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(*Herdrukke is verkrygbaar by Kamer 12-06, Provinsiale-gebou, Dorpsstraat 4, Kaapstad 8001.)

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PROVINCIAL NOTICE

The following Provincial Notice is published for general information and comes into operation on the date when the Western Cape Eleventh Gambling and Racing Amendment Act, 2002 (No. 8 of 2002) comes into operation.

G. A. LAWENCE,
DIRECTOR-GENERAL

Provincial Building,
Wale Street,
Cape Town.

P.N. 393/2002

29 November 2002

WESTERN CAPE GAMBLING AND RACING BOARD:
HORSERACING RULES

In terms of section 82 of the Western Cape Gambling and Racing Law, 1996 (Law 4 of 1996), the Western Cape Gambling and Racing Board hereby makes the following amendments to the Western Cape Gambling and Racing Rules, published in Provincial Gazette Extraordinary 5326 under Provincial Notice 59/1999 dated 5 February 1999:

EXPLANATORY NOTE:

- [] Words in bold type in square brackets indicate omissions from the existing Rules.
 — Words underlined with a solid line indicate insertions into the existing Rules.

1. The Arrangement of Rules is hereby amended:

- (a) by the substitution of the following Item for Item 10:
 "10. [Settling books] Cash books;
 (b) by the substitution of the following Item for Item 11:
 "11. [Cash books] Records to be handed over on cessation of operations or lapse of licence";
 (c) by the insertion, after the expression "Part V, General Provisions" of the following Item:
 "20A. Recognition of representative bodies or associations",
 and
 (d) by the insertion, after Item 35, of the following Item:
 "35A. After-hours betting from ancillary premises".

2. Rule 2(1) is hereby amended—

- (a) by the substitution of the following paragraph for paragraph (iv):
 "a debtor-creditor ledger, as prescribed by rule 9[;], and"
 (b) by the substitution of the following paragraph for paragraph (v):
 "(v) cash books, as prescribed by rule [1]10[, and]", and
 (c) by the deletion of paragraph (vi).

3. Rule 7 is hereby amended—

- (a) in subrule (1), by the substitution for paragraph (a) of the following paragraph:
 "(a) An address book shall be kept by the bookmaker to record the prescribed personal details of all the bookmakers and players in respect of whom the bookmaker has laid or placed credit bets."

PROVINSIALE KENNISGEWING

Die volgende Provinsiale Kennisgewing word vir algemene inligting gepubliseer en tree in werking op die datum waarop die Elfde Wes-Kaapse Wysigingswet op Dobbeldary en Wedrenne, 2002 (Nr. 8 van 2002) in werking tree.

G. A. LAWRENCE,
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Provinsiale-gebou,
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Kaapstad.

P.K. 393/20002

29 November 2002

WES-KAAPSE RAAD OP DOBBELARY EN WEDRENNE:
REÛLS INSAKE PERDEWEDRENNE

Ingevolge artikel 82 van die Wes-Kaapse Wet op Dobbeldary en Wedrenne, 1996 (Wet 4 van 1996), wysig die Wes-Kaapse Raad op Dobbeldary en Wedrenne hierby die Wes-Kaapse Reëls insake Dobbeldary en Wedrenne, gepubliseer in Buitengewone Provinsiale Koerant 5326 by Provinsiale Kennisgewing 59/1999 van 5 Februarie 1999, soos volg:

VERKLARENDE OPMERKING:

- [] Woorde in vet druk tussen vierkantige hake dui skappings uit die bestaande Reëls aan
 — Woorde met 'n volstreep daaronder dui invoegings in die bestaande Reëls aan

1. Die Rangskikking van Reëls word hierby gewysig:

- (a) deur Item 10 deur die volgende Item te vervang:
 "10. [Verrefferingsboeke] Kasboeke;
 (b) deur Item 11 deur die volgende Item te vervang:
 "11. [Kasboeke] Verslae moet by staking van werksaamhede of verstryking van lisensie oorhandig word";
 (c) deur na die uitdrukking "DEEL V, Algemene bepalings" die volgende Item in te voeg:
 "20A. Erkenning van verteenwoordigende liggame of verenigings", en
 (d) deur die volgende Item na Item 35 in te voeg:
 "35A. Na-uurse weddery op bykomende perseel".

2. Reël 2(1) word hierby gewysig—

- (a) deur paragraaf (iv) deur die volgende paragraaf te vervang:
 "(iv) 'n debiteur-krediteur-grootboek, soos deur reël 9 voorgeskryf[;] en"
 (b) deur paragraaf (v) deur die volgende paragraaf te vervang:
 "(v) kasboeke, soos deur reël [1]10[;] voorgeskryf", en
 (c) deur paragraaf (vi) te skrap.

3. Reël 7 word hierby gewysig—

- (a) in subreël (1), deur paragraaf (a) deur die volgende paragraaf te vervang:
 "(a) 'n Adresboek moet deur die boekmaker gebruik word om die voorgeskrewe persoonlike besonderhede van al die boekmakers en weddens ten opsigte van wie die boekmaker kredietweddenskappe aanvaar of geplaas het, op te teken."

- (b) by the substitution of the following subrule for subrule (3):

“(3) An address book shall be written up on the same day on which the bookmaker has laid or placed a credit bet with a new player or bookmaker.”, and

- (c) in subrule (6), by the substitution for paragraph (b) of the following paragraph:

“(b) All of the players and bookmakers listed in the address book no longer place or lay bets.”.

4. The following Rule is hereby substituted for Rule 10:

[Settling books]

10(1) The settling books (Annexure I) referred to in rule 2(1)(a)(vi) shall be in the following format:

- (a) The settling books shall be serially numbered.
- (b) The name of the licensed premises, the name of the bookmaker and the physical address of the licensed premises shall be recorded on the front cover of each settling book.
- (c) A settling book shall consist of consecutively numbered pages permanently bound together.
- (d) A settling book shall, subject to paragraph (e), contain columns for recording the following information, at a minimum:
 - (i) the date of the transaction;
 - (ii) the debtor-creditor page number;
 - (iii) the name of the player or bookmaker in respect of whom payment is made;
 - (iv) payment details;
 - (v) the amount paid;
 - (vi) the amount received; and
 - (vii) any outstanding amount due.
- (e) Each page thereof shall contain spaces for the insertion of the following:
 - (i) the date of settling;
 - (ii) the number of any outstanding ticket in respect of which no payout has been made;
 - (iii) the date on which any such ticket was issued; and
 - (iv) the payout in respect of such ticket.

- (2) Every bookmaker shall, not later than the first working day after the day on which bets were laid or placed, record in the settling book particulars of all outstanding amounts payable to or by it in respect of any bets, and use such book only for the purposes contemplated in this rule.

- (3) Every bookmaker shall record the payment of any outstanding amounts payable as contemplated in subrule (2), in the settling book.

- (4) Non-compliance with any of the requirements of subrule (1), (2) or (3) shall be punishable with a maximum fine of R1 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.]

Cash books

“10(1) The cash books (Annexure J) referred to in rule 2(1)(a)(v) shall be in the following format:

- (b) deur subreël (3) deur die volgende subreël te vervang:

“(3) ’n Adresboek moet bygewerk word op dieselfde dag waarop die boekmaker ’n kredietweddenskap met ’n nuwe wedder of boekmaker aanvaar of geplaas het.”, en

- (c) in subreël (6), deur paragraaf (b) deur die volgende paragraaf te vervang:

“(b) Alle wedders en boekmakers wat in die adresboek gelys word, plaas of aanvaar nie meer weddenskappe nie.”.

4. Reël 10 word hierby deur die volgende reël vervang:

[Vereffeningsboeke]

10(1) Die vereffeningsboeke (Bylae I) bedoel in reël 2(1)(a)(vi) moet in die volgende formaat wees:

- (a) Vereffeningsboeke moet reeksgewys genommer wees.
- (b) Die naam van die gelisensieerde perseel, die naam van die boekmaker en die fisiese adres van die gelisensieerde perseel moet op die vooromslag van elke vereffeningsboek aangebring word.
- (c) ’n Vereffeningsboek moet uit opeenvolgend genommerde bladsye wat permanent saamgebind is, bestaan;
- (d) ’n Vereffeningsboek moet, behoudens paragraaf (e), kolomme bevat vir die optekening van die volgende inligting, op sy minste:
 - (i) die datum van die transaksie;
 - (ii) die debiteur-krediteur-bladsynommer;
 - (iii) die naam van die wedder of boekmaker ten opsigte waarvan betaling gedoen word;
 - (iv) besonderhede van die betaling;
 - (v) die bedrag betaal;
 - (vi) die bedrag ontvang; en
 - (vii) enige uitstaande bedrag verskuldig.
- (e) Elke bladsy daarvan moet spasies bevat waar die volgende ingevoeg moet word:
 - (i) die datum van vereffening;
 - (ii) die nommer van enige uitstaande kaartjie ten opsigte waarvan geen uitbetaling gedoen is nie;
 - (iii) die datum waarop daardie kaartjie uitgereik is; en
 - (iv) die uitbetaling ten opsigte van daardie kaartjie.

- (2) Elke boekmaker moet, nie later nie as die eerste werkdag na die dag waarop weddenskappe aanvaar of geplaas is, besonderhede van alle uitstaande bedrae ten opsigte van enige weddenskappe wat aan of deur hom betaalbaar is, in die vereffeningsboek opteken, en hy mag daardie boek slegs vir die doeleindes in hierdie reël beoog, gebruik.

- (3) Elke boekmaker moet die betaling van enige uitstaande bedrae betaalbaar soos in subreël (2) beoog, in die vereffeningsboek opteken.

- (4) Nie-nakoming van enige van die vereistes van subreël (1), (2) of (3) is strafbaar met ’n maksimum boete van R1 000,00 of dié ander straf wat die Raad oplaë, of sowel so ’n boete as so ’n straf.

Kasboeke

“10(1) Die kasboeke (Bylae J) bedoel in reël 2(1)(a)(v) moet in die volgende formaat wees:

- (a) Cash books shall be consecutively numbered.
- (b) The name of the bookmaker and the physical address of the licensed premises shall be recorded on the front cover of each cash book.
- (c) A cash book shall consist of consecutively numbered pages permanently bound together.
- (d) The cash book shall contain separate sides for the recording of receipts and payments made.
- (e)(i) The receipts side of the cash book shall contain, together with such other columns as may be prescribed by the Board from time to time, at least the following columns from left to right:
- (aa) the document number;
 - (bb) the date of the transaction;
 - (cc) the name of the beneficiary;
 - (dd) a description of the receipts;
 - (ee) the folio number of any prior ledger or book entry in respect of such amount;
 - (ff) sundries; and
 - (gg) the bank.
- (ii) The payments side of the cash book shall contain, together with such columns as the Board may from time to time prescribe, at least the following columns from left to right:
- (aa) the document number
 - (bb) the date of the transaction;
 - (cc) the name of beneficiary;
 - (dd) a description of the payments;
 - (ee) the folio number of any prior ledger or book entry in respect of such amount;
 - (ff) sundries; and
 - (gg) the bank.
- (2) The cash book shall be balanced monthly, provided that the balances so calculated in respect of any month shall be so calculated by no later than the 20th day of the succeeding month.
- (3) The following transactions shall be entered in the cash book:
- (a) all cash, cheques, credit transfers or other forms of payment received by the bookmaker in connection with the bookmaking business; and
 - (b) all cash, cheques, credit transfers or other forms of payment payable by the bookmaker in connection with the bookmaking business.

Non-compliance with any of the requirements of sub-rules (1), (2) or (3) shall be punishable with a maximum fine of R1 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.

Notwithstanding the provisions of this Rule, a licensee holder may keep one or more books in the place of the cash book provided for herein, provided that, at a minimum, all data required to be kept in terms of this Rule is readily available for inspection by the Board.

- (a) Kasboeke moet opeenvolgend genummer wees.
- (b) Die naam van die boekmaker en die fisiese adres van die gelisensieerde perseel moet op die vooromslag van elke kasboek aangebring word.
- (c) 'n Kasboek moet uit opeenvolgend genummerde bladsye wat permanent saangebind is, bestaan;
- (d) 'n Kasboek moet afsonderlike kante bevat vir die optekening van ontvangste en betalings gedoen;
- (e)(i) Die ontvangstekant van die kasboek moet, tesame met die ander kolomme wat die Raad van tyd tot tyd voorskryf, minstens die volgende kolomme van links na regs bevat:
- (aa) die nommer van die dokument;
 - (bb) die datum van die transaksie;
 - (cc) die naam van die begunstigde;
 - (dd) 'n beskrywing van die ontvangste;
 - (ee) die folionommer van enige vorige grootboek- of boekinskrywing ten opsigte van so 'n bedrag;
 - (ff) diverse; en
 - (gg) die bank.
- (ii) Die betalingskant van die kasboek moet, tesame met die kolomme wat die Raad van tyd tot tyd voorskryf, minstens die volgende kolomme van links na regs bevat:
- (aa) die nommer van die dokument;
 - (bb) die datum van die transaksie;
 - (cc) die naam van die begunstigde;
 - (dd) 'n beskrywing van die betalings;
 - (ee) die folionommer van enige vorige grootboek- of boekinskrywing ten opsigte van so 'n bedrag;
 - (ff) diverse; en
 - (gg) die bank.
- (2) Die kasboek moet maandeliks gebalanseer word, op voorwaarde dat die saldo's aldus bereken ten opsigte van elke maand, aldus bereken moet word nie later nie as die 20ste dag van die volgende maand.
- (3) Die volgende transaksies moet in die kasboek opgeteken word:
- (a) alle kontant, tjeks, kredietoordragte of ander vorms van betaling wat die boekmaker in verband met die boekmakersbesigheid ontvang; en
 - (b) alle kontant, tjeks, kredietoordragte of ander vorms van betaling wat deur die boekmaker in verband met die boekmakersbesigheid betaalbaar is.
- (4) Nie-nakoming van enige van die vereistes van subreël (1), (2) of (3) is strafbaar met 'n maksimum boete van R1 000,00 of die ander straf wat die Raad opleë, of so 'n boete sowel as so 'n straf.
- (5) Ondanks die bepalings van hierdie reël kan 'n lisensiehouer een of meer boeke gebruik in die plek van die kasboek waarvoor hierin voorsien word, op voorwaarde dat minstens alle data wat ingevolge hierdie reël bygehou moet word, gereedlik beskikbaar is vir inspeksie deur die Raad.

5. The following Rule is hereby substituted for Rule 11:

"[Cash books

[11(1) The cash books (Annexure J) referred to in rule 2(1)(a)(v) shall be in the following format:

- (a) Cash books shall be consecutively numbered.
- (b) The name of the bookmaker and the physical address of the licensed premises shall be recorded on the front cover of each cash book.
- (c) A cash book shall consist of consecutively numbered pages permanently bound together.
- (d) The cash book shall contain separate sides for the recording of receipts and payments made,
- (e)(i) The receipts side of the cash book shall contain, together with such other columns as may be prescribed by the Board from time to time, at least the following columns from left to right:

- (aa) the document number;
- (bb) the date of the transaction;
- (cc) the name of the beneficiary;
- (dd) a description of the receipts;
- (ee) the folio number of any prior ledger or book entry in respect of such amount;
- (ff) sundries; and
- (gg) the bank.

- (ii) The payments side of the cash book shall contain, together with such columns as the Board may from time to time prescribe, at least the following columns from left to right:

- (aa) the document number
- (bb) the date of the transaction;
- (cc) the name of beneficiary;
- (dd) a description of the payments;
- (ee) the folio number of any prior ledger or book entry in respect of such amount;
- (ff) sundries; and
- (gg) the bank.

- (2) The cash book shall be balanced monthly, provided that the balances so calculated in respect of any month shall be so calculated by no later than the 20th day of the succeeding month.

- (3) The following transactions shall be entered in the cash book:

- (a) all cash, cheques, credit transfers or other forms of payment received by the bookmaker in connection with the bookmaking business, and
- (b) all cash, cheques, credit transfers or other forms of payment payable by the bookmaker in connection with the bookmaking business.

- (4) Non-compliance with any of the requirements of sub-rules (1), (2) or (3) shall be punishable with a maximum fine of R1 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.]

5. Reël 11 word hierby deur die volgende reël vervang:

"[Kasboeke

[11(1) Die kasboeke (Aanhangsel J) bedoel in reël 2(1)(a)(v) moet in die volgende formaat wees:

- (a) Kasboeke moet opeenvolgend genummer wees.
- (b) Die naam van die boekmaker en die fisiese adres van die gelisensieerde perseel moet op die vooromslag van elke kasboek aangebring word.
- (c) 'n Kasboek moet uit opeenvolgend genommere bladsye wat permanent saamgebind is, bestaan.
- (d) Die kasboek met afsonderlike kante bevat vir die optekening van ontvangste en betalings gedoen.

- (e)(i) Die ontvangskant van die kasboek moet, tesame met die ander kolomme wat die Raad van tyd tot tyd voorskryf, minstens die volgende kolomme van links na regs bevat:

- (aa) die nommer van die dokument;
- (bb) die datum van die transaksie;
- (cc) die naam van die begunstigde;
- (dd) 'n beskrywing van die ontvangste;
- (ee) die folionommer van enige vorige grootboek- of boekinskrywings ten opsigte van so 'n bedrag;
- (ff) diverse; en
- (gg) die bank.

- (ii) Die betalingskant van die kasboek moet, tesame met die kolomme wat die Raad van tyd tot tyd voorskryf, minstens die volgende kolomme van links na regs bevat:

- (aa) die nommer van die dokument;
- (bb) die datum van die transaksie;
- (cc) die naam van begunstigde;
- (dd) 'n beskrywing van die betalings;
- (ee) die folionommer van enige vorige grootboek- of boekinskrywing ten opsigte van so 'n bedrag;
- (ff) diverse; en
- (gg) die bank.

- (2) Die kasboek moet maandeliks gebalanseer word op voorwaarde dat die saldo's aldus bereken ten opsigte van enige maand, aldus bereken moet word nie later nie as die 20ste dag van die volgende maand.

- (3) Die volgende transaksies moet in die kasboek opgeteken word:

- (a) alle kontant, tjeks, kredietoordragte of ander vorms van betaling wat die boekmaker in verband met die boekmakersbesigheid ontvang, en
- (b) alle kontant, tjeks, kredietoordragte of ander vorms van betaling wat deur die boekmaker verband met die boekmakersbesigheid betaalbaar in.

- (4) Nie-nakoming van enige van die vereistes van subreël (1), (2) of (3) is strafbaar met 'n maksimum boete van R1 000,00 of dié ander straf wat die Raad opleë, of sowel so 'n boete as so 'n straf.]

Records to be handed over on cessation of operations or lapse of licence

11(1) When the holder of a bookmaker, bookmaker premises, totalisator operator or totalisator premises licence—

(a) has successfully applied to the Board to cease operations in respect of an existing operator licence or licensed premises, or

(b) allows such licence to lapse,

such licence holder shall, upon the cessation of operations or the lapsing of its licence, submit to the Board, for the purposes of a close-down audit, all books and records kept by it in terms of these Rules in respect of the relevant licensed operations.

(2) Notwithstanding the cessation of operations or the lapse of a licence, the licence holder contemplated in subrule (1) shall be liable for—

(a) all outstanding fees, taxes and gambling obligations, and

(b) all breaches of the Law

revealed by the close-down audit conducted by the Board.

(3) Non-compliance with sub-rule (1) shall be punishable with a maximum fine of R5 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.”

6. Rule 12 is hereby amended by the substitution of the following subrule for subrule (1):

“(1) [A] Subject to the provisions of Rule 16, a bookmaker shall use only a computerised record-keeping system approved by the Board for the purpose of recording betting transactions.”.

7. Rule 13 is hereby amended—

(a) by the substitution of the following subrule for subrule (1):

“(1) Each bookmaker shall make a daily backup in duplicate of all [race] files pertaining to racing and all sports or other events on which betting or spreadbetting is offered on floppy disc, compact disc or tape, or such other medium as may be prescribed by the Board, one of which shall be retained in a fireproof safe on the licensed premises, or on such other premises as may be approved by the Board, for a period of two (2) years from the date of creation thereof, or such further period, pending any investigation, as the Board may require, and the other of which shall be submitted to the Board once a month, before the 15th day of the month, in respect of the transactions concluded during the preceding month.”;

(b) by the insertion, after subrule (2), of the following subrule:

“(3) A bookmaker shall ensure that every duplicate backup disc or tape submitted to the Board and retained by the licence holder in terms of this rule—

(a) contains a complete and accurate record of the information required, and

(b) clearly specifies in printed text on the exterior thereof:

(i) the name of the licence holder to which the disc or tape relates;

(ii) the name of the licensed premises to which the disc or tape relates;

Rekords moet oorhandig word by staking van werksaamhede of verval van lisensie

11(1) Wanneer die houer van 'n boekmakerlisensie, boekmaker-perseellisensie, totalisator-operateurlisensie of totalisator-perseellisensie—

(a) se aansoek by die Raad om werksaamhede ten opsigte van 'n bestaande operateurlisensie of gelisensieerde perseel te staak, goedgekeur word, of

(b) toelaat dat so 'n lisensie verval,

moet daardie lisensiehouer, by die staking van werksaamhede of die verval van sy lisensie, alle boeke en rekords wat hy ingevolge hierdie Reëls ten opsigte van die betrokke gelisensieerde werksaamhede bygehou het, aan die Raad voorlê vir die doel van 'n sluitingsoudit.

(2) Ondanks die staking van werksaamhede of die verval van 'n lisensie, is die lisensiehouer in subreël (1) beoog, aanspreeklik vir:

(a) alle uitstaande gelde, belastinge en dobbelaryverpligtinge, en

(b) alle wetsoortredings,

wat onthul word deur die sluitingsoudit wat die Raad uitvoer.

(3) Nie-nakoming van subreël (1) is strafbaar met 'n maksimum boete van R5 000,00 of dié ander boete wat die Raad ople, of so 'n boete sowel as so 'n straf.”.

6. Reël 12 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

“(1) [’n Boekmaker mag] Behoudens die bepalings van reël 16, mag 'n boekmaker [mag] slegs 'n gerekenariseerde optekenselsel wat deur die Raad goedgekeur is, vir die doel van die optekening van weddenskaptransaksies gebruik.”.

7. Reël 13 word hierby gewysig—

(a) deur subreël (1) deur die volgende subreël te vervang:

“(1) Elke boekmaker moet daaglik 'n rugsteunlêer [in tweevoud] op slapskyf, laserskyf of band, of dié ander medium wat die Raad goedgekeur het, van alle [wedren]lêers [maak] met betrekking tot wedrenne en alle sportsoorte of ander gebeurtenisse waarop weddenskappe of verspreidingsweddenskappe aangebied word, in tweevoud maak, waarvan een in 'n brandkluis op die gelisensieerde perseel, of op 'n ander perseel wat die Raad goedgekeur het, vir 'n tydperk van twee (2) jaar vanaf die datum waarop dit geskep is, of dié verdere tydperk hangende enige ondersoek wat die Raad vereis, gehou moet word, en waarvan die ander een keer 'n maand, voor die 15de dag van die maand, aan die Raad voorgelê moet word ten op sigte van die transaksies wat gedurende die vorige maand aangegaan is.”;

(b) deur die volgende subreël na subreël (2) in te voeg:

“(3) 'n Boekmaker moet toesien dat elke duplikaat-rugsteunlêer of -band wat ingevolge hierdie reël aan die Raad voorgelê en deur die lisensiehouer behou word—

(a) 'n volledige en akkurate rekord van die vereiste inligting bevat, en

(b) duidelik, in gedrukte teks aan die buitekant daarvan, die volgende spesifiseer:

(i) die naam van die lisensiehouer waarop die skyf of band betrekking het;

(ii) die naam van die gelisensieerde perseel waarop die skyf of band betrekking het;

(iii) the calendar month and year to which the disc or tape relates, and

(iv) whether the information on the disc or tape relates to—

(aa) betting on horseracing;

(bb) betting on other sporting events;

(cc) spreadbetting, or

(dd) debtors' month-end files," and

(c) by the substitution of the following subrule for subrule (3):

"([3]4) Non-compliance with any of the requirements of subrule (1), [or] (2) or (3) shall be punishable with a maximum fine of R5 000,00 or such other penalty as the Board may impose, or both such fine and such penalty."

8. Rule 14 is hereby amended—

(a) in subrule (1), by the deletion of the expression "(a)";

(b) by the insertion after subrule (1), of the following subrule:

"(2) All computer-generated winning tickets presented for payment shall be retained by the holder of a bookmaker licence for ninety days after the date of payment thereof; provided that where a dispute has arisen regarding payment in respect of any such ticket, the ticket shall be retained for such longer period as the Board may require," and

(c) by the substitution of the following subrule for subrule (2):

"([2]3) Non-compliance with any of the requirements of subrule (1) or (2) shall be punishable with a maximum fine of R2 000,00 or such other penalty as the Board may impose, or both such fine and such penalty."

9. Rule 16 is hereby amended—

(a) by the substitution of the following subrule for subrule (1):

"16(1) In the event of a power failure or system failure, [no] a manual system of wagering [and no computerised system not approved by the Board in respect of the relevant licensed premises shall] may be implemented by the holder of a bookmaker licence to process bets; provided that— [the Board may, on written application by a Licensed bookmaker, approve—

(a) the use of a master-slave system, which shall operate in such a manner that the master and slave components of the system have identical capabilities and may operate independently of one another without in any way compromising any of the system requirements laid down by the Board, or

(b) the use of an acceptable alternative source of electrical power generation on the licensed premises.]

(a) the licence holder immediately informs the Board of the power or system failure telephonically or by way of facsimile transmission;

(b) the licence holder notes, in a register kept for such purpose—

(i) the exact date and time of the failure;

(ii) the nature of the failure, and

(iii) die kalendermaand en jaar waarop die skyf of band betrekking het, en

(iv) of die inligting op die skyf of band betrekking het op—

(aa) wedery op perdewedrenne;

(bb) wedery of ander sportgebeurtenisse;

(cc) verspreidingsweddenskappe, of

(dd) debiteure se maandeindeleërs," en

(c) deur subreël (3) deur die volgende subreël te vervang:

"([3]4) Nie-nakoming van enige van die vereistes van subreël (1), [of] (2) of (3) is strafbaar met 'n maksimum boete van R5 000,00 of dié ander straf wat die Raad oël, of so 'n boete sowel as so 'n straf."

8. Reël 14 word hierby gewysig—

(a) in subreël (1), deur die uitdrukking "(a)" te skrap;

(b) deur die volgende subreël na subreël (1) in te voeg:

"(2) Alle rekenaargegenereerde wenkaartjies wat vir betaling getoon moet word, moet deur die houer van 'n boekmakerlisensie behou word vir negentig dae na die datum van betaling daarvan; met dien verstande dat, waar 'n dispuut oor betaling ten opsigte van so 'n kaartjie ontstaan, die kaartjie behou moet word vir die langer tydperk wat die Raad vereis," en

(c) deur subreël (2) deur die volgende subreël te vervang:

"([2]3) Nie-nakoming van enige van die vereistes van subreël (1) of (2) is strafbaar met 'n maksimum boete van R2 000,00 of dié ander straf wat die Raad oël, of so 'n boete sowel as so 'n straf."

9. Reël 16 word hierby gewysig—

(a) deur subreël (1) deur die volgende subreël te vervang:

"16(1) In die geval van 'n krag- of stelselonderbreking [mag geen] kan 'n handstelsel vir wedery [en geen gerekenariseerde stelsel wat nie deur die Raad ten opsigte van die betrokke gelisensieerde perseel goedgekeur is] deur die houer van 'n boekmakerlisensie [in] gebruik [geneem] word om weddenskappe te prosesseer [nie]; met dien verstande dat— [die Raad, op skriftelike aansoek deur 'n gelisensieerde boekmaker—

(a) die gebruik van 'n meester-slaafstelsel Kn goedkeur, wat op so 'n wyse werk dat die meester- en die slaafkomponente van die stelsel identiese vermoëns het en onafhanklik van mekaar kan werk sonder om enige van die stelselvereistes deur die Raad voorgeskryf, enigsins te kommitteer, of

(b) die gebruik van 'n aanvaarbare alternatiewe bron van elektriese kragopwekking op die gelisensieerde perseel kan goedkeur.]

(a) die lisensiehouer die Raad onmiddellik telefonies of deur middel van faksimiletransmissie in kennis stel van die krag- of stelsel- onderbreking;

(b) die lisensiehouer die volgende opteken in 'n register wat vir dié doel bygehou word:

(i) die presiese datum en tyd van die onderbreking;

(ii) die aard van die onderbreking, en

(iii) the duration of the failure, specifying the exact date and time that reconnection to the system is established;

(c) all bets laid or taken by the licence holder during the failure shall simultaneously be manually recorded in a numbered ticket book contemplated in Rule 4, and

(d) upon reconnection to the power or system, all transactions manually recorded in the ticket book pursuant to paragraph (c) shall be recreated on the computerised wagering system and cross-referenced with the corresponding numbers in the ticket book.”;

(b) by the insertion, after subrule (1), of the following subrule:

“(2) Notwithstanding the provisions of subrule (1), the Board may, in respect of power or system failures generally, require, or on written application by a licensed bookmaker, approve—

(a) the use of a master-slave system, which shall operate in such a manner that the master and slave components of the system have identical capabilities and may operate independently of one another without in any way compromising any of the system requirements laid down by the Board, or

(b) the use of an acceptable alternative source of electrical power generation on the licensed premises.”, and

(c) by the substitution of the following subrule for subrule (2):

“(2)3 Non-compliance with subrules (1) or (2) shall be punishable with a maximum fine of R20 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.”.

10. Rule 19 is hereby amended—

(a) by the insertion, after subrule (2), of the following subrule:

“(3) The holder of a totalisator operator licence shall ensure that every duplicate backup disc or tape submitted to the Board and retained by it in terms of this rule—

(a) contains a complete and accurate record of the information required, and

(b) clearly specifies in printed text on the exterior thereof:

(i) the name of the licence holder to which the disc or tape relates;

(ii) the name of the licensed premises to which the disc or tape relates;

(iii) the calendar month and year to which the disc or tape relates, and

(iv) whether the information on the disc or tape relates to—

(aa) betting on horseracing

(bb) betting on other sports events, or

(cc) debtors' month-end files.”, and

(b) by the substitution of the following subrule for subrule (3):

(iii) die duur van die onderbreking, met die presiese datum en tyd waarop herverbinding met die stelsel bewerkstellig word, gespesifiseer;

(c) alle weddenskappe wat tydens die onderbreking deur die lisensiehouer aanvaar of aangegaan word, gelyktydig met die hand opgeteken moet word in 'n genummerde kaartjieboek in reël 4 beoog, en

(d) by herverbinding met die krag of stelsel, alle transaksies wat ingevolge paragraaf (c) met die hand in die kaartjieboek opgeteken is, op die gerekenariseerde wedderystelsel herskep moet word, met kruisverwysings na die ooreenstemmende nommers in die kaartjieboek.”.

(b) deur die volgende subreël na subreël (1) in te voeg:

“(2) Ondanks die bepalings van subreël (1) kan die Raad ten opsigte van krag- of stelselonderbrekings in die algemeen, of by skriftelike aansoek deur 'n gelisensieerde boekmaker, onderskeidelik die volgende vereis of goedkeur:

(a) die gebruik van 'n meester-slaafstelsel, wat op so 'n wyse werk dat die meester- en slaaf-komponente van die stelsel identiese vermoëns het en afsonderlik van mekaar kan werk sonder om enige van die stelselvereistes wat deur die Raad voorgeskryf is, enigins te kompromitteer, of

(b) die gebruik van 'n aanvaarbare alternatiewe bron van elektriese kragopwekking op die gelisensieerde perseel.”, en

(c) deur subreël (2) deur die volgende subreël te vervang:

“(2)3 Nie-nakoming van subreël (1) of (2) is strafbaar met 'n maksimum boete van R20 000,00 of dié ander straf wat die Raad opleë, of so 'n boete sowel as so 'n straf.”.

10. Reël 19 word hierby gewysig—

(a) deur die volgende subreël na subreël (2) in te voeg:

“(3) Die houër van 'n totalisator-operateurlisensie moet toesien dat elke duplikaat-rugsteunskyf of -band wat ingevolge hierdie reël aan die Raad voorgelê en deur hom behou word—

(a) 'n volledige en akkurate rekord van die vereiste inligting bevat, en

(b) duidelik in gedrukte teks aan die buitekant daarvan die volgende spesifiseer:

(i) die naam van die lisensiehouer waarop die skyf of band betrekking het;

(ii) die naam van die gelisensieerde perseel waarop die skyf of band betrekking het;

(iii) die kalendermaand en jaar waarop die skyf of band betrekking het, en

(iv) of die inligting op die skyf of band betrekking het op—

(aa) weddery op perdewedrenne;

(bb) weddery op ander sportgebeurtenisse, of

(cc) skuldenaars se maandeindeleërs.”, en

(b) deur subreël (3) deur die volgende subreël te vervang:

"([3]4) Non-compliance with any of the requirements of subrule (1), [or] (2) or (3) shall be punishable with a maximum fine of R5 000,00 or such other penalty as the Board may impose, or both such fine and such penalty."

11. The following Rule is hereby inserted before rule 21:

"Recognition of representative bodies or associations"

20A(1) The Board may recognise a body or association of persons representing a class or category of licence holders provided that such body or association—

- (a) has been formally mandated by the majority of such class or category of licence holders to represent its interests;
- (b) is recognised on an ongoing basis by the majority of such class or category of licence holders as continuing validly to represent its interests;
- (c) comprises persons who in the opinion of the Board are suitable to represent such interests, and
- (d) acts in its representative capacity in terms of a written constitution approved by the Board.

(2) The effect of the recognition of a body or association in terms of sub-rule (1) shall be that, subject to compliance with the Law, such body or association shall be—

- (a) consulted in respect of:
 - (i) any proposed change in its status as a body or association recognised by the Board;
 - (ii) proposed amendments to the Law affecting the class or category of licence holder which it represents, and
 - (iii) applications for licensing submitted by persons seeking to be issued licences in the class or category which it represents; provided that the body or association shall not be entitled to any confidential information submitted by such applicants, and
- (b) notified in respect of:
 - (i) any proposed hearing, enquiry or similar disciplinary procedure to be conducted in respect of any of its members, provided that the member concerned shall be entitled to elect whether he or she wishes to enlist the assistance of the body or association for the purposes of the hearing, enquiry or disciplinary procedure, and
 - (ii) the outcome of any hearing, enquiry or disciplinary procedure referred to in paragraph (b)(i)."

12. Rule 21 is hereby amended by the substitution of the following subrule for subrule (1):

"(1) Bets shall not be accepted or processed in or on any licensed premises, other than by—

- (a) a licensed key or gambling employee in the employment of a bookmaker, or
- (b) a licensed key or gambling employee in the employment of the holder of a totalisator operator licence, [and
- (c) a licensed key employee in the employment of the holder of a bookmaker or totalisator operator licence

"([3]4) Nie-nakoming van enige van die vereistes van subreël (1), [of] (2) of (3) is strafbaar met 'n maksimum boete van R5 000,00 of dié ander straf wat die Raad ople, of so 'n boete sowel as so 'n straf."

11. Die volgende reël word hierby voor reël 21 ingevoeg:

"Erkenning van verteenwoordigende liggame of verenigings"

20A(1) Die Raad kan erkenning verleen aan 'n liggaam of vereniging van persone wat 'n klas of kategorie van lisensiehouders verteenwoordig, op voorwaarde dat so 'n liggaam of vereniging—

- (a) formeel deur die meerderheid van dié klas of kategorie van lisensiehouders gemagtig is om sy belange te verteenwoordig;
- (b) deurgaans deur die meerderheid van dié klas of kategorie van lisensiehouders steeds as geldige verteenwoordiger van sy belange erken word;
- (c) bestaan uit persone wat na die mening van die Raad geskik is om daardie belange te verteenwoordig, en
- (d) in sy verteenwoordigende hoedanigheid optree ingevolge 'n skriftelike grondwet wat deur die Raad goedgekeur is.

(2) Die erkenning wat aan 'n liggaam of vereniging ingevolge subreël (1) verleen is, het tot gevolg dat dié liggaam of vereniging, behoudens nakoming van die Wet,—

- (a) geraadpleeg moet word ten opsigte van—
 - (i) enige voorgename verandering in sy status as 'n liggaam of vereniging wat die erkenning van die Raad geniet;
 - (ii) voorgename wysigings van die Wet wat die klas of kategorie van lisensiehouders wat hy verteenwoordig, raak, en
 - (iii) aansoeke om lisensiering wat voorgelê word deur persone wat graag lisensies aan hulle uitgereik wil hê in die klas of kategorie wat hy verteenwoordig; met dien verstande dat die liggaam of vereniging nie geregtig is op enige vertroulike inligting wat deur sulke aansoekers ingedien is nie, en
- (b) in kennis gestel moet word van—
 - (i) enige voorgename ondersoekverhoor, navraag of dergelike dissiplinêre prosedure wat ten opsigte van enige van sy lede gehou gaan word, op voorwaarde dat die betrokke lid geregtig is om te kies of hy of sy van die hulp van die liggaam of vereniging gebruik wil maak vir die doeleindes van die ondersoekverhoor, navraag of dissiplinêre prosedure, en
 - (ii) die uitslag van enige ondersoekverhoor, navraag of dissiplinêre prosedure in paragraaf (b)(i) bedoel."

12. Reël 21 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

"(1) Weddenskappe mag nie in of op enige gelisensieerde perseel aanvaar of geprosesseer word nie, behalwe deur—

- (a) 'n gelisensieerde sleutelwerknemer of dobbelarywerknemer in die diens van 'n boekmaker, of
- (b) 'n gelisensieerde sleutelwerknemer of dobbelarywerknemer in die diens van die houer van 'n totalisator-operateurlisensie, [en
- (c) 'n gelisensieerde sleutelwerknemer in diens van die houer van 'n boekmaker- of totalisator-operateur-

shall if not present on the licensed premises, be contactable by the employees there]

provided that a licensed key employee shall be present at all times during which bets are being accepted or processed on such premises, and shall exercise control and authority over the activities performed in terms of the licence."

13. Rule 23 is hereby amended-

(a) by the substitution of the following subrule for subrule (1):

"(1) In respect of open bets, a bookmaker shall clearly display all limits and conditions pertaining to betting units, the payout centre and the manner of payment on a notice board in or on the licensed premises; provided that any limit set in respect of payment of a winning bet—

- (a) shall specify the maximum amount payable in relation to a single unit of any winning combination or bet type;
- (b) shall not stipulate that any such maximum amount payable will be payable per ticket issued, and
- (c) shall be deemed to specify the maximum amount payable in relation to a single unit of the applicable winning combination or bet type where the information appearing on the notice board contemplated in this rule is unclear," and

(b) by the substitution of the following subrule for subrule (3):

"(3) The licence holder shall report current limits and conditions pertaining to betting units [shall be reported] to the Board prior to the implementation thereof."

14. Rule 25 is hereby amended by the substitution of the following subrule for subrule (3):

"(3) Non-compliance with subrule (1) or (2) shall be punishable with a maximum fine of R10 000,00 or such other penalty as the Board may impose, or both such fine and such penalty."

15. Rule 31 is hereby amended by the substitution of the following subrule for subrule (1):

"(1) [N]Subject to the provisions of Rule 16, no bookmaker shall make use of a computerised record-keeping system in conjunction with a manual record-keeping system on the same [licence] licensed premises, except in as much as a bookmaker is required to keep cashbooks."

16. Rule 32 is hereby amended by the substitution of the following subrule for subrule (1):

"(1) A bookmaker or the holder of a totalisator operator licence which uses a computerised record-keeping system to process bets and issue tickets shall, on a daily basis, ensure that the time on the internal clock of the file server in use does not differ from the Standard South African time by more than [five] ten seconds; provided that if at any stage the time difference exceeds the prescribed norm, such licence holder shall adjust the time on the clock of the file server accordingly."

17. Rule 33 is hereby amended—

(a) by the substitution of the following subrule for subrule (1):

"(1) A bookmaker or the holder of a totalisator operator licence shall close all betting within fifteen seconds after a horserace

lisensie moet, indien nie self teenwoordig op die gelisensieerde perseel nie, te alle tye bereikbaar wees deur die werknemers daar].

op voorwaarde dat 'n gelisensieerde sleutelwerknemer te alle tye waartydens weddenskappe aanvaar en geprosesseer word op sodanige perseel, teenwoordig moet wees, en [moet] beheer en gesag moet uitoefen oor alle aktiwiteite uitgevoer onder die lisensie."

13. Reël 23 word hierby gewysig—

(a) deur subreël (1) deur die volgende subreël te vervang:

"(1) Ten opsigte van ope weddenskappe moet 'n boekmaker alle perke en voorwaardes met betrekking tot wed-eenhede, die uitbetaalsentrum en die wyse van uitbetaling duidelik op 'n kennisgewingbord in of op die gelisensieerde perseel vertoon; met dien verstande dat enige perk wat ten opsigte van betaling van 'n wenweddenskap gestel word—

- (a) die maksimum bedrag wat met betrekking tot 'n enkele eenheid van enige wenkombinasie of tipe weddery betaalbaar is, moet spesifiseer;
- (b) nie mag stipuleer dat so 'n maksimum bedrag wat betaalbaar is, betaalbaar sal wees per kaartjie wat uitgereik is nie, en
- (c) geag word te spesifiseer wat die maksimum bedrag is wat met betrekking tot 'n enkele eenheid van die toepaslike wenkombinasie of tipe weddery betaalbaar is indien die inligting wat op die kennisgewingbord in hierdie reël beoog, onduidelik is," en

(b) deur subreël (3) deur die volgende subreël te vervang:

"(3) Die lisensiehouer moet die huidige perke en voorwaardes met betrekking tot wed-eenhede [moet] by die Raad [aangemeld word] aanmeld voordat hulle in gebruik geneem word."

14. Reël 25 word hierby gewysig deur subreël (3) deur die volgende subreël te vervang:

"(3) Nie-nakoming van subreël (1) of (2) is strafbaar met 'n maksimum boete van R10 000,00 of dié ander boete wat die Raad ople, of so 'n boete sowel as so 'n straf."

15. Reël 31 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

"(1) Behoudens die bepalings van reël 16 mag [Geen] geen boekmaker [mag] 'n gerekenariseerde optekenstelsel tesame met 'n hand-optekenstelsel op dieselfde [lisensie] gelisensieerde perseel gebruik nie, behalwe in soverre 'n boekmaker kasboeke moet byhou."

16. Reël 32 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

"(1) 'n Boekmaker of die houer van 'n totalisator-operateurlisensie wat 'n gerekenariseerde optekenstelsel gebruik om weddenskappe te prosesseer en kaartjies uit te reik moet, op 'n daaglikse grondslag, toesien dat die tyd op die binnehorlosie van die lêerbediener wat in gebruik is, nie met meer as [vyf] tien sekondes van die Standaard Suid-Afrikaanse tyd verskil nie; met dien verstande dat, indien die tydverskil in enige stadium die voorgeskrewe norm oorskry, die lisensiehouer die tyd op die horlosie van die lêerbediener dienoreenkomstig moet verstel."

17. Reël 33 word hierby gewysig—

(a) deur subreël (1) deur die volgende subreël te vervang:

"(1) 'n Boekmaker of die houer van 'n totalisator-operateurlisensie moet alle weddery sluit binne vyftien sekondes nadat

has officially started, so that no further bets can be accepted and processed by the system and no further tickets can be issued in respect of such race; provided that—

- (a) in respect of take-back or credit bets entered into between licensed bookmakers, the time period of fifteen seconds shall not apply, and
- (b) in respect of credit bets laid by bookmakers to players, a time period of twenty-five seconds shall apply;

and provided further that no bets contemplated in this subrule shall be laid or placed after the official results of the relevant race have been made known.”, and

- (b) by the substitution of the following subrule for subrule (3):

“(3) Non-compliance with any of the requirements of subrule (1) or (2) shall be punishable with a maximum fine of R20 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.”.

18. Rule 35 is hereby amended—

- (a) by the deletion of subrule (3), and
- (b) by the substitution of the following subrule for subrule (4):

“([4]3) Non-compliance with any of the requirements of subrule (1), (2) or (3) shall be punishable with a maximum fine of R8 000,00 or such other penalty as the Board may impose, or both such fine and such penalty.”.

19. The following Rule is hereby inserted after rule 35:

“After-hours betting from ancillary premises

35A(1) The holder of a bookmaker licence may conduct betting transactions from a single premises other than a premises licensed in terms of section 55A of the Law; provided that—

- (a) such premises are approved for such purpose by the Board;
- (b) there is permanently on such premises computerised equipment which—
 - (i) is in all respects interfaced with the computerised wagering system ordinarily utilised by the licence holder at its licensed bookmaker premises;
 - (ii) has the capacity immediately to record, display and store on the computerised wagering system utilised by the licence holder at its licensed bookmaker premises all transactions conducted at such premises as and when they are conducted, and
 - (iii) operates in such a manner as to ensure that the computerised wagering system ordinarily utilised by such licence holder at its licensed bookmaker premises automatically complies with all applicable provisions of the Law in respect thereof as if the betting transactions had been conducted on such licensed premises;
- (c) the betting transactions conducted on such premises are conducted after hours only;
- (d) betting transactions conducted at such premises shall be conducted only by a single key employee of such licence holder approved thereto by the Board;

[sodanige] ’n perdewedren amptelik begin het, sodat geen verdere weddenskappe deur die stelsel aanvaar en geprosesseer kan word en geen verdere kaartjies ten opsigte van so ’n wedren uitgereik kan word nie; met dien verstande dat—

- (a) ten opsigte van dekkingsweddenskappe of kredietweddenskappe tussen gelisensieerde boekmakers aangegaan, die tydperk van vyftien sekondes nie van toepassing is nie, en
- (b) ten opsigte van kredietweddenskappe deur boekmakers vir wedders aanvaar, ’n tydperk van vyf-en-twintig sekondes van toepassing is;

verder met dien verstande dat geen weddenskappe in hierdie subreël beoog, aanvaar of geplaas mag word nadat die aptelike uitslae van die betrokke wedren bekend gemaak is nie.”, en

- (b) deur subreël (3) deur die volgende subreël te vervang:

“(3) Nie-nakoming van enige van die vereistes van subreël (1) of (2) is strafbaar met ’n maksimum boete van R20 000,00 of dié ander straf wat die Raad opleë, of so ’n boete sowel as so ’n straf.”.

18. Reël 35 word hierby gewysig—

- (a) deur subreël (3) te skrap, en
- (b) deur subreël (4) deur die volgende subreël te vervang:

“([14]3) Nie-nakoming van enige van die vereistes van subreël (1), (2) of (3) is strafbaar met ’n maksimum boete van R8 000,00 of dié ander straf wat die Raad opleë, of so ’n boete sowel as so ’n straf.”.

19. Die volgende reël word hierby na reël 35 ingevoeg

“Na-uurse weddery op bykomende perseel

35A(1) Die houër van ’n boekmakerlisensie kan wedderytransaksies vanaf een enkele perseel afgesien van ’n perseel gelisensieer ingevolge artikel 55A van die Wet uitvoer; met dien verstande dat—

- (a) so ’n perseel vir dié doel deur die Raad goedgekeur is;
- (b) daar permanent op dié perseel gerekenariseerde toerusting is —
 - (i) wat in alle opsigte koppelvlakke het met die gerekenariseerde wedderystelsel wat normaalweg deur die lisensiehouer op sy gelisensieerde boekmakerperseel gebruik word;
 - (ii) met die vermoë om alle transaksies wat op dié perseel aangegaan word, onmiddellik wanneer hulle aangegaan word, op te teken, te vertoon en te stoor op die gerekenariseerde wedderystelsel wat deur die lisensiehouer op sy gelisensieerde boekmakerperseel gebruik word, en
 - (iii) waarvan die werking sodanig is dat dit verseker dat die gerekenariseerde wedderystelsel normaalweg deur dié lisensiehouer op sy gelisensieerde boekmakerperseel gebruik, outomaties voldoen aan alle toepaslike bepalings van die Wet ten opsigte daarvan asof die wedderytransaksies op so ’n gelisensieerde perseel uitgevoer is;
- (c) die wedderytransaksies wat op so ’n perseel uitgevoer word, slegs na-uurs uitgevoer word;
- (d) wedderytransaksies wat op so ’n perseel uitgevoer word, deur een enkele sleutelwerknemer van dié lisensiehouer wat deur die Raad daarvoor goedgekeur is, uitgevoer word;

(e) such premises shall at all times be made available to the Board for the conduct of such inspection and auditing functions as the Board in its discretion may deem necessary, and

(f) no manual betting transactions may be conducted from such premises.

(2) For the purposes of this Rule, the expression "after-hours" shall mean:

(a) a period of time commencing one hour after the last race on a race day and ending one hour before the first race on the following day at any centre in respect of which betting is offered by the licence holder;

(b) a day in respect of which no racing at centres in respect of which betting is offered by the licence holder takes place, or

(c) a continuous, uninterrupted period incorporating any of the periods stipulated in paragraphs (a) and (b) of this subrule;

provided that, for the purposes of compliance with this Rule, the holder of a licence shall specify all centres in respect of which it offers betting on racing.

(3) Non-compliance with any of the requirements of subrules (1) or (2) shall be punishable with a maximum fine of R20 000,00 or such other penalty as the Board may impose, or both such fine and such penalty."

20. Rule 36 is hereby amended by the substitution of the following subrule for subrule (1):

"(1) [N]Subject to the provisions of Rule 33, no ticket shall be issued after the official starting time, and any ticket so issued shall not constitute a valid bet and shall be deemed void for the purpose of these rules."

21. Rule 40 is hereby amended by the substitution of the following subrule for subrule (1):

"(1) [N]Subject to the provisions of Rule 16, no manual system for the processing of bets will be accepted or permitted as of 1 September 2003."

(e) so 'n perseel te alle tye tot beskikking van die Raad gestel word vir die uitvoering van die inspeksie- en ouditeer-funksies wat die Raad na goeddunke nodig ag, en

(f) geen wedderytransaksies vanaf so 'n perseel met die hand uitgevoer word nie.

(2) Vir die toepassing van hierdie reël beteken "na-uurs" of "na-uurse":

(a) 'n tydperk wat een uur ná die laaste wedren op 'n wedrendag begin en eindig een uur vóór die eerste wedren op die volgende dag begin by enige sentrum ten opsigte waarvan weddery deur die lisensiehouer aangebied word;

(b) 'n dag waarop geen weddery plaasvind by sentrums ten opsigte waarvan weddery deur die lisensiehouer aangebied word nie, of

(c) 'n deurlopende, ononderbroke tydperk wat enige van die tydperke in paragrawe (a) en (b) van hierdie subreël gestipuleer, insluit;

met dien verstande dat, vir die doeleindes van nakoming van hierdie reël, die houër van 'n lisensie alle sentrums ten opsigte waarvan hy weddery op wedrenne aanbied, moet spesifiseer.

(3) Nie-nakoming van enige van die vereistes van subreëls (1) of (2) is strafbaar met 'n maksimum boete van R20 000,00 of dié ander straf wat die Raad opleë, of so 'n boete sowel as so 'n straf."

20. Reël 36 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

"(1) [Geen kaartjie mag]Behoudens die bepalings van reël 33 mag geen kaartjie na die amptelike wegspringtyd uitgereik word nie, en enige kaartjie aldus uitgereik is nie 'n geldige weddenskap nie en word vir die toepassing van hierdie reëls as ongeldig beskou."

21. Reël 40 word hierby gewysig deur subreël (1) deur die volgende subreël te vervang:

"(1) [Geen hand-stelsel sal]Behoudens die bepalings van reël 16 sal geen handstelsel vir die prosessering van weddenskappe vanaf 1 September 2003 aanvaar of toegelaat word nie."

P.N. 394/2002

29 November 2002

WESTERN CAPE GAMBLING AND RACING BOARD**CASINO RULES**

In terms of section 82 of the Western Cape Gambling and Racing Law, Law 4 of 1996, as amended, the Western Cape Gambling and Racing Board hereby makes the following Rules, which shall replace the Rules originally published under P.N. 374/2000 in *Provincial Gazette Extraordinary* 5567 dated 23 August 2000 and amended by P.N. 581/2000 in *Provincial Gazette Extraordinary* 5614 dated 27 October 2000, P.N. 292/2001 in *Provincial Gazette* 5768 dated 21 September 2001, P.N. 323/2001 in *Provincial Gazette Extraordinary* 5778 dated 19 October 2001, P.N. 357/2001 in *Provincial Gazette* 5790 dated 16 November 2001 and P.N. 378/2001 in *Provincial Gazette* 5804 dated 7 December 2001:

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

- (1) "Announced bet" means a wager made without chips or cash.
- (2) "Canister" means a lockable metal container housed in a slot machine or table game betting station machine which stores banknotes accepted by such machine.
- (3) "Card game" means a gambling game in which the casino operator is not party to the wager other than to facilitate the game and from which the casino operator receives compensation in the form of a rake-off, a time buy-in, or any other fee or payment, and includes the following gambling games: poker, bridge, whist, solo, panguingui and other non-banking casino games.
- (4) "Cash Desk" means a physical structure immediately adjacent to the gambling floor that houses the cashiers and serves as a central location in the casino for —
 - (a) the custody of the Cash Desk inventory, comprising currency including patrons' deposits, coins, patron credit instruments, chips, forms, documents and records currently in use and normally associated with the operation of a Cash Desk;
 - (b) the approval, exchange, redemption, and consolidation of patron cheques received for the purposes of gambling;
 - (c) the distribution to patrons and redemption from patrons, of gambling chips and tokens, and
 - (d) the issue, receipt and reconciliation of imprest funds used in the acceptance of currency and coupons from patrons in exchange for currency.
- (5) "Cash equivalents" means —
 - (a) guaranteed cheques, cashier's cheques, recognised travellers cheques or recognised money orders, any of which are made payable to the casino operator or to the bearer thereof, and
 - (b) recognised credit cards.

- (6) **"Casino operator"** means the holder of a casino operator licence, as contemplated in section 45 of the Law.
- (7) **"Central computer"** means the computer on which the WAP-system is operating and which links and collects data from the site controllers.
- (8) **"Conversion"** means a change in a slot machine from one approved configuration to another approved configuration or from one approved mode of play to another approved mode of play.
- (9) **"Dispute"** means any unresolved disagreement between a patron and a casino operator relating to a gambling-related procedure, the outcome of a gambling game or a payout.
- (10) **"Distributor"** means the holder of a licence specified in section 51 of the Law.
- (11) **"Drop box"**, in relation to a gambling table, means a lockable metal container affixed to such table, in which banknotes, chips and table game documents are deposited and in relation to a slot machine, means the area into which coins and tokens are deposited when not diverted to the hopper.
- (12) **"EDP"** means electronic data processing.
- (13) **"EMS"** means an electronic monitoring system approved by the Board.
- (14) **"Establishment"** means any premises where business is conducted pursuant to a licence issued by the Board, and includes all ancillary businesses and buildings, improvements, equipment and facilities used or maintained in connection with such businesses.
- (15) **"Executive Officer"** means the natural person who is ultimately responsible for the day-to-day conduct of a casino operator's gambling business, regardless of the nature of the business association between the casino operator and such person or the particular title which such person holds.
- (16) **"Fair play"** means the conduct of a gambling game in compliance with all procedures and rules approved for such gambling game.
- (17) **"Funds"** means money or any other instrument of value.
- (18) **"Gambling chips"** shall include the following —
- (a) **"non-negotiable chip"** means a gaming chip which cannot be exchanged for cash or other gambling chips and can only be issued to play a gambling game at a casino subject to certain terms and conditions;
 - (b) **"non-value chip"** means a gaming chip which has no face value and is normally associated with the colour chip float on a Roulette table, and includes, without limitation, a "wheel check" and a "colour chip";
 - (c) **"plaque"** means a gaming chip normally representing the value of a buy-in or used as part of the float for the table game of Punto Banco and Baccarat, and include, without limitation, "jeton";
 - (d) **"promotional chip"** means a gaming chip which may be used for a purpose specified in a casino operator's ICS, a specific promotion or a specific period at a casino, which has a restricted use, issue and negotiability in terms of the conditions under which it is issued;
 - (e) **"special use gaming chip"** means a gaming chip other than a value chip or a non-value chip and includes, without limitation, a "non-negotiable chip" and a "promotional chip", and
 - (f) **"value chip"** means a gaming chip, which has a face value, that is accepted within the casino environment as a means by which a wager can be placed, paid out and redeemed and includes, without limitation, an "American chip", a "cash chip" and an "oversize chip".
- (19) **"Gambling day"** means an accounting period representing one operating day in the operation of a casino, which begins and terminates at such times as are specified in the casino operator's ICS.
- (20) **"Gambling-related"**, in connection with a procedure, provision, policy, standard, operation, risk, tax, record, report, data, documentation, transaction, function, activity, dispute, incident, device, system, database, software, control, employee, asset, camera and equipment means any procedure which the licence holder or the Board, in its discretion, has determined to have a direct or indirect gambling tax or fair play implication.
- (21) **"Gambling-related devices"** means all devices, other than gambling devices used in the conduct of a gambling game, which may have an influence on the outcome of a gambling game and includes, without limitation, automated card shuffling devices.
- (22) **"Gambling-related systems"** includes all electronic systems that are interfaced with and transmit information to the EMS or are used to verify financial source documents.
- (23) **"Game outcome"** means the final result of a wager.
- (24) **"Handle"** means the total rand value of coins, tokens and credits wagered in a slot machine or table game betting station.
- (25) **"Hopper"** means the coin or token dispensing device in a slot machine or a table game betting station.
- (26) **"ICS"** means the approved internal control standards of a casino operator and WAP administrator containing the gambling-related provisions prescribed by the Law or required by the Board and includes, without limitation, all gambling-related policies, operating, administrative and accounting procedures and standards of the operator or administrator.
- (27) **"Incompatible function"** means a function which places any employee or department in a position both to commit an error or irregularity or to perpetrate a fraud and to conceal such error irregularity or fraud. Employees may be considered to have incompatible functions if such employees are members of separate departments that are not supervised independently of one another.
- (28) **"Jackpot"** means any money, merchandise, object of value or any other consideration whatsoever specified or otherwise offered by the casino operator or indicated on a gambling device as a jackpot to be paid to a patron as the result of attaining a specific winning combination or combinations of characters indicated on a slot machine, table game betting station or cards dealt in a table game.

- (29) **"Journal entry"** means any changes that are made to gambling related computerised financial records.
- (30) **"LAP"** means a local area progressive jackpot, where all slot machines or table games, electronically linked to the progressive jackpot, are administered and located on one licensed premises.
- (31) **"LOC"** means a letter of certification that a device complies with the national norms and standards applicable thereto.
- (32) **"Logic area"** means a secure cabinet within a slot machine or table game betting station that houses the master processing unit and electronic components having the potential to influence the outcome of the game or the communication of the slot machine with the EMS.
- (33) **"Management decision"** means a decision made by any member of casino management to pay out a patron in respect of a game, otherwise than in accordance with the provisions of its ICS or the Law, where —
- a legal or winning bet was not tendered or placed by the patron, or
 - due to an error of whatsoever nature, the exact outcome of the game cannot be determined.
- (34) **"Manufacturer"** means the holder of a licence specified in section 50 of the Law.
- (35) **"Modification"** means a change or alteration in an approved slot machine or table game betting station which affects the manner or mode of play of such device, including a change to control graphics programmes and a change in the theoretical hold percentage, otherwise than as provided for in paragraphs (d) and (e), but excluding —
- a game conversion;
 - the replacement of one approved component with another;
 - the rebuilding of a previously approved device with approved components;
 - a change in the theoretical hold percentage of a slot machine, provided that the slot machine meets the prescribed requirements after such change has been effected, and
 - a change in the theoretical hold percentage of a slot machine as a result of the payment of a prize not accounted for by such machine.
- (36) **"Other value instrument"** means an instrument other than a chip or token with which wagering is conducted.
- (37) **"Progressive jackpot"** means the amount advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, figures, events or similar representations capable of being generated by a slot machine, the EMS or dealt on a table game, with a payout that increases automatically over time or as the machine or game is played.
- (38) **"Rake-off"** means a percentage of the total amount anted and wagered by a patron in a card game.
- (39) **"Shift"** means a work period of a group of employees including those employees conducting and supervising the operation of the mandatory departments prescribed by the Rules, working in relay with another such succeeding or preceding group of employees within specific time frames, as determined by a casino operator.
- (40) **"Site controllers"** means a device that gathers or receives information from gambling devices linked to a WAP-system and sends such information through to a central computer.
- (41) **"Slot Machine Supervisor"** means a person employed by a casino operator in its Slot Machine Department in a supervisory capacity or who is empowered to make discretionary decisions which may influence the operation of the Slot Machine Department and includes, without limitation, a Senior Floor Attendant, Senior Technician, a Shift Manager, Duty Manager the Assistant Manager, and the Manager.
- (42) **"Slot short"** means a document used to record short pay, special pay, jackpots, progressive jackpot, credit win and supplementary prize payouts to patrons and includes hopper fills.
- (43) **"Slugs"** includes counterfeit notes, ink-stained notes, counterfeit chips, counterfeit tokens and coins and all tokens and coins and denominations of tokens and coins not programmed to be accepted by a particular slot machine or found in the table game drop box or table game float.
- (44) **"Smart card"** means an electronic debit card used at the establishment as a monetary instrument for the purpose of participating in a gambling game.
- (45) **"Supplementary prize"** means a pay-out or award, other than a progressive jackpot, advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, events, figures or any similar representations in a gambling game, not reflected on the pay table of a slot machine or table game in respect of which the prize is won.
- (46) **"Table game"** means any gambling game played in a casino other than on a slot machine, including, without limitation, Blackjack, Roulette, Poker, Punto Banco, Dice and Wheel of Fortune.
- (47) **"Table game betting station"** means a computerised terminal linked to a gambling table where all wagers are placed and winnings paid out by electronic means only.
- (48) **"Table game information system"** means an electronic system contemplated in Rule 6.3.
- (49) **"Table game supervisor"** means a person employed by a casino operator in its Table Game Department in a supervisory capacity or who is empowered to make discretionary decisions which may influence the operation of the Table Game Department and includes, without limitation, an Inspector, a Pit Boss, a Shift Manager, Duty Manager the Assistant Manager, and the Manager.
- (50) **"Theoretical drop"** means the estimated rand amount of cash and plaques deposited into the drop box as recorded by the table game supervisor or Dealer.

- (51) "Wager" means a sum of money or other object of value risked or staked on the outcome of a gambling game.
- (52) "WAP" means a wide area progressive jackpot.
- (53) "WAP administrator" means the person administering the WAP-system.
- (54) "WAP-system" means a wide area progressive jackpot system in terms of which designated gambling machines or table games on more than one licensed premises are electronically linked to one another and offer one or more games in respect of which one or more progressive jackpots may be won, and includes all computer hardware and software used in the operation of such games, including data lines, site or communication controllers and a central computer.
- (55) "Working day" means any day excluding weekends and public holidays.

CHAPTER II

ORGANISATIONAL STRUCTURE, JOBS COMPENDIUM AND STAFFING LEVELS

2.1 Organisational structure

- (1) Every casino operator shall implement and maintain the following structures for each of the mandatory departments prescribed in sub-rule (2) —
- an organisational structure that clearly indicates the segregation of incompatible functions into different departments, specifying the functions and duties of such departments;
 - a personnel structure illustrating by position title, the direct and indirect lines of authority within the department, clearly reflecting a chain of command in terms of which management and supervisory personnel are held accountable for actions or omissions within their areas of responsibility;
 - a personnel structure reflecting the minimum positions, supervisory and non-supervisory, required for any given shift;
 - primary and secondary supervisory positions within the personnel structures contemplated in paragraphs (b) and (c), so as to ensure the continuous authorisation or supervision of all gambling and related transactions at all relevant times, and
 - the division of responsibility and accountability within the personnel structure so as to ensure that no area of accountability or responsibility is so extensive that it becomes impractical for one employee to monitor or control.
- (2) The organisational structure of a casino operator shall provide for the following independent mandatory departments —
- a Slot Machine Department, which shall —
 - be responsible for all slot machines on the casino operator's premises, including the day-to-day operation and maintenance thereof;
 - ensure the integrity, validity and accuracy of all slot machine information, and
 - not be involved in the slot machine count process or be able to alter data utilised by it;
 - a Table Game Department, which shall —
 - be responsible for all table games on the casino operator's premises, including the day-to-day operation and conduct thereof;
 - ensure the integrity, validity and accuracy of all table game information, and
 - not be involved in the table game soft count process or be able to alter data utilised by it;
 - a Casino Accounting Department, which shall be responsible for the day-to-day operation of the gambling-related administrative and financial functions and for the following independent functions —
 - cash desk;
 - clearance and count, and
 - casino administration;
 - a Surveillance Department, which shall —
 - implement and maintain a surveillance system in accordance with the provisions of the casino operator's ICS and the Law;
 - monitor, record and observe all areas and activities that are required to be monitored, recorded and observed in terms of the casino operator's ICS and the Law;
 - ensure compliance with the day-to-day gambling-related operational provisions of the casino operator's ICS and the Law;
 - compile and maintain a risk analysis in respect of day-to-day gambling and gambling-related activities;
 - perform audits prescribed in terms of the Rules;
 - investigate, record and report all gambling-related disputes, subject to the Board's power to resolve disputes which cannot be resolved at an operational level;

- (vii) investigate and report suspected illegal gambling-related activities, and
 - (viii) report gambling-related disputes and instances of non-compliance with the provisions prescribed by the casino operator's ICS or the Law;
 - (e) a Gambling Security Department, which shall secure gambling-related assets, and
 - (f) an Electronic Data Processing (EDP) Department, which shall install and maintain all gambling-related computer systems, including the quality, reliability, communication, security and backup of all such systems and electronic data used by the casino operator in the conduct of its casino.
- (3) In addition to the provisions prescribed in sub-rule (2), the mandatory departments shall perform such further duties and responsibilities as are assigned to it in the casino operator's ICS or the Law.
- (4) A casino operator shall not commence any gambling operations unless the Board has approved its organisational and personnel structures.
- (5) A casino operator shall not amend or implement any amendments to its approved organisational or personnel structures without the prior written approval of the Board.
- (6) The Board may approve the combination of certain departments or supervisory positions if the casino operator is able to demonstrate compliance with the provisions of this Rule.
- (7) The casino operator may not outsource any of the functions assigned to the mandatory departments by the casino operator's ICS or the Law without the prior written approval of the Board.
- (8) The casino operator shall, within 5 working days after the conclusion of every month, submit an employee movement report to the Board indicating in respect of the preceding month —
- (a) all newly appointed gambling-related employees;
 - (b) all licence renewals in respect of gambling-related employees;
 - (c) all gambling-related employees who left the employment of the casino operator;
 - (d) all promotions or demotions in respect of gambling-related employees, and
 - (e) all transfers in respect of gambling-related employees.

2.2 Jobs Compendium

- (1) A casino operator shall prepare and maintain a jobs compendium that complies with the provisions of this Chapter in respect of all personnel engaged in gambling and gambling-related activities.
- (2) A jobs compendium shall comprise —
- (a) a table of contents listing the position title, job code and the page number on which the job description referred to in sub-rule (2)(b) may be found, and
 - (b) a description of each job which accurately corresponds to the position title as listed in the organisational table and the table of contents. Each job description shall be on a separate page, shall be organised by department or division and shall include —
 - (i) the position title, job code and corresponding department or division;
 - (ii) reporting lines and subordinates;
 - (iii) the duties, responsibilities, authority and the limitations in respect thereof, and
 - (iv) the type of licence required to be issued in respect of the specific position.
- (3) A casino operator shall not commence any gambling operations unless the Board has approved its jobs compendium.
- (4) A casino operator shall not amend or implement any amendments to its approved jobs compendium without the prior written approval of the Board.
- (5) A casino operator shall at all times maintain a level of staffing in a manner which ensures the proper operation and effective supervision of all gambling and related activities.
- (6) The Board may order a casino operator to utilise higher levels of staffing if in the opinion of the Board it is necessary for the proper conduct and effective supervision and control of any gambling-related activity.
- (7) An employee shall not serve in an acting capacity in a position which is more than one level higher on the organisational structure than the position currently assigned to that employee.
- (8) In the event of an employee serving in an acting capacity in a lower position than that employee's current position, that employee shall be supervised only by an employee with an equal or higher position than that employee's current position.
- (9) No person shall simultaneously perform the functions allocated to more than one position.
- (10) The casino operator shall ensure that only adequately trained and experienced employees are utilised in the positions indicated on the organisational structure.

2.3 Categories and levels of staff required

(1) A casino operator's organisational structure and jobs compendium shall provide for the following categories of staff —

(a) in its Slot Machine Department —

- (i) Slot Machine Technicians, who shall repair and maintain slot machines. Slot Machine Technicians shall report directly to a Slot Machine Technical Manager or, in the absence of a Slot Machine Technical Manager, directly to the Slot Machine Manager. The Slot Machine Technicians shall operate independently of the Slot Machine Attendants;
- (ii) Slot Machine Attendants, who shall be responsible for the operation of slot machines, including participating in slot short payouts and hopper fills;
- (iii) Slot Machine Supervisors, who shall supervise the operation of all slot machines. In the absence of the Slot Machine Manager or, where applicable, the Assistant Slot Machine Manager, the Slot Machine Supervisor shall have the authority of the Slot Machine Manager, and
- (iv) a Slot Machine Manager, who shall —
 - (aa) supervise and manage the overall operation of the Slot Machine Department, including participation in the appointment and termination of employment of all Slot Machine Department employees, and
 - (bb) ensure that the structure and operation of Slot Machine Department complies with the casino operator's ICS and the Law;

(b) in its Table Game Department —

- (i) Dealers, who shall be assigned to each table game to directly operate and conduct such table game;
- (ii) Inspectors, who shall be the first level of supervision, and who shall directly supervise the operation and conduct of table games, other than table games where all wagers are placed and winnings paid out by electronic means only, provided that —
 - no Inspector shall —
 - (aa) be assigned to more than two gambling tables simultaneously;
 - (bb) in respect of the games Punto Banco, Wheel of Fortune and Dice, be assigned to more than one gambling table at any given time, or
 - (cc) supervise more than one type of gambling game at any given time;notwithstanding the above, the Board may, upon demonstration by a casino operator that the levels of competence of its table game employees are adequate and that there are sufficient controls to ensure the effective conduct and supervision of table games, for games other than roulette in respect of which a wager is placed on the gambling table or the games specified in paragraph (bb), approve the assignment of one Inspector to three gambling tables simultaneously and may stipulate such criteria, other than those specified in paragraph (cc) in respect of types of gambling games which may be supervised simultaneously;
- (iii) Pit Bosses or Duty Managers, who shall be the second level of supervision, and who shall supervise the operation and conduct of a such number of table games as may be required or approved by the Board, and
- (iv) a Table Game Manager, who shall
 - (aa) supervise and manage the overall operation of the Table Game Department including participation in the appointment and termination of employment of all Table Game Department personnel, and
 - (bb) ensure that the structure and operation of the Table Game Department complies with the casino operator's ICS and the Law.

(c) in its Surveillance Department:

- (i) Surveillance Operators, who shall observe, investigate and record activities specified by the casino operator's ICS and the Law, provided that, during casino operating hours a ratio of one surveillance operator to five monitors shall be maintained to monitor the views required in terms of Rule 9.5(10), and provided further that surveillance monitoring shall not be required in respect of —
 - (aa) closed gambling tables;
 - (bb) closed slot machine areas;
 - (cc) closed Cash Desk windows and vault areas, and
 - (dd) count rooms and storage areas where no uncounted drop is stored, secured or counted;
- (ii) Surveillance Shift Managers, who shall supervise the Surveillance Operators on a shift and ensure that the surveillance system is functioning in accordance with the provisions of the ICS and the Law during the shift;
- (iii) a Surveillance Manager, who shall
 - (aa) supervise and manage the overall operation of the Surveillance Department including participation in the appointment and termination of employment of all Surveillance Department personnel, and
 - (bb) ensure that the structure and operation of the Surveillance Department and the functioning of the surveillance system complies with the provisions of the casino operator's ICS and the Law, and

- (2) The Board may approve the combination of certain categories of employees or functions specified in sub-rule (1) if the casino operator is able to demonstrate that there are no incompatible functions and that the proper conduct and effective supervision and control of gambling and related activities will not be prejudiced thereby.
- (3) This rule does not preclude a casino operator from utilising additional categories of employees or the Board from ordering a casino operator to utilise additional categories of employees where it deems it necessary for the proper conduct and effective supervision and control of any gambling-related activity.

CHAPTER III

INTERNAL CONTROL STANDARDS

3.1 Internal Control Standards

- (1) Every casino operator shall develop, implement and maintain a written ICS to ensure —
 - (a) the integrity of its gambling operation;
 - (b) that adequate controls are in place effectively to manage and minimise gambling-related risks;
 - (c) that gambling-related devices, documents and information is properly controlled and safeguarded;
 - (d) that uncounted drop is secured;
 - (e) that financial and other gambling-related records are accurate and reliable;
 - (f) that gambling-related transactions are performed with the necessary authorisation;
 - (g) that gambling-related transactions are recorded in sufficient detail to ensure the proper reporting of gambling revenue, taxes and other fees due, and
 - (h) that gambling-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified employees.
- (2) A casino operator's ICS shall contain only those procedures and provisions required in terms of the Law and such further procedures and provisions as the Board may from time to time determine.
- (3) A casino operator shall not commence with any gambling or related activities prior to the approval of its ICS by the Board.
- (4) A casino operator shall not amend its ICS or implement any new or revised policies, procedures or standards contained or required to be contained in its ICS without the prior written approval of the Board.
- (5) A casino operator shall submit amendments to its approved ICS in the manner and format determined by the Board.
- (6) The Board may order a casino operator to amend its ICS if in the opinion of the Board it does not comply with the requirements of sub-rule (1).
- (7) A casino operator shall conduct its operations in terms of its ICS.
- (8) If a casino operator contravenes any provision or procedure of its ICS or omits to amend its ICS within 28 days of receiving an order from the Board to amend its ICS, such contravention or omission shall be deemed to be a contravention of these Rules.

CHAPTER IV

SLOT MACHINE DEPARTMENT

4.1 ICS

- (1) At a minimum, the casino operator's Slot Machine Department ICS shall contain provisions and procedures relating to —
 - (a) the management of the slot machine information records prescribed in terms of Rule 4.2;
 - (b) the commissioning and de-commissioning of slot machines on the gambling floor, including —
 - (i) the set-up and testing of slot machines, and
 - (ii) the procedures required in respect of informing the EDP, Surveillance and Casino Accounting Departments of the intended commissioning and de-commissioning;
 - (c) controls relating to the detection and maintenance of slot machine malfunctions;
 - (d) the method of detecting variances between theoretical and actual hold percentages in respect of slot machines;
 - (e) opening and closing hopper fill procedures;
 - (f) monthly hopper float reconciliation;
 - (g) monitored key controls, including the receipt and return of keys;
 - (h) access to slot machines, including the control and recording of logic area access;

- (i) accounting and recording of coins, bills and credits used for the testing of slot machines;
- (j) the management of slot short books and other value stationery, including storage, issue and return;
- (k) the management and control of other value instruments, including the method of buy-in, pay-out, audit trail of transactions and variances;
- (l) the control and recording of unclaimed credits and slot shorts and late claims;
- (m) the control of purse clear and smart card adjustments, where applicable;
- (n) the control, recording and reconciliation of hopper bag and slot machine spillage;
- (o) the recording and correction of RAM, meter wraps and slot machine soft meter violations;
- (p) hopper fill, jackpot, credit win, short pay; hand pay, progressive jackpot and supplementary prize slot shorts, including —
 - (i) slot short book issue and storage;
 - (ii) transportation of hopper fills;
 - (iii) completion of slot shorts;
 - (iv) slot short verification;
 - (v) correction of errors on slot shorts;
 - (vi) signing limits;
 - (vii) return of slot short books, and
 - (viii) physical controls in respect of a computerised slot short system and assigning of passwords;
- (q) jackpot verification procedures;
- (r) progressive jackpots, including —
 - (i) game control;
 - (ii) testing and set-up of increment and base values;
 - (iii) system maintenance;
 - (iv) jackpot controllers and engines;
 - (v) the securing and control of all files and data;
 - (vi) determining system accuracy;
 - (vii) the limiting of progressive jackpots;
 - (viii) recording of buy-in;
 - (ix) jackpot verification, and
 - (x) LAP and WAP procedures, where applicable;
- (s) slot machine promotional and tournaments rules and controls;
- (t) emergency count and clearance procedures, where applicable;
- (u) the investigation of variances between estimated and actual slot machine hard and bill drop, including hopper variances, and
- (v) the resolution of patron disputes.

4.2 Slot machine information record

- (1) In respect of each slot machine in its slot machine inventory, a casino operator shall record and maintain accurate and current records reflecting —
 - (a) the date on which the slot machine was received;
 - (b) the serial number assigned to that slot machine by the manufacturer thereof;
 - (c) an unique asset number assigned to that slot machine which shall remain unchanged for the entire duration of the period during which such machine is owned by or in the possession of the casino operator;
 - (d) the slot machine number;
 - (e) the name of the licensed manufacturer thereof;

- (f) the hardware model number and Board approval number;
- (g) the communication software memory device number, communication software memory device checksum number and communication software Board approval number;
- (h) the game type and description, including its game software memory device number, game software memory device checksum number and game software Board approval numbers;
- (i) the method and date of disposal;
- (j) the total number of slot machines on the gaming floor and in storage, and
- (k) slot machine permit numbers, where applicable.

4.3 Slot machine soft meters

- (1) Each slot machine shall electronically, accurately record and store the following information —
 - (a) the number of coins inserted into the slot machine (coin-in);
 - (b) total of credits bet;
 - (c) total of credits won;
 - (d) the total number of coins paid automatically paid out by the slot machine (coin-out);
 - (e) the number of coins deposited into the slot machine drop box (hard drop);
 - (f) jackpot payments and accumulated credit wins;
 - (g) number of games played;
 - (h) in respect of slot machines with a bill validator —
 - (i) notes-in in rand value, or
 - (ii) the number of notes accepted per denomination;
 - (i) in respect of slot machines operating with smart cards the rand value of —
 - (i) the total number of credits booked from the smart card to the slot machine (smart card-in), and
 - (ii) the total number of credits cashed out from the slot machine to the smart card (smart card-out).

4.4 Slot machine identification

- (1) A plate shall permanently be affixed to the cabinet of every slot machine, reflecting —
 - (a) the unique serial number of the machine, and
 - (b) the name of the manufacturer of such machine.

4.5 Slot machine malfunctions

- (1) Unless a slot machine is deactivated automatically once its memory or the EMS memory has reached full capacity, the Slot Machine Department shall perform hourly checks on the EMS to detect slot machine and communication errors.
- (2) The Slot Machine Department shall immediately investigate all slot machine malfunctions and document the results thereof.
- (3) The slot machine shall be powered down and may not be available for play if —
 - (a) a malfunction has occurred which cannot be repaired immediately, or
 - (b) there is a re-occurring error that may —
 - (i) have a fair play implication, or
 - (ii) affect the integrity of the slot machine or EMS information.

4.6 Slot shorts

- (1) In the event of a computer-generated slot short —
 - (a) a copy shall be generated in the form of a restricted computerised record;
 - (b) the original form shall be accounted for by Casino Administration personnel who shall investigate all missing or altered forms and compare the slot short documentation to the computerised system slot short values, and

- (c) personnel participating in slot short transactions shall not have access to the stored information contemplated in paragraph (a) for any purpose; provided that the management employees of the Slot Machine Department may have read-only access to such information.
- (2) In the event of a manual slot short where a computerised copy is available —
- (a) the Cashier redeeming the slot short shall verify the legitimacy of the slot short with the Cash Desk gambling-related computerised system;
- (b) the Cashier shall compare the date, time, slot machine number and type of slot short recorded on the slot short document with the detail reflected on the Cash Desk gambling-related computerised system prior to redeeming the slot short;
- (c) in circumstances where a slot short contemplated in this sub-rule cannot be verified by the Cashier, the Cash Desk Supervisor shall verify the legitimacy and value thereof with the EMS and shall be required to authorise the redemption of the slot short, and
- (d) after redemption of the slot short, the original form shall be accounted for by Casino Administration which shall investigate all missing or altered forms and compare the slot short documentation to the computerised system slot short values.
- (3) In the event of an EMS or gambling-related computer system communication failure —
- (a) manual slot short documentation shall be issued in triplicate format, and
- (b) Casino Administration shall verify the original forms with the computerised system values once the communication is restored. In the event that the computerised system values are irretrievable, Casino Administration shall compare the original documents with the first copies to verify that no alterations have been made to the original documents.
- (4) The Cashier shall verify that all relevant detail, prescribed in Rule 8.6(17)(a), has been completed on a slot short and is signed by the relevant employees prior to redeeming such slot short.
- (5) The casino operator shall obtain written approval from the Board for all supplementary prizes prior to awarding such prizes.
- (6) In the event of a patron being short paid in an amount which exceeds R10-00, a short pay slot short shall be issued to the patron for the outstanding value owed to the patron only after the legitimacy of the claim has been verified.
- (7) In a smart card environment the casino operator shall perform a smart card adjustment at the Cash Desk in respect of short pays.
- (8) The Surveillance Department shall be informed before a short pay slot short payout is made.
- (9) Subsequent to short pay due to a technical error on a slot machine —
- (a) in a token or coin operated environment, the outstanding credits on the slot machine shall be cashed out by the Slot Machine Technician in the presence of a Gambling Security representative after the technical error has been corrected. The tokens or coins shall be deposited in the slot machine drop bucket, and
- (b) in a smart card environment the casino operator shall ensure that only the value paid out to the patron is deducted for the purposes of calculating gambling tax.
- (10) In respect of hopper fills —
- (a) prior to any hopper fill being transported to a slot machine, the Cashier and slot machine representative shall verify the number of tokens or coins in the hopper bag and the value thereof;
- (b) the deposit of the hopper fill coins and tokens into the slot machine hopper shall be witnessed by a slot machine supervisory employee;
- (c) a representative of the Gambling Security Department shall witness the deposit of hopper fills of R5000-00 and above into the slot machine, and
- (d) the Surveillance Department shall be informed before the hopper fill, referred to in paragraph (c), leaves the Cash Desk.
- (11) The casino operator shall on a daily basis, compare slot short values to slot machine jackpot meters and investigate any variances between such amounts. The results of such investigations and the remedial steps taken, if any, shall be documented and retained for Board inspection.

4.7 Hand pays

- (1) The value of a hand pay may not exceed R10-00. A hand pay shall be authorised by at least a Slot Machine Supervisor only after the legitimacy of the claim has been verified.
- (2) In a smart card environment the casino operator shall perform a smart card adjustment at the Cash Desk in respect of hand pays.
- (3) The Surveillance Department shall be informed before a hand pay is made.

4.8 RAM clear

- (1) A RAM clear shall not be possible except by accessing the slot machine logic area and only after the authorisation by a Slot Machine Supervisor.
- (2) Prior to and after performing a RAM clear on a slot machine, the slot machine technician shall record the details prescribed by Rule 8.6(18)(k) on the RAM reset documentation and shall forward the information to Casino Administration on a daily basis.

- (3) A printout of the meter information on the EMS, prior to the RAM clear, shall be attached to the RAM reset documentation, or recorded thereon.

4.9 Testing money and tokens used as a deduction from gambling revenue

- (1) A Slot Machine Technician shall record the value of all monies used for testing slot machines and returned to the Cash Desk for purpose of calculating gambling revenue.
- (2) Testing shall be conducted in the presence of a representative of the Gambling Security Department and the details prescribed in Rule 8.6(17)(i) shall be completed by the Slot Machine Technician.
- (3) Notwithstanding the provisions of sub-rule (2), a representative of the Gambling Security Department shall not required to be present when the value returned to the Cash Desk corresponds with the value signed out for the purpose of testing the slot machine.
- (4) The Surveillance Department shall be informed prior to a hopper test being performed on a slot machine and shall observe the process and record the detail of such event in the Surveillance Occurrence Book.

4.10 Removal of a slot machine from the casino floor

- (1) The Surveillance Department shall be notified prior to the removal of any slot machine from the gambling floor.
- (2) A representative of the Gambling Security Department shall be present when the slot machine contents are accessed to ensure that such contents are adequately safeguarded and secured.
- (3) Whenever a slot machine is removed from the casino floor, a Slot Machine Technician shall add the slot machine's hopper contents to the slot machine drop bucket. This shall be done in the presence of a representative of the Gambling Security Department.
- (4) Before a slot machine is removed from the floor, a slot machine hard and bill clearance shall be performed to ensure that all bills and tokens or coins are secured.
- (5) Casino Administration shall be informed prior to any slot machine replacements to ensure that the EMS correctly reflects the slot machine data. A representative of the Slot Machine Department shall verify the accuracy of the changes that were effected.
- (6) The Surveillance Department shall be informed prior to any slot machine changes to ensure that the surveillance system is not altered without the approval of the Board.
- (7) The Slot Machine Department shall perform tests on a slot machine which has been installed on the gambling floor to ensure that the slot machine soft meters and events are correctly recorded on the EMS, prior to exposing the slot machine for game play by patrons. The test results shall be in the format determined or approved by the Board.

4.11 Hopper bag and slot machine spillage

- (1) When hopper bag spillage occurs prior to the tokens reaching the slot machine —
 - (a) the Surveillance Department shall be informed immediately;
 - (b) the tokens or coins shall be collected and handed over to the Cash Desk. A Cashier shall, in the presence of a slot machine representative, weigh or count a new hopper bag to verify the amount of tokens or coins and value thereof, and
 - (c) the original hopper fill documentation shall be used and a new hopper fill slot short shall not be issued.
- (2) Weekly checks shall be performed for spillage in all slot machines in the presence of a representative of Gambling Security.
- (3) Spillage in the slot machine shall immediately be added to the drop box contents.

CHAPTER V

TABLE GAME DEPARTMENT

5.1 ICS

- (1) At a minimum, the casino operator's Table Game Department ICS shall contain provisions and procedures relating to —
 - (a) table game rules, including —
 - (i) the preparation of table games before and during game play;
 - (ii) table game limits, including minimum and maximum wagers;
 - (iii) the method of exchange of value for buy-in and payout;
 - (iv) the types of bets permitted;
 - (v) the types of shuffles permitted;
 - (vi) dealing and drawing rules;
 - (vii) clean hands procedure;
 - (viii) the method of determination of game results, including winning combinations and odds;

- (ix) the authority and procedures in relation to table game management decisions;
- (x) the treatment of irregularities, and
- (xi) the order of pay-outs of all table games;
- (b) the method of recording estimated drop, including manual and computerised procedures;
- (c) the manner of roulette wheel and card shuffler maintenance;
- (d) card and dice control, including —
 - (i) receipt at pit;
 - (ii) methods to ensure the integrity of cards and dice;
 - (iii) issue to tables;
 - (iv) spare decks of cards and dice;
 - (v) damaged and tampered cards and dice, and
 - (vi) removal of cards and dice from the tables;
- (e) key controls, including issue, key bunches and the return of keys;
- (f) the storage of manual value stationery;
- (g) table openings and closings, including —
 - (i) verification and recording of opening and closing floats;
 - (ii) manual and computerised procedures;
 - (iii) temporary openings and closings;
 - (iv) type of table floats utilised, including rolling floats;
 - (v) flip top procedures, where applicable, including the management of table floats, and
 - (vi) the securing of table floats;
- (h) table fills and credits, including —
 - (i) opening table fills and closing credits;
 - (ii) manual and computerised procedures;
 - (iii) treatment of incorrect table fills and credits, and
 - (iv) verification of documentation and chips;
- (i) table game progressive jackpots, including —
 - (i) game control;
 - (ii) the securing and control of all files and data;
 - (iii) the functioning and control of jackpot controllers and engines;
 - (iv) the set-up and testing of incremental and base values;
 - (v) the method of recording buy-in and pay-out;
 - (vi) method of jackpot verification;
 - (vii) the reconciliation and verification of system accuracy;
 - (viii) the limiting of progressive jackpots, and
 - (ix) LAP and WAP procedures, where applicable;
- (j) promotional and tournament rules and controls;
- (k) the management of documents used to purchase chips, including pit markers, smart card purchase slips, chip purchase vouchers and promotional vouchers;
- (l) table game soft clearances, and
- (m) the resolution of patron disputes, including the recording of management decisions made.

- (2) All ICS requirements relating to slot machines shall, with the necessary changes, apply to all table game betting stations made available for play by the casino.

5.2 Gambling tables

- (1) Permanent table numbers shall be affixed to the layouts of all gambling tables to enable individual gambling tables to be easily distinguishable.
- (2) In the event that a table game betting station is linked to a table, the betting station shall be deemed to be part of that specific table.
- (3) A table game may be linked to a maximum of 12 betting stations.
- (4) All Rules relating to the management and control of slot machines shall, with the necessary changes, apply to table game betting stations.

5.3 Table game opening and closing procedures

- (1) The Surveillance Department shall be informed prior to the opening or closing of a gambling table and the Surveillance Department shall record the time, date and table details in the Surveillance Occurrence Book.
- (2) The Dealer, Inspector and Pit Boss shall verify the table game opening and closing values and attest to the accuracy thereof on a table opening and closing sheet.
- (3) A copy of the closing sheet shall be retained in the table game area for verification of the next day's opening float value and the original shall be deposited in the table drop box.
- (4) If a discrepancy exists between the opening value and the previous day's closing value, the Surveillance Department shall immediately be informed.
- (5) The opening and closing values shall be recorded on the table opening and closing sheet at least once every 24 hours.
- (6) The table game float shall be secured at all times that the table game is not open for game play in such a manner as to prevent unauthorised access thereto.

5.4 Table fill and credit rules

- (1) The Surveillance Department shall be notified prior to any fill or credit transaction and record the time, date and table details of every such transaction in the Surveillance Occurrence Book.
- (2) Fills or credits between tables are prohibited.
- (3) Chips and plaques, other than gratuities, shall be deposited on, or removed from a gambling table only when accompanied by the appropriate fill or credit slips.
- (4) The original and a copy of the fill and credit slip shall be delivered to the gambling table and after the signatures contemplated in sub-rule (5) have been obtained —
 - (a) the original slip shall be deposited into the table drop box by the Dealer, and
 - (b) the copy shall be returned to the Cash Desk.
- (5) Each fill or credit shall be broken down on the gambling table by a Dealer and the fill or credit slip shall be verified and signed by the following individuals attesting to the accuracy of the information on the fill or credit slip —
 - (a) the Dealer who receives the fill at the gambling table and prepares the credit on the table;
 - (b) the Inspector who verifies the value of the fill or credit at the gambling table;
 - (c) the Pit Boss who supervises the fill or credit transaction, and
 - (d) the Cashier who prepares the fill at the Cash Desk.
- (6) Fills shall be accepted into the table float only by a Dealer, who shall break down the fill on the gambling table and verify the amount received against the fill slip before placing it into the table float.
- (7) The value of each table fill or credit shall be captured on the computerised tables management system.
- (8) Casino Administration shall verify the computerised record against the original document issued on the casino floor.
- (9) If a table fill or credit is issued in error to a table game, a contra fill or credit shall be completed during the same gaming day to compensate for the error.

5.5 Recording of estimated drop

- (1) The table game drop shall, upon deposit thereof in the table drop box, be recorded on a computerised table game information system by a table game employee.

5.6 Gratuities

- (1) Gratuities shall be exchanged for value chips prior to being deposited into a table drop box.

5.7 Table game payout form

- (1) When a winning bet or part thereof is not paid out from the table float, the casino operator shall utilise the table payout form for the portion paid from the Cash Desk referred to in Rule 8.6(17)(d).

5.8 Announced bets

- (1) A casino operator shall not offer or accept any announced bets.

5.9 Securing of roulette wheels

- (1) During non-operating hours, or while a roulette table is closed, the bowl and the turret of the roulette wheel shall be secured in a manner to prevent any access thereto.
- (2) The seals or keys of the locks used for the purpose of securing the roulette wheel shall be recorded in either a seal or key control register and all entries in such register shall be signed by a representative of the Gambling Security Department and a Pit Boss.

5.10 Maintenance of gambling and related devices

- (1) The casino operator shall perform regular maintenance on roulette wheels and card shufflers to ensure that they are maintained in a proper working condition.
- (2) The casino operator shall keep a maintenance register, referred to in Rule 8.6(18)(j), and record the maintenance performed on the gambling and related devices.
- (3) Monthly servicing of roulette wheels and card shufflers shall be carried out by properly trained personnel in accordance with the specifications of the manufacturer.
- (4) If a wheel is removed from the roulette table and replaced —
 - (a) the number of the new roulette wheel must be recorded in the maintenance logbook in respect of that table, and
 - (b) the new roulette wheel must be properly levelled and tested before a gambling game may be conducted on that table.

CHAPTER VI**ELECTRONIC MONITORING SYSTEM ("EMS")****6.1 General**

- (1) The EMS includes hardware and software utilised for communication between the slot machine, including tables where applicable, and the EMS file server and includes the following equipment —
 - (a) cabling from all gambling devices to the file servers;
 - (b) machine data controllers ("MDC") or machine controller interface ("MCI"), where applicable;
 - (c) front end processors;
 - (d) floor servers;
 - (e) gaming device managers;
 - (f) patch panels;
 - (g) gambling-related systems, including table game management systems;
 - (h) jackpot controllers and engines, and
 - (i) file servers.

6.2 EMS general requirements

- (1) A casino operator shall implement and maintain an on-line computerised EMS which shall provide for —
 - (a) compliance with all current national norms and standards and ensure accurate logging, searching and reporting of occurrences pertaining to slot machines and table games, where applicable, including —
 - (i) power on and off;
 - (ii) connection or break-in connection with the EMS;
 - (iii) authorised and unauthorised machine, drop box cabinet and canister door open and close;
 - (iv) logic area open and close when the power is switched off;
 - (v) the identification of employees gaining access to any slot machine and table game betting stations;
 - (vi) invalid service or key cards;

- (vii) hopper empty;
 - (viii) jackpot and accumulated credit won and the value thereof;
 - (ix) progressive jackpot won and the value thereof; where applicable
 - (x) coins paid out while door open, and
 - (xi) coin jam;
- (b) the collection of financial data in respect of individual gambling devices;
 - (c) the accurate collection of data in respect of individual slot machines or gambling table betting stations, including, at a minimum, the information prescribed in paragraph (a) and Rule 4.3(1);
 - (d) the reconciliation of soft meter data against the count figures;
 - (e) the collection of soft meter data, which must be performed via a secure link to the slot machine and table game betting station software;
 - (f) system security, including, at a minimum, the registering of all manual inputs to the EMS reflecting the identity of the employee performing the input and authorising the input, the prevention of unauthorised access thereto and providing an audit trail reflecting the changes made, and
 - (g) such other requirements as may be determined or approved by the Board.
- (2) The EMS must have sufficient capacity to efficiently and continuously monitor, log and control all slot machines and table game betting stations in the manner prescribed in this Rule.
 - (3) All slot machine information referred to in this Rule shall be retained for a period of six months, provided that all tax-related slot machine and table game betting station information shall be retained for a period of five years.

6.3 Table game information system

- (1) The casino operator shall implement and maintain an electronic table game information system for the purpose of recording and storing table game financial information including, without limitation —
 - (a) table game opening and closing float values;
 - (b) table game fill and credit values;
 - (c) table game estimated drop values, and
 - (d) the value of documents used to purchase chips.

6.4 EMS and table game information system malfunctions, alterations, upgrades and maintenance

- (1) A casino operator shall maintain a detailed register of all malfunctions, alterations, upgrades and maintenance performed on the EMS, the table game information system and its equipment.
- (2) A casino operator which proposes to upgrade, alter or amend its approved EMS or table game information system or do anything that will alter the approved EMS or table game information system, shall submit the documentation in the format determined or approved by the Board, and shall not effect any such upgrade, alteration or amendment prior to receiving the written approval of the Board.
- (3) When installing or modifying a slot machine or table game betting station on the casino floor, the Slot Machine and Surveillance Departments shall ensure that the EMS and surveillance systems record all error codes, soft meters and significant events required to be recorded in terms of the Law before any gambling activity takes place on the gambling device.
- (4) The Slot machine Department shall perform tests to ensure that the components of the gambling devices are set-up properly including, coin acceptance, bill acceptance and software validation and such other components as the Board may specify, before any gambling activity takes place on the gambling device.
- (5) The Slot Machine and Surveillance Departments shall —
 - (a) document the results of the tests conducted in terms of sub-rule (3) and (4) in the format determined or approved by the Board, and
 - (b) maintain the records on-site for inspection by the Board.
- (6) When an EMS upgrade is performed, the Slot Machine and Surveillance Departments shall perform tests on at least all the different types of communication software types installed in slot machines and table game betting stations on the casino floor.
- (7) A slot machine and table game betting station may not be exposed for play before the tests referred to in sub-rule (3) to (6), have been completed successfully.
- (8) In the event of an EMS malfunction which affects the monitoring and logging of any slot machine or table game betting station activity required to be logged and controlled in terms of the Law, the casino operator shall immediately notify the Board of such malfunction.
- (9) Each EMS malfunction shall be repaired within 24 hours of the occurrence thereof.
- (10) When the EMS malfunction cannot be repaired within 24 hours, the casino operator shall immediately submit a written report to the Board setting forth the reason for the delay in repair.

- (11) The Board may in its discretion order that all slot machine and table game activity affected by a malfunction contemplated in sub-rule (10) be suspended pending repair.
- (12) Maintenance on the EMS, table game information system and related equipment shall be performed by appropriately trained personnel only.

CHAPTER VII

CASINO ACCOUNTING DEPARTMENT

7.1 ICS

- (1) At a minimum, the casino operator's Casino Accounting Department ICS shall contain provisions and procedures relating to —
- (a) In relation to the Cash Desk —
- (i) credit approval and extension policies, including —
 - (aa) the applicable criteria in respect thereof;
 - (bb) limits in respect of credit facilities to be made available to patrons;
 - (cc) levels of access to patron credit facility information, and
 - (dd) the requirements of the credit committee;
 - (ii) the storage and securing of manual value stationery;
 - (iii) clean hand procedure;
 - (iv) hopper fills, including the issue, redemption, transportation and verification thereof;
 - (v) slot short redemption, including computerised systems used, signing limits and verification procedures;
 - (vi) batch payments, where applicable, including authorisation and verification procedures;
 - (vii) purse clear and smart card adjustments, where applicable;
 - (viii) unclaimed credits and slot shorts, including the management, control and recording thereof;
 - (ix) table opening and closing, including the method of securing table floats, where applicable;
 - (x) table fills and credits, including authorisation, issue and verification procedures;
 - (xi) the management of documents used to purchase chips, including markers, ingenico slips, chip purchase vouchers and promotional vouchers where such form part of gambling revenue;
 - (xii) the purpose of promotional chips and conditions applicable in respect of the use;
 - (xiii) table progressive jackpot payouts, where applicable;
 - (xiv) the daily distribution of value stationery to Casino Administration;
 - (xv) slot machine hard, slot machine bill and table soft count buys, and
 - (xvi) emergency clearances and counts, where applicable.
- (b) In respect of clearance and count procedures —
- (i) key controls for keys utilised for the clearance and count processes;
 - (ii) slot machine hard clearance;
 - (iii) slot machine bill clearance;
 - (iv) table soft clearance;
 - (v) the responsibilities of each employee involved in the relevant clearances;
 - (vi) slot machine hard count;
 - (vii) slot machine bill count;
 - (viii) table soft count, including —
 - (aa) the recording of cash drop;
 - (bb) documents used to purchase chips;
 - (cc) Table Game Dispute Payout Sheets;

- (dd) Table Game Progressive Payout Forms;
 - (ee) table game fills and credit values, and
 - (ff) table game opening and closing values;
 - (ix) the responsibilities of each employee involved in the relevant counts;
 - (x) procedures to be followed when the regular clearance and count teams are not performing the clearance and count processes, including emergency clearances and counts;
 - (xi) reporting of count variances and variances between actual and estimated drop;
 - (xii) transfer of value items during the count or wrap process;
 - (xiii) break provisions during the count;
 - (xiv) scale testing and calibration;
 - (xv) the circumstances under which an emergency clearance or count may be performed;
 - (xvi) evacuation procedures during clearances and counts; including securing of uncounted drop, and
 - (xvii) emergency clearance and count procedures.
- (c) In respect of Casino Administration —
- (i) the specified times for the commencement and ending of a gambling day;
 - (ii) the calculation and compilation of the monthly Gaming Revenue Report;
 - (iii) value and controlled stationery controls, including provisions for —
 - (aa) the ordering thereof;
 - (bb) the receipt thereof;
 - (cc) the reconciliation thereof;
 - (dd) the comparison of a signature listing to signatures on the value and controlled stationery documents;
 - (ee) the method of checking for completeness and accuracy, and
 - (ff) the method of filing of all value stationery;
 - (iv) the verification and reconciliation of source documentation, spreadsheets and computerised reports used to calculate table game and slot machine gambling revenue as to ensure the integrity and accuracy thereof;
 - (v) the control of LAP and WAP progressive jackpots, including provision for —
 - (aa) the verification of the progressive jackpots;
 - (bb) the reconciliation of the progressive jackpots;
 - (cc) the payment and withdrawal from the WAP provisions account, and
 - (dd) the cessation or transfer of any progressive jackpots;
 - (vi) the management of opening and closing hopper fills;
 - (vii) the reconciliation and correction of RAM clear, slot machine meter violations and meter wraps;
 - (viii) slot machine hopper reconciliation;
 - (ix) the reconciliation of the unclaimed credit and slot short register;
 - (x) slot machine movements, including updates to the EMS;
 - (xi) changes to information on the EMS or gambling-related systems database, including provision for audit trails in respect thereof;
 - (xii) other value instruments, including the reconciliation thereof;
 - (xiii) investigation of variances, including —
 - (aa) count variances;
 - (bb) table estimated drop to actual drop, and
 - (cc) slot machine bill and hard actual drop to metered drop;

(xiv) verification that —

- (aa) access to gambling-related software by the relevant heads of department was duly authorised, and
- (bb) employees were given the correct user-access-rights.

7.2 Casino Accounting Department

- (1) The Casino Accounting Department shall —
 - (a) develop, implement and review financial controls;
 - (b) prepare and control financial records and data;
 - (c) store financial records;
 - (d) reconcile gambling revenue on a monthly basis;
 - (e) account for and reconcile all forms used in the operation of the casino;
 - (f) verify the integrity and validity of all financial documents and information;
 - (g) prepare all financial and management reports;
 - (h) be responsible for the slot machine hard clearance and count;
 - (i) be responsible for the table game soft and slot machine bill clearances and counts;
 - (j) be responsible for the emergency clearance and count procedures, and
 - (k) be responsible for the Cash Desk operation.

7.3 Casino Administration

- (1) Casino Administration shall be independent of all the gambling departments.
- (2) Casino Administration shall be accountable for maintaining an up-to-date signature listing of all gambling-related employees.
- (3) A representative of Casino Administration shall be present upon the receipt, storage and entering into the relevant registers of all value and controlled stationery.
- (4) Casino Administration shall ensure that all value stationery is checked on a daily basis for completeness and that no unauthorised alterations have been effected thereto.

7.4 Changes to information on the EMS database

- (1) Casino Administration shall be accountable for all changes made to information on the EMS, table game information system or gambling-related system database.
- (2) The head of the department to which a change of information on the database applies to, shall authorise any such change in writing.
- (3) A printout shall be made of the audit trail relating to all changes made to information contained in the database.
- (4) All changes to information on the database shall be recorded on the document referred to in Rule 8.6(17)(j).

7.5 Table game and slot machine clearance procedures

- (1) All drop boxes, buckets or canisters shall be clearly marked to identify the specific gambling table or slot machine from which a clearance has been made.
- (2) All drop boxes shall be cleared from the gambling tables at least once every 24 hours regardless of whether the tables were opened for play.
- (3) A clearance team shall consist of at least two licensed employees of the casino operator from different departments and with no incompatible functions, one of whom shall be a representative of the Gambling Security Department.
- (4) The Clearance Supervisor shall sign out all drop box, slot machine drop box, canister release, trolley, storage rack or other keys used in the clearance process from the Gambling Security Department. The representative of the Gambling Security Department accompanying the clearance shall sign as witness to this transaction.
- (5) The representative of the Gambling Security Department shall notify the Surveillance Department prior to signing out the clearance keys.
- (6) The Surveillance Department shall be informed of the functions to be performed by each member of the clearance team and their names prior to the commencement of the clearance.
- (7) The Surveillance Department shall observe, monitor and record the entire table game clearance process.
- (8) All drop boxes, buckets or canisters removed from gambling tables or slot machines shall immediately be secured in a trolley for transportation.

- (dd) Table Game Progressive Payout Forms;
 - (ee) table game fills and credit values, and
 - (ff) table game opening and closing values;
 - (ix) the responsibilities of each employee involved in the relevant counts;
 - (x) procedures to be followed when the regular clearance and count teams are not performing the clearance and count processes, including emergency clearances and counts;
 - (xi) reporting of count variances and variances between actual and estimated drop;
 - (xii) transfer of value items during the count or wrap process;
 - (xiii) break provisions during the count;
 - (xiv) scale testing and calibration;
 - (xv) the circumstances under which an emergency clearance or count may be performed;
 - (xvi) evacuation procedures during clearances and counts; including securing of uncounted drop, and
 - (xvii) emergency clearance and count procedures.
- (c) In respect of Casino Administration —
- (i) the specified times for the commencement and ending of a gambling day;
 - (ii) the calculation and compilation of the monthly Gaming Revenue Report;
 - (iii) value and controlled stationery controls, including provisions for —
 - (aa) the ordering thereof;
 - (bb) the receipt thereof;
 - (cc) the reconciliation thereof;
 - (dd) the comparison of a signature listing to signatures on the value and controlled stationery documents;
 - (ee) the method of checking for completeness and accuracy, and
 - (ff) the method of filing of all value stationery;
 - (iv) the verification and reconciliation of source documentation, spreadsheets and computerised reports used to calculate table game and slot machine gambling revenue as to ensure the integrity and accuracy thereof;
 - (v) the control of LAP and WAP progressive jackpots, including provision for —
 - (aa) the verification of the progressive jackpots;
 - (bb) the reconciliation of the progressive jackpots;
 - (cc) the payment and withdrawal from the WAP provisions account, and
 - (dd) the cessation or transfer of any progressive jackpots;
 - (vi) the management of opening and closing hopper fills;
 - (vii) the reconciliation and correction of RAM clear, slot machine meter violations and meter wraps;
 - (viii) slot machine hopper reconciliation;
 - (ix) the reconciliation of the unclaimed credit and slot short register;
 - (x) slot machine movements, including updates to the EMS;
 - (xi) changes to information on the EMS or gambling-related systems database, including provision for audit trails in respect thereof;
 - (xii) other value instruments, including the reconciliation thereof;
 - (xiii) investigation of variances, including —
 - (aa) count variances;
 - (bb) table estimated drop to actual drop, and
 - (cc) slot machine bill and hard actual drop to metered drop;

(xiv) verification that —

(aa) access to gambling-related software by the relevant heads of department was duly authorised, and

(bb) employees were given the correct user-access-rights.

7.2 Casino Accounting Department

(1) The Casino Accounting Department shall —

- (a) develop, implement and review financial controls;
- (b) prepare and control financial records and data;
- (c) store financial records;
- (d) reconcile gambling revenue on a monthly basis;
- (e) account for and reconcile all forms used in the operation of the casino;
- (f) verify the integrity and validity of all financial documents and information;
- (g) prepare all financial and management reports;
- (h) be responsible for the slot machine hard clearance and count;
- (i) be responsible for the table game soft and slot machine bill clearances and counts;
- (j) be responsible for the emergency clearance and count procedures, and
- (k) be responsible for the Cash Desk operation.

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- (3) A representative of Casino Administration shall be present upon the receipt, storage and entering into the relevant registers of all value and controlled stationery.
- (4) Casino Administration shall ensure that all value stationery is checked on a daily basis for completeness and that no unauthorised alterations have been effected thereto.

7.4 Changes to information on the EMS database

- (1) Casino Administration shall be accountable for all changes made to information on the EMS, table game information system or gambling-related system database.
- (2) The head of the department to which a change of information on the database applies to, shall authorise any such change in writing.
- (3) A printout shall be made of the audit trail relating to all changes made to information contained in the database.
- (4) All changes to information on the database shall be recorded on the document referred to in Rule 8.6(17)(j).

7.5 Table game and slot machine clearance procedures

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- (2) All drop boxes shall be cleared from the gambling tables at least once every 24 hours regardless of whether the tables were opened for play.
- (3) A clearance team shall consist of at least two licensed employees of the casino operator from different departments and with no incompatible functions, one of whom shall be a representative of the Gambling Security Department.
- (4) The Clearance Supervisor shall sign out all drop box, slot machine drop box, canister release, trolley, storage rack or other keys used in the clearance process from the Gambling Security Department. The representative of the Gambling Security Department accompanying the clearance shall sign as witness to this transaction.
- (5) The representative of the Gambling Security Department shall notify the Surveillance Department prior to signing out the clearance keys.
- (6) The Surveillance Department shall be informed of the functions to be performed by each member of the clearance team and their names prior to the commencement of the clearance.
- (7) The Surveillance Department shall observe, monitor and record the entire table game clearance process.
- (8) All drop boxes, buckets or canisters removed from gambling tables or slot machines shall immediately be secured in a trolley for transportation.

- (9) Tables and slot machines shall be cleared and the trolleys shall be moved in a manner which ensures that the opened slot machines, the removed drop boxes, buckets or canisters and the trolleys are at all times in full view of the surveillance cameras.
- (10) The trolleys containing the removed drop boxes, buckets or canisters shall immediately be locked after the clearance and transferred to the relevant count room or a secured storeroom approved by the Board.
- (11) The removed drop boxes, buckets or canisters shall be secured in a manner approved by the Board.
- (12) The Surveillance Department shall continuously monitor and record all removed drop boxes, buckets and canisters containing uncounted drop.
- (13) The storeroom referred to in sub-rule (10) shall have solidly constructed floors, walls and ceilings and shall have no exterior windows.
- (14) Access to the storeroom referred to in sub-rule (10) shall, unless the Board approves otherwise, be limited to members of the count and clearance teams or to individuals authorised thereto in terms of the casino operator's ICS only.

7.6 Count rooms

- (1) Unless the Board approves otherwise, the hard and soft count rooms shall be separate secured rooms used exclusively for the storage of drop boxes, buckets or canisters and to count the hard and soft drop proceeds.
- (2) Each count room shall have —
 - (a) a steel-lined door that can be secured from the inside of the count room;
 - (b) a facility enabling persons in the count room to view the area directly outside the count room door;
 - (c) solidly constructed floors, walls and ceilings and no exterior windows;
 - (d) an internal telephone within easy reach of the Count Supervisor;
 - (e) continuous lighting, arranged in such a manner as to ensure that no reflections or glare obstruct the views of any of the surveillance cameras;
 - (f) an emergency lighting system which shall immediately be activated in the event of a power cut, and shall have the capacity to operate continuously for at least eight hours;
 - (g) no shelves or objects on, above or below the working surfaces that might obstruct the view of the Count Supervisor or the surveillance cameras of the contents of the working surfaces or the room or any employee therein;
 - (h) the interior walls of which the upper half shall be mirrored, and
 - (i) in respect of the soft count room, a transparent table with a transparent partition to separate counted cash and chips from uncounted cash and chips.
- (3) Access to the count rooms shall be limited to members of the count and clearance teams or to individuals authorised thereto in terms of the casino operator's ICS only, unless the Board approves otherwise.
- (4) A count team shall consist of at least three licensed employees of the casino operator who shall be present throughout the entire count process, one of whom shall be a Count Supervisor.
- (5) No equipment or items other than equipment or an item utilised during the count process shall be permitted in the count room.
- (6) The Surveillance Department shall be informed prior to any person accessing or exiting the count room or any storage area where uncounted drop is secured.
- (7) The Surveillance Department shall observe, monitor and record the entire table soft count.
- (8) The Count Supervisor shall sign out and return the count room and other keys necessary to perform the counts.
- (9) The keys to the count rooms and other keys necessary to perform the counts shall be kept by the Count Supervisor. The keys shall be visible at all times during the count process.
- (10) Prior to the count, the slot machine canister and table drop box contents keys shall remain sealed in an envlo bag and shall be —
 - (a) opened in the count room, only once the count commences, and
 - (b) sealed in the count room when the count process is finalised.
- (11) Before the start of a count, the door to the count room shall be locked from the inside.
- (12) The count room keys and other keys used during the count process shall, immediately after the count, be returned to the Gambling Security Department.
- (13) During the count, the door to the count room shall be opened only upon request by a person authorised to enter or leave the count room and only after the Surveillance Department has been notified.
- (14) No person shall enter or leave the count room, or open the count room door, at any time during the count process until all monies, chips, tokens and gambling-related documentation contained in or retrieved from opened drop boxes, buckets or canisters have been counted, verified and accepted into the Cash Desk or have been secured to prevent any unauthorised access thereto.

- (15) Gratuities shall be accounted for separately from any other count proceeds.
- (16) Slugs found in slot machine drop buckets, hoppers, slot machine canisters and table game drop boxes, shall be counted as gambling revenue.
- (17) Token and coin slugs found in a slot machine shall carry the value of the denomination of the relevant slot machine.
- (18) Counterfeit and ink-stained notes shall carry the value accepted by a gambling device or table game employee for the purposes of play.
- (19) Slugs shall be separately accounted for on the respective count sheets.

7.7 Table game soft count

- (1) The soft count in respect of table games shall not be performed simultaneously in the same room as with the count of any other revenue.
- (2) The employees performing the count shall have no incompatible functions and shall be independent of —
 - (a) the Table Game Department, and
 - (b) the employees subsequently accountable for the table game soft count proceeds.
- (3) Prior to the commencement of the table soft count, at least two employees shall verify the accuracy of the note counters utilised during the count with varying bill denominations so as to ensure that the note counters are properly calibrated.
- (4) The Surveillance Department shall be notified prior to the conduct of the calibration tests contemplated in sub-rule (3).
- (5) Drop boxes shall be individually emptied, counted and recorded separately on the count documentation.
- (6) No more than one drop box may be opened and the content thereof counted at any one time.
- (7) The Surveillance Department shall observe, monitor and record the entire table soft count.
- (8) Prior to opening any drop box, the number of such drop box shall be shown and announced to the Count Supervisor and the surveillance cameras.
- (9) After emptying a drop box, the empty drop box shall be identified and shall be shown to the Count Supervisor and to the surveillance cameras and shall then be locked.
- (10) Fills and credits shall be recorded on the count sheet.
- (11) Plaques and copies of the documents used to purchase chips removed from the drop boxes shall be either —
 - (a) recorded on the count sheet by the count team, or
 - (b) if a computerised system is used, totalled and traced to the totals documented by the computerised system.
- (12) The opening and closing table sheet, shall be either —
 - (a) recorded on the count sheet by the count team, or
 - (b) if a computerised system is used, totalled and traced to the totals documented by the computerised system.
- (13) The total count recorded on the count sheets shall be reconciled with the total drop removed from the table drop boxes by the Count Supervisor, who shall not function as the recorder.
- (14) All members of the count team shall attest by signature to the accuracy of the table soft count.
- (15) Upon completion of the table game soft count, the Count Supervisor, the accepting Cash Desk representative and a representative of Casino Administration, who shall be independent of the count team and the Cash Desk, shall count the final table game soft count proceeds independently of each other and attest to the accuracy thereof.
- (16) If a discrepancy exists between the counts referred to in sub-rule (12), and (14) a re-count shall be performed and any differences shall be reconciled. The results of such count shall be documented and retained for Board inspection.
- (17) If the count contemplated in sub-rule (15) does not resolve a variance, contemplated therein, the Surveillance Department shall be informed, shall investigate the variance, document and retain the results of such investigation for Board inspection.
- (18) The Count Supervisor and the Gambling Security representative shall ensure that all drop boxes are locked after they have been emptied.
- (19) Immediately after the conclusion of the count, the Count Supervisor shall deliver the count sheets and all supporting documentation to Casino Administration or place them in a locked container to which only personnel of Casino Administration shall have access.

7.8 Slot machine hard count

- (1) The hard count in respect of slot machines shall not be performed simultaneously in the same room as with the count of any other revenue.
- (2) For the purposes of this rule count or counting shall include weigh or weighing and wrap or wrapping shall include bag or bagging and rack or racking.
- (3) The employees performing the hard count shall have no incompatible functions and the count team shall be independent of —

- (a) the Slot Machine Department, and
- (b) any employees subsequently accountable for the slot machine hard count proceeds.
- (4) Prior to the commencement of the hard count, at least two employees shall verify the accuracy of the weigh scale and coin counters by testing them with varying amounts of previously counted coins or tokens in respect of each denomination, so as to ensure that the scales and counters are properly calibrated.
- (5) The Surveillance Department shall be notified prior to the conduct of the calibration tests contemplated in sub-rule (4).
- (6) Slot machine hard drop proceeds shall be counted and reconciled in a manner that precludes the mixing of the drop proceeds of one slot machine with the drop proceeds from any other slot machine.
- (7) After emptying a bucket, the empty bucket and the slot machine number shall be shown and announced to the Count Supervisor and the surveillance cameras.
- (8) The amount of the hard drop proceeds from each slot machine shall be recorded separately on the count documentation.
- (9) If a weigh scale interface is used, the slot machine count figures shall be transferred and recorded via direct line or computer storage media.
- (10) Upon completion of the count of the slot machine hard count proceeds the Count Supervisor, the accepting Cash Desk representative and a representative of Casino Administration, who shall be independent of the count team and the Cash Desk, shall count the final counted slot machine hard count proceeds independently of each other and attest to the accuracy thereof.
- (11) If a discrepancy exists between the counts referred to in sub-rule (6) and (10), a re-count shall be performed and any differences shall be reconciled. The results of such count shall be documented and retained for Board inspection.
- (12) If the count contemplated in sub-rule (11) does not resolve a variance, contemplated therein, the Surveillance Department shall be informed, shall investigate the variance, document and retain the results of such investigation for Board inspection.
- (13) The count documentation shall be signed by all the count team members who shall attest to the accuracy thereof.
- (14) Immediately after the conclusion of the count, the Count Supervisor shall deliver the count sheets and all supporting documentation to Casino Administration or place them in a locked container to which only personnel of Casino Administration shall have access.

7.9 Slot machine soft count

- (1) All the provisions pertaining to the table soft count shall, with the necessary changes, apply to the slot machine soft count.
- (2) The employees performing the slot machine soft count shall have no incompatible functions and the count team shall be independent of —
 - (a) the Slot Machine Department, and
 - (b) any employees subsequently accountable for slot machine soft count proceeds.
- (3) The Count Supervisor and the Gambling Security representative shall ensure that canisters are locked after they have been emptied.

7.10 Transfer of value items during a count

- (1) The transfer of value items out of a count room shall occur only if the transfer is recorded on a separate pre-numbered, multi-part document, used solely for count transfers.
- (2) The Count Supervisor, one other member of the count team and a representative of Casino Administration, or such other employee who is independent of the count process and shall be responsible for authorising the transfer shall, subsequent to the count process, reconcile the count proceeds and attest to accuracy of the document referred to in sub-rule (1).
- (3) The Surveillance Department shall be notified prior to a transfer contemplated in sub-rule (1) and shall —
 - (a) monitor and record the transfer, and
 - (b) record the date and time of the transfer in the Surveillance Occurrence Book.

7.11 Emergency clearance and count procedures

- (1) All the provisions pertaining to clearance and count procedures shall, with the necessary changes, apply to emergency clearances and counts.
- (2) The employees performing the counts shall have no incompatible functions and the count team shall be independent of —
 - (a) the proceeds being counted, and
 - (b) any employees subsequently accountable for the count proceeds.
- (3) The emergency count figures in respect of each drop box, bill canister and bucket shall be individually recorded on a separate count sheet.

7.12 Slot machine accounting and auditing

- (1) The employees performing slot machine accounting and auditing functions shall be independent of those employees involved in or responsible for authorising the transactions being reviewed and shall have no incompatible functions.

- (2) Casino Accounting shall on a monthly basis compare, slot machine source documents, count documentation and the EMS reports used for calculating taxable revenue with the tax return to verify the accuracy thereof.
- (3) A daily reconciliation shall be prepared in respect of the day, week, month and year-to-date and shall include the following information —
 - (a) drop per slot machine;
 - (b) winnings paid per slot machine, including hopper fills;
 - (c) win per slot machine, and
 - (d) total adjusted gross revenue.
- (4) At least quarterly, accounting or auditing personnel shall randomly verify that game changes and slot machine movements are properly reflected in the slot machine analysis reports.
- (5) Casino Administration shall be accountable for the investigation of all exceptions found during the verification process contemplated in sub-rule (4) and shall report thereon, reflecting the remedial steps taken, if any, in writing.
- (6) All slot machine auditing procedures and any follow-up actions performed shall be documented and retained for Board inspection.
- (7) Casino Administration shall be accountable for the reviewing of the bill, coin drop, jackpot, accumulated credit win, smart card-in and smart card-out meter readings for exceptions and suspicious meter movements on a monthly basis, using pre-established and documented parameters and the tolerance levels set in the EMS.
- (8) A monthly report shall be produced, reflecting the actual hold percentage of each slot machine computed on a month-to-date, year-to-date, and life-to-date basis.
- (9) If the RTP%, including any contribution towards a progressive jackpot, of a slot machine, taken over a continuous 12 month period, falls below 85%, Casino Administration shall investigate such occurrence and document and retain the results of such investigation and the remedial steps taken, if any, for Board inspection.
- (10) Any change to a slot machine's theoretical hold percentage shall result in such slot machine being treated as a different slot machine for purposes of preparing statistical reports, so that various hold percentages shall not be reflected in respect of one slot machine.
- (11) The value of a supplementary prize shall not be taken into account for the purposes of determining the RTP% of any slot machine.
- (12) In respect of a multi-game slot machine the provisions of this rule shall apply, with the necessary changes, to each game offered by the slot machine.

7.13 Table game accounting and auditing

- (1) The employees performing table game accounting and auditing functions shall be independent of those employees involved in or responsible for authorising the transactions being reviewed and shall have no incompatible functions.
- (2) A daily reconciliation shall be prepared in respect of the day, week, month and year-to-date and shall include the following information —
 - (a) drop per table;
 - (b) win per table, and
 - (c) total adjusted gross revenue.
- (3) Casino Accounting shall, on a monthly basis, compare table game source documents, count documentation and the EMS and table game information system reports, including gambling-related system reports, used for calculating taxable revenue with the tax return to verify the accuracy thereof.
- (4) Any improper transactions or unusual occurrences discovered during the review contemplated in sub-rule (3) shall be investigated and the results documented and retained for Board inspection.
- (5) The casino operator shall document the audit process undertaken and procedures used in respect of auditing table games.

7.14 Hopper reconciliation

- (1) Casino Administration shall be accountable for the performance of a monthly hopper reconciliation on all slot machines.
- (2) The contents of the hopper shall be counted or weighed and compared to the EMS theoretical hopper contents value generated by the EMS.

7.15 Slot short redemption

- (1) Slot shorts shall be redeemed at the Cash Desk only.
- (2) The Cashier redeeming the slot short shall verify that all the relevant detail that is required to be recorded on the slot short has been completed thereon and that the appropriate employees have signed the document.
- (3) Only the patron to whom a slot short is issued may redeem such slot short.

7.16 Patron credit facility

- (1) Before a credit facility may be granted to a patron, the patron shall sign a document authorising the casino operator and the Board to conduct such investigation as it may deem necessary to verify the accuracy of the information supplied by him or her or to establish his or her creditworthiness and identity.
- (2) The approval of a credit facility, the limits in respect thereof and any subsequent changes thereto shall be considered by a credit committee or such other body as is specified in the casino operator's ICS and approved by the Board.
- (3) A credit committee shall consist of key employees of the casino operator; provided that less than one half of the members may represent gambling departments and at least one member shall represent the Cash Desk.
- (4) Prior to setting a credit limit, a casino operator shall take the necessary steps to establish the patron's creditworthiness, which shall at a minimum include the acquisition of a bank reference in respect of such patron.
- (5) A patron shall have access to his or her own player tracking and other credit facility information.
- (6) Where applicable, the casino operator shall record in a patron's credit file a detailed motivation for writing-off the whole or any part of such patron's credit, including the steps taken to collect such outstanding credit.
- (7) The casino operator shall submit a report to the Board on an annual basis, reflecting all patron credit write-offs.
- (8) Access to a patron's credit facility information shall be restricted to persons who require access by virtue of their job function and who are authorised thereto in terms of the casino operator's ICS.

7.17 Chip design

- (1) Before taking delivery of any gaming chips, a casino operator shall submit to the Board for its approval, a full colour drawing to scale of the design detail, diameter and measurements of such gaming chip, including the purpose of such chips.
- (2) The casino operator may purchase chips only from a distributor or manufacturer licensed by the Board.
- (3) A casino operator shall not manufacture or cause to be manufactured any gaming chips for use in its casino unless the design thereof has been approved by the Board.
- (4) Each gaming chip must be designed and made so that, when such chip is stacked with gaming chips of other denominations, and viewed on the surveillance system, such is clearly distinguishable from gaming chips of other denominations in the stack.
- (5) With the exception of non-value gaming chips, all other gaming chips shall clearly reflect the trading name of the casino operator.
- (6) Representatives of the Cash Desk, Casino Administration and Gaming Security shall be present upon the receipt of gaming chips.
- (7) The receipt and inventory in respect of gaming chips shall take place under camera coverage.

7.18 Value chips

- (1) Every value chip shall be designed in such a way that —
 - (a) the value of such chip is clearly reflected on both sides thereof;
 - (b) the colour used as the primary colour for any chip between the value of R20.00 and R10,000.00 will be selected from the range of colours listed in Table 1 below, and
 - (c) where a casino operator uses a reserve set of such chips, the chips in the reserve set shall have primary colours which do not in any way resemble the primary colours allocated to the main set of chips of a corresponding value.

7.19 Non-value chips

- (1) Each set of non-value gaming chips used on a particular table, shall be designed in such a way as to be easily distinguishable from all other non-value gaming chips used on any other gaming tables and all other gaming chips used in the casino.

7.20 Plaques

- (1) If a casino operator uses a plaque with an equal denomination to a value gaming chip, the primary colour of the plaque shall be identical to the primary colour of the gaming chip of the corresponding value.

7.21 Special use gaming chips

- (1) Special use gaming chips shall include non-negotiable chips, promotional chips and other gaming chips not contemplated in Rules 7.18, 7.19 and 7.20, and —
 - (a) may deviate from the colour requirements of Table 1;
 - (b) shall be designed in such a manner as to be clearly distinguishable from any other gaming chips used by the casino operator, and
 - (c) shall clearly bear the inscription 'non-negotiable', 'NN' 'no cash value' or some similar indication of the limited negotiability of the chip on at least one side thereof.
- (2) Prior to the use thereof, a casino operator shall submit for approval by the Board, provisions relating to the issue, use and restrictions applicable in respect of special use gaming chips.

7.22 Nature and exchange of gaming chips

- (1) All wagering conducted on gambling tables, other than by means of legal tender, shall be conducted with chips approved by the Board.
- (2) A gaming chip issued to a patron by a casino operator is evidence of a debt which the casino operator owes to such patron and a casino operator shall promptly redeem its own gaming chips upon request by a patron, unless such gaming chips were obtained or are being used unlawfully.
- (3) A casino operator shall —
 - (a) issue gaming chips, other than special use gaming chips, to patrons at the Cash Desk or a gambling table only, and
 - (b) redeem gaming chips at the Cash Desk only.
- (4) A casino operator shall ensure that all gaming chips that form part of a gaming table float are properly accounted for and secured in an adequate manner to prevent any unauthorised access thereto.

7.23 Non-value chips

- (1) Unless specifically approved by the Board for competition or tournament purposes, a non-value gaming chip shall be used on a roulette table only.
- (2) No patron at a roulette table shall be issued or permitted to wager with non-value gaming chips that are identical in design to non-value or value chips being used by another patron at the same table.
- (3) If a non-value gaming chip is issued for play at a value higher than the table minimum, the Surveillance Department shall immediately be informed.
- (4) Non-value gaming chips shall be redeemed only at the table at which they were issued.
- (5) Non-value gaming chips may be redeemed only for value chips at the gambling table.

7.24 Prescribed colours

Table 1	
Value	Colour
R 20.00	Flesh/Salmon/Pale Peach
R 25.00	Dark Blue/ Tan Brown
R 50.00	Red
R 100.00	Black
R 500.00	White
R 1 000.00	Bright Pink
R 5 000.00	Turquoise
R 10 000.00	Grape

- (1) The operator shall make use of the following main set of gaming chip denominations with the corresponding prescribed primary colours, unless otherwise approved by the Board —
- (2) Any other chip in the main or reserve set may not closely resemble the gaming chips and colours as prescribed in Table 1, unless otherwise approved by the Board.
- (3) Should more than one shade of colour be used in the main or reserve set of gaming chips, the shades used must be clearly distinguishable from any other shade in the same colour range.

7.25 Other value instruments

- (1) The Board shall approve all other value instruments used to conduct gaming.
- (2) Where other value instruments are used for gaming purposes, a casino operator shall redeem such only at the Cash Desk or by means of a device located in the casino gaming area and continuously controlled and monitored by the Cash Desk for the express purpose of value instrument redemption.
- (3) A value instrument legally held by a patron on a smart card is evidence of a debt, which the casino operator owes to such patron and a casino operator shall promptly redeem its own value held on a smart card upon request by a patron, unless such smart card values were obtained or are being used unlawfully.

7.26 Token design

- (1) Before manufacturing or causing to be manufactured any token, a casino operator shall submit to the Board for its approval, a drawing to scale of the design detail, diameter and measurements of such tokens.
- (2) The casino operator may acquire tokens —
 - (a) only from a distributor or manufacturer licensed by the Board, and
 - (b) which have been certified as complying with the applicable national norms and standards.
- (3) A casino operator shall not manufacture or cause to be manufactured for its casino any tokens unless —

- (a) the metals and manufacturing specifications in respect thereof have been certified as complying with the relevant national standards, and
- (b) such tokens comply with the design approved in respect thereof by the Board.
- (4) The trade name of the casino operator shall be reflected on at least one side of any token.
- (5) Each token shall clearly reflect the value thereof.

7.27 Nature and exchange of tokens

- (1) All gambling on slot machines shall be conducted with tokens approved by the Board.
- (2) Representatives of the Cash Desk, Casino Administration and Gaming Security shall be present upon the receipt of gaming tokens.
- (3) The receipt and inventory in respect of gaming tokens shall take place under camera coverage.
- (4) A token issued to a patron by a casino operator is evidence of a debt, which that casino operator owes to such patron and shall promptly redeem its own tokens upon request by a patron, unless such tokens were obtained or are being used unlawfully.
- (5) A casino operator shall redeem tokens only at the Cash Desk or by means of a device located in the casino gaming area and continuously controlled and monitored by the Cash Desk for the express purpose of token redemption.
- (6) A casino operator shall ensure that tokens are secured in an adequate manner to prevent any unauthorised access thereto.

7.28 Redemption of chips, tokens and other value instruments

- (1) A casino cheque may be issued only for that portion of any redemption which the casino operator can establish to be winnings.

CHAPTER VIII

GAMBLING SECURITY DEPARTMENT

8.1 ICS

- (1) At a minimum, the casino operator's Gambling Security Department ICS shall contain provisions and procedures relating to —
 - (a) physical access control ensuring that no persons under the age of 18 years gain access to areas in which gambling is conducted;
 - (b) the detection of unsupervised persons under the age of twelve years within such public areas not allocated for family entertainment as may be prescribed;
 - (c) monitored key controls relating to —
 - (i) the ordering of keys;
 - (ii) the receipt of keys;
 - (iii) the issue of keys;
 - (iv) the personnel involved in any of the procedures contemplated in this sub-rule;
 - (v) the return of keys;
 - (vi) procedures in respect of key bunches;
 - (vii) procedures in respect of duplicate keys;
 - (viii) procedures in respect of lost keys;
 - (ix) dual control procedures relating to keys;
 - (x) key storage areas, and
 - (xi) the destruction of keys;
 - (d) the issuing of access control cards and the personnel access levels for the areas contemplated in Rule 8.7(4);
 - (e) the controls for receipt, storage, issue, return and filing of value and controlled stationery;
 - (f) the controls for the issue of slot machine logic area seals, including access to the slot machine logic areas;
 - (g) slot machine hopper fills;
 - (h) the checking and recording of hopper bag and slot machine spillage;
 - (i) jackpot verification;
 - (j) slot short signing limits;

- (k) the method and procedure to be used for the transportation of chips, other gambling and gambling-related devices and documentation which is required to be secured or sealed, including table game fill and credits;
- (l) card and dice control, including —
 - (i) the receipt thereof;
 - (ii) the storage thereof;
 - (iii) the issue thereof;
 - (iv) return of the cards and dice from the Surveillance Department;
 - (v) the control thereof;
 - (vi) the method of accounting for all cards and dice;
 - (vii) the management of re-usable cards, and
 - (viii) the disposal of cards and dice;
- (m) the slot machine hard, slot machine bill and table soft and emergency clearances;
- (n) the slot machine hard, slot machine bill and table soft and emergency counts, when applicable;
- (o) the investigation of gambling-related incidents, where applicable, and
- (p) the resolution of patron disputes.

8.2 Key control standards

- (1) The Gambling Security Department shall maintain detailed records in respect of each monitored key that is made, duplicated or destroyed, reflecting —
 - (a) the type of keys made, duplicated or destroyed;
 - (b) the number of keys made, duplicated or destroyed;
 - (c) the date of such creation, duplication or destruction;
 - (d) the reasons for any destruction, where applicable, and
 - (e) the signatures of all employees involved in the creation, duplication or destruction.
- (2) Representatives of both the Surveillance and Gambling Security Departments, shall verify the receipt, the entry into the bulk registers and the destruction of the monitored keys referred to in sub-rule (3).
- (3) The Gambling Security Department shall secure, issue, and control the following monitored keys—
 - (a) slot machine cabinet door keys;
 - (b) slot machine drop box cabinet keys;
 - (c) canister release keys;
 - (d) canister contents keys;
 - (e) canister storage rack keys;
 - (f) drop box release keys;
 - (g) drop box contents keys;
 - (h) drop box storage rack keys;
 - (i) table game float keys;
 - (j) clearance trolley keys;
 - (k) count room keys;
 - (l) such other keys as are required to be monitored or controlled in terms of the Law, and
 - (m) each duplicate key to the monitored keys contemplated in paragraphs 3(a) to (l) above.
- (4) All monitored keys shall be kept in a secured area in a manner approved by the Board.
- (5) Access to monitored keys shall be limited to authorised Gambling Security personnel only; provided that duplicate keys shall be stored separately from the original keys.

- (6) The Surveillance Department shall be notified of any unscheduled access to monitored keys and all instances where duplicate keys are accessed.
- (7) The Gambling Security Department shall record the reason for the unscheduled access to monitored keys in the relevant key control registers to which it relates or the Security Occurrence Book.
- (8) In respect of —
 - (a) table drop box and slot machine canister release keys —
 - (i) Only employees authorised to remove drop boxes or canisters, one of whom shall be of the Gambling Security Department, shall be allowed access to the release keys.
 - (ii) Employees authorised to remove drop boxes or canisters shall not have access to drop box or canister contents keys.
 - (iii) The Surveillance Department shall observe the keys for the entire duration that they remain signed out. A representative of the Gambling Security Department shall be present for the entire period during which a table drop box or slot machine canister containing uncounted drop is removed.
 - (iv) Notwithstanding the provisions of paragraphs (i) and (iii), a Gambling Security representative may, for the duration of a shift, be issued with canister release keys which may be used only for the purposes of resolving disputes arising in respect of bills inserted into a slot machine.
 - (b) slot machine drop box cabinet keys —
 - (i) Keys required to access slot machine drop box cabinets shall be safeguarded in such a manner that no less than two individuals acting together, one of whom shall be a representative of the Gambling Security Department, shall be in a position to access the drop box cabinet area at any time.
 - (ii) A Gambling Security representative, who is independent of the key custodian, shall accompany such keys while they are checked out and observe the procedure each time slot machine drop box cabinets are accessed.
 - (c) table drop box and canister storage rack keys —
 - (i) In circumstances where it is necessary to access the storage rack keys at times other than those scheduled for counts or clearances, a representative of the Gambling Security Department shall accompany such keys and observe the process whenever full canisters are removed from or placed in storage racks.
 - (ii) Employees who retain custody of or authorised to obtain drop box and canister storage rack keys shall not have custody of or access to drop box or canister contents keys; provided that the count team shall have such access for the sole purpose of resetting the boxes during the count.
 - (d) table drop box and slot machine canister contents keys —
 - (i) Drop box and canister contents keys shall be safeguarded in such a manner that no fewer than two individuals of separate departments acting simultaneously, one of whom shall be a representative of the Gambling Security Department, shall have access to such keys.
 - (ii) Surveillance personnel shall verify that employees obtaining the keys are authorised to do so and that at least two people of different departments are present when such keys are accessed.
 - (iii) In circumstances where it is necessary to access a canister or drop box other than for the purpose of a count, the Surveillance Department shall be notified and shall observe and record the entire process. A representative of the Gambling Security Department shall be present for the entire period during which the canister is removed and accessed.
 - (iv) Notwithstanding the above, a Slot Machine Supervisor may, for the duration of a shift, be issued with a canister content key which may be used only for the purposes of resolving disputes arising in respect of bills inserted into the machine.
 - (v) If a table drop box requires re-setting while a table clearance is being performed, the clearance shall be completed and the uncounted drop secured before re-setting the empty drop box.
 - (e) count room keys —
 - (i) The Count or Clearance Supervisor shall sign out the count room keys.
 - (ii) In circumstances where it is necessary to access the count room at times other than those scheduled for a count, the Surveillance Department shall be notified and shall observe and record the entire process.
 - (iii) Count room keys shall be safeguarded in such a manner that no fewer than two individuals of separate departments acting simultaneously, one of whom shall be a representative of the Gambling Security Department, shall have access to such keys.
 - (f) table float keys —
 - (i) A Pit Boss shall sign out the table float keys.
 - (ii) The table float keys shall remain in the possession of the Pit Boss until they are signed back to a representative of the Gambling Security Department at the end of the table game shift.

(g) duplicate keys —

- (i) All duplicate keys shall be maintained in a manner that will provide for at least the same degree of control as is required for the original keys.

8.3 Key control registers

- (1) The Gambling Security Department shall maintain key control registers for each monitored key or combination of keys referred to in Rule 8.2(3), in which all monitored key transactions are recorded.
- (2) The Surveillance Department shall, on a weekly basis, audit all monitored key control registers for accuracy.

8.4 Seal controls

- (1) Seals shall be designed and constructed so as to reflect any attempt at tampering therewith.
- (2) All seals used for gambling purposes shall be uniquely pre-numbered.
- (3) Seals used for gambling purposes shall be of a different design or colour to those used for non-gambling purposes.
- (4) The design specifications of all seals shall be submitted to the Board for approval before such seals may be used in the casino.
- (5) All gambling-related seals shall be kept in a secured area.
- (6) Access to the secure area referred to in sub-rule (5) shall be limited to authorised Gambling Security representatives only.
- (7) Representatives of both the Surveillance and Gambling Security Departments shall verify the receipt of all gambling-related seals and enter such into the bulk registers.
- (8) The issuing of logic area seals from the seal storage area shall be registered in the relevant seal control register.
- (9) Slot machine logic area seals shall only be issued to a representative of the Gambling Security Department.
- (10) The slot machine logic area seal shall not be broken and re-sealed unless a representative of the Gambling Security Department and a Slot Machine Technician are present.
- (11) When a logic area sea is broken and re-sealed, an entry shall be made in the logic area seal register referred to in Rule 8.6(18)(e).
- (12) Before a seal is removed from the logic area, a representative of the Gambling Security Department shall compare the seal number affixed to the slot machine logic area with the seal number recorded in the logic area seal register.
- (13) The Surveillance Department shall be notified before a logic area seal in a slot machine is broken and notified of the reason therefore.
- (14) The Surveillance Department shall, on a monthly basis, audit and compare the entries in the logic area seal registers with the number of logic area seals that were issued.

8.5 Containers for the secure transportation of cards, dice, chips, tokens and other gambling and gambling-related devices and documentation

- (1) The containers used shall be designed and constructed so as clearly to reflect any attempt at tampering with the contents thereof.
- (2) The Board shall approve the design specifications of all containers before such containers may be used in the casino.

8.6 Value and controlled stationery

- (1) All value and controlled stationery shall be kept in secured storage areas.
- (2) Access to all value and controlled stationery in the secured areas shall be limited to personnel authorised thereto in terms of the casino operator's ICS.
- (3) Casino Administration shall be responsible for the ordering of all value and controlled stationery.
- (4) Representatives of Casino Administration and the Gambling Security Department shall verify the receipt of all value and controlled stationery into the secured bulk storage area and enter such into the bulk storage registers.
- (5) The issue and receipt of all value or controlled stationery shall be registered in stationery registers.
- (6) The Gambling Security Department shall issue value and controlled stationery from the bulk storage area.
- (7) The Gambling Security Department shall receive all complete value stationery registers and forward such to Casino Administration on a daily basis.
- (8) Value and controlled stationery shall comply with the criteria and contain the detail required in terms of sub-rule (17) and (18).
- (9) Information required to be reflected on value and controlled stationery shall be recorded in ink or such other permanent medium as the Board may require or approve.
- (10) The reason for voiding or cancelling value stationery documents shall be recorded on the documents and be signed by the relevant parties involved in the relevant transaction.

- (11) Corrections to information recorded on value stationery shall be made by crossing out the error and entering the correct detail whereupon at least one employee involved in the transaction and a supervisory employee shall append their initials alongside the changes, specifying their employee details.
- (12) Corrections to information recorded on controlled stationery shall be made by crossing out the error and entering the correct detail whereupon at least one employee involved in the transaction shall append his or her initials alongside the changes, specifying his or her employee details.
- (13) The Surveillance Department shall, on a monthly basis, audit all value and controlled stationery registers for accuracy and stock levels, and shall —
- (a) in writing report all variances or omissions found during the audit to the Casino Accounting Manager;
 - (b) investigate variances and omissions and the reasons therefore;
 - (c) document the actions taken to rectify the variances and omissions, and
 - (d) retain all reports generated in terms of this sub-rule for Board inspection.
- (14) Casino Administration shall ensure that value and controlled stationery, which requires strict security controls is purchased only from a company approved for this purpose by the Board.
- (15) Notwithstanding the provisions of this rule, where a casino operator utilises a computerised system and electronic signature identification, the Board may approve different requirements and provisions in respect of value and controlled stationery, upon demonstration by the casino to the satisfaction of the Board that there are sufficient controls in place to ensure the integrity and validity of the computerised system and reports generated.
- (16) The casino operator may combine certain of the registers specified in sub-rules (17) and (18) with computer-generated reports, provided that the casino operator is able to prove to the Board the validity and correctness of the information contained in the registers and reports and demonstrates that the integrity of the documentation is not prejudiced by such combination.
- (17) Value stationery shall —
- (a) In respect of slot shorts —
 - (i) Include duplicate documents, provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record and the original document shall be a single sheet;
 - (ii) be uniquely numbered in a concurrent sequential order;
 - (iii) be pre-printed, if a manual system is used;
 - (iv) have the same pre-printed number on all copies of the document, if a manual system is used;
 - (v) reflect the date and time of the relevant transaction;
 - (vi) reflect the slot machine number and denomination in respect of which the transaction is performed;
 - (vii) reflect the rand amount of the transaction, expressed both in words and in numbers, or the description of the prize awarded, if such is not cash;
 - (viii) in respect of hand-written jackpot and progressive jackpot payouts, reflect the game outcome, including reel symbols, card values and suits or such other display as is applicable;
 - (ix) in respect of all hand-written slot shorts, bear the name or company ID and signatures of at least two employees, one of whom shall be a Slot Machine Supervisor, in accordance with the signing limits specified in the casino operator's ICS;
 - (x) in respect of computer generated slot shorts, bear the name or company ID and signature of at least one employee as per signing limits specified by the casino operator's ICS;
 - (xi) reflect the type of transaction (i.e. jackpot, credit win, short pay, hopper fill, special pay, progressive jackpot or supplementary prize);
 - (xii) in respect of hopper fills —
 - (aa) bear the signature of the Cashier;
 - (bb) bear the signatures of the Slot Machine Attendant and a Slot Machine Supervisor, verifying receipt of the hopper bag and deposit of the tokens or coins into the slot machine hopper, as well as the signatures of such other employees as may be required in terms of the signing limits specified in the casino operator's ICS, and
 - (cc) for hopper fills over R5000,00, also bear the signature of the Gambling Security representative;
 - (xiii) in respect of payouts to patrons —
 - (aa) reflect the patron's name and details on all copies;
 - (bb) bear the patron's signature on all copies, verifying the winning value and receipt of the slot short, and
 - (cc) bear the signatures of the Cashier and patron on the original document presented for redemption of the slot short, verifying the receipt of the winnings;

- (xiv) in respect of supplementary prizes —
 - (aa) reflect the type of promotion to which the prize relates;
- (b) in respect of table openers and closers —
 - (i) include duplicate documents; provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record;
 - (ii) be pre-printed, if a manual system is used;
 - (iii) be uniquely numbered;
 - (iv) reflect the relevant table number;
 - (v) reflect the opening and closing date and time;
 - (vi) reflect the opening float value and closing float value, and
 - (vii) at a minimum, bear the names or company ID's and signatures of the Dealer, Inspector and Pit Boss verifying the opening and closing float value;
- (c) in respect of table fills and credits —
 - (i) include duplicate documents; provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record;
 - (ii) be pre-printed, if a manual system is used;
 - (iii) be uniquely numbered;
 - (iv) reflect the relevant table number;
 - (v) reflect the date and time of the transaction;
 - (vi) reflect the value of the table fill or credit, and
 - (vii) at a minimum, bear the names or company ID's and signatures of the Dealer, Inspector and Pit Boss verifying the opening and closing float value;
- (d) in respect of table game payout forms —
 - (i) include duplicate documents; provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record;
 - (ii) be pre-printed, if a manual system is used;
 - (iii) be uniquely numbered;
 - (iv) reflect the relevant table number;
 - (v) reflect the date and time of the transaction;
 - (vi) specify the game description;
 - (vii) reflect the value of the payout;
 - (viii) reflect the winning combination or symbols;
 - (ix) specify the value of a partial pay from the table float, where applicable;
 - (x) reflect the personal details of the patron;
 - (xi) bear the signature of the patron, verifying the winning value;
 - (xii) at a minimum, bear the names or company ID's and signatures of the Dealer and an employee in a table supervisory position, verifying the winning value; and such other signatures as may be required in terms of the signing authority levels contained in the casino operator's ICS;
 - (xiii) bear the signature of the patron verifying the redemption of the form at the Cash Desk, and
 - (xiv) bear the name or company ID and signature of the cashier redeeming the form;
- (e) in respect of table game dispute payout sheets —
 - (i) include duplicate documents; provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record;
 - (ii) be uniquely numbered;

- (iii) reflect the relevant date and time;
 - (iv) bear the name of the patron;
 - (v) reflect the relevant table number;
 - (vi) reflect the value of the payout, and
 - (vii) bear the name or company ID and signature of the Pit Boss;
- (f) in respect of count sheets —
- (i) include duplicate documents; provided that in the case of a computerised system, a copy shall be in the form of a restricted computerised record;
 - (ii) be uniquely numbered;
 - (iii) reflect the count date;
 - (iv) bear the names or company ID's and signatures of the Count Supervisor, one other member of the count team and representatives of the Cash Desk and Casino Administration;
 - (v) in respect of the slot machine bill count —
 - (aa) reflect the relevant slot machine number;
 - (bb) specify the number of bills counted per slot machine, and
 - (cc) specify the total value of bills counted;
 - (vi) in respect of the slot machine hard count —
 - (aa) reflect the relevant slot machine number;
 - (bb) specify the number of tokens or coins counted per slot machine or the value thereof, and
 - (cc) specify the total number or value of tokens or coins counted;
 - (vii) in respect of the table game soft count —
 - (aa) reflect the actual drop per table, including cash, value chips, plaques, and other value instruments used for reflect buy-in;
 - (bb) reflect the estimated drop per table;
 - (cc) reflect all table fills and credits per table;
 - (dd) reflect opening and closing table float values per table, and
 - (ee) reflect the total value of drop counted;
 - (viii) the details required in terms of this rule, shall be recorded on count sheets used for emergency counts, which, notwithstanding the provisions of this Rule, shall bear the names or company ID's and signatures of the Count Supervisor, one other member of the count team and a representative of the Cash Desk who does not perform any function in relation to the count proceeds;
- (g) In respect of documents used to purchase chips by patrons —
- (i) reflect the details of the patron;
 - (ii) reflect the date and time of the transaction;
 - (iii) reflect the value of the transaction;
 - (iv) reflect the relevant table number;
 - (v) bear the name or company ID and signature of the Dealer, and
 - (vi) bear the signature of the patron;
- (h) in respect of unclaimed credit and jackpot documentation —
- (i) be uniquely numbered;
 - (ii) bear the names or company ID's and signatures of the Slot Machine Supervisor or Table Game Supervisor and Cashier verifying the receipt of the unclaimed value as well as the redemption thereof;
 - (iii) reflect the date and time that the unclaimed credit or jackpot was found;
 - (iv) reflect the relevant slot machine number or table number;
 - (v) specify the relevant unclaimed value;

- (vi) contain a description of the source of the unclaimed value,
 - (vii) specify the cumulative total of unclaimed value held per tax period;
 - (viii) reflect the date of redemption, and
 - (ix) specify the cumulative total of redeemed value per tax period;
 - (i) in respect of testing money registers —
 - (i) be pre-numbered;
 - (ii) reflect the date and time the tests were performed;
 - (iii) reflect the relevant slot machine number;
 - (iv) specify the value received from the Cash Desk for testing purposes;
 - (v) specify the value returned to Cash Desk, where applicable;
 - (vi) reflect the reason for the test, and
 - (vii) bear the names or company ID's and signatures of representatives of the Slot Machine and Gambling Security Departments;
 - (j) in respect of changes to information on the EMS database register —
 - (i) be pre-numbered;
 - (ii) reflect the relevant gambling device and unique reference number thereof;
 - (iii) indicate the reason for the change, and
 - (iv) bear the names or company ID's and signatures of a representative of Casino Administration and the Head of the Department affected by the change.
- (18) Controlled stationery shall —
- (a) in respect of monitored key registers —
 - (i) be bound;
 - (ii) be pre-numbered;
 - (iii) provide for an inventory of any key or keys that the register relates to;
 - (iv) reflect the date and time any key is signed out;
 - (v) bear the name or company ID and signature of the custodian issuing the keys;
 - (vi) bear the name or company ID and signature of the employee receiving the keys;
 - (vii) bear the name or company ID and signature of the witness, where applicable;
 - (viii) indicate the reason for unscheduled access, where applicable;
 - (ix) specify the old seal number if the container containing the key or keys is sealed;
 - (x) reflect the date and time any key is returned;
 - (xi) bear the name or company ID and signature of the employee returning the keys;
 - (xii) bear the name or company ID and signature of the custodian of the keys;
 - (xiii) bear the name or company ID and signature of the witness, where applicable, and
 - (xiv) specify the new seal number if the container containing key or keys is sealed;
 - (b) in respect of the value and controlled stationery bulk store registers —
 - (i) be bound;
 - (ii) be pre-numbered;
 - (iii) reflect the date on which the relevant stationery is received;
 - (iv) contain a description of the relevant stationery;
 - (v) reflect the range of the relevant stationery;

- (vi) bear the names or company ID's or signatures of representatives of the Gambling Security Department and Casino Administration receiving the relevant stationery;
 - (vii) reflect the date the relevant stationery is issued;
 - (viii) reflect the range of the relevant stationery issued;
 - (ix) bear the name or company ID and signature of the Gambling Security representative issuing the relevant stationery;
 - (x) bear the name or company ID and signature of the employee receiving the stock, and
 - (xi) reflect the running stock total of the relevant stationery;
- (c) in respect of the daily issue value stationery registers —
- (i) be bound;
 - (ii) be pre-numbered;
 - (iii) reflect the date the relevant stationery is received;
 - (iv) reflect the ranges of the relevant stationery received;
 - (v) contain a description of the relevant stationery;
 - (vi) bear the name or company ID and signature of the employee receiving the relevant stationery;
 - (vii) reflect the old seal number if the relevant stationery is sealed in a container;
 - (viii) reflect the current stock level;
 - (ix) reflect the date the relevant stationery is issued;
 - (x) reflect the ranges of the relevant stationery issued;
 - (xi) contain a description of the relevant stationery issued;
 - (xii) bear the name or company ID and signature of the employee issuing the relevant stationery;
 - (xiii) bear the name or company ID and signature of the employee receiving the relevant stationery, and
 - (xiv) specify the new seal number if the relevant stationery is sealed in a container;
- (d) in respect of the bulk logic area seal registers —
- (i) the provisions of sub-rule 18(b) shall apply, with the necessary changes, and
 - (ii) notwithstanding the provisions of sub-rule 18(b) representatives of the Gambling Security and Surveillance Departments shall sign for receipt of the seals into the bulk storage area and a representative of the Gambling Security Department shall issue the logic area seals;
- (e) in respect of daily logic area seal documentation —
- (i) be pre-numbered;
 - (ii) reflect the relevant slot machine number;
 - (iii) reflect the date and time of the seal change;
 - (iv) specify the old seal number;
 - (v) specify the new seal number;
 - (vi) indicate the reason for the seal change;
 - (vii) bear the name or company ID and signature of the gambling security representative, and
 - (viii) bear the name or company ID and signature of the Slot Machine Technician;
- (f) in respect of the surveillance system malfunction, alteration and maintenance registers—
- (i) be pre-numbered;
 - (ii) reflect the date and time that the malfunction occurred;
 - (iii) contain a description of the malfunction;
 - (iv) bear the name or company ID and signature of the employee reporting the malfunction;
 - (v) reflect the date and time that the malfunction was repaired or any alteration or maintenance was performed;

- (vi) contain a description of the repair, alteration or maintenance performed;
 - (vii) bear the name or company ID and signature of the employee performing the repair, alteration or maintenance;
 - (viii) bear the name or company ID and signature of the employee verifying the repair, alteration or maintenance, and
 - (ix) bear the name or company ID and signature of the Surveillance Manager;
- (g) in respect of EMS malfunction, change and upgrade documentation —
- (i) reflect the date and time that the malfunction occurred;
 - (ii) contain a description of the malfunction;
 - (iii) bear the name or company ID and signature of the employee reporting the malfunction;
 - (iv) reflect the date of the relevant repair, change or upgrade;
 - (v) contain a description of the relevant repair, change or upgrade;
 - (vi) indicate the reason for the relevant change or upgrade, and
 - (vii) bear the names or company ID's and signatures of the employee performing the repair, change or upgrade and the EDP Manager;
- (h) in respect of EMS and gambling-related system back-up documentation —
- (i) reflect the date and time of the backup;
 - (ii) indicate the type of backup;
 - (iii) reflect the backup tape reference number;
 - (iv) bear the name or company ID and signature of the employee performing the backup, where applicable, and
 - (v) specify the location at which the backup tape is stored;
- (i) in respect of the gambling device asset registers —
- (i) reflect the unique serial or asset number of the relevant device;
 - (ii) contain a description of the relevant gambling device;
 - (iii) reflect the Board approval reference number;
 - (iv) specify the manufacturer name;
 - (v) reflect the date on which gambling device was placed into service;
 - (vi) specify the location of the relevant device;
 - (vii) reflect the date on which the relevant device was removed from service, and
 - (viii) reflect the location to which the relevant device has moved;
- (j) in respect of gambling and related device maintenance register —
- (i) reflect the unique asset and serial number in respect of the relevant device;
 - (ii) reflect the date and time of the maintenance performed;
 - (iii) provide a description of the maintenance performed;
 - (iv) reflect the seal number, where applicable;
 - (v) bear the name or company ID and signature of the employee performing the maintenance, and
 - (vi) bear the name or company ID and signature of the employee witnessing the maintenance;
- (k) in respect of RAM reset documentation —
- (i) be pre-numbered and in duplicate;
 - (ii) reflect the relevant slot machine number;
 - (iii) reflect the date and time of the RAM reset;
 - (iv) indicate the reason for the RAM reset;
 - (v) reflect the EMS soft meter readings prior to the Ram reset, and

(vi) bear the names or company ID's and signatures of the Slot Machine Technician and Slot Machine Supervisor;

(l) in respect of playing card bulk control register —

(i) the provisions of sub-rule 18(b) shall apply, with the necessary changes, and

(ii) notwithstanding the provisions of sub-rule 18(b) a representative of the Surveillance Department shall sign as witness for the receipt of playing cards and entering into the playing card bulk store register;

(m) in respect of playing card daily issue registers —

(i) be bound;

(ii) be pre-numbered;

(iii) reflect the date of receipt of the relevant playing cards;

(iv) reflect the colour and type of cards received;

(v) specify the number of decks received;

(vi) bear the name or company ID and signature of the employee receiving the cards;

(vii) reflect the current stock level at time of —

(aa) receiving cards from bulk storage;

(bb) issue of cards to the Table Game Department, and

(cc) return of cards from the Surveillance Department;

(viii) reflect the date of issue of the relevant cards to the Table Game Department;

(ix) reflect the colour and type of cards issued;

(x) specify the number of decks issued to the Table Game Department;

(xi) specify the table or pit to which the relevant cards have been issued;

(xii) reflect the card control form reference number;

(xiii) reflect the relevant seal number;

(xiv) bear the name or company ID and signature of the employee issuing the cards;

(xv) bear the name or company ID and signature of the employee receiving the cards;

(xvi) reflect the date on which the relevant cards were received from the Surveillance Department;

(xvii) reflect the colour and type of cards received from the Surveillance Department;

(xviii) specify the number of decks received from the Surveillance Department;

(xix) specify the number of decks retained by the Surveillance Department, and

(xx) bear the name or company ID and signature of a representative of the Surveillance Department;

(n) in respect of playing card control form —

(i) be pre-numbered;

(ii) reflect the date of issue of the relevant playing cards to the Table Game Department;

(iii) reflect the colour and type of cards issued to the Table Game Department;

(iv) specify the number of decks issued to the Table Game Department;

(v) specify the table or pit to which the relevant cards were issued;

(vi) reflect the seal numbers in respect of the relevant card containers;

(vii) bear the names or company ID's and signatures of the Gambling Security and Table Game Department representatives;

(viii) bear the names or company ID's and signatures of the Dealer and Inspector attesting to the seal numbers and inspection of the playing cards upon receipt thereof;

(ix) reflect the seal numbers when decks are re-sealed at table game closing;

(x) bear the names or company ID's and signatures of the Dealer and Inspector attesting to the seal numbers and inspection of the playing cards at table game closing;

- (xi) bear the name or company ID and signature of the Surveillance Department representative attesting to the receipt of the playing cards, as well as the seal numbers in respect thereof, and
- (xii) specify the number of decks to be disposed of and the number of decks returned to the Gambling Security Department;
- (o) in respect of playing card retention and disposal registers —
 - (i) reflect the date on which cards are retained by the Surveillance Department and disposed of by the Gambling Security Department;
 - (ii) reflect the current stock level at the time when the relevant cards are retained by the Surveillance Department and disposed of by the Gambling Security Department;
 - (iii) reflect the colour and type of playing cards retained and disposed of;
 - (iv) specify the number of decks retained and disposed of;
 - (v) indicate the reason for retaining or disposing of the playing cards, and
 - (vi) bear the signatures of the representatives of the Gambling Security and Surveillance Department witnessing the disposal of the playing cards.

8.7.7 Access control cards and secured areas

- (1) Each employee shall complete a form to be signed by the relevant Head of the Department, who shall specify and authorise the access level of such employee.
- (2) The Gambling Security Department shall on a monthly basis audit the access levels of employees to ensure that the access levels given to employees do not contravene the casino operator's ICS and that only appropriately authorised employees have accessed secured areas.
- (3) The Surveillance Department shall ensure that employees who are no longer employed by the operator are immediately removed from the access control system.
- (4) The following areas shall be deemed to be secured areas and only appropriately authorised personnel shall have access thereto —
 - (a) EDP office and file server rooms;
 - (b) UPS rooms;
 - (c) surveillance rooms and other areas with live surveillance video signals;
 - (d) count rooms,
 - (e) areas where uncounted drop is stored or secured;
 - (f) storage areas for logic area seals, value and controlled stationery, playing cards and dice;
 - (g) monitored key issue areas;
 - (h) the on-site office of the Board, and
 - (i) such other areas as may be specified by the Board from time to time.
- (5) Access to the areas referred to in sub-rule (4) shall be restricted to personnel authorised in thereto terms of the casino operator's ICS.

8.8 Receipt, inspection, storage, and removal from storage of card and dice

- (1) A casino operator shall not use or cause to be used in its casino any cards or dice unless the design specifications in respect thereof have been certified as complying with the applicable national norms and standards and the Board has approved the artwork and design specifications thereof.
- (2) A representative of the Gambling Security Department together with a representative of the Surveillance Department, shall order, receive, open and examine all cards and dice received by a casino operator to ensure that all seals are intact, unbroken and have not been tampered with.
- (3) If any of the seals referred to in sub-rule (2) is not intact, is broken or has been tampered with, the relevant cards or dice shall immediately be inspected to ensure that they conform to the applicable specifications and are suitable for play.
- (4) If the seals are intact, unbroken and have not been tampered with the cards or dice shall be locked in a secured area controlled by the Gambling Security Department, the key to which shall be maintained by the Gambling Security Department.
- (5) After checking the cards or dice received a representative of the Gambling Security Department shall record the details of the cards or dice received in a cards or dice inventory register, as the case may be.
- (6) A representative of the Surveillance Department shall be present upon receipt, storage and entering into the relevant inventory of all cards or dice received.
- (7) The Surveillance Department shall, on a monthly basis, audit the playing card and dice registers for accuracy and stock levels.

- (8) The Gambling Security Department shall, prior to the commencement of each gambling day, remove the appropriate number of cards and dice for that gambling day from the storage areas and immediately place the cards or dice assigned to each gambling table in separate sealed containers, for distribution to the pit.
- (9) The storage, removal from storage and the placement into sealed containers of all cards and dice shall be continuously monitored and recorded by the Surveillance Department.

8.9 Issue and control of dice

- (1) When dice are to be distributed to a pit, a representative of the Gambling Security Department shall remove the dice from the storage area and shall hand them directly to the Pit Boss in the pit.
- (2) Upon receipt of the dice at a gambling table, the box person shall, in the presence of the Dealer, inspect the dice with a micrometer or any other instrument approved by the Board for suitability and compliance with the applicable national norms and standards.
- (3) If the dice are found to be suitable and comply with the applicable national norms and standards, the box person shall, in the presence of the Dealer, place the dice in a cup on the table for use in gambling.
- (4) At no stage while the dice are at the gambling table shall the dice be left unattended.
- (5) The Pit Boss shall place a reserve set of dice in the pit desk.
- (6) Dice kept in the pit desk shall be placed in a locked compartment, the keys to which shall be in the possession of the Pit Boss.
- (7) No dice shall be used for gambling unless they have been inspected in accordance with sub-rule (2).

8.10 Removal from use and disposal of dice

- (1) A casino operator shall, at any time during a gambling day, remove dice from the gambling table if —
 - (a) there is any indication that such dice have been or may been tampered with;
 - (b) such dice display such other defect as might negatively affect the integrity or fairness of the game, or
 - (c) requested to do so by an authorised officer of the Board.
- (2) A Pit Boss shall, at the end of each gambling day, or at such other times as may be necessary, physically inspect each die for evidence of tampering.
- (3) Any evidence of tampering shall immediately be reported to the Surveillance Department.
- (4) The inspection referred to in sub-rule (2) shall be performed in the following manner —
 - (a) The inspection shall be performed by a Pit Boss other than the one who originally received the dice.
 - (b) Any dice showing evidence of tampering shall be sealed in a separate container.
 - (c) A label shall be attached to the container contemplated in paragraph (b), specifying the relevant table number and the date and time of the relevant inspection and shall be signed by the box person and the Pit Boss.
 - (d) The Surveillance Department representative receiving the dice shall sign for receipt of the dice and retain the dice in a safe or vault within the Surveillance Department for a period of two months or such longer period as may be required by the Board.
 - (e) All other dice removed from the table shall be placed in individual containers to which labels, identifying the relevant table number and date, shall be attached.
 - (f) Each container contemplated in paragraph (e) shall be appropriately sealed and maintained in a secure place within the pit until collection by the Surveillance Department at the end of the gambling day.
- (5) No dice that have been placed in a cup for use in a gambling game shall remain on the table for more than 24 hours.
- (6) All reserve dice, which are to be destroyed, shall at the end of each gambling day be placed in a sealed container, to which a label specifying the date and signed by the Pit Boss shall be attached.
- (7) A representative of the Surveillance Department shall, at least once every gambling day, collect and sign for all containers with used dice or reserve dice that are to be disposed of, and shall transport them to the Surveillance Department for inspection and destruction.
- (8) Representatives of the Gambling Security Department shall, at least once every gambling day, collect and sign for all reserve dice which are still sealed.
- (9) All used dice, other than those referred to in sub-rule (4)(d) shall be inspected by the Surveillance Department and disposed of by the Gambling Security Department within 48 hours of collection thereof.
- (10) Dice shall be disposed of either by drilling a hole through each die or by incinerating them, or by such other method as may be approved by the Board.
- (11) The disposal of dice shall take place in the presence of a representative of the Surveillance Department in a secure place and be continuously monitored and recorded by the Surveillance Department.

8.11 Issue and control of cards

- (1) When cards are to be distributed to a pit, a representative of the Gambling Security Department shall remove the cards from the storage area and shall hand them directly to the Pit Boss in the pit.
- (2) The Pit Boss shall examine all decks of cards under camera coverage to determine that all decks are present and are of the correct colour.
- (3) Each Dealer shall, before using a deck of cards, inspect all the cards in the deck and an Inspector shall verify the inspection.
- (4) When inspecting the cards the Dealer shall —
 - (a) sort each pack in sequence per suit to ensure that all cards are in the deck, and
 - (b) check the back of each card to ensure that it is not scratched or marked in any way.

8.12 Removal from use and disposal of cards

- (1) If, at any time an unsuitable or damaged card is found, the Pit Boss shall be notified and shall replace the unsuitable or damaged card with a substitute card from the replacement set kept in the pit stand.
- (2) An unsuitable or damaged card referred to in sub-rule (1) shall be sealed in a container and labelled, identifying the table number, the card or cards damaged and the date and time and shall be signed by the Dealer, the Inspector and the Pit Boss assigned to that table.
- (3) When unsuitable or damaged cards are removed from a table, the Surveillance Department shall be notified immediately.
- (4) The Pit Boss shall retain the container referred to in sub-rule (2) in a secure place within the pit until the Surveillance Department collects the used cards at the end of the gambling day.
- (5) All cards which have been issued to the pit shall be removed from use at least once during every twenty-four hour period.
- (6) At the end of each gambling day, the Pit Boss or authorised delegate shall, subject to the provisions of sub-rule (5), collect all cards issued to the pit.
- (7) All cards collected in terms of sub-rule (6) shall be placed in an individually sealed container to which a label, signed by the Dealer and Inspector assigned to the relevant table, shall be attached identifying the table number and the date and time.
- (8) The Pit Boss shall retain the containers referred to in sub-rule (7) in a secure place within the pit until the Surveillance Department collects the cards at the end of the gambling day.
- (9) A casino operator shall, at any time during the day, remove any cards from the gambling tables if—
 - (a) there is any indication that such cards have or may have been tampered with;
 - (b) the cards display scratches, marks or any other defects which might negatively affect the integrity or the fairness of the game, or
 - (c) requested to do so by an authorised officer of the Board.
- (10) All extra cards in any replacement set of which the seals have been broken, shall be placed in a sealed container, to which a label, signed by the Pit Boss, identifying the date and time that the relevant seal was broken and the reason for breaking such seal, shall be attached.
- (11) At the end of each gambling day or at such other times as may be necessary, the Surveillance Department shall collect and sign for all containers with damaged cards, cards used during the gambling day, and all extra cards in the replacement set and shall return the containers to the Surveillance Department.
- (12) The Surveillance Department shall inspect all cards used during the day for tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play.
- (13) The inspection of the cards required in terms of sub-rule (12) shall include —
 - (a) the sorting of the cards sequentially by suit;
 - (b) the inspection of the cards under ultra violet-light;
 - (c) the inspection of the sides of the cards for crimps, bends, cuts or shavings;
 - (d) the inspection of the front and the back of all cards for consistent shading and colouring, and
 - (e) verifying the seal numbers affixed to the containers.
- (14) Any evidence of tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play discovered at the time of inspection, or at any other time, shall immediately be investigated.
- (15) Details of the relevant investigation, contemplated in sub-rule (14), shall be contained in the weekly surveillance report submitted to the Board and the casino operator shall retain the relevant cards until such time as the Board authorises the destruction thereof.
- (16) Unused cards that are still sealed in their original containers or used cards that are still in a condition suitable for re-use which have been inspected and re-sealed by the Surveillance Department may be returned to the storage area.
- (17) The Pit Boss shall ensure that the card documentation referred to in Rule 8.6(18)(n) accompanies such cards to the Surveillance Department, which shall retain such documentation.

- (18) Upon completion of the inspection referred to in sub-rule (12), the Surveillance Department shall recommend which cards should be disposed of, with the exception of cards referred to in sub-rule (15), either by shredding or such other method as may be approved by the Board.
- (19) The cards retained by the Surveillance Department and cards to be disposed of by the Gambling Security Department shall be kept in a secure location under continuous surveillance monitoring and recording until they are disposed of.
- (20) The cards to be disposed of shall be kept in complete decks of 52 cards.
- (21) The Gambling Security Department shall dispose of cards, and the disposal shall take place in a secure location under continuous surveillance monitoring and recording, within 48 hours of collection of such cards from the Table Game Department.
- (22) A representative of the Surveillance Department shall witness the disposal of cards and a register shall be maintained and signed by representatives of the Gambling Security and Surveillance Departments attesting to the disposal of such cards.

CHAPTER IX

SURVEILLANCE DEPARTMENT

9.1 ICS

- (1) At a minimum, the casino operator's Surveillance Department ICS shall contain provisions and procedures relating to —
 - (a) surveillance system maintenance, including system checks and equipment testing;
 - (b) surveillance system malfunctions, including the recording and correction thereof;
 - (c) access to the surveillance room;
 - (d) performance of surveillance system checks;
 - (e) the management of the video tape library ("VTL"), including —
 - (i) the storage of video tapes;
 - (ii) tape changes;
 - (iii) tape cycles;
 - (iv) treatment of evidence tapes;
 - (v) the withdrawal of tapes, and
 - (vi) the destruction of tapes;
 - (f) the documenting, investigation and manner of reporting of all breaches of procedure and illegal and unusual activities monitored by the Surveillance Department;
 - (g) the recording of information in the Surveillance Occurrence Book;
 - (h) the storage of controlled stationery;
 - (i) monitored key controls and observation duties in respect thereof;
 - (j) slot machine logic area seal controls and observation duties in respect thereof;
 - (k) recording of hopper fills and observation duties in respect thereof;
 - (l) jackpot verification;
 - (m) the manner of observation and recording of table game openings and closings;
 - (n) the manner of observation and recording of table game fills and credits;
 - (o) card and dice control, including;
 - (i) the collection of cards and dice from the Table Game Department;
 - (ii) inspection of all cards and dice;
 - (iii) damaged and tampered cards and dice;
 - (iv) the monthly audit of cards and dice stock,
 - (v) the disposal of cards and dice, and
 - (vi) the management of re-usable cards;
 - (p) the manner of observation and recording of slot machine hard, slot machine bill and table soft clearances and emergency clearances;

- (q) the manner of observation and recording of slot machine hard, slot machine bill and table soft counts and emergency counts;
- (r) the investigation and review of patron disputes with regard to slot machines and table games;
- (s) the investigation of variances between estimated and actual slot machine hard drop, slot machine bill drop and table game drop and the reporting thereof;
- (t) the investigation of count variances and the reporting thereof;
- (u) the investigation of variances between estimated EMS hopper float levels and actual hopper contents counted;
- (v) a breakdown of the shift, daily, weekly and monthly duties of the Surveillance Department;
- (w) the manner of compilation of a weekly report reflecting all breaches of procedures of the casino operator's ICS within the previous week, specifying the breaches that occurred and their frequency within such week;
- (x) the performance of weekly audits to ensure the accuracy of all monitored key control registers and access control logs required to be kept in terms of the Law;
- (y) the performance of weekly audits to ensure the correct management of all surveillance video tapes in circulation and that all video tapes are accounted for;
- (z) the performance of monthly audits to ensure the accuracy of value and controlled stationery registers and stock levels, reflecting all unissued controlled stationery held in the bulk storage area;
- (aa) the performance of monthly audits of the playing cards and dice in storage to the relevant playing card and dice registers;
- (ab) the performance of monthly audits to ensure that access to the EMS and other gambling-related software is given to authorised personnel only, that the access given does not contravene the casino operator's ICS and that the access rights of employees who are no longer employed by the casino operator have been terminated;
- (ac) the performance of monthly audits in respect of all authorised changes to information on the EMS and the gambling-related system database to ensure appropriate authorisation and the correctness thereof;
- (ad) the performance of monthly audits to ensure that the physical access levels given to employees do not contravene the casino operator's ICS and that the access rights of employees who are no longer employed by the casino operator have been cancelled, and
- (ae) the performance of monthly audits to ensure the accuracy of slot machine logic area seal registers.

9.2 Surveillance system plan and alterations to the surveillance system

- (1) Prior to commencing any gambling operations, a casino operator shall submit to the Board for its approval, a surveillance system plan, which shall conform to the provisions of the Law and the casino operator's ICS and which shall include —
 - (a) a casino floor plan, showing the placement of all surveillance equipment;
 - (b) a detailed inventory of the surveillance system equipment specifications, including specifications in respect of each camera and monitor, and
 - (c) a narrative identification of the slot machines, gambling tables and other prescribed areas covered by each camera, specifying —
 - (i) the number of cameras;
 - (ii) the number of monitors;
 - (iii) the number of video recorders;
 - (iv) the number of back-up video recorders;
 - (v) audio capabilities;
 - (vi) PTZ pre-set settings;
 - (vii) the number of motion detectors, microphones and panic alarms, and
 - (viii) a description of each camera view.
- (2) The surveillance system plan shall be submitted to the Board for its in-principle approval prior to its installation.
- (3) Only after completion of the installation of the surveillance system will the Board finally consider the approval of such system.
- (4) A casino operator shall submit proposed alterations or amendments to the approved surveillance system to the Board in such manner and format as the Board may determine.
- (5) A casino operator which proposes to alter or amend its approved surveillance system or any equipment approved in terms thereof, or to alter or move anything that is being monitored or do anything that will affect the approved view of any camera, shall submit such documentation as may be required by the Board in respect thereof, and shall not effect any such alterations or amendments prior to receiving approval in principle from the Board in respect thereof.

- (6) Subsequent to the alteration or amendment of the approved surveillance system, the casino operator shall submit to the Board a colour copy of the printout or a photograph of the altered or amended view, as well as such other documentation as may be required by the Board.
- (7) The Surveillance Department shall perform test to ensure that all alarm conditions, interface requirements and legislative requirements are adhered to when altering or amending the approved surveillance system, shall document the results of such tests, in the format determined by the Board, and shall maintain the documents on-site for inspection by the Board.
- (8) The Board shall perform an on-site inspection subsequent to an alteration or amendment contemplated by this Rule, whereafter the Board shall finally consider approval of such alteration or amendment.
- (9) Sub-rule (5) does not preclude the performance of any routine maintenance on the surveillance system; provided that the surveillance system or any equipment used therein or in the maintenance thereof shall not deviate from the plan, system or equipment approved by the Board.
- (11) A surveillance system company, which has been found suitable by the Board, shall, on an annual basis, inspect the surveillance system installed on the premises of the casino operator and issue a certificate stating that the system complies with all applicable legal requirements.

9.3 Surveillance system malfunctions

- (1) In the event of a surveillance system malfunction that affects the monitoring or recording of any activity that is required to be monitored and recorded in terms of the Law, the casino operator shall immediately monitor and record that activity by another means.
- (2) If it is impossible for the casino operator to comply with the provisions of sub-rule (1), the casino operator shall immediately notify the Board of such non-compliance.
- (3) Each malfunction shall be repaired within 24 hours of the occurrence thereof.
- (4) If a malfunction contemplated by this Rule is not repaired within 24 hours, the casino operator shall immediately submit a written report to the Board, setting forth the reason for the delay in repair.
- (5) The Board may in its discretion order that all activity in an area affected by a malfunction be suspended pending repair.
- (6) Maintenance on the surveillance system and equipment shall be performed by qualified personnel only.
- (7) All surveillance system equipment malfunctions shall be recorded in the surveillance system malfunction register, referred to in Rule 8.6(18)(f).
- (8) The detail of malfunctions, other than those contemplated in sub-rule (7), which has a direct or indirect impact on the surveillance system, shall be recorded in the Surveillance Occurrence Book.
- (9) The Surveillance Manager shall, on a daily basis, review the register referred to in sub-rule (7), and sign each entry, attesting to the compliance of the alterations or maintenance with the surveillance plan and system approved by the Board.
- (10) The Surveillance Department shall ensure that the surveillance messaging of all devices linked to the surveillance system is functioning properly subsequent to alterations to the surveillance system or to any device interfaced with the surveillance system.
- (11) The Surveillance Department shall be informed by the relevant departments prior to occurrence of the following events —
 - (a) when the physical appearance of a gambling device changes;
 - (b) when changes affecting the approved view are made to the décor within areas that are required to be monitored in terms of the Law, and
 - (c) when the physical location of any area, gambling device or equipment, that is required to be monitored in terms of the Law, changes or is movedand upon the occurrence of such events, but prior to the conduct of any gambling activity in such area, shall conduct such tests in respect thereof as may be necessary to ensure that the surveillance system plan and all the views comply with the provisions of the Law.

9.4 Reporting requirements

- (1) The head of the Surveillance Department shall report directly to at least the General Manager of the casino operation.
- (2) The Surveillance Department shall, on a weekly basis, provide the Board with a report reflecting —
 - (a) any contraventions of the casino operators ICS or the Law;
 - (b) any discrepancies detected during the audits performed by it;
 - (c) a summary of all disputes arising;
 - (d) a summary of over and under payments;
 - (e) any cheating activities detected;
 - (f) all management decisions made;
 - (g) a summary of bannings for child-related incidents, cheating and other incidents;
 - (h) any surveillance system malfunctions;
 - (i) the number of visitors to the casino;

- (j) the average amount spent per visitor, and
 - (k) such other detail as may be required by the Board during the reporting period.
- (3) The weekly reports shall be submitted no later than 16h00 on the Tuesday of the following week.
- (4) In addition to the provisions of sub-rule (2) the Surveillance Department shall submit any other reports to the Board relating to —
- (a) gambling-related operations and activities,
 - (b) any material weaknesses identified in the casino operator's ICS, and
 - (c) instances of possible non-compliance with the provisions of the casino operator's ICS or the Law.
- within 14 days of compiling such reports.
- (5) The Board may approve different reporting lines to those prescribed in sub-rule (1) above, upon demonstration by the casino operator that there are no incompatible functions.
- (6) All reports shall be in writing and kept for a period of at least five years.

9.5 Minimum requirements for the surveillance systems

- (1) A casino operator shall at all times ensure the proper and effective operation of its surveillance system in order to ensure the continuous, clear and unobstructed monitoring and recording of all areas, persons and activities that are required to be monitored and recorded in terms of the casino operator's ICS and the Law.
- (2) The Board may, on reasonable grounds, require a casino operator to comply with more stringent requirements than those set forth in the Law.
- (3) The surveillance system referred to in sub-rule (1) shall contain the following equipment —
 - (a) a control unit that shall have the capability to select any video camera to any monitor in the surveillance system and to display the selected view, unless the Board approves otherwise;
 - (b) dedicated video cameras that monitor and record a specified activity continuously, the placement and number of which shall be subject to approval by the Board;
 - (c) a matrix, being a microprocessor-controlled switching device, which shall enable the system to direct any number of inputs to any number of outputs;
 - (d) PTZ video cameras controlled with the control unit with, at a minimum, the capability to pan (rotate) 360°, to tilt 180°, with the capability to zoom in and out, the placement and number of which shall be subject to the approval of the Board;
 - (e) a titler which shall superimpose the time, date, a title identifying the view displayed and reflect significant event messages onto all video signals without obstructing the recorded views;
 - (f) video loss detectors, which shall detect any loss in video signals and shall generate an alarm when a video signal loss is experienced;
 - (g) a video printer, with the capability to generate, instantaneously upon command, a clear, still, colour copy or photograph of the images depicted on a video tape recording;
 - (h) video recorders that can be selected by the control unit and which shall continuously record video and audio signals from the system;
 - (i) sufficient back-up video recorders to facilitate recordings when tape changes are effected and malfunctions occur, and
 - (j) monitors on which the views recorded by the surveillance system shall be displayed.
- (4) Any satellite monitoring room other than the Office of the Board which receives gambling-related camera signals and which is not exclusively manned and controlled by surveillance employees shall, unless the Board otherwise approves, have the capability only to review camera signals transmitted from the surveillance room.
- (5) The surveillance system and its equipment shall be directly and securely wired and fitted in such a way so as to prevent tampering by employees or patrons.
- (6) 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.
- (7) Each workstation in the surveillance room shall consist of —
 - (a) one monitor with audio capabilities which shall be at least 50 centimetres measured diagonally, and
 - (b) four monitors which shall be at least 30 centimetres measured diagonally.
- (8) Only high-resolution monitors shall be used in the surveillance room.
- (9) If the view from one camera is simultaneously displayed on more than one monitor, a message shall be displayed on both or all such monitors that it is a duplicate view.

- (10) There shall be a minimum of one monitor for every 25 cameras in the slot machine area, and one monitor for every 15 cameras in all other prescribed areas.
- (11) Each camera in the surveillance system located in a public area and PTZ cameras in the count rooms shall be placed behind a smoked glass dome or other device concealing the camera from view.
- (12) Each camera which forms part of the gambling surveillance system and which monitors gambling-related activities, shall be dedicated to its own video recorder.
- (13) Cameras of different resolutions shall be used in different conditions and for different purposes in order to provide optimal clarity; provided that high-resolution colour cameras shall be used to cover all table games, count room and other gambling-related transaction areas where monetary value is handled.
- (14) All cameras forming part of the surveillance system shall record in colour.
- (15) The casino operator shall have the capability of creating first generation copies of video surveillance tapes in standard VHS format or another format approved by the Board.
- (16) All video and audio recordings shall be made in real time.
- (17) At the entrances leading to areas and offices covered by the surveillance system, signs shall be conspicuously displayed, stating that such areas are under constant audio and video surveillance.
- (18) All video recordings shall be retained for a period of at least 7 days after the recording date, unless a longer period is required in terms of any other provision of the Law or by the Board; provided that all count room and Cash Desk transaction area tapes shall be retained for a period of at least 14 days.
- (19) A casino operator shall retain all recordings made of interview rooms for a period of at least 28 days after the recording date.
- (20) The videotapes used to record the surveillance views are deemed to be part of the surveillance system and the quality of the recording shall be of a high standard in order to enable the view and the transactions recorded to be clearly identified.

9.6 Auditing function

- (1) The Surveillance Department shall perform —
 - (a) weekly monitored key register audits for accuracy;
 - (b) weekly VTL audits by a Surveillance Shift Manager to ensure that all video tapes are accounted for;
 - (c) monthly audits for unused value and controlled stationery to verify the accuracy of these stationery registers and the stock levels;
 - (d) monthly slot machine logic area seal register audits for accuracy and stock levels;
 - (e) monthly audits to ensure the accuracy of the playing card and dice stock levels;
 - (f) monthly audits on all authorised changes to information on the EMS and gambling-related system database to ensure appropriate authorisation and the correctness thereof;
 - (g) monthly EMS access audits to ensure that EMS access levels were allocated to authorised personnel, and
 - (h) monthly access control audits, to ensure that the correct access levels were given to employees and that only authorised employees entered secured areas.
- (2) The Surveillance Department shall investigate any irregularities found during the audits contemplated in sub-rule (1) and document the results of such investigations for inspection by the Board.
- (3) The Surveillance Department shall report any discrepancy found during the audits contemplated in sub-rule (1) to the head of the relevant department to which the discrepancy relates and on a weekly basis, document details of all actions taken to prevent the re-occurrence of the discrepancy.

9.7 Surveillance rooms

- (1) All surveillance monitoring and recording equipment, other than approved satellite monitoring station equipment (excluding any such equipment located in the office allocated to the Board), that is utilised to monitor or record views obtained by the surveillance system shall be located in a room used exclusively for casino surveillance purposes, which shall be referred to as the surveillance room.
- (2) The entrance to the surveillance room shall be located away from the view of the general public.
- (3) Access to the surveillance room shall be restricted to surveillance personnel only. The access of any other licensed employees of the casino operator to the surveillance room and the conditions in respect thereof, shall be addressed in the casino operator's ICS.
- (4) No person other than an employee specified in the casino operator's ICS may enter the surveillance room without the approval of the Board.
- (5) The surveillance room equipment shall have total override capability over any other satellite monitoring equipment located in other offices.
- (6) The surveillance room shall be staffed and the surveillance equipment monitored at all times by trained surveillance personnel, who shall be employed exclusively for surveillance purposes, and shall possess adequate knowledge of all gambling games played at the casino as well as the Law and the casino operator's ICS.

- (7) The video recorders and tapes used for recording in the surveillance room and all satellite monitoring rooms with access to live gambling-related PTZ signals shall be secured in such a manner as to ensure that only the Surveillance Manager or Surveillance Shift Manager shall have access to such recorders and tapes.
- (8) An electronic monitoring system terminal shall be installed in the surveillance room, reflecting error codes, conditions and the information prescribed in Rule 6.2(1)(a)(i) to (iv), (vii), (x) and (xi).

9.8 Surveillance Department monitoring duties

- (1) The Surveillance Department shall be responsible for the continuous audio and video recording of the following areas with sufficient clarity to identify all persons and their movements—
 - (a) table games;
 - (b) Cash Desk windows;
 - (c) count rooms, storage areas for uncounted drop and the hard count room administration office;
 - (d) the surveillance room and other satellite monitoring stations with live PTZ signals;
 - (e) the video tape library;
 - (f) the bulk store, including all controlled and value stationery storage and issue areas;
 - (g) playing card and dice storage and issue areas;
 - (h) interview rooms where persons may be detained, questioned or interviewed by members of the Gambling Security or Surveillance Departments;
 - (i) monitored key (including duplicated keys) storage and transaction areas;
 - (j) logic area seal storage and issue areas, and
 - (k) all other areas or activities that are required to be monitored and recorded in terms of the Law.
- (2) The Surveillance Department shall be responsible for the continuous video recording of the following areas with sufficient clarity to identify all persons and their movements —
 - (a) slot machines;
 - (b) general Cash Desk areas;
 - (c) playing card and dice destruction areas, and
 - (d) EDP file server areas, including HUB's and terminals capable of altering EMS data or software, all doors, equipment, work surfaces and safes where back-up tapes are stored.
- (3) The Surveillance Department shall —
 - (a) detect and immediately report to the appropriate supervisors the presence in the establishment of any person who is required to be excluded from the establishment or any person who is prohibited from entering the casino, and
 - (b) detect and immediately report to the appropriate supervisors any instances of cheating, theft, embezzlement, and other illegal and unusual gambling-related activities monitored by the Surveillance Department.

9.9 Surveillance system requirements for slot machines

- (1) Cameras recording slot machines shall be positioned in such a manner that —
 - (a) every slot machine is visible from the drop box to the tower light;
 - (b) opened machine doors do not obstruct the view of the inside of the slot machine cabinet;
 - (c) patron activities at the slot machines may be clearly viewed;
 - (d) a dedicated camera to monitor the outcome of each game in respect of physical roulette wheels linked roulette type slot machines;
 - (e) all slot machine clearances for the entire route followed by the clearance team to the count room can be followed by means of PTZ cameras, and
 - (f) slot machine progressive displays may be clearly viewed.
- (2) A maximum of eight slot machines installed immediately adjacent to one another shall be covered by one camera. Spaces between machines, layout of slot machines and other relevant factors shall be taken into account when calculating the required number of cameras.
- (3) The surveillance system shall be interfaced with the EMS and shall monitor and record the following significant events, conditions and information on all slot machines and reflect on the titler —
 - (a) authorised and unauthorised machine door, drop box cabinet door and canister door open and closed;

- (b) invalid service or key cards;
- (c) power on and off;
- (d) connection or break in connection to EMS;
- (e) hopper empty;
- (f) coin jam;
- (g) all personnel gaining access to the slot machine, and
- (h) other significant events and conditions determined by the Board.

9.10 Surveillance system requirements for table games

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of —
 - (a) all table game areas with sufficient clarity to permit identification of all Dealers, patrons, spectators and pit personnel;
 - (b) dedicated cameras on all gambling table surfaces with sufficient clarity to permit identification of all chips, cash, card and dice values, the table layout and the outcome of the game;
 - (c) dedicated cameras on all cards, card shoes, card shufflers or similar devices, discard holders or similar devices, drop box slots, boxes used to place bets or cards and table numbers;
 - (d) all roulette tables, to permit a view of the roulette wheel, the result of the game, the chip float, all chips in play, the Dealer and the hand movements, of all patrons and employees over the table;
 - (e) all pit desks, including any drawers, cabinets and safes contained therein;
 - (f) table game betting stations, in such a manner that —
 - (i) the betting station is visible from the drop box to the tower light;
 - (ii) opened doors do not obstruct the view to the inside of the table game betting station cabinet, and
 - (iii) patron activities at the table game betting stations may be clearly viewed;
 - (g) table game progressive displays, and
 - (h) all table game clearances for the entire route followed by the clearance team to the count room.
- (2) All gambling table activities, except for those taking place on roulette tables, shall be individually monitored and recorded by a dedicated high-resolution camera per gambling table.
- (3) Roulette tables shall be monitored and recorded by at least two dedicated hi-resolution cameras to permit a general view of the table and to identify patrons.
- (4) In addition to the provisions of this Rule, there shall be one PTZ camera for every four gambling tables, which shall be used for general views, patron scans and close-up views.

9.11 Surveillance system requirements for count rooms, storage areas for uncounted drop and Cash Desks

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of —
 - (a) All areas, transactions and persons and their movements within the count rooms, administration offices and areas in which uncounted drop is stored, including walls, doors, scales or similar devices, wrapping or similar devices, coin sorters, vaults, safes, equipment, buckets, drop boxes, note counters, stacked currency and general work and counting surfaces;
 - (b) the scales and counters in the hard count room and Cash Desk, which shall be interfaced with the surveillance system and shall reflect —
 - (i) the denomination;
 - (ii) the amount of coins counted, and
 - (iii) the weight of the coins;
 - (c) the note counters in the soft count room and Cash Desk, which shall be interfaced with the surveillance system and shall reflect —
 - (i) the denomination,
 - (ii) the number of notes counted, and
 - (iii) the value of notes counted;
 - (d) count rooms, which shall have the following equipment interfaced with the surveillance system and recorded —
 - (i) contact alarms fitted to all exterior doors;

- (ii) motion detectors to detect any activity inside the room;
 - (iii) PTZ cameras and such further dedicated cameras as are required to ensure the proper monitoring and recording of the activities referred to in this Rule, and
 - (iv) panic alarms within easy reach of the Count Supervisor. The administration office shall be fitted with a separate panic alarm. The alarms, contemplated in this paragraph, shall be tested daily prior to the commencement of the count;
- (e) the storage area for uncounted drop, which shall be fitted with contact alarms fitted to the doors, and
- (f) the Cash Desk, including patron windows, employee windows, note and coin counting devices, cash dispensing and related devices and fill and credit windows. The Cash Desk shall have —
- (i) panic alarms which shall be interfaced with the surveillance system and recorded, and
 - (ii) a dedicated camera on each patron or employee window to identify chip and token values and currency.
- (2) The casino operator shall inform the Board in the event that any counter or scale, that is required to be interfaced with the surveillance system, is out of order. These counting devices may not be utilised for the duration that the devices are not interfaced with the surveillance system.
- (3) The count rooms shall be connected to an auxiliary power source capable of providing uninterrupted power in the event of a power loss and the power supply shall provide sufficient lighting.

9.12 Investigation of variances

- (1) The Surveillance Department shall ensure that —
- (a) the notes counted for the slot machine bill count are tallied with the meter readings obtained from the EMS in respect of the relevant machines on a daily basis and investigate all variances between the actual count and the bill meter reading of a slot machine, and
 - (b) the total tokens counted per machine for the slot machine hard count shall be tallied with the meter readings obtained from the EMS and investigate any unresolved coin variance in excess of R100,00 per gaming day between the theoretical drop of a slot machine according to the EMS and the actual drop of such slot machine as counted
- provided that, in the event that the notes or tokens counted exceed the meter readings in respect thereof, the Surveillance Department shall not investigate the variance, but shall inform the Slot Machine Department which shall conduct the investigation and document the results thereof.
- (2) If a variance is greater than R500,00 between the EMS theoretical hopper contents value and the actual hopper contents counted, the Surveillance Department shall investigate the variance.
- (3) If there is any variance between a table opening value and the previous day's table closing value, the Surveillance Department shall investigate such variance.
- (4) If drop can be determined or estimated for a particular table game, the rand amount of the drop recorded or estimated by such methods shall be reconciled with the actual drop on a daily basis and the Surveillance Department shall investigate any unresolved drop variance in respect of which the estimated table game drop exceeds the actual table game drop counted by 2%.
- (5) If there is a variance between the respective counts and buy processes, the Surveillance Department shall investigate such variance.
- (6) The Surveillance Department shall inform the Slot Machine Department of any unresolved variances referred to in sub-rule (1)(a), 1(b) and (2) and a Slot Machine Technician shall perform tests on the relevant slot machine to determine whether it is functioning properly.
- (7) Subject to the provisions of sub-rule (1), if a variance contemplated in sub-rule (6) remains unresolved, the EMS audit trails shall be scrutinised and tape reviews performed to resolve the variance.
- (8) The Surveillance Department shall perform tape reviews to resolve variances referred to in sub-rule (3), (4) and (5).
- (9) The Surveillance Department shall perform the investigations, contemplated in sub-rules (1) and (4), on a daily basis.
- (10) The Surveillance Department shall inform Casino Administration regarding the outcome of the abovementioned variances.
- (11) The results of investigations contemplated in this Rule and the remedial steps taken, if any, shall be documented and retained for inspection.

9.13 Surveillance Occurrence Book entries

- (1) The Surveillance Department shall maintain an electronic Surveillance Occurrence Book capable of separately reporting on the event referred to in sub-rule (2).
- (2) The Surveillance Department shall be informed of and record the following events in the Surveillance Occurrence Book —
- (a) slot machine hopper fills over R5000,00;
 - (b) slot machine spillage;
 - (c) hand pays and short pays;
 - (d) access to slot machine logic areas, including the reasons for RAM clears;

- (e) slot machine tests performed, including set-up, hopper tests and testing money used;
- (f) malfunctions in respect of slot machine and table betting station error codes and significant events, as well as malfunctions in respect of any devices interfaced with the surveillance system;
- (g) the removal of a slot machine from the casino floor;
- (h) table game fills and credits;
- (i) table game opening and closing;
- (j) the marking-up of colour chips above the table minimum;
- (k) table game and slot machine patron disputes, including management decisions made in respect thereof;
- (l) unclaimed credits, jackpots and sleeper bets found;
- (m) unscheduled access to monitored keys, including duplicate keys;
- (n) table game soft, slot machine bill and slot machine hard clearances and counts, including emergency clearances and counts;
- (o) the transfer of value items during the count process;
- (p) information relating to observation duties performed;
- (q) surveillance system checks;
- (r) breaches of the provisions of the Law or the operator's ICS;
- (s) the testing of contact alarms and counting devices and interfaces in the count rooms, and
- (t) all instances of access to and exit from the count room and storage areas utilised for uncounted drop.

CHAPTER X

ELECTRONIC DATA PROCESSING ("EDP") DEPARTMENT

10.1 ICS

- (1) At a minimum, the casino operator's EDP Department ICS shall contain provisions and procedures relating to —
 - (a) EMS and any other gambling-related system specifications, including —
 - (i) network installation;
 - (ii) a cabling diagram;
 - (iii) a flow chart of gambling-related system information;
 - (iv) types of operating systems;
 - (v) application programs;
 - (vi) stand-alone computer terminals;
 - (vii) MDC's and MCI's;
 - (viii) front end processors and floor servers;
 - (ix) file servers, and
 - (x) database;
 - (b) the flow of gambling-related system information, including —
 - (i) slot machines;
 - (ii) table games;
 - (iii) Cash Desks;
 - (iv) count rooms, and
 - (v) LAP and WAP progressive jackpots;
 - (c) system access, including —
 - (i) user application;
 - (ii) authorisation;

- (iii) registration;
- (iv) access rights;
- (v) verification;
- (vi) re-installation;
- (vii) lock-out of unauthorised users;
- (viii) deletion of retired users;
- (ix) password control, and
- (x) electronic signatures used, where applicable;
- (d) detection of unauthorised multiple log-on and unusual transactions;
- (e) functional changes to gambling and related systems, including —
 - (i) authorisation for such changes;
 - (ii) modifications and alterations;
 - (iii) system maintenance, and
 - (iv) the manner of back-up prior to changes;
- (f) audit trails, including those required in respect of —
 - (i) system upgrades;
 - (ii) functional changes;
 - (iii) user access rights;
 - (iv) multiple log-on attempts;
 - (v) monthly password changes;
 - (vi) changes to gambling-related data, and
 - (vii) changes to progressive jackpots;
- (g) back-up control, including —
 - (i) the manner in which the back-up is performed;
 - (ii) the back-up documentation required;
 - (iii) daily, weekly and monthly back-ups;
 - (iv) storing of back-ups, and
 - (v) quarterly testing of recovery procedures and the recording thereof;
- (h) a disaster recovery plan, including provision for UPS, generators and system failure;
- (i) programming of access control cards;
- (j) physical access to the file server room, computers, terminals, Hub's and patch panels;
- (k) the use of modems and the controls in respect thereof;
- (l) access by the Board to gambling-related computerised systems;
- (m) in respect of each gambling-related department —
 - (i) the hardware, software and data files, including the restriction of access thereto;
 - (ii) information on the computer systems, including the provision of audit trails on such systems, and
 - (iii) computer systems, including application software, through the use of passwords or other approved means;
- (n) system documentation to be maintained, which shall include descriptions of both hardware and software and operator manuals, and
- (o) the implementation, modification, upgrading or alteration of any gambling-related computer system or software.

10.2 EDP Department

- (1) The EDP Department shall —
 - (a) install and maintain computer hardware, communications equipment and software used in the conduct of the casino;
 - (b) install and maintain computer tapes, disks, and other electronic storage media containing data relevant to the operation of the casino;
 - (c) install and maintain access codes and other data-related security controls used to ensure appropriate limited access to computerised systems and the system-wide reliability of data, and
 - (d) perform such other duties and responsibilities pertaining to the EDP Department as may be assigned to it by the casino operator's ICS and the Law.
- (2) The EDP Department shall continuously monitor the EMS, table game information system and gambling-related systems to ensure the proper functioning and integrity of such systems.
- (3) No person shall have or be allowed access to —
 - (a) computers and terminals located in gambling areas;
 - (b) gambling-related software, system structure or configuration;
 - (c) gambling-related source documents, and
 - (d) gambling-related live data files, excluding test dataunless such person is authorised to have such access in terms of the casino operator's ICS.
- (4) Access to any gambling-related software shall be authorised in writing and signed by the head of the department to which the access relates and shall be verified by the Casino Accounting Department and shall clearly indicate the user-access-rights and any restrictions applicable to such authorisation.
- (5) Any amendments to the user access rights contemplated in sub-rule (4) shall be authorised in writing and signed by the relevant head of the department to which the access relates.
- (6) A casino operator shall inform the Board no less than 14 days prior to any scheduled upgrade, alteration or functional change to be made to the approved EMS, table game information system or any gambling-related system and shall not upgrade, alter or implement any functional changes to any of its approved EMS, table game information system or computerised gambling-related systems, without the prior written approval of the Board.
- (7) The EDP Manager shall, on a daily basis, review the EMS maintenance and upgrade register contemplated in Rule 8.6(18)(g) and sign each entry.
- (8) The file server rooms shall be connected to an auxiliary power source capable of providing uninterrupted power to all the gambling-related system devices in the event of a power failure.
- (9) The EDP supervisory personnel shall, on a weekly basis, review any computerised security registers kept by the casino operator for evidence of —
 - (a) multiple attempts to log-on; provided that the system shall deny user access after three unsuccessful attempts to log-on and only a representative of the EDP department shall be able to re-instate such a user's access to the system;
 - (b) unauthorised changes to system records and unauthorised access to data files, other than through system menus, and
 - (c) any other unusual or irregular transactions and shall immediately report such occurrences in writing to the manager of the relevant department and the Surveillance Department.

10.3 Control of computerised information

- (1) If a casino operator utilises computerised systems to record and control gambling-related transactions, such systems shall —
 - (a) permanently record all transactions and information entered;
 - (b) not allow for the alteration of any records without a full audit trail of such alterations, unless otherwise approved by the Board, and
 - (c) be able to generate reports in respect of all information recorded on the source documents and full details of transactions.
- (2) Access to all computer-generated documentation and reports shall be restricted to authorised personnel with no incompatible functions.
- (3) Computer-generated reports shall include, without limitation —
 - (a) system exception information;
 - (b) personnel-access listing, which shall provide for —
 - (i) the names of employees;
 - (ii) employee company ID's, or a suitable alternative, and

- (iii) a listing of the functions individual employees may perform or a suitable alternative means of identifying such functions.
- (4) An audit trail shall be maintained in respect of all changes made to an individual's access to the gambling-related systems and shall contain —
 - (a) the name of the employee who effected the change;
 - (b) the name of the individual in respect of whom the change was made;
 - (c) the nature of the change;
 - (d) the date and time that such change was effected, and
 - (e) a computer-generated sequential number.
- (5) Where access rights are amended as a result of a system upgrade, such changes shall be documented on the audit trail.

10.4 Modems

- (1) If remote dial-up to any gambling-related system or equipment is allowed in respect of software support, the EDP department shall maintain an access register which shall reflect —
 - (a) the name of the employee authorising modem access;
 - (b) the name of the person accessing the system or equipment;
 - (c) the reason for modem access;
 - (d) a description of the work performed;
 - (e) an audit trail of all gambling-related software or files accessed, and
 - (f) the date, time, and duration of access.
- (2) The EDP Manager shall, on a weekly basis, audit the modem access register.

10.5 Electronic storage media

- (1) Documents may be scanned or directly stored to electronic storage media; provided that —
 - (a) the electronic storage media must contain the exact duplicate of the original document;
 - (b) all documents stored on electronic storage media shall be maintained with a detailed index reflecting the department of origin and date of generation of the document and shall be readily available upon request by the Board;
 - (c) on request by the Board, hardware shall be provided in order to perform auditing procedures, and
 - (d) controls shall exist to ensure the accurate reproduction of the 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 electronic storage media, the electronic storage media may not be relied upon for the performance of any audit procedures, and the original documents and summary reports shall be retained.

10.6 Password protection

- (1) All access to the EMS and other gambling-related computerised systems shall be password-controlled and only authorised personnel shall be privy to such passwords.
- (2) Employees directly involved with gambling-related transactions shall be precluded from having unrestricted access to the secured computer areas.
- (3) Passwords shall be controlled as follows, unless otherwise provided for in these rules —
 - (a) each user shall have an unique personal password;
 - (b) all passwords shall be changed at least monthly, with such changes being documented, and
 - (c) the system shall preclude an individual from using the same password for more than one month in any consecutive twelve-month period.
- (4) The storage of passwords and personal identification numbers shall be in an encrypted form.
- (5) A program shall be available which shall list all registered users on the EMS and other gambling-related computerised systems, including their privilege and access levels.

10.7 Board access to computerised systems

- (1) All gambling-related computerised systems shall provide for comprehensive search mechanisms to enable the examination of any event or data captured on such systems.
- (2) The mechanisms shall provide for searches by date, time, event, device, terminal, user or any combination thereof.

- (3) The Board shall be able to log onto a computer to execute external audit and interrogation programs.
- (4) Any access to the computerised systems by the Board shall be limited to read only access to all data, provided that an officer of the Board may copy any report comprising the read-only information.
- (5) The EMS shall have the ability —
 - (a) to determine operational hardware and software version levels, and
 - (b) to verify that a slot machine or other gambling-related device is on-line.

10.8 User interface documentation and reporting

- (1) A casino operator shall transfer all significant events, statistical data or other information required by the Board to the Board at such intervals as the Board may determine.
- (2) The permitted methodologies for transfers contemplated in sub-rule (1) shall be determined by the Board and may include the following —
 - (a) hard copy report via facsimile;
 - (b) storage on diskette;
 - (c) dial-up data transfer;
 - (d) secure e-mail, and
 - (e) data transfer via dedicated link.
- (3) The Board may from time to time specify the format of any data required.

10.9 Link to Board's gambling-related computerised systems

- (1) The casino operator shall provide and maintain such electronic access or link of its computerised systems to the gambling-related computerised systems of the Board, as the Board may from time to time require.
- (2) The casino operator shall provide all the necessary equipment to establish, maintain and secure the access or link and such other equipment as the Board may from time to time require.
- (3) The casino operator shall supply the authorised officers of the Board with the software and training necessary to enable such authorised officers to link to, and log onto the casino operator's computerised systems.
- (4) The link referred to in sub-rule (1) shall be utilised either for logging onto the casino operator's computerised systems interactively or downloading data as frequently as may be required or specified by the Board.

CHAPTER XI

WIDE AREA AND LOCAL AREA PROGRESSIVE JACKPOTS

11.1 WAP ICS

- (1) At a minimum, a WAP administrator's ICS shall contain WAP-related standards, procedures and controls relating to —
 - (a) the establishment of a WAP-system;
 - (b) the creation and maintenance of provision accounts;
 - (c) the reconciliation of meters, including jackpot meters and meters used to calculate incremental values;
 - (d) the reconciliation of all contributions towards WAP jackpots, including the calculation and allocation of any interest earned on such contributions;
 - (e) the payment to and withdrawal from the WAP jackpot provision account of funds;
 - (f) the verification of WAP jackpots;
 - (g) the generation of manual progressive jackpot hits;
 - (h) the authority required to authorise jackpot payments and other WAP-related transactions;
 - (i) the investigation of any variances or other WAP-related anomalies;
 - (j) the maintenance of the WAP-system;
 - (k) the control and restriction of any physical and logical access to the WAP-system, including the ability to change data;
 - (l) the determination of system accuracy;
 - (m) the limiting or capping of any WAP jackpot;
 - (n) the cessation, withdrawal or transfer of any WAP jackpot;

- (o) the procedures to be followed in the event of a system malfunctions;
- (p) the backup and disaster data recovery procedures to ensure the continuity of the WAP-system and security of data;
- (q) the securing and controlling of all files and data, and
- (r) the reports used to document, verify and reconcile the procedures referred to in this sub-rule.

11.2 Application to operate a WAP-system

- (1) A WAP administrator shall, in writing, apply to the Board for approval prior to the installation of a WAP-system at a casino if such an operator is not the holder of the casino operator licence for the premises in which it intends to install such a WAP-system.
- (2) The application referred to in sub-rule (1) shall contain —
 - (a) a detailed design of the WAP-system, including the sites that will be linked to the system, the number of slot machines or table games and the method of communication to be used;
 - (b) a copy of the WAP administrator's ICS;
 - (c) a copy of the WAP administrator's organisational structure and jobs compendium;
 - (d) a copy of the LOC's for the gambling devices that will be used in the operation of the WAP-system, and
 - (e) a signed copy of the agreement between the WAP administrator and the relevant casino operator, signed, amongst others, by representatives of the Surveillance, Slot Machine or Table Game, EDP and Casino Administration Departments consenting to the installation of such a WAP system.
- (3) A WAP administrator shall not commence with the operation of a WAP-system prior to receiving a written approval from the Board, which approval shall only be issued after the Board is satisfied that the WAP-system complies with the provisions of the Law and is functioning properly.
- (4) A WAP administrator shall not alter its approved WAP-system without the prior written approval of the Board.
- (5) Sub-rule (4) does not preclude the performance of any routine maintenance on the WAP-system; provided that the WAP-system or any equipment used therein or in the maintenance thereof shall not deviate from the system or equipment approved by the Board.
- (6) A WAP administrator shall maintain a detailed register of all alterations or maintenance performed on the WAP-system and its equipment, including —
 - (a) the date and time of such alterations or maintenance;
 - (b) a description of the alterations or maintenance, and
 - (c) who performed such alterations or maintenance.

11.3 WAP General requirements

- (1) All the organisational structure, jobs compendium, surveillance, security, slot machine, table game, electronic monitoring system, electronic data processing, financial and administrative provisions contained in the Casino Rules of the Board shall, with the necessary changes, apply to a WAP administrator.
- (2) All slot machines or gambling tables linked to a WAP-system shall have the same RTP percentage.
- (3) The WAP jackpot shall bear the same name at all licensed premises where the jackpot is offered for play.
- (4) The current value of a WAP jackpot shall be prominently displayed on or in the immediate vicinity of the gambling devices to which the WAP jackpot relates.
- (5) All slot machines linked to the same WAP jackpot shall have the same incremental percentage and base value.
- (6) A WAP administrator shall on a monthly basis ensure that all gambling devices linked to a WAP system are functioning properly.
- (7) A WAP administrator shall on a daily basis ensure that the correct WAP jackpot values are displayed on every site linked to the WAP-system.
- (8) The data transferred between the casino premises and the central computer shall be encrypted to prevent tampering.
- (9) The central computer shall be located within South Africa.
- (10) In addition to the above, a WAP administrator shall insofar as it performs its functions in a casino, comply with such a casino operator's ICS.

11.4 Access to WAP gambling-related areas and information

- (1) A WAP administrator shall give the Board and its authorised officers immediate access to any gambling-related area, hardware or software upon proof of identification, including the central computer or any other area in or upon which any part of the WAP-system is located.
- (2) A WAP administrator shall supply the Board with any information or records it requires in respect of the WAP-system or the operation thereof, within a reasonable period specified by the Board.

11.5 WAP communication and power supply

- (1) The WAP central computer shall be connected to an uninterrupted power supply (UPS), which shall be capable of supplying uninterrupted power for an unlimited period in the event of a power failure.
- (2) The WAP jackpot game shall become inoperable in the event of a communication error between the gambling devices and the site jackpot controller.
- (3) In the event of a communication error between the site jackpot controllers and the WAP central computer, the individual site jackpot controllers may operate independently. When communication with the WAP central computer is restored, the progressive values at the different licensed premises shall be updated immediately.
- (4) The WAP jackpot game shall immediately disable when the site controller memory has reached full capacity.

11.6 Contributions to and reconciliation of WAP jackpot provisions account

- (1) The full amount of any deductions from the drop of a gambling device in order to provide for the payment of a WAP jackpot shall be paid into a jackpot provisions account.
- (2) The jackpot provisions account referred to in sub-rule (1) shall be used exclusively for the purposes of receiving, managing and withdrawing contributions towards the payment of a WAP jackpot and the payments of such jackpots.
- (3) The WAP administrator shall separately provide for the financing of the base value of a jackpot and the cumulative portion thereof.
- (4) Every six months, starting from the day that a WAP administrator receives the first contributions towards the WAP jackpot amount, the WAP administrator shall reconcile the value of the WAP jackpot provisions accounts to the actual contributions received and amounts paid as winnings.
- (5) Any amount in excess of one and a half times the base value of a WAP jackpot in the base value provisions account shall be returned to the casino operators that contributed towards such a provisions account proportionally to its contribution.
- (6) The provision account referred to in sub-rule (1) shall be audited by a recognized audit company on an annual basis.

11.7 WAP security

- (1) If the central computer utilised by a WAP administrator is located in this Province, such WAP administrator shall prior to commencing with the operation of a WAP system furnish the Board with a security referred to in section 39 of the Law.
- (2) The amount of the security shall be equal to one and a half times the base values of all WAP jackpots operated on such a central computer.

11.8 LAP jackpot general requirements

- (1) All slot machines or gambling tables linked to a LAP-system shall have an equal probability to win a jackpot.
- (2) The current value of a LAP jackpot shall be prominently displayed on or in the immediate vicinity of the gambling devices to which the LAP jackpot relates.
- (3) All slot machines linked to the same LAP jackpot shall have the same incremental percentage and base value.
- (4) A casino operator shall, on a monthly basis, ensure that all gambling devices linked to a LAP system are functioning properly.
- (5) A casino operator shall, on a daily basis, ensure that the correct LAP jackpot values are displayed.
- (6) The jackpot controllers shall be located in secure areas as to prevent any unauthorised access thereto.

11.9 Limiting and transfer of progressive values

- (1) A WAP or casino operator may limit a progressive jackpot to an amount equal to or greater than the current amount of the jackpot at the time of the imposition of such a limit.
- (2) In the event of the imposition of a limit, the operator shall prominently display a notice, informing the public about the imposition of such a limit, on or in the immediate vicinity of the gambling devices to which the progressive jackpot relates.
- (3) An operator shall not reduce the amount of a LAP or WAP jackpot or otherwise reduce, withdraw or discontinue a LAP or WAP jackpot, unless —
 - (a) a player wins such jackpot;
 - (b) the jackpot is adjusted to correct a malfunction or to prevent the display of an amount greater than a limit imposed in terms of sub-rule (1), and the operator documents such adjustment and the reasons therefor, or
 - (c) the jackpot is decommissioned.
- (4) If a WAP jackpot is decommissioned at any casino, the WAP administrator shall calculate the pro rata contribution to the WAP jackpot; including contributions made to the base value, the incremental value and any interest earned on such contributions and shall return the total amount so calculated to the relevant casino operators.
- (5) A casino operator shall upon receipt of the amount referred to in sub-rule (4) allocate the full amount received from the WAP administrator to other jackpots offered at its casino.

- (6) If a LAP jackpot is decommissioned, the operator shall calculate the incremental value of the LAP jackpot and shall transfer the total amount so calculated to another progressive jackpot on the casino floor.

CHAPTER XII

INTERNAL AUDIT RULES

12.1 Internal audit function

- (1) The casino operator shall appoint an independent internal auditor to perform the internal audit function prescribed by the Rules.
- (2) The internal audit function shall —
 - (a) on a yearly basis, review and evaluate the casino operator's ICS in order to determine the effectiveness and adequacy thereof;
 - (b) on a six-monthly basis, assess the casino operator's compliance with its ICS and the Law;
 - (c) assess the effectiveness and adequacy of the day-to-day gambling-related operations of the Surveillance Department;
 - (d) assess the effectiveness and adequacy of the day-to-day gambling-related operations of the EDP Department;
 - (e) compile and maintain a operational risk profile in respect of the prescribed mandatory departments;
 - (f) determine whether the gambling and gambling-related financial and operating information is accurate, current, timeously generated, complete, valid and reliable, including the reconciliation of such information with tax returns submitted to the Board;
 - (g) determine whether gambling-related taxes are current and accurate;
 - (h) assess the integrity, adequacy, accuracy and reliability of all gambling-related information and systems;
 - (i) insofar as it is relevant, assess the compliance with any operational conditions of the licence imposed by the Board, and
 - (j) report any contravention of the casino operator's ICS or the Law identified during any audit.
- (3) When the casino operator utilises an external auditing company to perform the internal audit function, such company may not also perform the external auditing function.

12.2 Reporting requirements

- (1) The head of the internal audit function shall report directly to the board of directors of the casino operator or a committee of the board of directors.
- (2) The internal audit function shall, within 28 days from the date of the conclusion of its yearly and six-monthly audits, submit and present its audit reports to the Office of the Board.
- (3) The internal audit report shall address —
 - (a) all the areas of responsibilities referred to in Rule 12.1(2), and
 - (b) any weaknesses in the casino operator's ICS or the Law.
- (4) In addition to the provisions of sub-rule (2) the internal audit function shall submit any other reports to the Board relating to —
 - (a) gambling and gambling-related operations and activities, and
 - (b) instances of possible non-compliance with the provisions of the casino operator's ICS or the Law, within 14 days of compiling such reports.
- (5) The Board may approve different reporting lines to those prescribed in sub-rule (1) above, upon demonstration by the casino operator that there are no incompatible functions.
- (6) All reports shall be in writing and kept for a period of at least five years.

CHAPTER XIII

GENERAL PROVISIONS

13.1 Language to be used

- (1) English shall be the only language used in any gambling-related transaction.

13.2 Asset register

- (1) A casino operator shall maintain an asset register in respect of the gambling and gambling-related devices specified in Rule 13.3(3).
- (2) Each item referred to in sub-rule (1) shall be assigned a unique asset number, which shall be permanently attached to such item while it is in the possession of the casino operator.
- (3) Additional gambling and related devices utilised for training purposes or spares shall be placed in a secured area not in view of the public.

13.3 Gambling and related devices

- (1) A casino operator shall maintain all gambling and gambling-related devices in a good working condition in accordance with the approved norms and standards for such devices.
- (2) The casino operator shall not use or allow any gambling game to be played on or by means of a gambling or gambling-related device which has not been approved by the Board.
- (3) The following gambling and gambling-related devices shall be approved by the Board prior to being utilised in a gambling game —
 - (a) slot machine hardware and software;
 - (b) the EMS;
 - (c) table game information systems;
 - (d) gambling-related systems;
 - (e) progressive jackpot controllers;
 - (f) gambling table layouts;
 - (g) table game betting stations;
 - (h) roulette wheels;
 - (i) card shufflers, and
 - (j) such other gambling and gambling-related devices as the Board may specify from time to time.

13.4 Additional gambling devices

- (1) An operator may, on its licensed premises, possess an additional number of gambling devices, which —
 - (a) shall not exceed 10% of the total number of gambling devices authorised to be exposed for play in that operator's licence;
 - (b) may not be utilised to conduct a gambling game, and
 - (c) shall not be located on the gambling floor.

13.5 Unclaimed credits and jackpots

- (1) When unclaimed credits or jackpots are found on the casino floor, the Slot Machine and Gambling Security Departments shall be informed; provided that in the event of an unclaimed table progressive being found, the Table Game and Security Departments shall be informed.
- (2) Unclaimed credits that do not constitute a slot short, shall be cashed out on the slot machine.
- (3) Unclaimed tokens or coins cashed out on a slot machine shall be taken to the Cash Desk and verified by the Cashier. In a smart card environment, unclaimed credits shall be cashed out to a smart card, taken to the Cash Desk.
- (4) The phrase "unclaimed jackpot" shall be recorded on a jackpot and credit win slot short, as well as on a table progressive payout form, where applicable, and the document shall be completed in the prescribed manner. The original copy of the unclaimed slot short and table progressive payout form shall be handed to the Cashier.
- (5) The value of unclaimed credits and jackpots shall be added to the monthly revenue.
- (6) When a patron registers a late claim, the Gambling Security and either of the Slot Machine or Table Game Departments shall be informed, and shall investigate the legitimacy of the claim.
- (7) A Slot Machine Supervisor or Table Game Supervisor may authorise the payout of a late claim.
- (8) When a technical short pay slot short is issued to a patron in a smart card environment, the corresponding credits which are cashed out at a later stage, shall be added to the monthly unclaimed credit and jackpot value.
- (9) A representative of either the Slot Machine or Table Game Department shall record the relevant detail, pertaining to the unclaimed credits or jackpots, on the documentation as prescribed by Rule 8.6(17)(h).
- (10) Access to the unclaimed credit and jackpot information shall be restricted to authorised personnel only.
- (11) Unclaimed credits and jackpots shall not be deducted for the purposes of calculating gambling tax prior to being claimed by a patron.

13.6 Disputes

- (1) The Surveillance Department shall be informed of all disputes, and shall —
 - (a) record the details of the dispute and the outcome thereof in the Surveillance Occurrence Book, and
 - (b) retain the video recording of the incident for a period of 90 days.

13.7 Management decision

- (1) If a casino operator makes a payout of R500-00 or greater to a patron pursuant to a management decision, such payout shall be recorded in a manner to ensure that the value of the payout shall not constitute an allowable deduction for the purposes of calculating gambling revenue.
- (2) The detail of such payout shall be recorded by the Pit Boss on a Table Game Dispute Payout Sheet, referred to in Rule 8.6(17)(c).
- (3) The Surveillance Department shall be informed prior to any payout being made pursuant to a management decision and shall record the details of such transaction in the Surveillance Occurrence Book.

13.8 Office accommodation for the Board

- (1) A casino operator shall provide at its casino establishment suitable office accommodation for the use of the Board.
- (2) The office shall provide for —
 - (a) furnished work stations for at least four investigators of the Board;
 - (b) access to the casino operator's surveillance system, and
 - (c) read-only access to the casino operator's EMS and other computerised gambling and related systems.
- (3) The entrance to the office allocated to the Board shall be continuously monitored and recorded by the Surveillance Department.
- (4) No person shall, without the consent of the Board or an authorised officer of the Board, monitor, record or copy any activity, document or information in this office.
- (5) The office accommodation allocated to the Board may be utilised by the casino operator only when it is not in use by the Board and only after approval has been obtained from the Board.
- (6) The views on the surveillance monitor in the office allocated to the Board may be accessed and viewed only by authorised casino personnel and authorised officers of the Board.

13.9 Persons under the age of eighteen years

- (1) A casino operator shall ensure that no person under the age of eighteen years has access to any area in which gambling takes place, by —
 - (a) at every point of physical access to any such area, prominently displaying signage to the effect that no persons under the age of eighteen years are permitted access beyond such point, and
 - (b) placing full-time security personnel at every point of physical access to any such area continuously to monitor all access thereto, which personnel shall be empowered —
 - (i) to make enquiry of any person seeking access to any such area to disclose his or her age;
 - (ii) to request an identity document, passport or other satisfactory official documentary proof of the age of any person seeking access to any such area, and
 - (iii) where no proof is produced pursuant to paragraph (ii), and there are reasonable grounds to suspect that a person seeking access to any such area is under the age of eighteen years, to decline such person admission to such area.
- (2) A casino operator shall take all reasonable steps to ensure that no person under the age of twelve years shall be present in any public area on the casino operator's licensed premises that is not demarcated for family entertainment in respect of which no supervision is provided by the casino operator and in which members of the public may reasonably be expected to be found, unless such person is supervised by another person of at least eighteen years of age.
- (3) A casino operator shall ensure that all areas of its licensed premises are regularly patrolled by security personnel for the purposes of compliance with sub-rule (2).
- (4) A casino operator within any area of whose licensed premises persons under the age of twelve years are found to be unsupervised as contemplated in sub-rule (2), shall —
 - (a) immediately procure that such unsupervised persons are removed to an appropriate and safe environment;
 - (b) take all reasonable steps to locate the person responsible for such unsupervised person by reasonable means which may include paging boards, public announcements or such other alternatives as the Board may require or approve, and
 - (c) where the person responsible for such unsupervised person cannot reasonably be located, take further reasonable steps to ensure the safety of the unsupervised person and the resolution of the matter.

13.10 Use and control of crèche and child-care facilities

- (1) A casino operator which offers a crèche, child-care or similar facility shall at all times ensure that such facility —
 - (a) is maintained in a clean and hygienic condition;
 - (b) has appropriate access and exit controls to ensure the safety of children, and
 - (c) is appropriately staffed, in accordance with demand, by a sufficient number of suitably qualified persons.

- (2) No child under the age of ten years, other than a legal dependent of an employee of the licence holder, shall be cared for at any facility contemplated in sub-rule (1) for a period in excess of four hours in any consecutive twenty-four hour period.
- (3) A casino operator shall ensure that patrons placing a child in a facility contemplated in sub-rule (1) complete and sign a document containing the following information —
 - (a) the date that the child is placed in the facility;
 - (b) the time that the child is placed in the facility, which may not be opened before 06H00;
 - (c) the time that the child is collected from the facility;
 - (d) the provisions of sub-rule (2);
 - (e) the time agreed to for the collection at the facility of the child, which shall not be later than 23h00;
 - (f) the name and surname of the child;
 - (g) the age of the child;
 - (h) the name and address of the parent or guardian;
 - (i) the telephone number of the parent or guardian;
 - (j) a stipulation to the effect that if the child is not collected at the time stipulated in sub-rule (3)(e), the steps contemplated in Rule 13.9(4)(b) will be taken to locate the patron;
 - (k) a stipulation to the effect that if the child is not collected by the patron upon being called upon to do so pursuant to sub-rule (3)(j), such further reasonable steps as the casino operator may deem appropriate shall be taken to address the matter, which steps may include the notification of an appropriate authority, and
 - (l) confirmation that the procedures provided for in this rule have been explained to, understood and accepted by the patron.
- (4) Signs shall be conspicuously displayed within the licensed premises informing patrons of the provisions of this rule and the location of the crèche facility.

13.11 Licence to be prominently displayed

- (1) A licence issued in terms of the Law shall be prominently displayed in a conspicuous place in or on the licensed premises.

13.12 Access to gambling-related areas

- (1) The Board and its employees shall, upon proof of identification, at all times be provided immediate access to any gambling-related area.

13.13 Advertising criteria

- (1) A casino operator shall ensure that all gambling-related advertisements in respect of its establishment expressly provide —
 - (a) that no persons under the age of 18 years are permitted to gamble;
 - (b) that the operator is licensed by the Western Cape Gambling and Racing Board, and
 - (c) the National Responsible Gambling Programme Telephone number 0800 006 008 and contain the slogan "Gamble with your head and not your heart".
- (2) The information contemplated in sub-rule (1) shall be incorporated into all printed advertisements and advertisements displayed on the Internet or otherwise on computer equipment in the following manner —
 - (a) all printed advertisements shall display the information in font of the same size as the font used for the body of the advertisement, and
 - (b) all billboards, web pages and multi-page pamphlets shall display the information on at least ten percent of the surface of the billboard, the home page of the web page or the front page of a multi-page pamphlet.
- (3) Notwithstanding the provisions of sub-rule (1) —
 - (a) the Board may determine generic requirements for radio and television advertisements or individual advertising drives, with which all such advertisements or drives shall comply, and
 - (b) all radio and television advertisements must be approved in writing by the chief executive officer of the Board prior to being aired or broadcast.

13.14 Employees to be appropriately licensed

- (1) A casino operator shall ensure that only appropriately licensed employees perform gambling-related duties.

13.15 Applications for renewal of licences

- (1) Every licence holder shall, on or before the date stipulated by the Board in a written renewal notification, but, in any event, no later than three calendar months prior to the expiry of its current licence and irrespective of whether it has received a written renewal notification, submit to the Office of the Board —

- (a) a written notification of its intention not to renew the relevant licence, should the licence holder wish to allow such licence to lapse, or
 - (b) a complete application for the renewal of the relevant licence, in the manner and form determined by the Board, should the licence holder wish to renew such licence.
- (2) Should any application for the renewal of a licence submitted pursuant to sub-rule (1)(b) be incomplete in any respect, the application shall be remitted to the licence holder for rectification.
- (3) In the event that an application for renewal of a licence is not submitted to the Board on or before the date contemplated in sub-rule (1), a penalty of R100.00 shall be imposed in respect of each of the first five working days after the date referred to in sub-rule (1) for which the application remains outstanding; provided that a penalty of R200.00 per day shall be imposed for every working day in excess of five working days after the date referred to in sub-rule (1) for which the application remains outstanding.
- (4) The provisions of sub-rule (2) shall apply *mutatis mutandis* in respect of incomplete licence applications remitted to the licence holder in terms of sub-rule (1), unless the application requires only minor rectification of a formal nature.
- (5) Any penalty imposed in terms of this Rule shall be paid in full upon the submission by the licence holder of its complete renewal application.
- (6) Renewal applications in respect of which penalties are imposed shall not be accepted or processed by the Board until such penalties have been paid in full and shall be regarded as outstanding for the purposes of sub-rules (3) and (4).
- (7) For the purposes of this Rule, the expression "working day" shall include any part of a working day.

13.16 Licensing register

- (1) A casino operator shall maintain an up-to-date licensed employee register containing the following information —
- (a) full names and surname of employee;
 - (b) employee number;
 - (c) Board licence number;
 - (d) position held by employee;
 - (e) type of licence issued to employee, and
 - (f) expiry date of licence.
- (2) A casino operator shall immediately inform the Board of employee terminations and resignations, as well as changes in status of position held by such an employee.

13.17 Dispensation

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

13.18 Offences and penalties

- (1) A casino operator shall be guilty of an offence and be liable to —
- (a) a penalty of R10 000 per offence if —
 - (i) it fails to comply with the provisions of these rules or its ICS relating to its organisational structure and jobs compendium or to implement the organisational structure and jobs compendium approved by the Board;
 - (ii) it fails to comply with the provisions of these rules or its ICS relating to the keeping or maintaining of any book, account, record, register, ledger, inventory or other document required to be kept or maintained in terms of these rules or its ICS or if such books, accounts, records, registers, ledgers, inventories or other documents are not up to date or in the correct format, or
 - (iii) it fails to comply with the provisions of these rules or its ICS other than as specified in paragraphs (b), (c) and (d) of this Rule;
 - (b) a penalty of R15 000 per offence if it contravenes or permits the contravention of rules 13.9 or 13.10;
 - (c) a penalty of R20 000 per offence if —
 - (i) notwithstanding the provisions of sub-rule (1)(a), it fails to comply with the provisions of these rules or its ICS relating to any book, account, record, register, ledger, inventory or other document required to be kept or maintained in terms of these rules or its ICS or the provisions and procedures to be followed relating to —
 - (aa) table game fills or credits;
 - (bb) table openers and closers;
 - (cc) documentation used to purchase chips at a gambling table;
 - (dd) slot machine slot shorts;

- (ee) clearances and storage of drop;
 - (ff) counts and the transfer of all count proceeds;
 - (gg) the reconciliation of the count sheets and other documentation for gambling tax purposes;
 - (hh) key controls, and
 - (ii) card and dice controls;
- (d) a penalty of R50 000 per offence if —
- (i) it fails to comply with the provisions of these rules or its ICS relating to its surveillance system or if it changes or modifies the approved surveillance system without the prior approval of the Board or if it fails to maintain its surveillance system in a proper working order;
 - (ii) it fails to comply with the provisions of these rules or its ICS relating to its EMS or if it fails to maintain its EMS in a proper working order, or
 - (iii) it fails to comply with the provisions of these rules or its ICS relating to EDP.
- (2) In the event of —
- (a) a second offence, the penalty referred to in sub-rule (1) shall double provided that the maximum penalty per offence shall not exceed R50 000, and
 - (b) a third or subsequent offence, the penalty referred to in sub-rule (1) shall treble provided that the maximum penalty per offence shall not exceed R50 000.
- (3) For the purposes of this rule a casino operator's ICS shall be limited to those provisions of its ICS that are required to be incorporated into its ICS in terms of the Law.
- (4) The imposition of any penalty in terms of this rule shall not preclude the Board from instituting any further or alternative disciplinary action against a casino operator.
- (5) All penalties imposed in terms of this rule shall be payable within 30 days of the imposition of such penalty.
- (6) If a casino operator fails to pay any penalty or part of a penalty referred to in sub-rule (4) the casino operator shall in addition to such penalty pay interest on the outstanding amount of such penalty at a rate of ten percent of the outstanding amount of penalty per month or part thereof to a maximum of an amount not exceeding the outstanding amount of such penalty.
- (7) The Chief Executive Officer of the Board shall have the competency to impose any penalty in terms of this Rule.
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BUY SOUTH AFRICAN
MANUFACTURED GOODS

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KOOP SUID-AFRIKAANS
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