameras of the surveillance system with sufficient clarity to permit identification of all dealers, patrons, spectators and pit personnel, including, but not limited to the following -
 - (a) all table games and card tables surfaces, including table bank trays shall be covered with sufficient clarity to permit identification of all chips, cash, and card values and the outcome of the game and dice values shall be identified by the use of audio and/or video capabilities on the dice table;
 - (b) every roulette table shall be recorded by a dedicated static camera which permits views of at least the betting area of the table, half of the roulette wheel, the chip float and the hand movements of the dealer and the patrons over the table on one monitor screen;
 - (c) all drop and tip box slots;
 - (d) table numbers may be displayed on the monitor by the tiler; and
 - (e) all card room, pit desk or podium banks, including any drawers, cabinets and safes contained therein.
- (2) There shall be a minimum of one additional PTZ camera for every four table games which shall be used for general views, punter scans and close-up views provided that all game play activities shall be individually monitored and recorded by a dedicated high resolution camera per table.
- (3) The surveillance system shall view and record simultaneously both the table game area and the table game surface.

6.070 Surveillance systems: Gaming machines

- (1) The surveillance system shall monitor and record clear, unobstructed, overall and continuous views of all areas that contain gaming machines with sufficient clarity to identify all patrons and employees and their movements.
- (2) Cameras recording gaming machines shall be positioned in such a manner that opened machine doors do not obstruct the view to the inside of the gaming machine cabinet and a maximum of 12 gaming machines shall be covered by one camera. (Note that this chapter is based on the room that would be taken up by 12 standard gaming machines installed next to each other. Therefore gaps between gaming machines shall be taken into account when reviewing the required number of cameras.)
- (3) In addition to any other requirements contained in this chapter, the surveillance system shall monitor and record clear and unobstructed views of all cashiering booths, including their cash drawers, counter tops, counting machines, customer windows and employee windows, recorded with sufficient clarity to permit identification of all transactions, cash, types of paperwork, patrons and employees and their movements.
- (4) All counting equipment in the cashiering booths shall be interfaced with the surveillance system.
- (5) All cashiering booths shall have panic alarm buttons directly linked to the surveillance system.
- (6) The surveillance system shall be directly or indirectly interfaced with the gaming machines, coin counters and weigh scales ensuring that the following error codes, conditions and information are reported on the system -
 - (a) all gaming machine error codes referred to in rule 7.010(1)(a) to (n);
 - (b) coin counters -
 - (h) denomination;
 - (ii) rand value of coins counted;
 - (iii) booth number; and
 - (iv) date and time;
 - (c) weigh scales -
 - (i) denomination;
 - (ii) value;
 - (iii) weight; and
 - (iv) date and time.

6.080 Surveillance systems: Security offices

- (1) The surveillance system shall include audio and video coverage of all areas of any security and or surveillance office or any other location where any person may be detained, questioned, interviewed or interrogated and shall be recorded at all times.
- (2) The recordings made in terms of sub-rule (1) shall be retained by the licensee for at least 14 days after the recorded event.
- (3) In each office or room covered by this rule, a sign shall be conspicuously displayed which states that the area is under constant audio and video surveillance.

6.090 Surveillance systems: Equipment malfunctions

- (1) Every licensee shall establish and maintain a written log of any and all casino surveillance system equipment malfunctions, and retain the log for at least five years after the date of the most recent entry in the log.
- (2) Each malfunction to the approved surveillance system shall be repaired within 24 hours of the malfunction.

- (3) If the malfunction is not repaired 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 5 years after submission to the Board.
- (4) Each malfunction together with the corrective measures taken will be reported to the Board within 24 hours.
- (5) The Board may in its discretion order that all activity in the area affected by the malfunction be suspended pending repair.

6.100 Surveillance systems: Recording requirements

- (1) 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.
- (2) Every licensee shall record and maintain a written log of all activities observed by casino surveillance personnel that appear unusual or irregular, or that violate or appear to violate any law of the Republic, the Act, the Regulations or these Rules, and notify the Board thereof in a daily report.
- (3) All image recordings produced by the surveillance system shall present a clear view of the scene depicted thereon.
- (4) Every licensee shall retain all image recordings for at least 7 days after the recording is produced, unless a longer time period is required by another rule in this Chapter or as required by the Board.
- (5) The procedures used for labelling, storing and record keeping of image recordings shall be submitted in writing to the Board for approval, no less than 7 days prior to commencement of casino operations or 7 days prior to amendment to the existing approved method.
- (6) All image recordings shall be made in real time and not in a time lapse recording mode.

6.110 Compliance with surveillance requirements

Every applicant for a casino licence and casino licensee shall comply with the requirements set forth in this Chapter no later than 7 days prior to the start of gaming operations.

CHAPTER VII
CENTRAL MONITORING SYSTEMS

7.010 General requirements

(1) Every casino licensee shall implement a computerised on-line central monitoring system (CMS) capable of meeting the requirements contained in the SABS standard as well as the following logging, searching and reporting requirements -

- (a) authorised and unauthorised door open (cash box, machine and note acceptors);
- (b) cash box, note acceptor machine door open;
- (c) cash box, note acceptor machine door close;
- (d) invalid service/key card;
- (e) power off;
- (f) power on;
- (g) connection or break in connection to CMS;
- (h) hopper empty;
- (i) jackpot, progressive jackpot won and value thereof, provided that if the central monitoring system does not record the value of a progressive jackpot, the procedure for verification thereof shall be contained in the licensee's internal control procedure;
- (j) jackpot reset and credit cancel;
- (k) paid out coins while door open;
- (l) coin jam;
- (m) all personnel gaining access to the gaming machine;
- (n) gaming machine component errors as required in terms of the SABS standard;
- (o) collection of individual device financial data;
- (p) collection of individual soft meter data at the game level which will include at a minimum -
 - (i) in meter;
 - (ii) out meter;
 - (iii) coin drop meter to cash box;
 - (iv) jackpot meter;
 - (v) handle pull meter; and
 - (vi) bill validator meters reflecting value of notes accepted by denomination;
- (q) comparison of soft meter data against cash box hard count;
- (r) systems security;
- (s) the collection of soft meter data shall be performed via a secure link to the machine software;
- (t) logging of all manual inputs to the CMS including the person performing and authorising the input; and
- (u) any other requirement as determined by the Board.

(2) The central monitoring system shall be computer based with sufficient capacity (processing, memory, communication interfaces and hard disk storage) to efficiently monitor, log and control all gaming machines as prescribed above and retain all information for at least 10 days.

7.020 CMS hardware and software

- (1) The hardware and software configuration of the CMS shall be certified to conform with the standard set by the SABS and approved by the Board prior to utilisation thereof by a licensee.
- (2) The certification and approval process shall include an evaluation of the total configuration for reliability, recovery, auditability, redundancy and security.
- (3) Any upgrades or changes to the software system shall be subject to approval by the Board, prior to such upgrade or change taking place.

7.030 Meter wrap handling and meter width

Operational procedures, software, etc. shall be in place which, together with the width of the meters and the expected rate of meter counts, are sufficient to cater for resulting meter wrap events (i.e. to detect and correctly handle meter wraps), and so preserve the true total statistics.

7.040 Device configuration database

- (1) The central monitoring system shall maintain the following information for each gaming device which it monitors -
 - (a) position;
 - (b) device description (e.g. serial number, manufacturer);
 - (c) configuration (i.e. denomination, software version installed, game activated, progressive status); and
 - (d) history of upgrades, movements and re-configurations.
- (2) The monitoring referred to in sub-rule (1) may be done by the CMS, a separate computer or manual system, or any combination thereof, but in any case the information shall be readily retrievable.

7.050 Password protection

- (1) The operating system(s) used, as well as the CMS shall provide comprehensive password security.
- (2) All programs and data files shall only be accessible by entry of a password, which shall be changed monthly and which will be known only to authorised personnel.
- (3) The passwords and Personal Identification Numbers to access the central monitoring system shall be in an encrypted form.
- (4) A list shall be maintained of all registered users on the system including their privilege level on both the operating system(s) and CMS.

7.060 Access by the Board

- (1) The Board is to be able to access the CMS program and data memory at any time using either the electronic links to the Board, or from a facility on the licensed premises.
- (2) The system software shall provide comprehensive search mechanisms for the purpose of examination of events and statistical data. The mechanism shall cater for a variety of "keys" as would reasonably be used by the operator and as approved by the Board.
- (3) The Board may log onto the CMS computer to execute external audit and interrogation programs. The password that the staff member of the Board uses shall give him/her READ ONLY access to all data and there shall be sufficient computer memory space available to enable the staff member of the Board to save a report comprising the read only information.

7.070 User interface: Documentation and reporting

- (1) Significant event and statistical data required by the Board will be transferred to the Board at such intervals as the Board may determine.
- (2) The permitted methodologies for these transfers shall be subject to approval by the Board and may include the following -
 - (a) hard copy report via facsimile;
 - (b) diskette;

- (c) dial-up data transfer;
- (d) secure e-mail; and
- (e) data transfer via dedicated link.

(3) The format of the data will be specified by the Board from time to time.

7.080 Link to Board computing facilities

- (1) The casino licensee shall provide and maintain such electronic access or link to its CMS as the Board may require from time to time.
- (2) The electronic link shall include all necessary equipment (i.e. computer terminals, Telkom, NTU's, routers, modems etc.).
- (3) The casino licensee shall supply the Board with the necessary software and internal training to enable the Board to link to, log onto and operate the CMS and print all information obtained from the CMS.

7.090 Facilities for Board's staff members

Every licensee shall provide the following minimum facilities on its licensed premises to the Board's staff members -

- a) equipment to enable the determination of operational hardware and software version levels for the CMS;
and
- b) facilities and equipment, including office space, to enable staff members to evaluate the compliance of the CMS to approved minimum operational standards and perform such other functions as may be required from time to time.

CHAPTER VIII
CHIPS, PLAQUES, TOKENS, DICE, CARDS
ROULETTE WHEELS AND ROULETTE BALLS

8.010 Gaming chips, value and non-value: Physical characteristics

- (1) Each gaming chip issued by a casino shall be round in shape, be at a minimum of 39 mm in diameter and at maximum 45 mm in diameter and have clearly and permanently impressed, engraved or imprinted thereon, the name of the casino or trade name on each side of each chip and the city or locality where the casino is located on at least one side of each chip, other than chips used exclusively at roulette. Gaming chips with a value contained thereon shall be known as “value chips” and gaming chips without value contained thereon shall be known as “non-value chips”. The manufacturer's logo or other marking identifying the manufacturer shall be inscribed on at least one side of each chip, other than non-value chips used at roulette.
- (2) Value chips may be issued by a casino licensee in denominations of R1-00, R2-50, R5-00, R10-00, R12.50, R20-00, R25-00, R50-00, R100-00, R500-00, R1 000-00, R5 000-00, R10 000-00 and such other denominations as may be approved by the Board. It, however, shall be within the discretion of the casino licensee to determine which of these denominations will be necessary for the conduct of gaming operations.
- (3) Each denomination of value chips shall have a different primary colour from every other denomination of value chip. The primary colour to be utilised by each casino licensee for each denomination of value shall be -
 - (a) R1-00 “dark brown”;
 - (b) R2-50 “violet”;
 - (c) R5-00 “gold”;
 - (d) R10-00 “emerald green”;
 - (e) R12-50 “cornflower blue”;
 - (f) R20-00 “flesh”;
 - (g) R25-00 “ocean blue”;
 - (h) R50-00 “signal red”;
 - (i) R100-00 “black”;
 - (j) R500-00 “white”
 - (k) R1 000-00 “hot pink”;
 - (l) R5 000-00 “turquoise blue”; and
 - (m) R10 000-00 “grape”:

Provided that if any value chip of any denomination other than those contained in this sub-rule is used by any casino licensee, the primary colour of such denomination of value chip shall be subject to the Board's approval.

- (4) In conjunction with the aforementioned primary colours, each casino licensee shall utilise contrasting secondary and optional third colours for the edge and spots on each denomination of value chip. Unless otherwise approved by the Board, no casino licensee shall use a second colour on a specific denomination of chips identical to the secondary colour used by another casino licensee on that same denomination of chip. However if the licensee makes use of the optional third colour, then the secondary colour may be identical to that of another casino licensee's secondary colour provided that the third colour is then different.
- (5) Each denomination of value chip utilised in a casino shall, unless otherwise authorised by the Board -
 - (a) have the outer rim contain the value of the denomination of the chip;
 - (b) have the casino name and location, clearly and permanently impressed, engraved or imprinted on the centre portion of the chip;
 - (c) the manufacturer's name or logo shall appear on all value chips. This may be accomplished by making use of invisible ultra violet printing process;

- (d) be designed so that when stacked with chips of other denominations which are viewed on closed circuit television, the denomination of the chips can be distinguished from that of the others in the stack; and
 - (e) be designed and manufactured so as to prevent, to the greatest extent possible, the counterfeiting of such chips.
- (6) Each non-value chip other than promotional or tournament chips utilised in a casino shall be issued solely for the purpose of gaming at roulette. The non-value chips at each roulette table shall -
- (a) have the casino name and location as approved by the Board, clearly pressed, engraved or imprinted on the chip;
 - (b) contain a design, insertion or symbol differentiating those chips from the non-value chips being used at every other roulette table in the casino; and
 - (c) be designed, manufactured and constructed so as to prevent, to the greatest extent possible, the counterfeiting of such chips.
- (7) No person at a roulette table shall be issued or permitted to play roulette with non-value chips that are identical in colour and design to value chips or non-value chips being used by another person at the same table. When a patron purchases non-value chips, a chip of the same colour shall be placed in a chip-tree or other device as approved by the Board, to the outer rim of the roulette wheel.
- (8) Non-value chips shall only be presented for redemption at the table from which they were issued and shall not be redeemed or exchanged at any other location in the casino. When so presented, the dealer at such table shall exchange them for an equivalent amount of value chips which will then be used by the patron in gaming or redeemed as any other value chip.
- (9) Each casino licensee shall have the discretion to permit or prohibit the use of value chips in gaming at roulette, however, it shall be the responsibility of the casino licensee and its employees to keep accurate account of the wagers being made with value chips so that the wager made by one player is not confused with that made by another player at the table.
- (10) Each casino licensee shall submit to the Board a monthly summary of the value chip inventory for each denomination, which shall include at a minimum, the following -
- (a) the balance on hand at the beginning of the month;
 - (b) the balance on hand at the end of the month;
 - (c) documentation as to who is holding these chips (if known); and
 - (d) the format of the summary required by this sub-rule shall indicate the daily movement of chips.
- (11) No casino licensee shall issue or cause to be utilised in its casino any value or non-value chip unless and until such chips have been approved by the Board.
- (12) No casino licensee or other person licensed by the Board shall manufacture for, sell to, distribute to or use in any casino outside of the Province, any value or non-value chip with the same design as those approved for use in a casino in the Province.
- (13) Promotional chips shall be of such shape and size and have such other specifications so as to be distinguishable from other chips as determined by the Board.
- (14) At least one side of each promotional chip shall conspicuously bear the inscription: "No Cash Value".

8.020 Gaming plaques: Physical characteristics

- (1) In addition to the issuance of chips, a casino licensee may issue gaming plaques in the denominations of R50-00, R100-00, R500-00, R1 000-00, R5 000-00, R10 000-00, R25 000-00, R50 000-00 and R100 000-00.
- (2) Unless authorised by the Board, each gaming plaque shall be square, rectangular, oval or round in shape and no smaller than the following, which, in the case of oval gaming plaques, shall be measured at points of greatest length and width -
 - (a) R50-00 and R100-00: 45 mm in length by 45 mm in width;
 - (b) R500-00 and R1 000-00: 70mm in length by 45mm in width;
 - (c) R5 000-00 and R10 000-00: 80mm in length and 55mm in width;
 - (d) R25 000-00 and R50 000-00: 95mm in length and 65mm in width; and
 - (e) R100 000-00: such length and width as approved by the Board.
- (3) Each gaming plaque shall have clearly and permanently imprinted, impressed or engraved thereon, the value of the plaque in numerals, the name of the casino issuing it, a serial number and the manufacturers initials.
- (4) No casino licensee shall issue or cause to be utilised in its casino, any gaming plaques unless and until such plaques are approved by the Board.
- (5) No gaming plaque shall be issued until the casino licensee has submitted to the Board and the Board has approved, a system for accounting for gaming plaques and cage procedures.
- (6) Where a value chip exists for a denomination equivalent to a plaque, the primary colour used on the value chip shall be utilised as the primary colour for the plaque.

8.030 Primary, secondary and reserve sets of gaming chips

- (1) Unless otherwise authorised by the Board, each casino licensee shall have a primary set of value chips and a reserve set of value chips which shall conform to the colour and design specification contained in these rules.
- (2) In addition to the provisions of sub-rule (1), a casino licensee shall have a secondary set of value chips for denominations of R500-00 and more, which chips shall have at least a different secondary and third colours than the primary set.
- (3) Each casino licensee shall have a primary set of non-value chips for each roulette table and a reserve set of non-value chips for all the roulette tables in the casino with a design or symbol different from the non-value chips comprising the primary set.
- (4) The casino licensee shall remove the primary set of gaming chips from active play and place the reserve set of chips in play whenever it is believed the casino is taking on counterfeit chips or whenever any impropriety or defect in the utilisation of the primary set of chips makes removal of the primary set necessary, or whenever the Board so directs.
- (5) Whenever the primary set of chips is removed from active play, the casino licensee shall immediately notify the Board of this and the reason for such occurrence.

8.040 Submission of gaming chips, plaques and promotional chips for approval

- (1) A casino licensee shall submit to the Board the final artwork of each denomination of gaming plaque, the final artwork of each value and non-value chip in its primary and secondary sets, and the final artwork of each promotional chip, and shall not purchase or utilise such chips, plaques or promotional chips for gaming purposes until approved by the Board.
- (2) Once the final artwork has been approved by the Board and the chips, plaques and promotional chips ordered, a sample of each shall be supplied to the Board prior to said chips or plaques being utilised for gaming purposes.

8.050 Nature and exchange of gaming chips, plaques and promotional chips

- (1) All wagering on casino games, other than on gaming machines, in a casino shall be conducted with chips or plaques: Provided, that promotional chips shall be permitted for use in wagering at authorised games.
- (2) Gaming chips previously issued by a casino licensee which are not in active use by that casino licensee, shall not be used for wagering at authorised table games.
- (3) Value chips or plaques shall be issued to a person only at the request of such person and shall not be given as change in any other transaction but a gaming transaction.
- (4) Gaming chips shall only be issued to casino patrons from a cash desk or at tables and shall only be redeemed for cash at the cash desk (cage); Provided that gaming chips may be exchanged by a patron at a cashiering booth for currency, coin or gaming machine tokens in order to play a gaming machine.
- (5) Each gaming chip and plaque is sole evidence of a debt that the casino licensee owes to the person legally in possession of the gaming chip or plaque and shall remain the property of the issuing casino licensee.
- (6) Each casino licensee shall redeem promptly, its own genuine gaming chips and plaques, except when the gaming chips or plaques were obtained or are being used unlawfully. A casino licensee shall redeem gaming chips or plaques by exchanging them for an equivalent amount of cash or upon request by a patron who surrenders gaming chips or plaques to the value of more than R10 000-00, for a casino cheque of that casino licensee in the amount of chips or plaques surrendered and dated the day of such redemption. The casino cheque may only be issued for that portion of the redemption which can be established as winnings. Note: The casino may issue a cheque to a patron for a lesser amount but only to the amount which relates to winnings.
- (7) Each casino licensee shall have the right to demand the redemption of its gaming chips or plaques from any person in possession of them and such person shall redeem said chips and plaques upon presentation by the casino licensee of cash to an equivalent amount.
- (8) Each casino licensee shall redeem promptly its own genuine gaming chips or plaques presented to it by any other legally operated casino licensee. The redemption process for credit plaques from another casino shall be contained in the casino's licensee's internal control procedures as approved by the Board. Each casino licensee shall submit to the Board for approval, a system for chip and plaque exchange between themselves and other legally operated casino licensees, of gaming chips and plaques -
 - (a) that are in its possession and that have been issued by other legally operated casino licensees; and
 - (b) that it has issued and that are presented to it for redemption by any other legally operated casino licensee.
- (9) Notwithstanding anything to the contrary contained in this rule, gaming chips and plaques may be utilised for the purchase of goods and services on the casino floor.

8.060 Receipt, inventory, security, storage and destruction of chips and plaques

- (1) When gaming chips or plaques are received from the manufacturer or distributor thereof, they shall be opened and checked by at least three people (excluding the Board representative), one of whom shall be from the casino accounts department of the licensee and one from the security department of the casino licensee. The Board shall be notified at least one week prior to the pending arrival of said equipment by the casino licensee. Any deviation between the invoice accompanying the chips and plaques and actual chips or plaques received, or any defects found in such chips or plaques, shall be reported promptly to the Board.
- (2) After checking the gaming chips and plaques received, the casino licensee shall record in a chip reconciliation sheet the denomination of the chips and plaques received, the number of each denomination of chips and plaques received, the serial number of each plaque received, the number and description of all non-value chips received, the date of such receipt and the signatures of the individuals who checked such chips and plaques.
- (3) If any of the gaming chips or plaques received from such manufacturer or distributor are to be held in reserve and not utilised for active gaming either at the tables or in the cash desk (cage), they shall be recorded in the chip reconciliation sheet as reserve chips or plaques and shall be stored in a separate locked compartment in an approved casino vault or safe.
- (4) Any gaming chips received from such manufacturer or distributor that are part of the secondary set of chips shall be recorded in the chip reconciliation sheet as such and shall be stored separately from the value and non-value reserve chips in locked compartments in an approved casino vault or safe.
- (5) Whenever any gaming chips or plaques are taken from or returned to either the reserve chip or plaque inventory or the secondary set of chips, this shall be accomplished in the presence of at least two individuals and the denominations, number and amount of chips or plaques so taken or returned, shall be recorded in the chip reconciliation sheet together with the date and signatures of the individuals carrying out this process.
- (6) At the end of each gaming day, a casino licensee shall compute and record the unredeemed liability for each denomination of chips and plaques and shall cause to be made, at least on a monthly basis, an inventory of chips and plaques in circulation and in reserve and shall cause the result of such inventory to be recorded in the chip inventory ledger. The procedures to be utilised to compute the unredeemed liability and to inventory chips and plaques in circulation and reserve, shall be submitted to the Board for approval. A physical inventory of chips and plaques in the reserve shall only be required annually if the inventory procedure incorporate the sealing of the locked compartments, and that such seals have not been broken during that period.
- (7) Prior to the destruction of gaming chips and plaques, the casino licensee shall notify the Board in writing, of the date, and the location at which the destruction will be performed, the denomination, number and amount and value of chips or plaques to be destroyed, the description and number of non-value chips to be destroyed and a detailed explanation of the method of destruction. Unless otherwise authorised by the Board, the destruction of gaming chips and plaques shall be carried out in the presence of at least two people, one of whom shall be from the security department of the casino licensee. The denomination, number and amount of value chips and plaques or, in the case of non-value chips, the description and number so destroyed shall be recorded in the chip reconciliation sheet together with the signatures of the individuals carrying out such destruction, and the date on which said destruction took place. The casino licensee shall also maintain a written log of the names and licence numbers of all casino personnel involved in each such destruction, as the names and addresses of all non-casino personnel involved.
- (8) A casino licensee shall ensure that at all time there is adequate security, as approved by the Board, for all gaming chips and plaques in its possession.

8.070 Gaming machine tokens: Physical characteristics

- (1) Each gaming machine token issued by a casino licensee shall be round in shape and have clearly and permanently impressed or inscribed on at least one side thereof the name or the trade name of the casino licensee issuing the token, the city or locality where the casino is located, the value of the token and the manufacturer's name or a distinctive logo or other mark identifying the manufacturer of the token.
- (2) Gaming machine tokens may be issued by a casino licensee in denominations of 25c, 50c, R1-00, R2-00, R5-00, R10-00, R25-00, R50-00, R100-00, R250-00, R500-00 and R1 000-00: Provided that it shall be within the discretion of the casino licensee to determine which of these denominations will be necessary for the conduct of gaming operations.
- (3) Subject to the provisions of sub-rule (1), all gaming machine tokens used in a casino shall conform to the applicable SABS standard.

8.080 Gaming machine tokens, promotional tokens and tournament tokens: Use and specifications

- (1) Each casino licensee may, with the Board's approval, issue the following types of tokens -
 - (a) gaming machine tokens that shall be -
 - (i) designed for use in the hoppers of the casino licensee's gaming machines;
 - (ii) capable of activating the play of a gaming machine operated by the casino licensee that issued the gaming machine token, upon insertion into the coin acceptor of the gaming machine being played;
 - (iii) issued to a patron only from a cashiering booth, cash desk (cage) or a change machine;
 - (iv) exchanged by a patron at the casino where the gaming machine token was issued, only at a cashiering booth or cash desk (cage); and
 - (v) redeemed by the issuing casino licensee promptly upon request of the patron surrendering one or more gaming machine tokens, only at a coin redemption booth, a cashiering booth or cash desk (cage) for an equivalent amount of cash or a casino cheque of that casino licensee in the amount of the gaming machine tokens surrendered and dated the day of the redemption; and
 - (b) promotional or tournament tokens which shall be of such shape and size and conform to such other specifications so as to be distinguishable from other tokens as approved by the Board and shall -
 - (i) be incapable of activating gaming machine play at any gaming machine which is capable of accepting coins or gaming machine tokens; and
 - (ii) not be used in any transaction other than the promotion or tournament for which they are intended.
- (2) Each promotional or tournament token shall be designed so that -
 - (a) the name or trade name and location of the licensee is identified thereon;
 - (b) there is an inscription on at least one side of each token depicting the words "No Cash Value";
 - (c) it is not deceptively similar to any currency or past coin of the Republic of South Africa or any other nation;
 - (d) its size or shape has other characteristics which physically prevents its use in lawful vending machines or other designed to be operated by coins of the Republic of South Africa, except for gaming machines; and
 - (e) it incorporates such anti-counterfeiting features and other security measures as the Board may require.

- (3) No gaming machine token, promotional token or tournament token shall be issued by a casino licensee or utilised in a casino unless and until -
- (a) the design specifications of the proposed token are, prior to the manufacture thereof, submitted to and approved by the Board, which submission shall include a detailed schematic depicting the actual size of the token including the diameter and thickness thereof as well the following -
 - (i) each face;
 - (ii) the edge; and
 - (iii) any words, logos, designs, graphics or security measures contained on the tokens; and
 - (b) a sample of the token has been submitted to and approved by the Board after the approval of the design specifications thereof.
- (4) No casino licensee shall issue, use or allow a patron to use in its casino any gaming machine token, promotional token or tournament token that is materially different from the sample of that token approved by the Board.
- (5) Notwithstanding anything to the contrary contained in this rule, gaming machine tokens may be utilised for the purchase of goods and services on the casino floor.

8.090 Wagering with gaming machine tokens, tournament tokens or any other method

All wagering at gaming machines in a casino shall be conducted with coins, gaming machine tokens or any other method approved by the Board; provided, however, that currency may be accepted through bill validators or other means approved by the Board.

8.100 Redemption of gaming machine tokens

- (1) Except as provided for in sub-rule (5) and as may be specifically approved by the Board, each casino licensee shall redeem gaming machine tokens only from its patrons.
- (2) Each gaming machine token is sole evidence of a debt that the issuing casino licensee owes to the person legally in possession of the gaming machine token, and shall remain the property of the issuing casino licensee, which shall have the right at any time to demand that the person in possession of the gaming machine token surrender the item upon the casino licensee exercising its right of redemption in accordance with sub-rule (3).
- (3) Each casino licensee, upon demand, shall have the right to redeem its gaming machine tokens from any person in possession of them, who shall surrender the gaming machine tokens upon the casino licensee presenting the person with an equivalent amount of cash.
- (4) Each casino licensee shall accept, exchange, use or redeem gaming machine tokens that it has issued and may accept, exchange, or redeem gaming machine tokens that have been issued by any other licensed casino.
- (5) Each casino licensee shall redeem its own genuine gaming machine tokens presented to it by any other legally operated casino licensee. Each casino licensee shall submit to the Board for approval a system for the exchange, with other legally operated casino licensees, of gaming machine tokens -
 - (a) that are in its possession and that have been issued by any other legally operated casino licensee; and
 - (b) that it has issued and that are presented to it for redemption by any other legally operated casino licensee.

8.110 Tokens: Receipt, inventory, security, storage and destruction

- (1) Each Casino licensee shall inspect all gaming machine tokens, promotional and tournament tokens upon receipt from the manufacturer or distributor to ensure, at a minimum, that -
 - (a) the quantity and denomination of gaming machine tokens that are actually received from the manufacturer or distributor are in accordance with the amount of such tokens listed on the invoice; and
 - (b) there are no physical defects in the tokens received.
- (2) The inspection required by sub-rule (1) shall be conducted by at least three people (excluding a representative from the Board) which shall consist of at least one representative from the financial or auditing department of the casino licensee; and one representative from the security department and the Board shall be notified by the casino licensee at least one week prior to the pending arrival of said tokens.
- (3) Each casino licensee shall immediately report to the Board in writing any discrepancy in the shipment or invoice including, but not limited to, the following -
 - (a) any defective gaming machine tokens, promotional tokens or tournament tokens contained in the shipment; and
 - (b) any variance in the quantity or denomination of the gaming machine tokens, promotional tokens or tournament tokens actually received from the quantity or denomination thereof reflected on the shipping documents or invoice.
- (4) Each casino licensee shall submit to the Board for approval procedures to record and process the receipt, inventory, storage and destruction of gaming machine tokens, promotional tokens and tournament tokens.

8.120 Redemption and disposal of discontinued chips and tokens

- (1) A licensee which permanently discontinues the use of or replaces approved gaming chips, gaming machine tokens, promotional tokens or tournament tokens at its casino or which discontinues operating its casino for any reason whatsoever, shall submit a plan for redeeming those chips and tokens that remain outstanding at the time of discontinuance or replacement to the Board for approval.
- (2) The plan referred to in sub-rule (1) shall be submitted to the Board not later than thirty (30) days before the proposed removal, replacement, sale, or closure, unless the closure or other cause for discontinuance of the chips or tokens cannot reasonably be anticipated, in which event the licensee shall submit the plan as soon as reasonably practical.
- (3) The plan referred to in sub-rule (1) shall be implemented on approval by the Board.
- (4) In addition to such other provision as the Board may approve or require, the plan shall provide for the following -
 - (a) redemption of outstanding, discontinued chips and tokens for at least 120 days after the discontinuance or replacement of the chips or tokens or for at least 120 days after operations are discontinued as the case may be, or for such longer or shorter period as the Board may for good cause approve or require;
 - (b) redemption of the chips and tokens at the casino premises or at such other location as the Board may approve;
 - (c) publication of notice of the discontinuance or replacement of the chips or tokens and of the redemption and the pertinent times and locations thereof in at least two newspapers of general circulation in the Province at least twice during each week of the redemption period, subject to the

Board's approval of the form of the notice, the newspapers selected for publication and the specific days of publication;

- (d) conspicuous posting of the notice described in paragraph (c) at the casino or other redemption location; and
- (e) the destruction or such other disposition of the discontinued or replaced chips or tokens as the Board may approve or require.

8.130 Destruction of counterfeit chips and tokens

- (1) Licensees may destroy or otherwise dispose of counterfeit chips and tokens discovered at their casinos in such manner as the Board may approve or require.
- (2) Each licensee shall record, in addition to such other information as the Board may require, the following information -
 - (a) the number and denominations, actual and purported, of the counterfeit chips or tokens destroyed or otherwise disposed of in terms of this rule;
 - (b) the date on which the counterfeit chips or tokens were discovered;
 - (c) the date, place, and method of destruction or other disposition; and
 - (d) the names of the persons carrying out the destruction or other disposition on behalf of the licensee.

8.140 Other value instruments

- (1) Any instrument approved by the Board for wagering on a casino game, other than gaming chips, gaming machine tokens, promotional tokens and tournament tokens shall be designed, manufactured, approved, used, discontinued, destroyed or otherwise disposed of in accordance with the provisions of the rules applicable to chips and tokens, except as follows
 - (a) such other instruments shall be of such shape, size, and design and have such other specifications as the Board may approve or require; and
 - (b) the Board, in its discretion, may deny approval of wagering instruments, other than chips and tokens, or may grant approval subject to such conditions as it considers appropriate.

8.150 Dice: Physical characteristics

- (1) Each dice used in a casino game shall -
 - (a) be formed in the shape of a perfect cube and of a size no smaller than 19 millimetres on each side or any larger than 24 millimetres on each side;
 - (b) be transparent and made exclusively of a transparent plastic except for the spots, name or trade name of the casino licensee and serial numbers or letters contained thereon;
 - (c) have the surface of each of its sides perfectly flat and the spots contained on each side, perfectly flush with the area surrounding them;
 - (d) be serialised (numbered);
 - (e) contain a security number or letter on the back of one of the spots;
 - (f) have all edges and corners perfectly square and forming perfect 90° angles;

- (g) have the texture and finish of each side identical to the texture and finish of all the other sides;
- (h) have its weight equally distributed throughout the cube and no side of the cube heavier or lighter than any other side of the cube;
- (i) have its six sides bearing the circular spots from one to six respectively with the diameter of each spot equal to the diameter of every other spot on the dice;
- (j) have the spots arranged so that the side containing one spot is directly opposite the side containing six spots, have the side containing two spots directly opposite the side containing five spots and have the side containing three spots directly opposite the side containing four spots. Each spot shall be placed on the dice by drilling into the surface of the cube and filling the drilled out portion with compound that is equal in weight to the weight of the substance drilled out and which forms a permanent bond with the transparent cube, and shall extend into the cube; and
- (k) have the name, trade name of the casino licensee in which the dice is being used imprinted or impressed thereon.

8.160 Dice: Receipt, storage, inspection and removal from use

- (1) When dice are received by a licensee from the manufacturer or distributor thereof, the containers in which they arrive shall, immediately following receipt, be inspected by a member of the surveillance department and a member of the table games department to ensure that the seals on each container are intact, unbroken and free from tampering.
- (2) The dice in containers that have been tampered with or the seals of which have been broken, shall be inspected at this time to ensure that they conform to the Board's standards as set out in these rules.
- (3) Containers of which the seals are unbroken, intact and free from tampering shall be placed in primary or secondary storage area in the surveillance department.
- (4) Dice which are to be distributed to gaming pits or tables shall be stored in the primary storage area, which shall be secured by a lock, the key to which shall be maintained by the surveillance department and the location and physical characteristics of which shall be subject to approval by the Board.
- (5) The secondary storage area shall be used for storage of surplus dice and dice shall not be distributed to gaming pits or tables directly from the secondary storage area.
- (6) The secondary storage area shall be located in a secure area, the location and physical characteristics of which shall be subject to approval by the Board: Provided that the secondary storage area shall have two separate locks of which the surveillance department shall maintain one key and the table games department shall maintain the other key: Provided, further, that no person employed by the table games department below the level of assistant casino manager shall have access to the casino department's key.
- (7) Prior to commencement of each day, the surveillance department shall cause to remove the appropriate number of dice for that gaming day from a primary storage area.
- (8) All envelopes, bags or containers used to hold or transport pre-inspected dice to the casino floor and those collected by the surveillance department at the end of each gaming day shall be transparent.
- (9) The envelopes, bags or containers and the method used to seal them shall be designed or constructed so that any tampering shall be evident.
- (10) The envelopes, bags or containers and seals shall be subject to approval by the Board.
- (11) All dice shall be inspected and distributed to the gaming tables in accordance with the following -

- (a) a casino surveillance staff member shall remove the dice from the primary storage area and shall distribute a set of dice directly to the dice supervisor in each pit or to a pit boss;
- (b) at the time of receipt at a gaming table, a box person at each dice table shall inspect the dice given to him or her with a micrometer or any other approved instrument which performs the same function in the presence of the dealer, in order to assure that the dice are in a condition to assure fair play and otherwise conform to these Rules;
- (c) following the inspection referred to in paragraph (b), the box person shall place the dice in a cup on the gaming table in the presence of the dealer, and while the dice are at the table they shall never be left unattended;
- (d) the pit boss shall place a reserve set of dice in a locked compartment in the pit stand, the keys to which shall be held by the pit boss. No dice taken from the reserve shall be used for gaming until or unless inspected in accordance with paragraph (b);
- (e) the casino licensee shall remove any dice at any time on the gaming day if there is any indication of tampering or any other defect that might affect the integrity or fairness of the game, or at the request of the Board;
- (f) at the end of each gaming day or at such other times as may be necessary, a person other than the person who originally inspected the dice shall visually inspect each dice for evidence of tampering and if any evidence of tampering is found at this time or at any other time it shall immediately be reported to the Board and the following procedure shall be followed -
 - (i) any dice showing evidence of tampering shall be placed in a sealed envelope, bag or container;
 - (ii) a label shall be attached to each envelope, bag or container which shall identify the table number, date and time and shall be signed by the box person and pit boss;
 - (iii) the surveillance department staff member receiving the dice shall sign for the receipt of the dice and retain the dice in a safe or vault within the surveillance department for a period of two months or longer if so required by the Board;
 - (iv) all other dice shall be put into envelopes, bags or containers at this time and labels shall be attached to each envelope, bag or container which shall identify the table number; and
 - (v) each envelope, bag or container shall be appropriately sealed and maintained in a secure place within the pit until collection at the end of the gaming day by the surveillance department.
- (12) All extra dice in the reserve that are to be destroyed shall be placed in a sealed envelope, bag or container, with a label attached to each envelope, bag or container which identifies the date and is signed by the pit boss.
- (13) At the end of each gaming day or at least once during each gaming day at the same time each day, as designated by the casino licensee and approved by the Board, and at such other times as may be necessary, a casino surveillance officer shall collect and sign for all envelopes, bags or containers of used dice and any dice in the dice reserve that are to be destroyed and shall transport them to the surveillance department for destruction. No dice that have been placed in a cup for use in a game shall remain on the table for more than 24 hours.
- (14) At the end of each gaming day, or at least once during each gaming day at the same time each day as designated by the casino licensee and approved by the Board, and at such other times as may be necessary a surveillance officer shall collect all extra dice in reserve that are still sealed.
- (15) Every licensee shall submit to the Board for approval, procedures for -

- (a) a dice inventory system which shall include, at a minimum, the recording of the following -
 - (i) the number of dice received from the manufacturer and the number of dice on hand;
 - (ii) the dice removed from storage;
 - (iii) the dice returned to storage;
 - (iv) the date of the transaction; and
 - (v) the signatories of the individuals involved;
 - (b) a daily reconciliation of the dice distributed, the dice destroyed, the dice returned to the primary storage area and if any, the dice in the secondary storage area; and
 - (c) a physical inventory of all dice at least once per month, performed by an individual with no incompatible functions and the reporting of any discrepancies found to the Board.
- (16) The destruction of all used dice, other than those retained by the surveillance department as required by this rule, shall be -
- (a) completed within 48 hours of collection;
 - (b) performed by drilling a hole through each dice; and
 - (c) performed in a secure place, the location and physical characteristics of which shall be subject to approval by the Board.

8.170 Cards: Physical characteristics

- (1) Cards used to play blackjack and poker will be identical in shape and shall be at a minimum of 86mm in length and at maximum, 90mm in length, a minimum of 61mm in width and at a maximum of 65mm in width.
- (2) Cards used to play baccarat, punto banco and chemin de fer shall each be identical in shape and shall be at a minimum of 96mm in length and at maximum 100mm in length and at a minimum 64mm in width and at a maximum, 68mm in width.
- (3) Each deck of cards used in any of the casino games referred to in sub-rule (1) and (2) shall conform to the following requirements -
 - (a) each deck of cards shall be composed of four suits namely, diamonds, spades, clubs and hearts;
 - (b) each suit shall be composed of the following 13 cards: Ace, King, Queen, Jack, Ten, Nine, Eight, Seven, Six, Five, Four, Three and Two;
 - (c) the back of all cards in the deck shall be identical and no card shall contain any mark, symbol or design that will enable a person to know the identity of any element printed on the face of the card or that will in any way differentiate the back of the card from any other card in the deck;
 - (d) the back of all cards in the deck shall be designed so as to diminish as far as possible the ability of any person to place concealed markings thereon; and
 - (e) the design on the back of the cards shall contain the casino name and shall be submitted to the Board for approval prior to use of such cards in any gaming.
- (4) Each deck of cards shall be packaged separately and shall contain a seal affixed to the opening of such package.

- (5) Nothing in this rule shall prohibit a manufacturer from manufacturing decks of cards with one or more jokers contained therein: Provided that such jokers shall not be used by any casino licensee in the playing of any casino game which does not provide for a Joker in the game.
- (6) In addition to satisfying the requirements contained in this rule, the cards used by a casino licensee at poker shall be visually distinguishable from the cards used by that licensee to play any other casino game.
- (7) For each card game the casino licensee shall have at least six visually distinguishable card back designs.

8.180 Cards: Receipt, storage, inspection and removal from use.

- (1) When decks of cards are received by the casino licensee from the manufacturer or distributor thereof, they shall be placed for storage in a primary storage area or secondary storage area by at least two individuals, one of whom shall be from the table games department or casino administration department and the other from the security department.
- (2) Cards which are to be distributed to gaming pits or tables shall be stored in the primary storage area, which shall be secured by a lock, the key to which shall be maintained by the surveillance department and the location and physical characteristics of which shall be subject to approval by the Board.
- (3) The secondary storage area shall be used for storage of surplus cards and cards shall not be distributed to gaming pits or tables directly from the secondary storage area.
- (4) The secondary storage area shall be located in a secure area, the location and physical characteristics of which shall be subject to approval by the Board: Provided that the keys to the secondary storage area shall be maintained by the security department and signed out under dual control of the surveillance department and a senior representative of a department other than the table games department.
- (5) Prior to the commencement of each gaming day, the surveillance department shall remove the appropriate number of decks of cards for that gaming day from the primary storage area and place each gaming table's cards and a set of replacement cards for each pit in a sealed envelope, bag or container for distribution to the pit stand.
- (6) The pit boss or floor supervisor shall examine each package at the table to determine if all decks are present and of the same colour.
- (7) Prior to their use at the table, all decks of cards shall be inspected by the dealer and the inspection verified by an inspector. Card inspection at the gaming table shall require each deck of cards to be used to be sorted into sequence and into suit to ensure that all cards are present in the deck. The dealer shall also inspect the back of each card to ensure that it is not scratched or marked in any way.
- (8) If a card is found during the inspection required by sub-rule (7), that is unsuitable for use or a card becomes damaged during the course of play, the following procedure shall be followed -
 - (a) the pit boss shall replace the unsuitable or damaged card with an identical card from the replacement set in the pit stand;
 - (b) the unsuitable or damaged card shall be placed in a sealed envelope, bag or container, identified by table number, date and time and shall be signed by the dealer and inspector assigned to that table; and
 - (c) the envelope, bag or container containing the unsuitable or damaged card shall be kept in a secure place within the pit by the pit boss or casino supervisor and shall be collected by a casino surveillance staff member at the end of the gaming day.
- (9) All envelopes, bags and containers used to hold or transport cards shall be transparent.

- (10) All envelopes, bags or containers and the method used to seal them shall be subject to approval by the Board and designed and constructed so that any tampering will be evident.
- (11) All cards which have been opened and placed on a gaming table shall be replaced at least every 24 hours or after such time as approved by the Board.
- (12) At the end of each gaming day or at the same time each day, as designated by the casino licensee and subject to approval by the Board and at such other times as may be necessary, the pit boss or casino supervisor shall collect all used cards, which shall be dealt with in the following manner -
 - (a) the cards shall be placed in a sealed envelope, bag or container and a label shall be attached to each envelope, bag or container on which the table number, date and time and shall be written and which shall be signed by the dealer and casino supervisor person assigned to the table; and
 - (b) the pit boss or casino supervisor shall maintain the envelope bag or container in a secure place within the pit until it is collected by a casino surveillance staff member.
- (13) The casino licensee shall remove any cards at any time during the day if there is any indication of tampering, scratches, marks or any other defects that might affect the integrity or the fairness of the game, or at the request of the Board.
- (14) All extra decks of cards in the replacement set with broken seals shall be placed in a sealed envelope bag or container, with a label attached to each envelope or container which identifies the date and the time and is signed by the pit boss or casino supervisor.
- (15) At the end of each gaming day or at least once during each gaming day at the same time each day, as designated by the casino licensee and approved by the Board and at such other times as may be necessary, a casino surveillance officer shall collect and sign all envelopes, bags and containers with damaged cards, used cards and all extra decks in the replacement set with broken seals and shall return the envelope bags or containers to the surveillance department.
- (16) When the envelopes, bags or containers with cards are returned to the surveillance department, the cards shall be inspected for tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play and, subject to the provisions of sub-rule (17), be dealt with in the following manner -
 - (a) the surveillance department shall inspect all the decks of cards used during the day;
 - (b) the surveillance department shall also inspect all cards removed from a gaming table on request by the Board as well as all cards removed from a gaming table as a result of the such cards being unsuitable for play, damaged, marked, altered or tampered with and all cards used for poker;
 - (c) the procedures for inspecting all decks required to be inspected under this sub-rule, shall include, at a minimum, the sorting of cards sequentially by suit, the inspection of the packs with ultra violet-light, the inspection of the sides of the cards for crimps, bends, cuts and shavings and the inspection of the front and the back of all plastic cards for consistent shading and colouring;
 - (d) upon conclusion of the inspection procedures required in this sub-rule, each deck of cards shall be destroyed or dealt with in the manner approved by the Board; and
 - (e) the casino licensee shall develop internal control procedures for issuing cards and the returning of unused sealed cards to the storage area.

- (17) Evidence of tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play discovered at the time of inspection, by surveillance or at any other time, shall be immediately reported to the Board. A copy of the licensee's investigative report shall be forwarded to the Board and the cards in question shall be retained by the licensee until such time as the licensee is given permission by the Board to destroy the cards.
- (18) The casino licensee shall submit to the Board for approval procedures for -
- (a) a card inventory system which shall include, at a minimum, the recording of the following -
 - (i) the cards received from the manufacturer and the balance of cards on hand;
 - (ii) the cards removed from storage;
 - (iii) the cards returned to storage;
 - (iv) the date of transaction; and
 - (v) the signatories of the individuals involved;
 - (b) a reconciliation on a daily basis of the cards distributed, the cards destroyed and the cards returned to the storage area; and
 - (c) a physical inventory of cards at least once every three months performed by an individual with no incompatible functions and the reporting of any discrepancies found to the Board.
- (19) The destruction of cards shall be performed by shredding or any other method approved by the Board and shall take place in a secure location the physical characteristics of which shall be subject to approval by the Board.

8.190 Roulette balls

Balls used in gaming at roulette shall be made completely of a non-metallic substance and not be less than 18 millimetres and not more than 21 millimetres in diameter.

8.200 Roulette wheels

- (1) Roulette wheels to be used in the casinos of the Province shall at all times conform to the following minimum specifications –
- (a) all the components of the roulette wheel shall be manufactured of non ferrous material;
 - (b) the overall diameter of the cylinder bowl of the roulette wheel shall be not less than 32" - 812mm and a minimum of 8 "hazards" shall be fitted alternately horizontal and vertical between the upper ball track and the cylinder edge;
 - (c) the bowl liner shall be manufactured from solid metal;
 - (d) the overall diameter of the cylinder shall be not less than 21.750" - 552mm. The cylinder of the roulette wheel shall contain 37 or 38 numbers (0-36) or (00-36) which shall each be situated directly above a pocket in the separator ring;
 - (e) the roulette wheel shall contain a solid cast separator ring which shall provide 37 or 38 precision engineered equal compartments with a tolerance of not more than 0.02mm;
 - (f) the spindle is to be made of specially hardened tip, and shall be machined and ground to a tolerance of not more than 0.02mm. The bore fit of the cylinder bearing shall be a very precise fit with a tolerance of not more than 0.02mm;
 - (g) each roulette wheel shall contain a height adjuster;

- (h) the turret shall be machined concentrically; and
 - (i) the cylinder bowl and the cylinder of the roulette wheel shall have unique serial numbers which shall correspond with each other.
- (2) Maintenance and operations of roulette wheels shall be meticulously carried out on at least a monthly basis by trained personnel in accordance with the specifications of the manufacturer of the roulette wheel.
 - (3) A maintenance log shall be kept for each roulette wheel, available for inspection by the Board.
 - (4) All roulette wheels shall be inspected by a licensed manufacturer or supplier on a 6 monthly basis according to the manufacturer's specifications.
 - (5) During non-operating hours, or while the roulette table is closed, a see through security plate shall be fitted over the bowl and the turret of the roulette wheel to prevent any tampering. This plate shall be fixed in a manner preventing access to the area covered by the security plate. The seals or keys of the locks used for this purpose shall be recorded in a log book and verified by a gaming security officer and a pit boss, for both table opening and closing.”
 - (6) The Board shall be notified prior to the removal of a damaged roulette wheel. The number of the new roulette wheel shall be recorded in the maintenance log book for that table. The new roulette wheel shall be properly levelled and tested before play can commence on that table.
 - (7) Spare roulette wheels shall be stored in a secure area.

CHAPTER IX
INTERNAL CONTROL PROCEDURES AND EPROM CONTROL

9.010 Internal control procedures

- (1) Every licensee shall develop and maintain a manual containing the standards, procedures and controls implemented to ensure the integrity of its operations which shall, at a minimum, contain those elements and procedures required in this Chapter and any other Chapter of these rules. (Referred to in these rules as internal control procedures.)
- (2) Every licensee's internal control procedures shall be subject to approval of the Board prior to commencement of gaming operations by such licensee.
- (3) Any amendment to a licensee's internal control procedures shall be subject to the Board's approval prior to the implemented thereof.
- (4) Every licensee shall conduct its operations in terms of its internal control procedures as approved by the Board and any non-compliance with the internal control procedures may be a ground for disciplinary action against a licensee.

9.020 Gratuities

Subject to the provisions of regulation 13 of the Regulations, the procedures and policies for the payment of gratuities to staff shall be contained in the licensee's internal control procedures as approved by the Board.

9.030 Patron credit

- (1) The casino licensee shall submit to the Board the procedures for the approval, issue, redemption and collection of credit to its patrons.
- (2) Access to a patron's credit information shall be restricted to those individuals requiring access thereto by nature of their function and authorised thereto by management.
- (3) Casino licensees shall include in their internal control procedures submitted to the Board, the procedures used in the writing off and settlement of patron's credit.
- (4) Detailed documentation regarding patron credit write-offs and settlements shall be retained by the licensee for inspection by the Board.

9.040 Patron deposits

A casino licensee may accept deposits from patrons in cash or cash equivalents, subject to the conditions for such deposits contained in its approved internal control procedures.

9.050 Table game standards

Controls relating to the day to day operations of gaming tables e.g. (Table opening/closing, dealers duties, table limits, order of pay-outs, inspectors duties, and change procedures) shall be specified in the licensee's internal control procedures as approved by the Board.

9.060 Call bets and announced bets

- (1) The procedures for call bets shall be contained in the licensee's internal control procedures as approved by the Board.

- (2) Announced bets shall not be accepted by a licensee.

9.070 Table fill and table credit standards

- (1) Controls relating to table fill and table credits shall be specified in the licensee's internal control procedures as approved by the Board, subject to the following requirements -
- (a) table fill and table credit slips shall be in triplicate, in a continuous numerical sequence and shall be pre-numbered or in such computerised format as approved by the Board;
 - (b) all table fills and table credits shall be monitored and recorded by the surveillance department; and
 - (c) duties allocated to personnel shall be subject to segregation of incompatible functions.

9.080 Gaming machine standards

Controls relating to the day to day operation of gaming machines, e.g. (cash variances, complimentary accounts, customer complaints, documentation, asset registers, jackpot base values and progressive rates, reel tape control, security seals, slot statistics, reports and machine moves) shall be specified in the licensee's internal control procedures as approved by the Board.

9.090 Hand payments and jackpots

Controls relating to gaming machine hand payments and jackpot payments shall be specified in the licensee's internal control procedures as approved by the Board, subject to the following requirements -

- (a) hand payment and jackpot documentation shall be in triplicate, in a continuous numerical sequence and shall be pre-numbered or in such computerised format as approved by the Board;
- (b) all hand payment and jackpot documentation shall be completed on stationary approved by the Board; and
- (c) duties allocated to personnel shall be subject to segregation of incompatible functions.

9.100 Promotional pay-outs and awards

- (1) Promotional pay-outs and awards are supplemental pay-outs or awards that are not reflected in the gaming machine pay table.
- (2) Procedures relating to promotional pay-outs and awards shall be contained in the licensee's internal control procedures as approved by the Board.

9.110 EPROM control

- (1) On receipt of a master EPROM from the manufacturer the following shall be adhered to -
- (a) the master program number, par percentage and pay table shall be verified to the manufacturer's specification sheet and certification number by a senior member of the slots technical department, a member of gaming floor security and a staff member of the Board, and
 - (b) on completion of the verification required by paragraph (a), the master EPROM register will be signed by all parties present.
- (2) Registered copies of all percentage, game or personality EPROM's shall be kept under dual control. Where the EPROM is for a game type that is for a wide area progressive jackpot or has a potential jackpot value in excess of R50 000-00, then the dual control over such EPROM shall include the security department.

- (3) A register for all master EPROM's shall be kept and include at a minimum the following information -
 - (a) EPROM number;
 - (b) certification number;
 - (c) manufacturer;
 - (d) date of par verification and signatures of all persons present;
 - (e) reason for removal from secured area and signatures;
 - (f) date of destruction, reasons and signatures of those involved; and
 - (g) the Kobertron signature number.
- (4) Procedures for copying of EPROM's and the sealing of EPROM's into the machines shall be documented in the licensee's internal control procedures as approved by the Board.
- (5) Procedures for the controlling of competition and promotional EPROM's shall be documented in the licensee's internal control procedures as approved by the Board.
- (6) The handling of EPROM's shall at all times take place under coverage of the surveillance system.

9.120 Gaming machine hopper contents

- (1) When gaming machines are temporarily removed from the floor, gaming machine drop and hopper contents shall be protected to preclude the misappropriation of stored funds. A representative of the gaming security department shall be present when machine contents are secured to ensure such contents are adequately safeguarded.
- (2) When gaming machines are permanently removed from the casino floor, the hopper contents shall be added to the gaming machine drop by at least two employees and in the presence of a representative of the gaming security department and the following procedures shall be followed -
 - (a) a closing fill shall be made out to the equivalent value of the opening fill and the closing fill documentation shall be passed on to the casino accounts department; and
 - (b) casino accounts department shall file the closing fill in accordance with the licensee's internal control procedures as approved by the Board."

9.130 Player tracking

- (1) The player tracking system shall be secured so as to prevent unauthorised access (e.g., changing passwords at least quarterly and physical access to computer hardware, etc.).
- (2) The addition of points to club members' accounts other than through actual gaming shall be sufficiently documented (including substantiation of reasons for increases) and be authorised by a department independent of the player tracking function and the slots department and table games department. Alternatively, addition of points to members' accounts may be authorised by gaming supervisory employees if sufficient documentation is generated and it is randomly verified by employees independent of the slots department on at least a monthly basis.
- (3) Booth employees who redeem points for members shall not have access to lost cards.
- (4) Changes to the player tracking system parameters, such as point structures and employee access, shall be performed by supervisory employees independent of the slots department and table games department upon a documented request from a slots or tables department supervisor.

- (5) All other changes to the player tracking system shall be performed by someone independent of the player tracking function and the slots department and table games and appropriately authorised and documented.

CHAPTER X
ORGANISATIONAL STRUCTURE, AUDIT, STATISTICS AND ELECTRONIC DATA
PROCESSING

10.010 Organisational structure

- (1) All casino licensees shall develop and implement an organisational structure that provides for-
 - (a) a system of personnel and 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) primary and secondary supervisory positions which permit the authorisation 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) Each casino licensee shall at all times maintain a level of staffing which ensures the proper operation and effective supervision of all gaming and gaming related activities.
- (3) Each licensee shall submit to the Board on a quarterly basis an updated list of all employees, their functions and line of command.

10.020 Mandatory departments

- (1) In addition to satisfying the requirements of rule 10.010, each casino licensee's organisational structure shall, at a minimum, include the following departments which shall operate independently of all other departments -
 - (a) a surveillance department which shall report directly to executive management of the licensee who does not participate in the conduct of daily gaming operations of the casino and which department shall have the following functions -
 - (i) the clandestine surveillance of the operation and conduct of table games and gaming machines;
 - (ii) the clandestine surveillance of the operation of the cage and satellite cages;
 - (iii) the image recording of the activities in the soft count room and hard count room;
 - (iv) the detection of cheating, theft, embezzlement, and other illegal activities in the casino, count rooms, cashiering booths, cashier's cage and other locations within the casino;
 - (v) the [video] image and audio recording of all views forming part of the approved surveillance system and storage of such recordings;"
 - (vi) the video and audio recording of all views forming part of the approved surveillance system and storage of such recordings;
 - (vii) providing timely notification to appropriate supervisors and the Board, upon detecting, and upon commencing video or audio recording of any person referred to in subparagraph (iv) and (v);
 - (viii) documentation in an incidence log of all illegal and unusual activities monitored by the surveillance department; and

- (ix) any other function ascribed to it in these rules;
- (b) a financial department which shall be responsible for the financial administration and control of the casino and any other function assigned to it in terms of these rules and shall report to the complex general manager;
- (c) an internal audit department, which shall report directly to the audit committee of the board of directors of the licensee or its holding company or in the absence of an audit committee, an independent member of the board of directors of the licensee or its holding company and which shall be responsible for the functions required by rule 10.060 and any other function assigned to it in terms of these rules;
- (d) a security department which shall be responsible for the overall security of the licensed premises including, without limitation, the following -
 - (i) enforcement of the law;
 - (ii) the physical safety of all persons in the licensed premises;
 - (iii) the physical safeguarding of assets transported to and from the casino floor and secured locations such as count rooms, cashiering booths, cashier cage, etc.;
 - (iv) the protection of all property on the licensed premises from illegal activity;
 - (v) notifying the South African Police Services and the Board as to the fact of the detention of any person by the licensee;
 - (vi) the recording of any and all unusual occurrences within the casino for which the assignment of a security department employee is made. Each incident, without regard to materiality, shall be assigned a sequential number and, at a minimum, the following information shall be recorded in indelible ink in a bound notebook from which pages cannot be removed and each side of each page of which is sequentially numbered -
 - (aa) the assignment number;
 - (bb) the date;
 - (cc) the time;
 - (dd) the nature of the incident;
 - (ee) the person involved in the incident; and
 - (ff) the security department employee assigned;
 - (vii) the identification and removal of any person who is required to be excluded, or who may be excluded or ejected, or of any person who is prohibited from entering a casino;
 - (viii) the performance of all duties and responsibilities in accordance with these rules or the internal control procedures approved by the Board; and
 - (ix) any other function assigned to it in terms of these rules;
- (e) a table games department, supervised by a person referred to as a casino manager or gaming manager, which shall be responsible for the operation and conduct of all table games approved and authorised by the Board and any other function assigned to it in terms of these rules, excluding the soft count and computer applications and data files;
- (f) a slots department, supervised by a person referred to as a slots manager, which shall be responsible for the operation and maintenance of gaming machines approved and authorised by the Board and

any other function assigned to it in terms of these rules, excluding the hard count and soft count and any other function assigned to it by these rules; and

- (g) a casino accounts department supervised by a person referred to herein as a casino accountant, which shall be responsible for the functions required by rule 10.050.
- (2) The Board may approve different reporting lines to those required by sub-rule (1) if the licensee can demonstrate that there are no incompatible functions.

10.030 Jobs compendium submission

- (1) Each casino licensee and applicant for a casino licence shall prepare and maintain a jobs compendium consistent with the requirements of this chapter, detailing job descriptions and lines of reporting for all personnel engaged in the operation of the casino.
- (2) Unless otherwise directed by the Board, the jobs compendium referred to in sub-rule (1) shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operations.
- (3) No casino licensee shall commence gaming operations unless and until its jobs compendium is approved by the Board.
- (4) Any proposed amendment to a previously approved jobs compendium shall be subject to approval by the Board before such amendment is implemented by the casino licensee.

10.040 Electronic data processing: EDP Department

- (1) A separate electronic data processing (EDP) department **[is]** shall be maintained, and the following standards shall be applicable –
 - (a) the EDP department shall be independent of all gaming areas (i.e., cage, pit, count rooms, etc.);
 - (b) the EDP department personnel shall be precluded from unauthorised access to computers and terminals located in gaming areas, source documents and live data files (not test data);
 - (c) computer security logs, if generated by the system, shall be reviewed by EDP supervisory personnel for evidence of –
 - (i) multiple attempts to log-on or, alternatively, the system shall deny user access after three attempts to log-on; and
 - (ii) any other unusual transactions.
- (2) If there are in-house developed systems, the following standards shall be applicable –
 - (a) program changes for in-house developed systems shall be documented as follows –
 - (i) requests for new programs or program changes shall be reviewed by the EDP supervisor and approvals to begin work on the program shall be documented and retained;
 - (ii) a written plan of implementation for new and modified programs shall be maintained and include, at a minimum, the date the program is to be placed into service, the nature of the change (if applicable), a description of procedures required in order to bring the new or modified program into service (conversion or input of data, installation procedures, etc.), and an indication of who is to perform all such procedures;

(iii) testing of new and modified programs shall be performed and documented prior to implementation; and

(iv) a record of the final program or program changes, including evidence of user acceptance, date in service, programmer, and reason for changes, shall be documented and maintained;

10.050 Casino accounts

Controls relating to the day to day operations of the casino accounts department shall be specified in the licensee's internal control procedures as approved by the Board, which shall provide for segregation of duties in accordance with general accounting and auditing practices -

- (a) the casino accounts department shall be independent of the gaming departments;
- (b) the casino accounts department shall be responsible for the controls over stationery that represent value and shall ensure the following -
 - (i) stationery that requires strict security controls, due to the fact that it may represent value in the casino, may only be purchased from a person that has been approved by the Board and granted a certificate of suitability;
 - (ii) stationery that represent value shall be checked on a daily basis to ensure completeness, that no unauthorised alterations have been effected and that the stationery is being used in numerical sequence; and
 - (iii) the internal control procedures as approved by the Board shall identify all security stationery and the specific controls relating to each form required;
- (c) on a daily basis a member of the casino accounts department shall check, verify and attest to the accuracy of both the hard and soft counts;
- (d) the day to day accounting functions with regards to the operation of the gaming departments and the cage and vault departments will be performed by the casino accounts department. The accountant or a senior accounts person shall authorize all journal entries and ensure that revenues, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis; and
- (e) the day to day accounting functions with regards to the operation of the gaming departments and the cage and vault departments will be performed by the casino accounts department. The casino accountant shall authorise all journal entries and ensure that revenues, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.

10.060 Internal audit

- (1) Documentation (e.g., checklists, programs, reports, etc.) shall be prepared to evidence all internal audit work performed.
- (2) The results of internal audit work shall be reported to those persons referred to in rule 10.020(1)(c) and copies of these reports shall be forwarded to the Board.
- (3) Observations and examinations of the following activities, with emphasis on compliance with the internal control procedures as well as the Regulations and these rules, shall be performed (based on the licensee's financial year end) on the following activities as applicable to the operation -
 - (a) the following shall be reviewed at least once during each quarter -

- (i) for table games, fill and credit procedures, pit credit play procedures, soft drop/count procedures and the subsequent transfer of funds, surprise testing of count room currency counters, location and control over sensitive keys, the tracing of source documents to summarised documentation and accounting records, and reconciliation to restricted copies;
 - (ii) for gaming machines, jackpot pay-out and gaming machine fill procedures, gaming machine drop/count and currency acceptor drop/count and subsequent transfer of funds, surprise testing of weigh scale and weigh scale interface, surprise testing of count room currency counters, gaming machine drop cabinet access, tracing of source documents to summarised documentation and accounting records, reconciliation to restricted copies, location and control over sensitive keys, and compliance with EPROM duplication procedures;
 - (iii) all cage, credit, and collection procedures, and the reconciliation of trial balances to physical instruments on a sample basis;
 - (iv) cage and vault accountability shall be reconciled to the general ledger;
 - (v) review of electronic data processing functions for compliance with EDP standards; and
 - (vi) reconciliation of gross gaming revenue is from the accounting records to the Board's levy returns;
- (b) at least six monthly, all casino related balance sheet accounts; and
- (4) In addition to the observations and examinations required under sub-rule (3), follow-up observations and examinations shall be performed to verify that corrective action has been taken regarding all instances of non compliance cited by internal audit, the Board and/or the independent accountant which verification shall be performed within six months following the date of notification.

10.070 Cage accounting standards

- (1) All cage reconciliation forms shall be verified to supporting documentation on a daily basis and nominal floats shall be reconciled to the general ledger on a monthly basis.
- (2) The cage accounts shall be reconciled to the general ledger on at least a monthly basis, which shall include a physical verification to the actual source documents and inventory.
- (3) An analysis of casino accounts receivable, including each patron's name, date of issue of credit and current balance, shall be prepared at least monthly and shall be reconciled to the general ledger at least monthly.

10.080 Table games: Computer generated documentation

- (1) Computer systems used to record table games transactions shall be capable of generating adequate documentation of all information recorded on the source documents and transaction detail (e.g., fill/credit slips, markers, etc.).
- (2) All such computer-generated documentation shall be restricted to authorised personnel with no incompatible functions.
- (3) Computer generated documentation shall include, at a minimum -
 - (a) system exception information (e.g., appropriate system parameter information, corrections, voids, etc.); and
 - (b) personnel access listing which includes at a minimum -
 - (i) employee name;

- (ii) employee identification number; and
- (iii) a list of functions that employee can perform or equivalent means of identifying such functions.

10.090 Statistics

- (1) The following statistical analysis shall be maintained by every licensee -
 - (a) in respect of gaming tables, records reflecting statistical and actual drop, win, win to drop, hold percentage by table and type of game; and
 - (b) in respect of gaming machines, records reflecting handle, win, win to handle, hold percentage by machine and denomination.
- (2) The records referred to in sub-rule (1), shall be maintained at least by day, cumulative month-to-date and cumulative year-to-date.

10.100 Table games: Accounting/auditing procedures

- (1) Table games accounting and auditing procedures shall be performed by personnel who are independent of the transactions being audited/accounted for and who have no incompatible functions.
- (2) A daily reconciliation shall be prepared for at least the day, week and month-to-date which includes the following information necessary to prepare the gaming levy and VAT returns -
 - (a) drop per table;
 - (b) win per table; and
 - (c) total gross gaming revenue.
- (3) If drop can be determined in a table game (e.g., bill-in/coin-drop meters, currency acceptor, computerised record, etc.), the rand amount of the drop recorded by such methods shall be reconciled to the actual drop on a daily basis.
- (4) Accounting/auditing employees shall review exception reports for all computerised table games systems at least monthly for propriety of transactions and unusual occurrences.
- (5) Any improper transactions or unusual occurrences discovered during the review of the exception reports shall be investigated with the results being documented and maintained for Board inspection.
- (6) The licensee shall document the audit process undertaken and procedures used for auditing table games. All follow-up actions performed on any noted exceptions shall be documented and retained for Board inspection.

10.110 Theoretical/actual hold

- (1) The theoretical hold percentages of all gaming machines operated by a casino licensee shall be within the performance standards set by the SABS. Any discrepancies shall be reported to the testing laboratory and resolved immediately and appropriate documentation of any discrepancy and the resolution thereof shall be prepared and retained for Board inspection.
- (2) Records shall be maintained for each machine that reflects the dates and type of changes made and the recalculation of theoretical hold as a result of the changes.
- (3) Monthly reconciliation of gaming machine hold percentages shall be done by the casino management.
- (4) Large variances between theoretical hold and actual hold on gaming machines shall be investigated by management and resolved with the findings documented for Board inspection.

10.120 Gaming machines: Accounting/auditing procedures

- (1) Gaming machine accounting/auditing procedures shall be performed by employees who are independent of the transactions being reviewed.
- (2) The gaming machine accounting/auditing procedures shall be contained in the licensee's internal control procedures as approved by the Board.

10.130 Computerised gaming machine systems: General controls

(1) For all computerised gaming machine systems a personnel access list shall be maintained which shall include, at a minimum, the following information –

- (a) employee name;
- (b) employee identification number (or equivalent); and
- (c) a list of functions which that employee can perform or equivalent means of identifying same.

(2) An audit trail shall be maintained of all changes made to any individual's access to the system, which shall contain the following minimum information –

- (a) the name of the person who performed the change;
- (b) the name of the person who's access was changed;
- (c) the nature of the change of the access;
- (d) the date and time of the change;
- (e) a computer generated sequential number or equivalent means of identifying same as approved by the Board; and
- (f) if access rights are amended as a result of a system upgrade, these changes shall be documented.

(3) passwords shall be controlled as follows, unless otherwise addressed in the licensee's Internal Control Procedures as approved by the Board –

- (a) each user shall have his or her own individual password;
- (b) passwords shall be changed at least monthly; and
- (c) the system shall preclude an individual from using the same password for more than one month in every twelve months.

10.140 Electronic data processing: General controls

The following aspects shall be addressed in the licensee's Internal Control Procedures as approved by the Board –

- (a) the main computers (i.e., hardware, software and data files) for each gaming department application shall be in a secured area with access restricted to only authorised persons;
- (b) gaming personnel shall be precluded from having unrestricted access to the secured computer areas;
- (c) computer systems, including application software, shall be secured through the use of passwords or other approved means and access to system functions shall be controlled by management personnel or persons independent of the department being controlled;
- (d) passwords shall be controlled as follows unless otherwise addressed in these standards –
 - (i) each user shall have his or her own individual password;
 - (ii) passwords shall be changed at least monthly and;

- (iii) the system shall preclude an individual from using the same password for more than one month in every twelve months;
- (e) adequate backups and recovery procedures shall be in place, and shall include –
 - (i) daily backup of data files;
 - (ii) backup of all programs;
 - (iii) secured off-site storage of all backup data files and programs, or other adequate protection; and
 - (iv) backup storage devices shall be tested at least quarterly and results shall be documented and maintained;
- (f) the licensee shall maintain written recovery plan which shall address a procedure to be followed in case of unforeseen disaster;
- (g) adequate system documentation shall be maintained, including descriptions of both hardware and software and operator manuals.

10.150 Electronic data processing: Modems

If remote dial-up is allowed for software support, the licensee shall maintain an access log which shall include the name of the employee authorising modem access, the name of the authorised programmer or manufacturer representative, the reason for modem access, a description of work performed and the date, time and duration of access.

10.160 Electronic data processing: Optical disk document storage

- (1) Documents may be scanned or directly stored to WORM (“Write Once Read Many”) optical disks subject to the following conditions -
 - (a) the optical disk shall contain the exact duplicate of the original document;
 - (b) all documents stored on optical disk shall be maintained with a detailed index containing the table games department and date in accordance with the Board’s record keeping requirements which index shall be available upon Board request;
 - (c) upon request by the Board, computer hardware (terminal, printer, etc.) shall be provided in order to perform auditing procedures; and
 - (d) controls shall exist to ensure the accurate reproduction of records, up to and including the printing of stored documents used for auditing purposes.
- (2) If source documents and summary reports are stored on re-writeable optical disks, the disks may not be relied upon for the performance of any audit procedures, and the original documents and summary reports shall be retained.

CHAPTER XI
CLEARANCE, COUNT AND KEY CONTROL STANDARDS

11.010 The soft count room

- (1) There shall be a room which shall be separated from the casino floor and the hard count room, in which the soft count shall take place and which shall conform to the following minimum requirements -
- (a) the door shall be of substantial, steel lined construction and shall be opened only under surveillance, except in emergency cases, and such emergency cases shall be reported to the Board;
 - (b) the room shall be of brick or concrete construction and both the ceiling and the floor shall be solidly constructed;
 - (c) the door shall have a spy hole fitted and will be locked or bolted from the inside while the count is taking place;
 - (d) the count procedure shall be monitored and recorded on video and audio. Refer to the surveillance rules for the minimum camera standards;
 - (e) the counting table shall be made of a transparent material and there shall be no shelves or objects on, above or below the table that could obstruct the clear view of any document or person on the CCTV;
 - (f) there shall be a clear partition at one end of the counting table so that cash and chips that have not been counted will be separated from cash and chips that have been counted;
 - (g) there shall be a panic alarm system fitted at the count supervisor's position connected to surveillance room which shall be tested daily before the start of every count
 - (h) there shall be an internal telephone near the count supervisor's position;
 - (i) lighting in the count room shall be arranged so that there is no reflection from the count table on the CCTV picture;
 - (j) the room shall have no outside windows and there shall be an emergency lighting system which shall last for at least 8 hours and shall come on immediately in the event of a power cut;
 - (k) the room will be air conditioned, and this will be controlled from inside the count room;
 - (l) when the soft count is to take place the day after the gaming day, the room will have the following additional features -
 - (i) there shall be a safe or a lockable metal shelving system with very secure high quality locks in the room in which all drop boxes shall be locked and the room shall be covered by CCTV recording from the time when the first box is brought into the room until the end of the count the following day;
 - (ii) there shall be a device on the inside of the room to detect any movement within the room; and
 - (iii) an alarm shall be fitted to the door of the room which shall be operative once the boxes have been locked into the room.

11.020 Marking of drop boxes

All drop boxes shall be marked in clearly visible writing which reflects the specific table or gaming machine from which it is removed.

11.030 The hard count room: Requirements and equipment standards

- (1) There shall be a room which shall be separated from the casino floor and the soft count room, in which the hard count shall take place and which shall conform to the following minimum requirements -
 - (a) the door shall be opened only under surveillance by the surveillance department;
 - (b) the surveillance department shall be notified prior to any entry into the room;
 - (c) the door shall be locked or bolted from the inside while the count is taking place;
 - (d) the count procedure shall be monitored and recorded on video;
 - (e) lighting in the count room shall be arranged so that there is no reflection on the CCTV picture;
 - (f) the room shall have no outside windows and there shall be an emergency lighting system which shall last for at least 8 hours and shall come on immediately in the event of a power cut;
 - (g) the room shall be air conditioned, and this will be controlled from inside the count room;
 - (h) the weigh scale calibration module shall be secured so as to prevent unauthorised access (e.g., pre-numbered seal, lock and key, etc.) by hard count personnel;
 - (i) a staff member of the security department shall be present whenever the calibration module is accessed for repair or re-calibration. The surveillance department shall be notified prior to anyone accessing the calibration module;
 - (j) each time the calibration module is accessed, a log shall be completed that includes the date, time, nature of the repair and the signatures of all persons observing the process, which log shall be retained for Board inspection;
 - (k) if a weigh scale interface is used, it shall be adequately restricted so as to prevent unauthorised access (passwords, keys, etc.) by hard count personnel;
 - (l) if the weigh scale has a zero adjustment mechanism, it shall either be physically limited to minor adjustments (e.g., weight of a bucket) or physically situated such that any unnecessary adjustments to it during the weighing process would be observed by other count team members and the surveillance department;
 - (m) the weigh scale and weigh scale interface (if used) shall be tested by the internal audit department on at least a quarterly basis with the test results being documented and retained for Board inspection;
 - (n) prior to commencement of the hard count at least two employees shall verify the accuracy of the weigh scale and weigh scale interface with varying weights or with varying amounts of previously counted coins of each denomination to ensure the scale is properly calibrated; and
 - (o) the preceding weigh scale and weigh scale interface test results shall be documented by the persons performing the test. All persons participating in the test shall date and sign the form stating the results of the test. These forms shall be retained for Board inspection.

11.040 Mandatory clearance report

- (1) Each licensee shall report annually to the Board, on or before 1st April, the time or times during each day when the clearance of gaming tables and gaming machines are to will take place.

- (2) All drop boxes and other similar receptacles shall be removed and counted at the time or times previously designated to the Board and the licensee shall provide the Board with written advance notification of any changes to the designated times.
- (3) Routine removal and counting of drop box contents at other than the designated times is prohibited unless the licensee provides advance written notice to the Board of a change in times or the Board requires a change of designated times.
- (4) Each licensee shall submit a list to the Board of employees authorised to participate in the hard count and soft count and those employees who are authorised to be in the count room during the count, which list shall also indicate the position held by each count employee and shall be updated every three months.

11.050 Table clearance rules

- (1) Removal and transportation of drop boxes -
 - (a) the keys to the drop boxes as well as the drop box storage racks shall be signed out from security by the following personnel: Gaming security employee, cash desk supervisor and count supervisor signing as witnesses to this;
 - (b) locked drop boxes shall be removed from the tables by the a gaming security employee under the supervision and in the presence of a senior pit official;
 - (c) the drop boxes will be transferred to a secure storage area that may be located in the soft count room, which shall be continuously image recorded;
 - (d) the removal and transportation of the drop boxes shall be monitored and recorded by the surveillance personnel on the CCTV system and noted in the occurrence book;
 - (e) all drop boxes will be cleared from the tables regardless of whether the tables were opened or not;
 - (f) the drop boxes removed will be placed in a trolley for transportation purposes and the drop boxes and trolley will always be in full view of the CCTV cameras; and
 - (g) once all the drop boxes have been removed they will be secured in the storage area.

11.060 Emergency clearance: Tables

In certain instances an emergency clearance of gaming tables may be required. The procedures required to perform such clearances shall be contained in the internal control procedures of the licensee and approved by the Board.

11.070 Table soft count procedure

- (1) The count team shall be independent of transactions being reviewed (i.e. the table games department) and counted and the subsequent accountability of soft drop proceeds.
- (2) There shall be at least 3 persons present during the soft count and only English shall be spoken in the count room.
- (3) The detailed count procedures and uniforms worn in the count rooms shall be contained in the licensee's internal control procedures as approved by the Board.

- (4) At no time during the count (to provide for emergency situations) shall more than one person at a time leave the count room until all monies have been counted, verified and accepted into cage/vault accountability.
- (5) Count team members shall be rotated on a routine basis. Rotation shall be such that the count team is not consistently the same three individuals more than four days per week.
- (6) Drop boxes shall be individually emptied and counted. No more than one box may be open at any one time, unless approved by the Board.
- (7) The count of each box shall be recorded in ink or other permanent form of recording.
- (8) If currency counters are utilised and the count room table is used only to empty boxes and sort/stack contents, a count team member shall observe at all times the loading and unloading of all currency at the currency counter, including rejected currency.
- (9) Drop boxes, when empty, shall be shown to the other members of the count team who are observing the count and to the CCTV camera.
- (10) Cage and drop box copies of fill/credit slips shall be matched or otherwise reconciled by the count team or casino administration to verify that the total Rand amounts for the gaming day are identical.
- (11) Requests for fills and credits shall be matched to the fill/credit slips.
- (12) Fills and credits shall be traced to, or recorded on, the count sheet and examined for correctness.
- (13) Copies of the markers removed from the drop boxes shall be either -
 - (a) traced to or recorded on the count sheet by the count team; or
 - (b) totalled and traced to the totals documented by the computerised system.
- (14) The opening/closing table sheet and marker inventory forms (if applicable) shall be either -
 - (a) examined and traced to or recorded on the count sheet; or
 - (b) if a computerised system is used, accounting personnel may trace the opening/closing table and marker inventory forms (if applicable) to the count sheet in place of the count team. Any discrepancies shall be investigated with the findings documented and maintained for Board inspection.
- (15) Corrections to information originally recorded by the count team on soft count documentation shall be made by crossing out the error, entering the correct figure, and then obtaining the initials of at least two of the count team members next to the change, on the count sheet change.
- (16) The total count recorded on the count sheet shall be reconciled to the total cash removed from the drop boxes by a count team member who does not function as the count team member who records the count.
- (17) All members of the count team shall attest by signature to the accuracy of the table games count.
- (18) All monies and monetary equivalents that were counted shall be turned over to the cage/vault cashier who shall be independent of the count team.
- (19) The above mentioned individual shall certify by signature on the count sheet as to the accuracy of the monies delivered and received.

- (20) Access to stored drop boxes, full or empty, shall be restricted to only authorised members of the drop and count teams.
- (21) Access to the count room during the count shall be restricted to members of the drop and count teams. Authorised observers, supervisors for the purpose of resolving problems, authorised maintenance personnel and personnel required to collect the empty drop boxes for purposes of putting them on the tables may only enter and exit the count room in the presence of a representative from the security department.
- (22) The count sheet, with all supporting documents, shall be promptly delivered to the casino accounts department by the count team supervisor at the conclusion of the count. Alternatively, the documentation may be placed in a locked container to which only accounting personnel can gain access until retrieved by the casino accounts department.
- (23) The involvement of at least two individuals independent of the cage, one of which shall be a security department representative, is required to access empty drop boxes. In addition, the surveillance department shall observe all accesses of the locked empty drop box storage area.

11.080 Gaming machine clearance: Hard and soft count

- (1) A minimum of three employees shall be involved in the removal of the gaming machine drop, at least one of whom is from the security department and may not include personnel from the slots department. If more than one clearance team is used, a representative from the security department shall be assigned to each clearance team for the duration of the clearance.
- (2) Proper security shall be provided at all times over the drop boxes and canisters removed from the gaming machine prior to being transported to, and secured in, the hard count room or soft count room, as the case may be.
- (3) If more than one trip is required to remove the gaming machine drop from all of the machines, the filled trolleys shall be locked and secured immediately in the hard count room or soft count room or secured in another equivalent manner. These trolleys shall be under continuous surveillance coverage.
- (4) The surveillance department shall observe and record the entire gaming machine clearance process and note it in the occurrence book.
- (5) The procedures relating to the physical clearance and the responsibilities of each person involved shall be submitted by the licensee to the Board for approval at least one month prior to implementation.

11.090 Emergency clearance: Gaming machines

In certain instances an emergency clearance of gaming machines may be required. The procedures required to perform such clearances shall be contained in the internal control procedures of the licensee and as approved by the Board.

11.100 Gaming machine hard count and wrap standards

- (1) For the purposes of this rule, the terms “wrap” and “wrapping” shall include terms such as “bag”, “bagging”, “rack” and “racking”.
- (2) The weigh/count process shall be performed by a minimum of three employees.
- (3) At no time during the weigh/count shall there be fewer than three count team members in the count room. The surveillance department shall be notified prior to the start of the weigh/count process so they may observe and record the weigh and wrap of the gaming machine drop.

- (4) The gaming machine count team shall be independent of the slots department and the subsequent accountability of gaming machine count proceeds.
- (5) The following functions shall be performed in the counting of the gaming machine drop -
 - (a) count team supervisor/recorder function which involves the recording of the gaming machine count or entering the appropriate information into a computerised system and overall control of the weigh/count and wrap process; and
 - (b) counting function, which is performed by a count team member who assists in the weigh/count process in a non-supervisory capacity.
- (6) The amount of the gaming machine drop proceeds from each gaming machine shall be recorded in ink on a gaming machine weigh/count document by the recorder or mechanically printed by the weigh scale. If a weigh scale interface is used, the gaming machine weigh/count figures shall be transferred and recorded via direct line or computer storage media.
- (7) At a minimum, the count team supervisor/recorder and at least one other count team member shall sign the weigh tape and the gaming machine count document attesting to the accuracy of the weigh/count.
- (8) All other persons who participate in the weigh/count and/or wrap process shall sign the gaming machine count document or a summary report to attest to their presence and evidencing their participation in the weigh/count and wrap. This document shall also be signed by a person from the casino accounts department and the cage attesting to the accuracy thereof.
- (9) The total coins counted per machine will be compared with the meter readings obtained from the machine on a daily basis. Investigation and reporting procedures with regards to variances will be contained in the licensees internal control procedures as approved by the Board.
- (10) At least three employees shall be present throughout the entire wrapping process of the gaming machine drop proceeds. These employees will remain responsible for all the proceeds until the funds are handed over to the safe custodian.
- (11) Transfers out of the count room during the gaming machine count/wrap process shall be either prohibited, or if transfers are permitted during the count and wrap, each transfer shall be recorded on a separate pre-numbered, multi-part form (used solely for gaming machine count transfers) which is subsequently reconciled by the casino accounts department to ensure the accuracy of the reconciled wrapped gaming machine drop.
- (12) Transfers, as noted above, shall be counted and signed for by at least two members of the count team, a member of casino administration who is responsible for authorising the transfer and the employee receiving the transfer. The physical transfer shall require the participation of a security department representative.
- (13) Upon completion of the wrapping, of the gaming machine drop proceeds -
 - (a) the count team supervisor, one other count/wrap team member, the accepting vault cashier and a member of the casino accounts department shall count the final wrapped, bagged or racked gaming machine drop independently from each other;
 - (b) the above counts shall be independently recorded on a summary report. If discrepancies exist between the counts, a re-count is performed and any differences reconciled. All such documents shall be retained and forwarded to accounting.

- (14) The same members as referred to in sub-rule (14)(a) above shall compare the final wrap amounts, by denomination, to the weigh/count. The weigh and wrap comparison shall be recorded on a variance summary sheet.
- (15) A member of the cage shall independently count the wrapped gaming machine drop by denomination and reconcile it to the weigh/count recorded on the summary report by the count team representatives.
- (16) At the conclusion of the reconciliation, the count team supervisor, one other count team member, the cage/vault employee and a casino accounts employee shall sign the summary report attesting to its accuracy. The accountability for the gaming machine drop proceeds shall transfer to the cage.
- (17) The total of the wrapped, bagged or racked coins and tokens (exclusive of proper transfers) shall be transported to the cage, vault or coin vault after the reconciliation of the weigh/count to the wrap.
- (18) Variances between the weigh/count and wrap shall be investigated by management personnel independent of the slots department, count team and the cage/vault functions on a timely basis, using the following minimum guidelines -
 - (a) R50.00 or 50 coins/tokens, whichever represents the smallest Rand amount.
- (19) The results of such investigations shall be documented and maintained for Board inspection.
- (20) All gaming machine count and wrap documentation, including any applicable computer storage media, shall be immediately delivered to the casino accounts department by the count team or security. Alternatively, count documentation may be secured (e.g., locked container to which only accounting personnel can gain access) until retrieved by the casino accounts department.
- (21) Corrections on gaming machine count documentation shall be made by crossing out the error, entering the correct figure, and then obtaining the initials of the count team supervisor and at least one other count team member.
- (22) If a weigh scale interface is used, corrections to gaming machine count data shall be made by crossing out the error on the gaming machine document, entering the correct figure and then obtaining the initials of at least two count team employees. If this procedure is used, an employee independent of the slots department and count team shall subsequently enter the corrected figure into the computer system prior to the generation of related gaming machine reports.
- (23) During the count process, correct the error in the computer system and enter the password of the count team supervisor. If this procedure is used, an exception report shall be generated by the computer system identifying the gaming machine number, the error, the correction and the count team employees attesting to the correction or alternate compensating controls as approved by the Board shall be used.

11.110 Gaming machine soft count standards

- (1) The gaming machine soft count shall be performed in the soft count room and shall be performed by a minimum of three employees.
- (2) The gaming machine soft count team shall be independent of transactions being reviewed and counted (i.e. the slots department), and the subsequent accountability of currency drop proceeds.
- (3) Currency acceptor drop boxes shall be individually emptied and counted in such a manner as to prevent the commingling of funds between boxes until the count of the box has been permanently recorded.
- (4) The count of each box shall be recorded in ink or other permanent form of recording.

- (5) If currency counters are utilised and the count room table is used only to empty boxes and sort/stack contents, a count team member and surveillance shall be able to witness the loading and unloading of all currency at the currency counter, including rejected currency.
- (6) Drop boxes, when empty, shall be shown to another member of the count team and to a surveillance camera to verify that all contents have been removed.
- (7) The notes counted will be compared to the gaming machine's meter reading on a daily basis. Investigation and reporting procedures with regards to variances will be contained in the licensee's internal control procedures as approved by the Board.
- (8) Corrections to information originally recorded by the count team on currency acceptor count documentation shall be made in accordance with the licensee's internal control procedures as approved by the Board.
- (9) The total drop recorded on the count sheet shall be reconciled to the total drop by the count team supervisor and one other count team member who does not function as the recorder.
- (10) All members of the count team and a member of the casino accounts department shall attest by signature to the accuracy of the currency acceptor drop count.
- (11) After all currency acceptor drop boxes have been counted and the totals reconciled by the count team, all monies shall be turned over to the cage cashier, who is independent of the count team.
- (12) The cage representative shall certify by signature on the count sheet as to the accuracy of the currency delivered and received. Upon signing the count sheet, the vault/cage becomes responsible and accountable for the drop proceeds.
- (13) Access to stored full currency acceptor drop boxes shall be restricted to only authorised members of the drop and count teams.
- (14) Access to the count room during the count shall be restricted to members of the drop and count teams. Authorised observers, supervisors for the purpose of resolving problems, authorised maintenance personnel and personnel required to collect the empty drop boxes for purposes of putting them on the tables may only enter and exit the count room in the presence of a representative from the security department.
- (15) The count sheet, with all supporting documents, shall be promptly delivered to the casino accounts department by a count team member or a security department representative. Alternatively, it may be adequately secured (e.g., locked container to which only accounting personnel can gain access) until retrieved by the casino accounts department.

11.120 Key control standards

- (1) Drop box release keys:
 - (a) Drop box release keys shall be maintained by a department independent of the table games department and shall require persons from at least two separate departments to act as custodian and to access the keys.
 - (b) Persons authorised to remove table games drop boxes from the tables shall be precluded from having access to drop box contents keys.
- (2) Drop box storage rack keys:

- (a) A representative from the security department shall be required to obtain and retain control of such keys each time drop boxes are removed from or placed in storage racks.
 - (b) Persons who maintain custody and those authorised to obtain drop box storage rack keys shall be precluded from maintaining custody or having access to drop box contents keys (with the exception of the count team in the limited case to reset the boxes during the count).
- (3) Drop box contents keys:
- (a) The physical custody and access controls shall be such that the keys necessary for accessing stored full drop box contents requires the involvement of persons from at least three separate departments, one of which must be the security department.
 - (b) Controls shall be implemented that provide for the surveillance department to be automatically notified each time the drop box contents keys are accessed. Surveillance personnel shall verify that persons obtaining the keys are authorised to do so and that at least three people from different departments are present. In cases of unscheduled access to drop box contents keys referred to in paragraph (c), the surveillance department shall observe and record the movement of such keys for the entire time they are unsecured.
 - (c) Access to the drop box contents key at other than scheduled count times requires the involvement of at least three persons from separate departments one of which shall be the security department. Casino management personnel shall be required to authorise any unscheduled access to drop box contents keys. The reason for the unscheduled access shall be documented with the signatures of all participants and observers.
- (4) Count room keys:
- (a) At least two count team members are required to be present when count room and other keys necessary to conduct the soft count are issued. Key control measures shall be included in the licensee's internal control procedures as approved by the Board.
 - (b) Controls shall be implemented that require the automatic notification of the surveillance department each time someone enters the soft count room. Fixed surveillance cameras shall be positioned such that anyone entering the soft count room will be recorded.
- (5) Duplicate keys:
- (a) All duplicate keys shall be maintained in a manner which provides a more stringent degree of control over drop boxes as is required for the original keys. Representatives from at least three separate departments, which shall include at least the surveillance department, shall be present and involved in obtaining keys necessary to gain access to the keys needed to access the contents of drop boxes.
 - (b) The storage location of duplicate keys shall be subject to 24-hour video surveillance and recording and controls shall be implemented as required by paragraph (a).
 - (c) Detailed records shall be maintained for each key that is issued, duplicated or destroyed which indicates the type of key, number of keys issued, made or destroyed, the date, the reason(s) and the signatures of all persons involved. Representatives from at least two separate departments, one of which shall be the surveillance department, shall be required to authorise and verify the issuance, duplication and destruction process.

- (6) Key control logs:
- (a) Key control logs shall be maintained for the following keys -
 - (i) drop box release and contents keys;
 - (i) count room keys;
 - (ii) drop box storage rack keys;
 - (iii) drop box contents keys; and
 - (iv) all duplicate keys for (i) to (iv) above;
 - (b) all key control logs shall contain, at a minimum, the following information for each of the keys listed in a. above -
 - (i) date and time keys are obtained;
 - (ii) legible signature of custodian releasing the keys;
 - (iii) legible signature of person obtaining the keys;
 - (iv) date and time keys are returned to custodian;
 - (v) legible signature of person returning the keys; and
 - (vi) legible signature of custodian receiving the keys;
 - (c) key control logs shall be periodically forwarded to the casino accounts department for review and retention; and
 - (d) all entries in key logs shall be in ink or other form of permanent recordation.

CHAPTER XII
WIDE AREA PROGRESSIVE JACKPOTS

12. 010 Wide area progressive jackpots (inter-casino linked progressives)

- (1) Any wide area progressive system shall be adequately restricted to prevent unauthorised access (e.g., changing passwords at least monthly, restricted access to EPROM's, and restricted physical access to computer hardware, etc.).
- (2) Procedures shall be developed, implemented, and documented for:
 - (a) Reconciliation of meters and jackpot pay-outs;
 - (b) collection/drop of gaming machine funds;
 - (c) jackpot verification and payment and billing to casinos on pro-rata basis;
 - (d) system maintenance; and
 - (e) system accuracy.
- (3) Reports documenting the procedures above shall be developed and documented in the internal control procedures as approved by the Board.

**PART 3
BINGO RULES**

**CHAPTER XIII
DEFINITIONS**

13.010 Definitions

For the purposes of this part (Part 3) of 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”**, **“licensee”** and **“bingo licensee”** shall have a corresponding meaning;

“card” means a bingo card;

“central bingo centre” means a bingo centre at which number selection takes place during a simultaneous game;

“draw” means selection of a number to be marked off by players during a game of bingo;

“game” means the game of bingo;

“linked bingo centre” means a bingo centre linked to the central bingo centre during a simultaneous game;

“internal control procedures” means a manual required in terms of rule 19.010;

“player” means any person who has bought a card with the intention of participating in a game of bingo; and

“simultaneous game” means a game of bingo played at more than one bingo centre simultaneously.

**CHAPTER XIV
BINGO CENTRES**

14.010 Requirements for bingo centres

Every bingo centre shall contain the following equipment -

- (a) a random number selecting device, which shall operate either electronically or by means of a ball drawing apparatus;
- (b) a control desk, which shall be elevated from the rest of the premises and shall be clearly visible to all players;
- (c) a public address system which shall ensure clear audibility by all players, of all instructions and information from the control desk in relations to the conduct of the game;
- (d) one or more information panels or screens, which shall be clearly visible to all players, on which shall be displayed the following information -
 - (i) all the information referred to in rule 16.020(2)(c), except the way in which each prize is to be collected;
 - (ii) all numbers drawn in the game currently being played;
 - (iii) all prizes available in the game currently being played;
 - (iv) the amount of the applicable jackpot as well as the maximum amount of draws for the jackpot;
 - (v) the number of draws made in the game currently being played; and
 - (vi) the number of cards sold in the game currently being played;
- (e) a closed circuit television system, of which at least one of the monitors shall be clearly visible from all positions which may be occupied by a player, on which the numbers being selected are clearly displayed;
- (f) a cash desk, the physical characteristics of which shall be subject to approval by the Board, in which the cashier shall be stationed and in which the following shall be kept -
 - (i) all bingo cards removed from the storage area in order to be sold;
 - (ii) all money paid by players for the purchase of bingo cards;
 - (iii) any other equipment needed by the cashier to perform his functions; and
 - (iv) any other item which the Board may require from time to time; and
- (g) 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 16.050.

14.020 Random number selecting devices

- (1) A bingo operator shall not use any random number selecting device unless such device has been certified according to the SABS standard and approved by the Board.
- (2) Any number selecting device shall be designed, manufactured and used in such a way that the randomness of the numbers selected, will be ensured at all times.
- (3) The following requirements shall apply when a ball drawing apparatus is used as random number selecting device -
 - (a) the number of balls used shall be equal to the total amount of numbers of which the game consists 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 in the game being played;

- (b) the balls used shall be identical to one another in respect of all physical characteristics except for the colour and number painted on each ball;
 - (c) no two balls shall have the same number;
 - (d) each ball shall be indelibly imprinted with its particular number 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 on completion of 1000 games with such set 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 minimum period of three months from the date of replacement.
- (4) There shall be a reserve random number 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.

14.030 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 14.010.
- (2) If a licensee intends affecting any change to the floor plan as approved by the Board, he shall apply to the Board, in writing, for approval of such change, which application shall be accompanied by a revised floor plan incorporating such change. No such change may be made by a licensee without the prior approval of the Board.

CHAPTER XV BINGO CARDS

15.010 Requirements for bingo cards

- (1) The game of bingo shall be played using cards, which shall be in accordance with the standard form approved by the Board, or such devices as may be approved by the Board.
- (2) All bingo cards shall be manufactured in sets of no less than 7 000 cards.
- (3) No two cards in a set shall be identical to one another with regard to their unique serial numbers or the numbers to be marked off by players.
- (4) The following shall be printed on each card -
 - (a) the price of the card;
 - (b) the numbers to be marked off by the players;
 - (c) the set to which the card belongs;
 - (d) its unique serial number within the set;
 - (e) the number of cards making up the set;
 - (f) a design, logo or the name of the bingo centre at which the card is sold;
 - (g) the different types of prize winning combinations and the proportionate share of each prize;
 - (h) the applicable gaming levy; and
 - (i) a notice informing players that the rules of the game will be made available to any player on request by that player.
- (5) Every bingo card shall be valid for one game only.
- (6) All bingo cards shall be manufactured in a material allowing them to be marked by the players.

15.020 Sale of 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) All cards shall be sold consecutively according to their serial number within each set.
- (3) The sale of cards in each game shall begin with number one of a particular set, or the number following the number of the last card sold in a previous game, as the case may be.
- (4) If the number of cards in the set being sold is insufficient to satisfy the demand of the players, cards of a second set may be sold for the same game, subject to the following requirements -
 - (a) the second set to be sold shall have the same selling price per card as the first;
 - (b) the sale of the second set shall commence with number one of such set; and
 - (c) the cards of the second set shall be sold up to the serial number immediately preceding the serial number of the first card sold in the first set, 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.

15.030 Retention and destruction of bingo cards

- (1) 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 retained by the licensee for a period of three months;

- (b) any card which may constitute evidence of an offence or any contravention of the Act, the Regulations, or these 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; and
- (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.

15.040 Receipt, storage and use of bingo cards

- (1) Bingo cards shall be packaged and supplied to operators in such manner that every set 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.
- (3) If the packaging of any set 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.
- (4) 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 subject to approval by the Board.
- (5) Bingo cards referred to in sub-rule (2) shall not be removed from their packaging as contemplated in sub-rule (4), except to be sold to players.
- (6) The operator shall submit to the Board, for approval, procedures for the following -
 - (a) the control of access to all 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.

15.050 Other devices

- (1) No device other than cards shall be used in playing bingo, unless the physical characteristics of such device, the placement thereof in the bingo centre and the method of utilisation of such device has been approved by the Board prior to such device being used.
- (2) Save for the provisions in respect of cards contained in these rules, all provisions contained in these rules shall remain applicable when the game is played with any device other than cards.

CHAPTER XVI
PROCEDURE FOR PLAYING THE GAME

16.010 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 or at the premises for which the licence is sought, including the types of prizes and jackpots and the manner in which it may be won.
- (2) Only the type and format of bingo which has been approved by the Board to be conducted in a specific bingo centre, shall be conducted in or at such bingo centre.
- (3) 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 its 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.

16.020 Conducting the game of bingo

- (1) Every game of bingo shall start with the first draw for that particular game.
- (2) The game of bingo shall be conducted in the following manner -
 - (a) before the commencement of the first game of each day, the desk manager or duty manager shall inspect all equipment mentioned in rule 14.010 in order to verify that it is in proper working condition;
 - (b) the set (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 set.....numbered.....to.....and of setnumberedto.....”;
 - (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 the game;
 - (d) numbers shall 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 of the operator, 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, such shall be announced on the public address system and displayed on the closed circuit television system;
- (i) if the check reveals that the prize claimed has not been won, the game shall continue until all available prizes have been won;
- (j) once the existence of a prize winning card has been verified, announced and 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;
- (k) once the caller has ordered the game to be resumed, or announced the game to have ended, all rights to claim the relevant prize in respect of said game, shall be lost; and
- (l) when the last available prize 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.

16.030 Suspension of game and refunds

- (1) If a malfunction in any equipment or any other incident occurs before commencement of a game but after commencement of the sale of cards for that particular game, which prevents the commencement of that game, the game shall be provisionally suspended and the following procedure shall be followed -
 - (a) if the malfunction or incident can be resolved within a reasonable time, the game shall commence; or
 - (b) if the malfunction or incident cannot be resolved within a reasonable time, the game shall be abandoned and the full purchase price of all cards sold for that particular game shall be paid back to the players.
- (2) If a malfunction in any equipment or any other incident occurs after commencement of a game, which prevents the continuation of that game, the game shall be provisionally suspended and the following procedure shall be followed -
 - (a) if the malfunction or incident can be resolved within a reasonable time, the game shall continue; or
 - (b) if the malfunction or incident cannot be resolved within reasonable time, the game shall be abandoned and the full purchase price of all cards sold for that particular game less the pro-rata share of any prize due and payable to any player for that particular game before abandonment thereof and any gaming levy payable to the Board, shall be paid back to the players and all prizes claimed and verified before abandonment shall be paid to the winners.
- (3) If any malfunction or incident, referred to in sub-rule (1) or (2), occurs, the centre manager or duty manager shall read the relevant sub-rule to the players before proceeding with any further steps.
- (4) The withdrawal of a player before or after commencement 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.
- (5) If an error occurs in the announcement of any of the numbers selected, such error shall be corrected immediately, a note made in the game record and the game shall continue.
- (6) Any malfunction or incident referred to in sub-rule (1) and (2) of this rule shall be reported to the Board in writing within 7 days of the occurrence of such malfunction or incident.

16.040 Prizes

- (1) Subject to the provisions of sub-rule (3), no prize, other than money, may be offered to any player of the game of bingo.
- (2) All monetary prizes shall be paid to the winners thereof in cash, unless the winner requests or consents to the prize being given by cheque or the amount of the prize is more than R1 000.00, in which case a cheque, which shall not be post dated, may be issued to the winner.
- (3) An operator shall not offer any prize other than money to a player, except in accordance with a policy on non-money prizes, which policy shall be submitted to the Board by the operator for approval prior to any such prize being offered.

16.050 Game records

- (1) Every 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 time of commencement of each game;
 - (c) the set and serial number of the first card sold;
 - (d) the set and serial number of the last card sold;
 - (e) the total number of cards sold;
 - (f) the set and serial number of all unsold or damaged cards;
 - (g) the amount of the face-value of the cards;
 - (h) the amount accumulated in the jackpot, if any, after the sale of the cards;
 - (i) the numbers selected up to each of the prizes awarded;
 - (j) the serial number of the card or cards winning each of the prizes;
 - (k) the net amount of the total of each prize;
 - (l) the total amount of numbers selected;
 - (m) any incident which may have an effect on the result of the game; and
 - (n) the time of closure of the game.
- (2) The information recorded in terms of sub-rule (1), shall be stored in electronic format for a minimum of three months after completion of each game, 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, a member of the staff of the Board, authorised staff members of the operator, the operator's franchisor and the auditors of the operator and the operator's 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 and the electronic recording device shall be repaired or replaced within 24 hours of such malfunction occurring, or within such longer period as may be approved by the Board.

16.060 Complaints book

- (1) Every operator shall have a complaints book, with numbered pages, in which shall be recorded any complaint by any player.
- (2) All player complaints shall be written in the complaints book and shall be signed by the player complaining as well as the centre manager or duty manager.
- (3) The following minimum information shall be contained in the complaints book -
 - (a) the complainant's full names, contact address and telephone number;
 - (b) the date and time of the complaint;
 - (c) the nature of the complaint; and
 - (d) details of measures taken to resolve the complaint.

**CHAPTER XVII
SIMULTANEOUS GAMES**

17.010 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 this Part of these Rules in general and this Chapter specifically.
- (2) Save where the context indicates otherwise, the rules as contained in the other Chapters of this Part shall apply *mutatis mutandis* to a simultaneous game: Provided that in the event of a conflict between the other Chapters of this Part and this Chapter, this Chapter shall apply to a simultaneous game insofar as such conflict exists.
- (3) Simultaneous games 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 maximum number of simultaneous games allowed to be played in one day, shall be five or such other number as may be approved by the Board.

17.020 Equipment required for simultaneous games

- (1) The equipment required in terms of rule 14.010 may be used when conducting a simultaneous game.
- (2) In addition to the equipment required in terms of rule 14.010, the following equipment shall be contained in the bingo centre in which a simultaneous game is conducted -
 - (a) the central bingo centre shall have a random number selecting device, which shall comply with the provisions of rule 14.020;
 - (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 video or audio signal, for distribution to the linked bingo centres, which system shall be subject to approval by the board, prior to the use thereof in any simultaneous game;
 - (ii) all the draws of each game shall be recorded on video tape, 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 transport a television signal by means of a direct link to each linked bingo centre, in order to ensure that each draw made is seen by the players on the closed circuit television system in each linked bingo centre, simultaneously with the draw being made in the central bingo centre;
 - (c) if a computerised 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; and
 - (d) a computerised central distribution network, approved by the Board, of which the central computer shall be kept in the central bingo centre, which shall comply with the following minimum requirements -
 - (i) it shall provide a link between the central bingo centre and every linked bingo centre;
 - (ii) it 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) it shall automatically prepare all game records;

- (iv) it shall have sufficient capacity (processing, memory, communications inter-faces and hard disk storage) to efficiently monitor and log all significant events taking place in every simultaneous game;
- (v) the hardware and software configuration of the distribution network shall be subject to approval by the Board; and
- (iv) any upgrade or change to the software systems shall be approved by the Board prior to such upgrade or change taking place.

17.030 Sale of cards and conduct of simultaneous games

- (1) A simultaneous game shall commence with the first draw for that particular game.
- (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 shall 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 of 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 centres to cease the sale of cards and the desk manager of each linked bingo centre shall record the number of cards sold for that particular game and communicate the information to the central bingo centre.
- (8) The information received from the linked bingo centres shall be processed at the central bingo centre, whereafter the information to be displayed on the information panels in the linked bingo centres, shall be communicated to the linked bingo centres by the central bingo centre.
- (9) The commencement of the game shall be announced, followed by the first draw.
- (10) All prizes shall be paid out at each linked bingo centre where a prize has been won, at the end of every simultaneous game.

17.040 Refunds

- (1) If a malfunction in any equipment or any other incident occurs before commencement of a simultaneous game but after commencement of the sale of cards for that particular game, which prevents a linked bingo centre from participating in the simultaneous game, the following procedure shall be followed -
 - (a) the linked bingo centre prevented from participating in the game, shall withdraw from the game and communicate its withdrawal to the central bingo centre; and
 - (b) the full purchase price of all cards sold at the linked bingo centre withdrawing from the game shall be paid back to the players.

- (2) If a malfunction in any equipment or any other incident occurs after commencement of a simultaneous game, which prevents a linked bingo centre from continuing to participate in that game, the following procedure shall be followed -
 - (a) the linked bingo centre prevented from continuing to participate in the game, shall withdraw from the game and communicate its withdrawal to the central bingo centre;
 - (b) the full purchase price of all cards sold at the linked bingo centre withdrawing from the game, less a pro-rata share of any prize due and payable to any player for that particular game before withdrawal from it and any gaming levy payable to the Board, shall be paid back to the players;
 - (c) the prizes available to players in that particular simultaneous game shall be recalculated, taking in to account the withdrawal of the linked bingo centre in terms of this rule, the new prizes shall be announced and displayed on the information panels and the game shall continue in the remaining bingo centres; and
 - (d) all prizes claimed and verified, including those prizes claimed and verified at the linked bingo centre before its withdrawal from the game, shall be paid to the winners thereof.
- (3) If a malfunction in any equipment or any other incident occurs before commencement of a simultaneous game but after commencement of the sale of cards for that particular game, which prevents the commencement of the game, the game shall be provisionally suspended and the following procedure shall be followed -
 - (a) if the malfunction or incident can be resolved within a reasonable time, the game shall commence;
or
 - (b) if the malfunction or incident cannot be resolved within reasonable time, the game shall be abandoned and the full purchase price of all cards sold for that particular game at the central bingo centre as well as all linked bingo centres shall be paid back to the players.
- (4) If a malfunction in any equipment or any other incident occurs after commencement of a simultaneous game, which prevents the continuation of the game, the game shall be provisionally suspended and the following procedure shall be followed -
 - (a) if the malfunction or incident can be resolved within a reasonable time, the game shall continue; or
 - (b) if the malfunction or incident cannot be resolved within a reasonable time, the game shall be abandoned and the full purchase price of all cards sold for that particular game at the central bingo centre as well as all linked bingo centres, less the pro-rata share of any prize due and payable to any player for that particular game before abandonment thereof and any gaming levy payable to the Board, shall be paid back to the players and all prizes claimed and verified before abandonment shall be paid to the winners.
- (5) If any malfunction or incident, referred to in sub-rule (1) to (4) occurs, the centre manager or duty manager of the bingo centre where such malfunction or incident occurs, shall read the relevant sub-rule to the players before proceeding with any further steps.
- (6) Any malfunction or incident referred to in this rule shall be reported to the Board in writing within 7 days of the occurrence of such malfunction or incident.

CHAPTER XVIII
ORGANISATIONAL STRUCTURE AND AUDIT

18.010 Organisational structure

- (1) All bingo operators shall develop and implement an organisational 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 authorisation 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 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. The internal audit department shall be responsible for the functions required in rule 19.040 and any other function assigned to it by the Board or these rules;
 - (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 bingo operations department, supervised by a person referred to herein as the duty manager, which shall be responsible for the operation of the game of bingo, including the cash desk and whose staff members shall include, at a minimum, the persons referred to in rule 18.020 (5); and
 - (d) 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) control over unsold bingo cards as well as money at hand;
 - (iii) control over stationary that represent value;
 - (iv) the day to day accounting functions with regard to the operation of the game bingo, including the cash desk; and
 - (v) the monthly audit of the cash desk, after which all variances shall be reported to the bingo accounts manager. The bingo accounts manager will authorise all journal entries and ensure that revenue, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.

18.020 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 reporting for all personnel engaged in the operation of the bingo centre.
- (2) Unless otherwise directed by the Board, the jobs compendium referred to in sub-rule (1) shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operations.
- (3) No bingo operator shall commence with operations unless and until its jobs compendium is approved by the Board.
- (4) Any proposed amendment to a previously approved jobs compendium shall be subject to approval by the Board before such amendment is implemented by the bingo operator.
- (5) The following positions shall be included in the bingo operations department and shall be occupations for which certificates of approval will be required -
 - (a) the duty 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 and the complaints book and the verification of claimed prizes;
 - (b) the cashier, who shall be responsible for 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 duty 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 position determined by the Board to be a bingo occupation.

18.030 Cash desk procedures

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.

18.040 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 persons referred to in rule 19.010(2)(a) 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.
- (4) In addition to the provisions of sub-rule (1), the internal audit department shall be responsible for ensuring the adequacy of the operator's internal controls and compliance therewith.

CHAPTER XIX
INTERNAL CONTROL PROCEDURES

19.010 Internal control procedures

- (1) Every licensee shall develop and maintain a manual containing the standards, procedures and controls implemented to ensure the integrity of its operations which shall, at a minimum, contain those elements and procedures required in this Chapter and any other Chapter of these rules. (Referred to in these rules as internal control procedures.)
- (2) Every licensee's internal control procedures shall be subject to approval of the Board prior to commencement of gaming operations by such licensee.
- (3) Any amendment to a licensee's internal control procedures shall be subject to the Board's approval prior to the implemented thereof.
- (4) Every licensee shall conduct its operations in terms of its internal control procedures as approved by the Board and any non-compliance with the internal control procedures may be a ground for disciplinary action against a licensee.

19.020 Gratuities

Subject to the provisions of regulation 13 of the Regulations, the procedures and policies for the payment of gratuities to staff shall be contained in the licensee's internal control procedures as approved by the Board.

PART 4
ROUTES AND SITES

Rules in respect of route operators and site licensees shall be promulgated by the Board in due course.