



eastern cape

GAMBLING & BETTING BOARD

EASTERN CAPE GAMBLING AND BETTING BOARD LIMITED PAYOUT MACHINE ("LPM") RULES

In terms of section 81 of the Eastern Cape Gambling and Betting Act, 1997 (Act 5 of 1997), as amended, the Eastern Cape gambling and Betting Board hereby makes the following rules:

TABLE OF CONTENTS

1.	Definitions	
2.	Organisational Structure	
3.	Jobs Compendium	
4.	Staffing	
5.	Limited Payout Machine Sites	
6.	Internal Audit	
7.	Internal Control Systems	
8.	Limited payout machine and SDL information records	
9.	Limited payout machine requirements	
10.	Commissioning, alteration and de-commissioning of limited gambling machines and SDL's	
11.	Limited payout machine and communication malfunctions	
12.	Maintenance	
13.	RAM clear	
14.	Additional gambling devices	
15.	Responsibilities	
16.	Journal entries	
17.	Limited payout machine accounting	
18.	Controlled stationery	
19.	Monitored keys	
20.	Investigations	
21.	Audits	

22.	Internal Control Systems for sites	
23.	Reporting Requirements	
24.	Internal Control Systems	
25.	Access to limited gambling machines	
26.	Monitored keys and controlled stationery	
27.	Patron disputes	
28.	Offices of the route operator	
29.	Credit facility	
30.	Game features, stakes and prizes	
31.	Monetary instruments	
32.	SDL controls	
33.	Employee cards	
34.	Limited payout machine site and employee records	
35.	User access rights	
36.	Employees to be appropriately licensed	
37.	Dispensation	

1. DEFINITIONS

In these Rules words and phrases shall bear the meaning determined in the Act and Regulations and, unless the context otherwise indicates:

“Authorised” means authorised in terms of the Act;

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

“Cash” or **“Cash Equivalent”** means a physical coin, note, token, ticket, other thing of value, magnetic or smart card or any other representation of money used directly or indirectly in the gambling environment;

“CEMS” means the central electronic monitoring system contemplated in section 13(1)(l) of the National Gambling Act;

“CEMS operator” means the entity operating the CEMS and registered in terms of section 61 of the Act;

“Credits” means the number of betting units standing to the credit of a player displayed on the credit meter of a limited gambling machine;

“Data Collection” means the successful transfer of limited payout machine soft meter and significant event information from an SDL to the CEMS database;

“Dispute” means any unresolved disagreement between a patron and the holder of a route operator licence, CEMS operator licence or a limited payout machine site relating to a gambling-related procedure, the outcome of a gambling game or the payment of winnings alleged to be due;

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

“Employee card” means a card used by a registered employee to:

(a) initiate and terminate gambling on a limited payout machine site by inserting or removing such card, and

(b) record details of persons performing functions on the limited payout machine and SDL;

“Fair Play” means the conduct of a gambling game in compliance with all procedures and rules approved for such gambling game;

“Gambling Area” means the area within a limited payout machine site where limited gambling machines are authorised to be exposed for play;

“Gambling-Related” means having, in the view of the board or of a licence holder, a direct or indirect influence on gambling tax or fair play;

“Handle” means the total Rand value of all credits bet on a limited payout machine within a specified period;

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

“Incompatible Function” means a function which places any employee or department in a position both to commit an error or irregularity or to perpetrate a fraud and to conceal such error, irregularity or fraud; employees may be considered to have incompatible functions if such employees are members of separate departments that are not supervised independently of one another;

“Journal Entry” means any alteration made to gambling-related computerised records;

“Limited Payout Machine Drop” means the cash or cash equivalent cleared from a limited payout machine for count purposes;

“Limited Payout Machine Site” means a licensed site on which limited gambling machines may be exposed for play in terms of section 50 of the Act;

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

“Logic Area” means a secure cabinet within a limited payout machine that houses the master processing unit and electronic components having the potential to influence the outcome of the game or the communication between the limited payout machine and the CEMS;

“Manufacturer” means the holder of a licence specified in section 61 of the Act;

“Multi-game software” means gaming software that offers more than one limited payout machine game on a single limited gambling machine;

“National Gambling Act” means the National Gambling Act, 1996 (Act No. 33 of 1996) (as amended);

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

“Operating Hours” means all hours during which limited gambling machines are exposed for play;

“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 limited payout machine or the CEMS, with a payout that increases automatically over time or as the machine or game is played;

“Public Area” means any area of a limited payout machine site to which the public has unrestricted access;

“RAM” means Random access memory;

“Registered Employee” means the holder of a key person or gambling employee registration contemplated in the Act;

“Route Operator” means a route operator licensed in terms of section 49 of the Act;

“RTP %” means return to player percentage in respect of limited gambling machines, which is calculated by dividing the total win by the total handle;

“NRCS” means the National Regulator Commission of Standards;

“SDL” means a site data logger;

“Significant Events” means a set of operational conditions recorded by the CEMS for limited gambling machines during a game, during idle mode or during data interchange with another gaming device;

“Site Data Logger” means a device or other intermediate data collector for the CEMS situated on a limited payout machine site that collects, stores and sends data;

“Site Key Employee” means a natural person, duly authorised to represent the owner of a primary business of a limited payout machine site which has entered into an agreement with a route operator to expose limited gambling machines for play on business premises licensed in terms of section 50 of the Act, and licensed as a key person by the board;

“SKP” means a smart keypad;

“Smart Keypad” means an input device located on a limited payout machine site used to convey instructions to the SDL;

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

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

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

2. ORGANISATIONAL STRUCTURE

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

3. Jobs compendium

- (1) The holder of a route operator licence shall prepare and maintain a jobs compendium that complies with the provisions of this chapter in respect of all personnel and limited payout machine site employees engaged in gambling and gambling-related activities.
- (2) A jobs compendium shall comprise:
 - (1) a description of each job, reflected on a separate page, organised by department or function, including:
 - (i) the position title and the department or division under which it falls;
 - (ii) the position titles of the relevant employee's head of the department, immediate supervisor and subordinates;
 - (iii) the duties, responsibilities, authority and the limitations in respect of the relevant job; and

(iv) the type of licence required to be issued in respect of the specific position.

(2) The jobs compendium shall:

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

(i) into different departments, and

(ii) between the route operator and limited payout machine site, specifying the duties of each such department and function;

(b) illustrate by position title, the direct and indirect lines of authority within the operation, clearly reflecting a chain of command in terms of which management and supervisory personnel are held accountable for actions or omissions within their areas of responsibility;

(c) reflect primary and secondary supervisory positions, where applicable, within the organisational structures and the operational functions contemplated in paragraph (a), so as to ensure the continuous authorisation or supervision of all gambling and gambling-related transactions at all relevant times; and

(d) reflect the division of responsibility and accountability so as to ensure that no area of responsibility or accountability is so extensive that it becomes impractical for one employee to monitor or control.

(3) The holder of a route operator licence shall not commence any gambling or gambling-related activities prior to the approval of its jobs compendium by the board.

(4) The holder of a route operator licence shall not amend or implement any amendments to its approved jobs compendium without the prior written approval of the board.

4. STAFFING

(1) The holder of a route operator licence's organisational structure and jobs compendium shall provide for the following independent mandatory departments providing for the following categories of staff:

(a) in its technical department:

(i) limited payout machine technicians, who shall install and maintain limited gambling machines and SDL's and perform such other functions as are prescribed by the Rules and the route operator's ICS; and

- (ii) a limited payout machine technical manager, who shall:
 - (aa) supervise and manage the overall operation of the technical department, and participate in the appointment and termination of employment of all technical employees; and
 - (bb) ensure that the structure and operation of the technical department complies with the route operator's ICS and the Act;
- (ii) in its administration department:
 - (i) administration clerks, who shall:
 - (aa) ensure that gambling-related financial information, including the compilation of monthly tax returns, is accurate and reliable, and
 - (bb) perform such other functions as are prescribed by the Rules and the route operator's ICS; and
 - (ii) an administration manager, who shall:
 - (aa) supervise and manage the overall operation of the administration department, and participate in the appointment and termination of employment of all administration employees; and
 - (bb) ensure that the structure and operation of the administration department complies with the route operator's ICS and the Act;
- (iv) in its compliance department:
 - (i) compliance officers, who shall:
 - (aa) monitor, audit and report on compliance with the route operator's ICS and the Act; and
 - (bb) perform such other functions as are prescribed by the Rules and the route operator's ICS; and
 - (ii) a compliance manager, who shall:
 - (aa) supervise and manage the overall operation of the compliance department and participate in the appointment and termination of employment of all investigation personnel; and
 - (bb) ensure that the structure and operation of the compliance department complies with the route operator's ICS and the Act.

- (2) The board may approve the combination of certain categories of employees, functions or departments if the route operator is able to demonstrate that there are no incompatible functions and that the proper conduct and effective supervision and control of gambling and gambling-related activities will not be prejudiced thereby.
- (3) A route operator may not outsource any of the functions assigned to its employees by the route operator's ICS or the Act without the prior written approval of the board.
- (4) The holder of a route operator licence shall at all times maintain its level of staffing in a manner which ensures the proper operation and effective supervision of all gambling and gambling-related activities.
- (5) The board may order the holder of a route operator licence to utilise higher levels of staffing if, in the opinion of the board, it is necessary for the proper conduct and effective supervision and control of any gambling-related activity.
- (6) No person shall simultaneously perform incompatible gambling-related functions allocated to more than one position without the prior written approval of the board.
- (7) The route operator shall ensure that only adequately trained and experienced employees are utilised in the positions reflected in the organisational structure.
- (8) This Rule does not preclude the holder of a route operator licence from utilising additional categories of employees or the board from ordering a route operator to utilise additional categories of employees where it deems this necessary for the proper conduct and effective supervision and control of any gambling-related activity.

5. LIMITED PAYOUT MACHINE SITES

- (1) Licensed employees shall be appointed on each limited payout machine site, who shall during all operating hours:
 - (a) supervise gambling and gambling-related activities;
 - (b) ensure that all gambling and gambling-related activities are conducted in accordance with the Act and the route operator's ICS;

- (c) ensure the proper functioning of limited gambling machines, insofar as prescribed by the Act and the route operator's ICS; and
- (d) attend to patron disputes.

6. INTERNAL AUDIT

- (1) A route operator shall appoint an independent internal auditor to perform the internal audit function prescribed by this Rule.
- (2)
 - (a) The internal audit function shall comprise:
 - (i) the review and evaluation, on a yearly basis, of the route operator's:
 - (ii) ICS in order to determine the effectiveness and adequacy thereof; and
 - (iii) fulfilment of its bid commitments;
 - (b) on a six-monthly basis:
 - (i) an assessment of the route operator's compliance with its ICS and the Act;
 - (ii) an assessment of the effectiveness and adequacy of the day-to-day gambling-related operations of the technical, administration and Compliance departments;
 - (iii) the compilation and review of an operational risk profile in respect of the mandatory departments;
 - (iv) a determination of whether the gambling and gambling-related financial and operating information is accurate, current, timeously generated, complete, valid and reliable, including the reconciliation of such information with tax returns submitted to the board;
 - (v) a determination of whether all gambling-related taxes are current and accurate;
 - (vi) an assessment of the integrity, adequacy, accuracy and reliability of all gambling-related information and systems; and

- (vii) to the degree required by the circumstances, an assessment of the route operator's compliance with any operational conditions of the licence imposed by the board.
- (3) Where a route operator utilises an external auditing company to perform the internal audit function, such company may not also perform the external audit function.
- (4) The head of the internal audit function shall report directly to the board of directors of the route operator or to a committee of the board of directors.
- (5) A route operator must ensure that the persons responsible for the performance of the internal audit function submit and present an internal audit report to the board within 28 days of the compilation of each six-monthly audit report.
- (6) The internal audit report contemplated in sub-rule (5) shall address:
 - (a) any contravention of the route operator's ICS or the Act revealed by the audit;
 - (b) all the areas of responsibilities referred to in sub-rule (2)(a) and (b); and
 - (c) any weaknesses in the route operator's ICS or the Act revealed by the audit.
- (7) In addition to the provisions of sub-rule (6), additional internal audit reports shall be submitted to the board relating to:
 - (a) gambling and gambling-related operations and activities; and
 - (b) instances of possible non-compliance with the provisions of the route operator's ICS or the Act revealed by an audit within 14 days of the compilation of such reports.
- (8) The board may approve different reporting lines to those prescribed in sub-rule (4) above, upon demonstration by the route operator that there are no incompatible functions.
- (9) All reports shall be in writing and shall be kept for a period of at least two (2) years for board inspection.

7. INTERNAL CONTROL SYSTEMS

- (1) Every route 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 to effectively manage and minimise gambling-related risks;
 - (c) that gambling-related devices, documents and information are properly controlled and safeguarded;
 - (d) that financial and other gambling-related records are accurate and reliable;
 - (e) that gambling-related transactions are performed with the necessary authorisation;

- (f) that gambling-related transactions are recorded in sufficient detail;
 - (g) the proper reporting of gambling revenue, taxes and other fees due; and
 - (h) that gambling-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified employees.
- a. The route operator's ICS shall contain only those procedures and provisions required in terms of the Act and such further procedures and provisions as the board may from time to time determine.
 - b. The holder of a route operator licence shall not commence any gambling or gambling-related activities prior to the approval of its ICS by the board.
 - c. The holder of a route operator licence 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.
 - d. The holder of a route operator licence shall submit amendments to its approved ICS in the manner and format determined by the board.
 - e. The board may order the holder of a route operator licence to amend its ICS if in the opinion of the board it does not comply with the requirements of sub-rule (1).
 - f. The holder of a route operator licence shall conduct its operations in terms of its ICS.
 - g. If the holder of a route operator licence contravenes any provision or procedure of its ICS or omits to amend its ICS within 28 days of receiving an order from the board to do so, such contravention or omission shall be deemed to be a contravention of these Rules.
 - h. The ICS shall clearly distinguish between the route operator's and limited payout machinesite's functions.
 - i. The route operator shall immediately inform all its limited payout machinesites in the event of an ICS amendment that will have an influence on the operation of the limited payout machinesite.
 - j. At a minimum a route operator's ICS shall contain provisions and procedures relating to:
 - (a) its organisational structure;
 - (b) its jobs compendium;
 - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;

- (d) control measures to preclude persons under the age of 18 years and excluded persons from having access to designated areas;
- (e) the maintenance of site and employee records;
- (f) the management of prescribed limited payout machine information records;
- (g) the commissioning and de-commissioning of limited gambling machines , including the set up and testing thereof;
- (h) access to all limited payout machine areas, including limited payout machine logic areas and SDL access;
- (i) the resolution of patron disputes;
- (j) manual payments, including the recording thereof;
- (k) the maintenance of limited gambling machines and SDL's, including the detection of limited gambling machine, SDL and CEMS malfunctions;
- (l) the recording and correction of RAM clears, meter wraps and limited payout machine soft meter violations;
- (m) the detection and investigation of exceptions and unusual events, including:
 - (i) significant events; and
 - (ii) the integrity of CEMS and limited payout machine meters;
- (n) the clearance and count of limited payout machine drop;
- (o) the investigation of variances between estimated and actual limited payout machine drop and the reporting thereof;
- (p) the detection and investigation of limited payout machine RTP percentages that are below 75%;
- (q) control measures in respect of controlled stationery, including provisions for:
 - (i) the ordering thereof;
 - (ii) the receipt thereof;
 - (iii) the storage thereof;
 - (iv) the issue thereof;
 - (v) the method of completing entries in controlled stationery registers;
 - (vi) the personnel involved in controlled stationery transactions;
 - (vii) the comparison of a signature listing to signatures on the controlled stationery documents;

- (viii) the method of checking for completeness and accuracy of controlled stationery registers;
 - (ix) the collection of completed controlled stationery registers;
 - (x) the method of filing of all controlled stationery; and
 - (xi) the reconciliation and auditing of controlled stationery registers;
- (r) monitored key controls, including provisions for:
- (i) the ordering thereof;
 - i. the receipt thereof;
 - ii. the storage thereof;
 - iii. the issue thereof;
 - iv. the method of completing entries in monitored key registers;
 - v. the personnel involved in monitored key transactions;
 - vi. procedures in respect of duplicate keys;
 - vii. procedures in respect of lost keys;
 - viii. dual control procedures relating to keys;
 - ix. the destruction of keys; and
 - x. the reconciliation and auditing of monitored key registers;
- (s) journal entries and any adjustments to stored data on the CEMS;
- (t) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
- (u) the issue, activation and retrieval of employee cards, including password reset;
- (v) the calculation, compilation and verification of the monthly gambling revenue tax return, including the verification and reconciliation of computerised reports used to calculate limited payout machine gambling revenue so as to ensure the integrity and accuracy and the collection thereof;
- (w) the documentation, investigation and manner of reporting of all breaches of procedure and illegal activities;
- (x) the training of licensed employees with regard to the:
- (i) limited payout machine site procedures;

- (ii) responsible gambling including the National Responsible Gambling Programme and exclusions provisions; and
 - (iii) maintenance of limited gambling machines;
- (y) the performance of audits pertaining to:
- (i) game and communication software installed in limited gambling machines;
 - (ii) software installed in SDL's;
 - (iii) user right access levels to the CEMS and other gambling-related software, including password control;
 - (iv) procedural compliance with the Act and the route operator's ICS;
 - (v) licensed employees;
 - (vi) monitored keys;
 - (vii) controlled stationery; and
 - (viii) the verification of the accuracy and integrity of information on the CEMS.
- (12) At a minimum a route operator's ICS shall contain provisions and procedures applicable to a limited payout machine site, relating to:
- (a) its organisational structure;
 - (b) its jobs compendium;
 - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;
 - (d) control measures to preclude persons under the age of 18 years and excluded persons from having access to designated areas;
 - (e) the maintenance of site and employee records;
 - (f) the commissioning and de-commissioning of limited gambling machines, including the set up and testing thereof;
 - (g) access to all limited payout machine areas and the SDL's, including limited payout machine logic area and SDL access;
 - (h) the resolution of patron disputes;
 - (i) manual payments, including the recording thereof;
 - (j) the maintenance of limited gambling machines and attendance to limited payout machine error codes;

- (k) the detection and reporting of limited gambling machine, SDL, SKP and CEMS malfunctions;
- (l) the recording of RAM clears;
- (m) the reporting of exceptions and unusual events, including:
 - (i) significant events; and
 - (ii) the integrity of limited payout machine and CEMS meters;
- (n) the clearance and count of limited payout machine drop;
- (o) the detection of variances between estimated and actual limited payout machine drop and the reporting thereof;
- (p) the reporting of limited payout machine RTP percentages that are below 80%;
- (q) control measures in respect of controlled stationery, including provisions for:
 - (i) the receipt thereof;
 - (ii) the storage thereof;
 - (iii) the return thereof;
 - (iv) the method of completing entries in controlled stationery registers;
 - (v) the personnel involved in controlled stationery transactions; and
 - (vi) the method of checking for completeness and accuracy of controlled stationery registers;
- (r) monitored key controls, including provisions for:
 - (i) the receipt thereof;
 - (ii) the storage thereof;
 - (iii) the method of completing entries in monitored key registers;
 - (iv) the personnel involved in monitored key transactions;
 - (v) procedures in respect of duplicate keys; and
 - (vi) procedures in respect of lost keys;
- (s) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
- (t) the issue, activation and retrieval of employee cards, including password reset; and
- (u) the reporting of all breaches of procedure and illegal activities.

8. LIMITED PAYOUT MACHINE AND SDL INFORMATION RECORDS

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

- (iii) a unique asset number assigned to that SDL which shall remain unchanged for the entire duration of the period during which such SDL is owned by or in the possession of the route operator;
- (iv) the site or location to which the SDL has been assigned; and
- (v) the SDL model number and board approval number.

9. LIMITED PAYOUT MACHINE REQUIREMENTS

- (1) Each limited payout machine shall electronically record, store and send to the CEMS the meter information specified by the applicable SABS standard.
 - b. Each limited payout machine shall electronically record, store and send to the CEMS the following significant event information:
 - (a) authorised and unauthorised limited payout machine cabinet door, drop box door and banknote storage area open and close;
 - (b) authorised and unauthorised access to the limited payout machine logic area while power off;
 - (c) authorised and unauthorised access to the SDL;
 - (d) communication failure to the CEMS; and
 - (e) software validation or signature failure.
- (5) A limited payout machine shall require manual reactivation and shall perform a signature check in the event of:
 - (a) unauthorised access to the limited payout machine logic box door;
 - (b) unauthorised access to the SDL; and
 - (c) a signature failure by the limited payout machine and SDL.
- (6) The technical department of the route operator shall maintain all limited gambling machines and SDL's in a good working condition in accordance with the approved norms and standards for such devices.
- (7) The route operator or limited payout machine site shall not possess, install or make available for play any gambling or gambling-related device which has not been approved by the board.
- (8) A number shall be assigned to each limited payout machine at the limited payout machine site, which shall be clearly visible on the front of the LPM.
- (9) The limited payout machine number referred to in sub-rule (6) shall correspond with the number reflected on the CEMS for that specific LPM.

(10) A plate shall permanently be affixed to the cabinet of every LPM, reflecting:

- (a) the unique serial number of the LPM; and
- (b) the name of the manufacturer of such LPM.

10. COMMISSIONING, ALTERATION AND DE-COMMISSIONING OF LIMITED GAMBLING MACHINES AND SDL'S

(1) Whenever a limited payout machine or SDL is commissioned or altered, the technical department of the route operator shall perform tests to ensure that the components of such limited payout machine or SDL have been set up properly in respect of:

- (a) software validation;
- (b) coin acceptance;
- (c) bill acceptance;
- (d) significant events;
- (e) soft meter increment; and
- (f) such other components and tests as the board may specify prior to any gambling activity taking place on the LPM, and the board shall be given timeous notice thereof prior to such activities being performed.

b. The technical department of the route operator shall:

- (a) document the results of the tests conducted in terms of sub-rule (1) in the format determined or approved by the board and such document shall be signed by a representative from the technical department of the route operator and a registered employee of the relevant limited payout machine site; and
- (b) maintain the significant event and meter test documentation, including system reports in respect of the tests contemplated in sub-rule (1) for a period of at least two (2) years for board inspection.

(11) The technical department of the route operator shall immediately update the CEMS reflecting any commissioning, alteration or de-commissioning of limited gambling machines at the time of such occurrence.

(12) The technical manager shall approve the commissioning, alteration or de-commissioning of all limited gambling machines.

(13) The route operator shall ensure that full data collection has been completed by the CEMS prior to de-commissioning an LPM.

- (14) A limited payout machine may not be exposed for play before the tests referred to in sub-rule (1), have been successfully completed and the information on the CEMS has been verified as being correct.
- (15) Any change to an LPM's theoretical RTP percentage shall result in such limited payout machine being treated as a different limited payout machine for purposes of preparing statistical reports.
- (16) In respect of a multi-game LPM, the provisions of this Rule shall apply, with the necessary changes, to each game offered by such LPM.

11. LIMITED PAYOUT MACHINE AND COMMUNICATION MALFUNCTIONS

- (1) The limited payout machine shall be powered down and may not be available for play if a malfunction has occurred which:
 - (a) has a fair play implication; or
 - (b) affects the integrity of the limited payout machine or CEMS information; and which cannot be repaired immediately.
- b. The limited payout machine shall be removed from the public area in the event that the limited payout machine has been powered down for a period of five (5) working days.
- c. In the event that data collection has not been performed from a limited payout machine site over a continuous 72-hour period, the technical department of the route operator shall implement measures to allow the data collection to be performed.
- d. In the event that the communication malfunction cannot be repaired immediately, the technical department of the route operator shall inform the board in writing.
- e. The technical department of the route operator shall, if requested in writing by the board to do so, immediately disable a limited payout machine for a period determined by the board or until such time as the malfunction has been repaired.

12. MAINTENANCE

- (1) The technical department of the route operator shall maintain a detailed maintenance register in respect of all malfunctions and maintenance performed on limited gambling machines and SDL's.

- b. Preventative and routine maintenance on a limited payout machine and SDL may be performed only by:
 - (a) a limited payout machine technician;
 - (b) an employee of the CEMS operator;
 - (c) an employee of a limited payout machine manufacturer, licensed in terms of the Act; and
 - (d) a registered employee of a person who holds an appropriate registration in terms of section 61 of the Act, in the presence of a registered employee of the relevant limited payout machine site.
- (17) Sub-rule (2) does not preclude a registered employee of the limited payout machine site from performing routine maintenance to ensure the proper operation of the limited gambling machines on its premises, including attending to coin-in and coin-out errors, bill disputes, hopper fills and cash collections.
- (18) If a specific malfunction on a limited payout machine recurs on a regular basis, the technical department of the route operator shall attend to the problem.

13. RAM CLEAR

- 12.13(1) Only representatives of the technical department of a route operator and CEMS operator shall be allowed to perform a RAM clear on a limited payout machine and SDL.
 - b. A RAM clear on a limited payout machine or SDL may be performed only by accessing the logic area of such limited payout machine or secure housing of the SDL.
 - c. Prior to and after performing a RAM clear on an LPM, the limited payout machine technician shall record the limited payout machine soft meter readings on the prescribed RAM Reset document and shall:
 - (a) forward this information to the administration department of the route operator;
or
 - (b) ensure that the limited payout machine soft meters have been archived on the CEMS.
- (19) Representatives from both the relevant limited payout machine site and the technical department of the route operator shall attest to the accuracy of the information contained in the RAM reset document.

- (20) The limited payout machine technician or representative of the CEMS operator shall ensure that full data collection has been completed by the CEMS prior to performing a RAM clear on the SDL, as prescribed by the operator's ICS.

14. ADDITIONAL GAMBLING DEVICES

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

15. RESPONSIBILITIES

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

16. JOURNAL ENTRIES

- (1) In the event of incorrect information being reflected on the CEMS, the administration department of the route operator shall make printouts prior to and subsequent to changes being effected thereto, reflecting an audit trail of the amendments made and the reason for such amendments.

- b. The administration department of the route operator shall request the CEMS operator, in writing on the prescribed Journal entry register, to effect the necessary adjustments.
- c. All journal entries shall be authorised and signed by the administration manager.

17. LIMITED PAYOUT MACHINE ACCOUNTING

- (1) The administration department of the route operator shall, on a daily basis, review the CEMS reports used for calculating taxable revenue to verify the accuracy thereof.
- b. The administration department of the route operator shall verify that the data contemplated in Rule 12.9 (1) and (2) has been collected in respect of all limited gambling machines within 24 hours of the period allowed for the collection thereof.
- c. The administration department of the route operator shall immediately inform the technical department of the route operator if the data collection contemplated in sub-rule (2) has been unsuccessful.
- d. A monthly reconciliation shall be prepared by the administration department of the route operator in respect of the taxable revenue pertaining to all limited gambling machines exposed for play by the route operator.
- e. All limited payout machine reconciliation procedures and any follow-up actions performed in respect thereof, shall be documented and retained for board inspection.
- f. The monthly tax return shall be signed by the administration manager.

18. CONTROLLED STATIONERY

- 18(1) The administration department of a route operator shall be responsible for ordering, receiving, storing and issuing the following controlled stationery:
 - (a) malfunction and maintenance register, to be used to document all malfunctions of and maintenance performed on limited gambling machines and SDL's, recording the relevant:
 - (i) limited payout machine site;
 - (ii) limited payout machine or SDL number;
 - (iii) date and time of the malfunction;
 - (iv) date and time of the maintenance;
 - (v) description of the malfunction and action taken to repair it; and

- (vi) signatures and names or employee numbers of the limited payout machine technician and licensed limited payout machine site employee performing and witnessing the maintenance;
- (b) RAM reset document, to be used in the event of a RAM clear, recording the relevant:
 - (i) date and time;
 - (ii) limited payout machine number;
 - (iii) soft meter readings prior to the RAM clear;
 - (iv) soft meter readings subsequent to the RAM clear; and
 - (v) signatures and names or employee numbers of the limited payout machine technician and licensed limited payout machine site employee performing and witnessing the RAM clear;
- (c) payout register, to be used to document all prescribed payouts made by the limited payout machine site to patrons, recording the relevant:
 - (i) date of payment;
 - (ii) value of the payment;
 - (iii) patron's name, surname and signature; and
 - (iv) signature and name or employee number of the licensed limited payout machinesite employee who made the payout;
- (d) dispute register, to be used to document all patron disputes, including resolved disputes, recording the relevant:
 - (i) date and time of the dispute;
 - (ii) nature of the dispute;
 - (iii) the relevant limited payout machine number, where applicable;
 - (iv) the patron's signature and contact details, including telephone number and address;
 - (v) remedial steps taken to resolve the dispute;
 - (vi) details regarding the resolution or referral of the dispute, as the case may be; and
 - (vii) signature and name or employee number of the licensed limited payout machine site employee to whom the dispute was reported;

- (e) journal entry register, to be used to record the detail of all adjustments made to stored data on the CEMS, recording the relevant:
 - (i) date and time of the entry;
 - (ii) limited payout machine number, where applicable;
 - (iii) limited payout machine site name;
 - (iv) reason for the adjustment;
 - (v) description of the adjustment made; and
 - (vi) signatures and names or employee numbers of the administration department employee requesting the adjustment and the administration manager authorising the adjustment;

- (f) user rights application form, to be used for the application of user access rights on the CEMS, recording the relevant:
 - (i) date of application;
 - (ii) applicant's name and surname;
 - (iii) position or job function of the applicant;
 - (iv) board registration number, where applicable;
 - (v) route operator's name;
 - (vi) limited payout machine site name, where applicable;
 - (vii) the user access rights to be allocated to the applicant, and
 - (viii) signature and name or employee number of the administration department employee authorising the application;

- (g) stationery registers, documenting controlled stationery in stock as well as all controlled stationery issued, recording the relevant:
 - (i) amount of stationery received;
 - (ii) ranges of stationery received;
 - (iii) signature and name or employee number of the employee receiving the stationery;
 - (iv) limited payout machine site at which the stationery is used, where applicable;
 - (v) date and time issued;
 - (vi) current stock level; and

- (vii) the signatures and names or employee numbers of the licensees receiving and issuing the controlled stationery;
- (h) monitored key control registers, documenting each time monitored keys or combinations thereof are issued, duplicated or destroyed, recording the relevant:
 - (i) type of key or combination of keys;
 - (ii) number of keys made, duplicated or destroyed;
 - (iii) signatures of all persons involved in the creation, duplication or destruction of such keys;
 - (iv) date and time issued;
 - (v) relevant limited payout machine site, where applicable;
 - (vi) signature and name or employee number of the employee issuing the keys;
 - (vii) signature and name or employee number of the employee receiving the keys; and
 - (viii) date and time returned by the custodian of the monitored key.
- b. All the unused and completed registers contemplated in sub-rule (1) shall be kept in a secure area controlled by the administration department.
- (21) The issue and receipt of all value or controlled stationery shall be registered in stationery registers.
- (22) Information required to be reflected on controlled stationery shall be recorded in ink or such other permanent medium as the board may require or approve.
- (23) Corrections to information recorded on controlled stationery shall be made by drawing a single line through the error and entering the correct detail whereupon at least one employee involved in the transaction shall append his or her initials alongside the changes, specifying his or her full names or employee registration number.
- (24) All the completed registers contemplated in sub-rule (1) shall be retained:
 - (a) on the relevant limited payout machine site, for a period of at least 3 months from the date of the last entry therein, and
 - (b) at its registered office, by the route operator for a period of at least two (2) years from the date of the last entry therein for board inspection.

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

19. MONITORED KEYS

- (1) The administration department of a route operator shall maintain detailed records in respect of each monitored key that is made, duplicated or destroyed.
- b. The administration department of a route operator shall receive, secure, issue, control and dispose of the following monitored keys:
- (a) limited payout machine cabinet door keys;
 - (b) logic area door keys;
 - (c) SDL keys;
 - (d) such other keys that are required to be monitored or controlled in terms of the Act and ICS; and
 - (e) each duplicate key to the keys contemplated in paragraphs (a) to (d) above.
- (27) All monitored keys shall be kept in a secured area, in such a manner as to prevent unauthorised access thereto.
- (28) Access to the secure area referred to in sub-rule (3) shall be limited to representatives of the administration department of the route operator.
- (29) All key transactions shall be registered in key control registers.
- (30) Monitored keys shall at all times remain under the control of the custodian of such keys.
- (31) In addition to the provisions of this Rule, the following provisions shall apply with regard to the control of:
- (a) Logic area keys:

- (i) Only authorised representatives from the technical department of the route operator shall be allowed access to the logic area keys.
 - (ii) Logic area keys may not be kept at the limited payout machine site.
 - (b) SDL keys:
 - (i) The SDL keys shall be issued only to a limited payout machine technician or a representative of the CEMS operator.
- (32) Limited payout machine cabinet door keys may only be issued to a registered employee of the limited payout machine site or a representative of the technical department of the route operator.

20. INVESTIGATIONS

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

21. AUDITS

- (1) The Compliance department of the route operator shall be responsible for the performance of quarterly audits:
 - (a) to verify that only approved game and communication software is installed in limited gambling machines;
 - (b) to verify that only approved software is installed in SDL's;
 - (c) to ensure that access to the CEMS has been allocated to authorised personnel only;
 - (d) assessing procedural compliance by the route operator and on limited payout machine site with the Rules and the route operator's ICS;
 - (e) to verify that all employees performing gambling-related functions are correctly licensed;
 - (f) on the limited payout machine RTP percentages which are below 80% over a continuous 12-month period;
 - (g) to ensure that journal entries have been performed correctly and with the necessary authorisation;
 - (h) on monitored key registers for accuracy;
 - (i) on controlled stationery registers for accuracy and stock levels; and
 - (j) to verify the accuracy and integrity of information on the CEMS.
- (2) Any discrepancies found during the audits referred to in sub-rule (1) shall be investigated and the results and actions taken to prevent a recurrence thereof shall be documented.
- (3) All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for board inspection.
- (4) The Compliance department of a route operator shall, on a six-monthly basis, compile or review a risk analysis in respect of the day-to-day gambling and gambling-related activities conducted by the route operator and on limited payout machine site.

22. REPORTING REQUIREMENTS

- (1) The Compliance Manager shall report directly to at least the General Manager or Managing Director of the route operator.
- b. The board may approve different reporting lines to those prescribed in sub-rule (1) above, upon demonstration by the route operator that there are no incompatible functions.

- c. The Compliance department of a route operator shall, on a monthly basis, provide the board with a report reflecting, in respect of the period reviewed:
 - (a) any contraventions of the route operator's ICS or the Act;
 - (b) any discrepancies detected during the prescribed audits and investigations;
 - (c) detail of all journal entries;
 - (d) a summary of all patron disputes arising;
 - (e) any cheating activities detected;
 - (f) a summary of all bannings and self-exclusions effected; and
 - (g) such other detail as may be required by the board.
- (33) The monthly reports, referred to in sub-rule (3), shall be submitted within 5 working days after the conclusion of every month.
- (34) In addition to the provisions of sub-rule (3), the Compliance department shall submit additional reports to the board relating to:
 - (a) gambling-related activities and procedures;
 - (b) any material weaknesses identified in the route operator's ICS; and
 - (c) instances of possible non-compliance with the provisions of the route operator's ICS or the Act within 14 days of compiling such reports.
- (35) All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for board inspection.

23. INTERNAL CONTROL SYSTEMS FOR SITES

- (1) The provisions and procedures prescribed in a route operator's ICS, including its organisational structure and jobs compendium, shall be complied with on all licensed limited payout machine sites on which it exposes limited gambling machines for play.
- (2) No gambling or gambling-related activities shall be conducted on a limited payout machine site prior to the approval of the relevant route operator's ICS by the board.
- (3) All operations on a limited payout machine site shall be conducted in terms of the relevant route operator's ICS.
- (4) A copy of these Rules and the relevant route operator's ICS shall, at all times be retained on a limited payout machine site.
- (5) If any provision or procedure of the route operator's ICS is contravened on a limited payout machine site, such contravention shall be deemed to be a contravention of these Rules, and the route operator shall be liable thereof: Provided that:

- (a) where the holder of the route operator licence to which a limited payout machine site relates does not exercise control over the site for the purposes of the contravention, the board may require the site owner key person to pay the penalties in respect of such contravention; and
 - (b) where a penalty is imposed pursuant to paragraph (a), the board may exempt the relevant route operator from paying the penalty specified if it is satisfied that that the route operator could not reasonably have prevented the contravention.
- (6) For the purposes of sub-rule (5)(b), a route operator may not be regarded as having been unable reasonably to prevent a contravention where:
- (a) the route operator has previously been alerted to the commission of a similar contravention on the relevant limited payout machine site;
 - (b) the route operator has undertaken to take steps to prevent a repetition of similar contraventions on the relevant limited payout machine site, and has not taken sufficient steps to do so; or
 - (c) the same or similar contraventions take place on the relevant limited payout machine site on a regular basis.
- (7) If any provision of these Rules is contravened on a limited payout machine site, the provisions of sub-rules (5) and (6) shall apply *mutatis mutandis* in respect of the imposition of penalties regarding such contravention.

24. MINIMUM REQUIREMENTS FOR LIMITED PAYOUT MACHINESITE

- (1) All business conducted on the limited payout machine site shall be lawful and registered for tax purposes.
- b. The board shall approve the floor plan of the limited payout machine site prior to any gambling activity being conducted on such site.
- c. The approved floor plan in respect of a limited payout machine site may not be altered without the prior written approval of the board.
- d. The route operator or any other person may not, on a limited payout machine site, expose for play limited gambling machines in excess of the maximum number authorised for such site by the board.
- e. The designated area of a limited payout machine site shall be constructed in such a manner as to ensure restricted access thereto.

- f. The designated area of a limited payout machine site shall not be less than three (3) square meters per LPM, unless otherwise approved by the board.
- g. The wiring to and from the limited gambling machine, SDL and SKP shall be installed in a manner as to prevent tampering therewith.
- h. The limited gambling machines shall not be visible to the general public from outside the limited payout machine site.
- i. No person shall:
 - (a) advertise gambling on the exterior of a limited payout machine site; or
 - (b) adopt or use a name in respect of a limited payout machine site which promotes, or incorporates a reference to, gambling.
- (8) All limited gambling machines shall be placed and remain within the designated areas approved by the board, unless otherwise prescribed by these Rules.
- (9) All SDL's and SKP's shall be placed and remain in an area approved by the board.
- (10) The route operator or any other person on a limited payout machine site shall not expose a limited payout machine for play:
 - (a) outside the approved designated area; or
 - (b) on any premises other than on a licensed limited payout machine site.

25. RESPONSIBILITIES PERTAINING TO LIMITED PAYOUT MACHINESITES

- (1) In the event of a limited payout machine or CEMS malfunction that cannot be repaired immediately, the registered employee on the limited payout machine site shall immediately inform the route operator.
- b. Limited gambling machines that are not exposed for play shall not be stored in a public area.
- c. A limited payout machine may not be stored on a limited payout machine site for a period longer than one (1) month without the prior written approval of the board.
- d. A registered employee on a limited payout machine site shall perform a count of all the limited payout machine drop proceeds at least once every a week and record the value of the drop proceeds on the CEMS.
- e. All manual payments made by the limited payout machine site in excess of R100,00, shall be recorded in the prescribed payout register.
- f. All limited gambling machines within the limited payout machine site shall be monitored, observed and supervised by a registered employee during operating hours in order to:

- (a) ensure that no person under the age of 18 years and no excluded person:
 - (i) enters or remains in any gambling area with limited gambling machines;
 - (ii) takes part in a limited payout machine game; or
 - (iii) operates an LPM;
- (b) effectively monitor and control the designated area and areas in which the SDL and SKP are placed, and
- (c) ensure that all limited gambling machines and the SDL, and their wiring, are not:
 - (i) tampered with or damaged;
 - (ii) altered in any way; or
 - (iii) accessed by unauthorised persons.

26. ACCESS TO LIMITED GAMBLING MACHINES

27. (1) Only an authorised registered employee of the route operator, a registered employee on a limited payout machine site and a registered employee of a person holding an appropriate registration in terms of section 61 of the Act may access a limited gambling machine.
- b. The employee card of the registered employee of the relevant limited payout machine site, shall be inserted in the SKP each time a limited payout machine is accessed.
 - c. The registered employee on a limited payout machine site shall ensure that all doors of the limited gambling machines and SDL are secured at all times.
 - d. The relevant entries shall be made in the Machine book each time a limited payout machine is accessed.
 - e. Responsible gambling brochures shall be available at a limited payout machine site at all times.
 - f. There shall be placed in public view on a limited payout machine site such posters as the board may determine, and having the content as the board may require, relating to problem gambling.
 - g. Each limited payout machine shall have Responsible Gambling stickers required or prescribed by the board located in a place visible to patrons.
 - h. The procedure pertaining to the resolution of patron disputes must be conspicuously displayed in the limited payout machine site' designated area, specifying:
 - (a) that all disputes should be immediately reported on the limited payout machine site;

- (b) the procedure in respect of the completion of the dispute register;
- (c) the helpline number of the route operator; and
- (d) contact details in respect of the board.

27. MONITORED KEYS AND CONTROLLED STATIONERY

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

28. PATRON DISPUTES

- (1) A registered employee at a limited payout machine site shall record all patron disputes in a dispute register and immediately perform such investigations as may be required to resolve the dispute.
- b. If the investigation contemplated in sub-rule (1) reveals that credits are legally owed to a patron, such credits shall immediately be paid out at the relevant limited payout machine site.
- c. The limited payout machine site shall, within 24 hours, inform the route operator of any patron dispute arising on such site.
- d. The route operator shall make available a helpline number for the purpose of registering patron disputes.
- e. The route operator shall perform weekly follow-ups in respect of all patron disputes to ensure the resolution thereof.
- f. The route operator shall document the information in respect of the follow-ups performed and retain such documentation for a period of at least two (2) years for board inspection.

29. OFFICES OF THE ROUTE OPERATOR

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

30. CREDIT FACILITY

- (1) The limited payout machine site, route operator or any other person shall not, directly or indirectly, extend credit, in any form whatsoever, to any person, for the purpose of playing on, or operating, a limited gambling machine.
- b. For the purposes of this Rule, credit extension includes the advancement of cash by a limited payout machine site, route operator or any other person against a person's credit

card, cheque, traveller's cheque, money order or any other negotiable instrument whatsoever.

31. GAME FEATURES, STAKES AND PRIZES

- (1) No bets in respect of which the stake exceeds the maximum amount prescribed in terms of the Act, may be offered or accepted on a limited payout machine site.
- b. The limited payout machine site, route operator or any other person may not, in their own name or on behalf of any third party, offer any prize in excess of or in addition to the maximum prize prescribed in terms of the Act.
- c. Progressive jackpots and double-up features are not permitted in respect of limited gambling machines.
- d. No person shall supply free or promotional credits to any person as an inducement to that person to operate or play a limited gambling machine.
- e. All prizes shall be paid in cash or a cash equivalent approved by the board.

32. MONETARY INSTRUMENTS

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

33. SDL CONTROLS

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

34. EMPLOYEE CARDS

- (1) Employee cards shall be issued to and used only by authorised registered employees.
- b. Prior to accessing a limited payout machine or SDL, a registered employee shall insert his or her employee card in the SKP.

- c. Employee cards issued to registered employees of a route operator shall be valid only in respect of the specific limited payout machine sites linked to such route operator.
- d. An employee shall insert a password prior to performing any function or maintenance on a limited payout machine or SDL.
- e. Employee cards shall not be left unattended in the SKP.
- f. An employee card shall immediately be deactivated in the event that it is lost or when the employee to whom it relates has resigned.
- g. Employee cards shall contain the following printed information:
 - (a) a photograph of the relevant employee;
 - (b) the name of the employee to whom the card relates;
 - (c) the name of the licensed limited payout machine site to which the card relates;
 - (d) the name of the relevant route operator;
 - (e) the job description of the employee to whom the card relates, where applicable; and
 - (f) the registration number assigned to the relevant employee by the board.

35. LIMITED PAYOUT MACHINESITE AND EMPLOYEE RECORDS

- (1) The holder of a route operator licence shall, in respect of each site at which it has been authorised to expose limited gambling machines for play, maintain current and accurate limited payout machine site records reflecting:
 - (a) the business name of the site;
 - (b) the physical address of the site; or, where this is not easily determinable, the Global Positioning System co-ordinates of such site;
 - (c) the postal address of the site;
 - (d) all other available contact details in respect of the site; and
 - (e) details of each registered employee at the site, including the employee's:
 - (i) name and surname;
 - (ii) type of registration; and
 - (iii) board registration number.
- b. The route operator shall, within 5 working days after the conclusion of every month, submit a limited payout machine site and employee movement report to the board specifying, in respect of the preceding month:
 - (a) the details of all newly appointed gambling-related employees;

- (b) new limited payout machine sites;
 - (c) all licence and registration renewals in respect of gambling-related employees and limited payout machine site licences;
 - (d) details of all limited payout machine site licences whose contracts were terminated;
 - (e) details of all gambling-related employees who left the employment of the route operator or ceased employment on a limited payout machine site; and
 - (f) all promotions or demotions in respect of gambling-related employees of the Route operator or persons registered to be employed on a limited payout machine site.
- (11) A registered employee on a limited payout machine site shall immediately inform the Route operator of any employee resignations.

36. USER ACCESS RIGHTS

- (1) All application forms for access to any gambling-related software, including amendments thereto, shall be signed by a representative of the administration department of the route operator.
 - b. The user rights application form shall clearly indicate the user access rights for which the applicant has applied.
 - c. The route operator shall request user access rights on the CEMS to be allocated to authorised registered employees only.
 - d. The pre-approved user access rights matrix shall indicate all types of user groups registered on the CEMS and all the user rights allocated to such users.
 - e. The pre-approved user access rights matrix shall be signed by the general manager of the route operator, the administration manager and a representative of the board.
 - f. Any amendments to the pre-approved user access rights matrix shall be signed by the persons prescribed in sub-rule (5).
 - g. The administration department of a route operator shall request the CEMS operator, in writing, to allocate the employee's user rights in terms of the pre-approved user access rights matrix by supplying the following information:
 - (a) the applicant or employee's name and surname;
 - (b) user access rights to be allocated;
 - (c) route operator name;
 - (d) limited payout machine site name, where applicable; and
 - (e) board registration number.

- (12) User access rights on the CEMS shall be allocated to appropriately registered employees and in terms of the user access rights matrix.
- (13) The prior written approval of the board is required in respect of all other persons for whom user access rights are requested on the CEMS.
- (14) The route operator shall immediately inform the CEMS operator of the resignation of any employee, whereupon the relevant employee's user access rights shall be immediately disabled on the CEMS.

37. EMPLOYEES TO BE APPROPRIATELY LICENSED

- (1) Only appropriately registered persons may perform gambling-related functions on behalf of a route operator, CEMS operator or limited payout machine site.
 - b. Any person who has the authority to:
 - (a) perform journal entries;
 - (b) allocate user access rights on the CEMS; and
 - (c) perform maintenance or change the functionality of the CEMS shall be registered as a key person in terms of the Act.

38. DISPENSATION

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