

PROVINCE OF WESTERN CAPE

PROVINSIE WES-KAAP

Provincial Gazette Extraordinary

5567

Wednesday, 23 August 2000

Buitengewone Provinsiale Koerant

5567

Woensdag, 23 Augustus 2000

Registered at the Post Office as a Newspaper

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*(*Reprints are obtainable at Room 12-06, Provincial Building, 4 Dorp Street,
Cape Town 8001.)*

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PROVINCIAL NOTICE

The following Provincial Notice is published for general information.

L. D. BARNARD,
DIRECTOR-GENERAL

Provincial Building,
Wale Street,
Cape Town.

PROVINSIALE KENNISGEWING

Die volgende Provinsiale Kennisgewing word vir algemene inligting gepubliseer.

L. D. BARNARD,
DIREKTEUR-GENERAAL

Provinsiale-gebou,
Waalstraat,
Kaapstad.

P.N. 374/2000

23 August 2000

WESTERN CAPE GAMBLING AND RACING BOARD:**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:

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CHAPTER I GENERAL

1. Definitions

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 ascribed 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) **“Business day”** and **“working day”** means any day excluding weekends and public holidays.
- (3) **“Business year”** means the annual period used by a casino operator for internal accounting purposes.
- (4) **“Canister”** means a lockable metal container housed in a slot machine which stores banknotes accepted by such slot machine.
- (5) **“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 other fee or payment, and includes the following gambling games: poker, bridge, whist, solo, panguingui and other non-banking casino games.
- (6) **“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 the following:
 - (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.
- (7) **“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;
 - (b) guaranteed cheques, cashiers cheques or recognised money orders, any of which are made payable to the presenting patron and endorsed in blank, provided that no such instrument shall be accepted as a cash equivalent if the instrument was originally made payable to any person other than the presenting patron, and
 - (c) recognised credit cards presented pursuant to the casino operator’s ICS.
- (8) **“Casino operator”** means the holder of a casino operator licence, licensed in terms of section 45 of the Law.
- (9) **“Casino 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 inspectors, floorpersons, pit bosses, casino shift managers, the assistant casino manager, and the casino manager.
- (10) **“Chip”** means a chip as defined in the regulations and shall include value chips, plaques, non-value chips and promotional or tournament chips.
- (11) **“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.
- (12) **“Distributor”** means the holder of a licence specified in section 51 of the Law.
- (13) **“Drop box”** means a lockable metal container which is affixed to a gambling table in which banknotes, chips and table game documents are deposited.
- (14) **“EMS”** means a electronic monitoring system, certified by the SABS and approved by the Board.
- (15) **“Establishment”** means any premises where business is conducted, and includes all buildings, improvements, equipment and facilities used or maintained in connection with such business.
- (16) **“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.
- (17) **“Fiscal year”** means a period beginning on 1 April in any year and ending on 31 March of the following year.
- (18) **“Funds”** means money or any other instrument of value.
- (19) **“Gambling day”** means an accounting period representing one business day in the operation of a casino, which will begin and terminate at such times as specified in the casino operator’s ICS.
- (20) **“Game outcome”** means the final result of a wager.

- (21) **“Gambling-related devices”** means all devices other than gambling devices used in the conduct of a gambling game and includes card shufflers.
- (22) **“Handle”** means the total rand value of coins, tokens and credits wagered in a slot machine.
- (23) **“ICS”** means the internal control standards of the casino operator as approved by the Board and shall include all gambling policies, gambling-related operating procedure manuals and gambling-related administrative and accounting procedure manuals of the casino operator.
- (24) **“Imprest float”** means a float which is replenished from time to time to correspond to the exact amount of the original float.
- (25) **“Incompatible function”** means a function which places any person or department, in a position both to commit an error or to perpetrate a fraud and to conceal the error or fraud perpetrated or any irregularities that may have occurred in the normal course of his, her or its duties. Persons may be considered to have incompatible functions if such persons are members of separate departments that are not supervised independently of one another.
- (26) **“Jackpot”** means any money, merchandise, thing of value or any other consideration whatsoever specified by the casino operator or on the gambling device as a jackpot to be paid to a patron as the result of a specific winning combination(s) of characters indicated on a slot machine or cards dealt in a table game.
- (27) **“Manufacturer”** means the holder of a licence specified in section 50 of the Law.
- (28) **“Modification”** means a change or alteration in an approved slot machine which affects the manner or mode of play of the device and includes a change to control or graphics programs and, except as provided in paragraphs (d) and (e), in the theoretical hold percentage, but does not include:
- (a) a conversion;
 - (b) replacement of one approved component with another;
 - (c) the rebuilding of a previously approved device with approved components;
 - (d) a change in the theoretical hold percentage of a slot machine, provided that the slot machine meets the prescribed requirements after such changes have been effected; or
 - (e) a change in the theoretical hold percentage of a slot machine as a result of the payment a prize which is not accounted for by the slot machine.
- (29) **“Non-value chip”** means a chip, other than a promotional chip, that has no monetary value inscribed on its sides.
- (30) **“Rake-off”** means a percentage of the total amount anted and wagered by a patron in a card game.
- (31) **“Shift”** means a work period of a group of employees including those employees conducting and supervising the operation of table games, slot machines and cash desks, working in relay with another such succeeding or preceding group of employees within specific time frames, as stipulated in the casino operator’s ICS.
- (32) **“Table game”** means any gambling game played in a casino other than on a slot machine.
- (33) **“Theoretical drop”** means the estimated rand amount of cash and plaques deposited into the drop box as recorded by the table supervisor or dealer.
- (34) **“Theoretical win”** means:—
- (a) with reference to a table game, the estimated rand value won by the casino operator as recorded by the table supervisor or dealer, and
 - (b) with reference to a slot machine, the handle multiplied by the theoretical hold percentage as determined by the manufacturer of such slot machine.
- (35) **“Wager”** means a sum of money or other thing of value risked or staked on the outcome of a gambling game.

CHAPTER II INTERNAL CONTROL STANDARDS

2. Internal control standards (ICS)

- (1) Every casino operator shall develop, implement and maintain a written ICS containing all gambling-related standards, procedures and controls implemented by such operator to ensure:
- (a) the integrity of its gambling operation;
 - (b) that gambling and related devices are safeguarded;
 - (c) that financial and other gambling-related records are accurate and reliable;
 - (d) that gambling-related transactions are performed with the necessary authorisation;
 - (e) that gambling-related transactions are recorded in sufficient detail to ensure the proper reporting of gambling revenue, taxes and other fees due, and
 - (f) that gambling-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified persons.

- (2) A casino operator's ICS shall, at a minimum, contain those elements and procedures required in terms of the Law.
- (3) A casino operator shall not commence with any gambling activities prior to the approval of its ICS by the Board.
- (4) A casino operator shall with its ICS submit to the Board a letter from an independent chartered accountant, stating that the proposed ICS complies with the requirements of this chapter.
- (5) A casino operator shall not amend its ICS or implement any new or revised procedures contained or required to be contained in its ICS without the approval of the Board.
- (6) A casino operator shall conduct its operations in terms of its ICS.
- (7) If a casino operator contravenes any provision of its ICS that is required to be incorporated into its ICS in terms of the Law, such contravention shall be deemed to be a contravention of these Rules.

3. Gratuities

- (1) A casino operator shall prescribe the policy and procedures in respect of the payment and distribution of gratuities to staff in its ICS.

CHAPTER III ORGANISATIONAL STRUCTURE AND ADMINISTRATION

4. Organisational Structure

- (1) Every casino operator shall prescribe in its ICS and implement an organisational structure to provide for:
 - (a) a personnel structure which clearly reflects a chain of command and which provides for management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
 - (b) the segregation of incompatible functions;
 - (c) primary and secondary supervisory positions which ensure the continuous authorisation or supervision of all gambling and related transactions at all relevant times, and
 - (d) the division of responsibility and accountability to ensure that no area of accountability or responsibility is so extensive that it becomes impractical for one person to monitor or control.

5. Mandatory departments and functions

- (1) In addition to satisfying the requirements of rule 4, the organisational structure of a casino operator shall provide for the following independent departments and functions:—
 - (a) a surveillance department, which shall be responsible for the following functions:
 - (i) the continuous audio and video surveillance and recording of the operation and conduct of table games;
 - (ii) the continuous video surveillance and recording of the operation of all slot machines;
 - (iii) the continuous audio and video surveillance and recording of the operation of the cash desk and other gambling-related transaction areas;
 - (iv) the continuous audio and video surveillance and recording of all gambling-related count rooms and all activities therein;
 - (v) the continuous audio and video surveillance and recording of all other areas or activities that are required to be monitored and recorded in terms of the Law;
 - (vi) the safe storage of all audio and video recordings referred to in paragraphs (i) to (v) above;
 - (vii) the detection and immediate reporting to the appropriate supervisors of any breaches of procedures prescribed in terms of the casino operator's ICS or the Law;
 - (viii) the detection and immediate reporting to the appropriate supervisors of 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;
 - (ix) the detection and immediate reporting to the appropriate supervisors of cheating, theft, embezzlement, and other illegal gambling-related activities;
 - (x) the documenting of all breaches of procedure and illegal and unusual activities monitored by the surveillance department;
 - (xi) the compilation of a monthly report reflecting all breaches of procedures referred to in paragraph (vii) within the previous month specifying the breaches that occurred and the frequency of such breaches within such month;
 - (xii) the collection from the table game department, inspection and disposal of all used cards and dice;
 - (xiii) the performance of a weekly audit to ensure the accuracy of all key control registers required to be kept in terms of the casino operator's ICS and the Law;
 - (xiv) the performance of a weekly audit to ensure the accuracy of the stock levels of all unused gambling-related documents, forms and registers.

- (xv) the performance of a monthly audit to ensure the accuracy of the slot machine logic box seal register and a weekly audit to ensure the accuracy of all other gambling-related seal registers, and
 - (xvi) the performance of all other duties and responsibilities pertaining to the surveillance department assigned to it in the casino operator's ICS and the Law;
- (b) an internal audit function which may be independent of the casino operator and which shall be responsible for the following:
- (i) the review and evaluation of the casino operator's ICS in order to determine the adequacy and effectiveness thereof;
 - (ii) the quarterly review of the casino operator's compliance with its ICS and the Law which shall include a review of
 - (aa) all controls, procedures and authorisations relating to the day to day operations of the:
 - (a1) table game department;
 - (a2) slot machine department;
 - (a3) casino accounting department;
 - (a4) cash desk and vaults;
 - (a5) surveillance department;
 - (a6) EDP department, and
 - (a7) gambling security department;
 - (bb) the integrity, adequacy, accuracy and reliability of all gambling-related information and systems;
 - (cc) insofar as it is relevant, the compliance with any operational conditions of the licence that may have been imposed by the Board, and
 - (dd) the reconciliation of the accounting records with tax returns submitted to the Board;
 - (iii) the reporting of any contravention of the casino operator's ICS or the Law;
 - (iv) the reporting of any material weaknesses in the casino operator's ICS;
 - (v) the preparation and maintenance of reports documenting the information referred to in this sub-rule, and
 - (vi) the performance of all other duties and responsibilities pertaining to the internal audit department assigned to it in the casino operator's ICS and the Law;
- (c) an EDP department which shall be responsible for the installation and maintenance of all computer systems and for the quality, reliability, accuracy, security and backup of all such systems and electronic data used by the casino operator in the conduct of its casino including:
- (i) computer hardware, communications equipment and software used in the conduct of the casino;
 - (ii) computer tapes, disks, and other electronic storage media containing data relevant to the operation of the casino;
 - (iii) 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
 - (iv) the performance of all other duties and responsibilities pertaining to the EDP department assigned to it in the casino operator's ICS and the Law;
- (d) a table game department which shall be responsible for the operation and conduct of all table games approved by the Board and such further duties and responsibilities assigned to it in the casino operator's ICS and the Law. The table game department shall not be responsible for the count process or computer applications and data files utilised by it;
- (e) a slot machine department which shall be responsible for the operation and maintenance of slot machines approved by the Board and such further duties and responsibilities assigned to it in the casino operator's ICS and the Law. The slot machine department shall not be responsible for the count process or computer applications and data files utilised by it;
- (f) a gambling security department which shall be responsible for the overall security of the establishment, which shall include the following:
- (i) the enforcement of the law;
 - (ii) the physical safety of all patrons in the establishment;
 - (iii) the physical safety of all personnel employed at the establishment;
 - (iv) the safeguarding of the casino operators assets, assets transported to and from the casino floor and all secured areas and includes count rooms and cash desk areas;
 - (v) the receipt, storage, control and issuing to the table game department of all cards and dice for use in the casino;
 - (vi) the receipt, storage, control and issuing of all controlled keys in the casino;

- (vii) the receipt, storage, control and issuing of all unused documents, forms and registers;
 - (viii) the safeguarding of the establishment's and all patrons' property from illegal activity;
 - (ix) the detention of any individual reasonably believed to be engaged in or engaging in any illegal activity, and the notification to the surveillance department and law enforcement authorities as to the fact of such detention;
 - (x) the permanent recording of all unusual occurrences within the casino;
 - (xi) the identification and removal of any person who is required to be excluded, or who may be excluded or ejected from the establishment, or of any person who is prohibited from entering a the casino, and
 - (xii) the performance of all other duties and responsibilities pertaining to the gambling security department assigned to it in the casino operator's ICS and the Law;
- (g) a casino accounting department which shall be responsible for the following:
- (i) the development, implementation and review of accounting controls;
 - (ii) the preparation and control of records and data;
 - (iii) the control of stored data;
 - (iv) the accounting for and reconciliation of all forms used in the operation of the casino;
 - (v) the preparation of all financial and management reports;
 - (vi) the hard count;
 - (vii) soft counts in respect of table games and slot machines;
 - (viii) the cash desk. The control of the cash desk must be exercised independently of the hard and soft counts. The cash desk shall be responsible for the following:
 - (aa) the custody of currency, coin, patron credit instruments, chips, tokens and documents and records normally associated with the operation of a cash desk;
 - (bb) the exchange, redemption, and consolidation of cash equivalents and patron credit instruments;
 - (cc) the receipt, distribution, and redemption of chips and tokens, and
 - (dd) other functions normally associated with the operation of a cash desk;
 - (ix) the performance of credit collection procedures, and
 - (x) the performance of all other duties and responsibilities pertaining to the casino accounting department assigned to it in the casino operator's ICS and the Law.
- (2) 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 rule 4.

6. Reporting requirements

- (1) The head of the surveillance department shall report directly to a member of the executive management, who does not participate in the conduct of the day-to-day operations of the casino and who is at least at the level of Executive Officer.
- (2) The head of the internal audit department shall report directly to the board of directors of the casino operator or a member of the board of directors.
- (3) The Board may approve different reporting lines to those prescribed in sub-rules (1) or (2) above, upon demonstration by the casino operator that there are no incompatible functions.
- (4) In addition to the provisions of sub-rules (1) and (2) the surveillance and internal audit departments shall submit any reports relating to:
 - (a) gambling-related matters, and
 - (b) possible non-compliance with those provisions of the casino operator's ICS that are required to be incorporated into the ICS in terms of the Law, or the Lawto the Board within 14 days of compiling such reports.
- (5) The internal audit department shall also report all weaknesses in the casino operator's ICS to the Board.
- (6) All reports shall be in writing and kept for a period of at least five years.

7. Jobs compendium

- (1) A casino operator shall prepare and maintain a jobs compendium that complies with the provisions of this chapter for all personnel engaged in gambling-related activities. A jobs compendium shall comprise:

- (a) an alphabetical table of contents listing the position title, job code and the page number on which the job description referred to in paragraph (c) may be found;
- (b) an organisational table in respect of each department or division, which illustrates, by position title, the direct and indirect lines of authority within the department or division, and
- (c) 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 and shall be organised by department or division and shall include the following:
 - (i) the position title, job code and corresponding department or division;
 - (ii) the duties, responsibilities, signing authorities and the limitations in respect thereof;
 - (iii) detailed descriptions of criteria in respect of experience or educational requirements;
 - (iv) whether such position involves access to secured or sensitive information, documentation or areas or access to keys to such areas, and
 - (v) the page number of each organisational table on which the relevant job position title is included.
- (2) A casino operator shall not commence with any gambling operations unless its jobs compendium has been approved by the Board.
- (3) A casino operator shall not amend or implement any amendments to its approved jobs compendium without the prior written approval of the Board.
- (4) A casino operator shall at all times maintain a level of staffing which ensures the proper operation and effective supervision of all gambling and related activities.

8. 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 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. 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;
 - (iii) pit bosses, who shall be the second level of supervision, and who shall supervise the operation and conduct of a limited number of table games;
 - (iv) casino shift managers, who shall supervise the operation and conduct of all table games during a particular shift. In the absence of the casino manager and, if applicable, the assistant casino manager, a casino shift manager shall have the authority of a casino manager, and
 - (v) a casino manager, who shall have the responsibility and authority to supervise and manage the overall operation of the table game department including the hiring and termination of employment of all table game department personnel. The casino manager shall ensure that the structure and operation of the table game department complies with the casino operator's ICS and the Law;
 - (b) in its slot machine department:
 - (i) slot machine technicians, who shall be responsible for repairing and maintaining 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 and slot machine supervisors;
 - (ii) slot machine attendants, who shall be responsible for the operation of slot machines including participating in manual pay-outs and slot machine hopper fills;
 - (iii) slot machine supervisors, who shall be the first level of supervision directly supervising the operation of all slot machines and currency acceptors;
 - (iv) slot machine shift managers, who shall be the second level of supervision and shall supervise the operation of all slot machines during a particular shift. In the absence of the slot machine manager or, if applicable, the assistant slot machine manager, the slot machine shift manager shall have the authority of the slot machine manager, and
 - (v) a slot machine manager, who shall have the responsibility and authority to supervise and manage the overall operation of the slot machine department and includes the hiring and terminating of employment of all slot machine department employees. The slot machine manager shall ensure that the structure and operation of slot machine department complies with the casino operator's ICS and the Law.

- (2) The Board may approve the combination of certain categories of staff 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 staff or the Board from ordering a casino operator to utilise additional categories of staff where it deems it necessary for the proper conduct and effective supervision and control of any gambling-related activity.

CHAPTER IV SURVEILLANCE DEPARTMENT RULES

9. Surveillance system plan and alterations to surveillance system

- (1) A casino operator shall, prior to commencing with any gambling operations, submit to the Board for approval a surveillance system plan, which shall conform to the provisions of the Law and the casino operator's ICS and which shall include the following:
 - (a) a casino floor plan that shows the placement of all surveillance equipment;
 - (b) a description of each camera view;
 - (c) a narrative identification of the slot machines and gambling tables covered by each camera, and
 - (d) a detailed inventory of the surveillance system, which shall include:
 - (i) the number of cameras;
 - (ii) the number of monitors;
 - (iii) equipment specifications, including specifications in respect of each camera and monitor, and
 - (iv) a detailed matrix plan, including the procedures proposed in respect of all alarmed areas and alarm-activated events, and entrances and exits.
- (2) The surveillance system plan shall be submitted to the Board for approval in principle prior to its installation.
- (3) The Board shall only after the completion of the installation of the surveillance system consider the approval of such system.
- (4) A casino operator shall not alter or amend its approved surveillance system or any equipment approved in terms thereof or alter or move anything that is being monitored or do anything that will affect the approved view of any camera without the prior written consent of the Board.
- (5) A casino operator which proposes to alter or amend its approved surveillance system shall submit an amended surveillance plan reflecting the proposed alterations or amendments of such system to the Board.
- (6) Sub-rule (4) 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.
- (7) A casino operator shall maintain a detailed register of all alterations or maintenance performed on the surveillance 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.
- (8) The surveillance manager shall sign each entry in the register referred to in sub-rule (7) attesting to the compliance of the alterations or maintenance with the surveillance plan and system approved by the Board.

10. 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 or the Law.
- (2) The Board may, on reasonable grounds, require a casino operator to comply with more stringent requirements than are 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, to control PTZ cameras at a variable speed and to control all video recorders in the surveillance system;
 - (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 with, at a minimum, the capability to pan (rotate) 360° at a minimum speed of 120° per second, tilt 180° with the capability to orientate themselves, zoom in and out, which shall have pre-set capabilities with a minimum pre-set speed of 360° per second, the placement and number of which shall be subject to the Board's approval;

- (e) a titler which shall superimpose the time, date and a title onto all video signal 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, black and white or colour copy or photograph of the images depicted on a video tape recording;
 - (h) video recorders which shall continuously record the video and audio signals from the system; and
 - (i) monitors on which the views recorded by the surveillance system shall be displayed.
- (4) Any satellite monitoring room which is not exclusively manned and controlled by surveillance staff shall only have the capability to monitor and switch between signals of dedicated cameras and shall not have access to any live signal from any PTZ camera.
 - (5) The surveillance system and its equipment shall be directly and securely wired so as to prevent tampering.
 - (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) A lightning protection unit shall be fitted to the surveillance system.
 - (8) 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.
 - (9) Only high-resolution monitors shall be used in the surveillance room.
 - (10) All controls on the monitors shall be front mounted.
 - (11) Each monitor shall have the capability to display any selected view.
 - (12) If the view from one camera is simultaneously displayed on more than one monitor a message shall be displayed on such monitors identifying the location of such other monitors.
 - (13) 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.
 - (14) A ratio of one surveillance officer to five monitors shall be maintained during casino operating hours; provided that for staffing purposes any closed gambling tables or cash desk windows are not required to be monitored by surveillance officers.
 - (15) Each camera in the surveillance system located in a public area shall be placed behind a smoked glass dome or other device to conceal the camera from view.
 - (16) Cameras shall be fitted in such a way as to prevent tampering by patrons or employees.
 - (17) Cameras shall be selected and controlled from the surveillance room by means of a control unit.
 - (18) Each camera which forms part of the gambling surveillance system and which monitors gambling-related activities, shall be dedicated to its own video recorder.
 - (19) 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, cash desk, count room and other transaction areas where money is handled.
 - (20) Each camera shall have the capability of having its picture displayed on a video monitor.
 - (21) All cameras forming part of the surveillance system shall record in colour.
 - (22) The casino operator shall have the capability of creating first generation copies of video surveillance tapes that are standard VHS format or another format approved by the Board.
 - (23) A video recorder shall have the capability to be selected and controlled from the control unit in the surveillance room.
 - (24) All video and audio recordings shall be made in real time.
 - (25) In each office or area covered by the surveillance system, a sign shall be conspicuously displayed which states that the area is under constant audio and video surveillance.
 - (26) All video recordings shall be retained for a period of at least 7 days after the date of such recordings, unless a longer time 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.
 - (27) The procedures used for labelling, storing and record keeping of video recordings shall be prescribed in the casino operator's ICS.

11. Surveillance rooms

- (1) All surveillance monitoring and recording equipment, other than approved satellite monitoring station equipment, 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 casino employees and general public.
- (3) Access to the surveillance room shall be restricted to surveillance personnel only.
- (4) The surveillance room equipment shall have total override capability over any other satellite monitoring equipment in other offices.
- (5) The surveillance system 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.
- (6) The Board and its staff members shall at all times be provided immediate access to the surveillance room and other surveillance areas upon proof of identification.
- (7) The inside of the surveillance room and all satellite monitoring rooms with access to live PTZ signals (excluding the office allocated to the Board), including all employees and their movements therein and all working areas shall continuously be monitored and recorded on audio and video.
- (8) The video recorder and tapes used to record the areas referred to in sub-rule (7) shall be secured in a manner to ensure that only the surveillance manager or surveillance shift manager shall have access to such recorders and tapes.

12. Surveillance system requirements for table games and card rooms

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of:
 - (a) all table game and card room areas with sufficient clarity to permit identification of all dealers, patrons, spectators and pit personnel;
 - (b) all gambling table surfaces with sufficient clarity to permit identification of all chips, cash, card and dice values and the outcome of the game;
 - (c) all cards, card shoes or similar devices, discard holders or similar devices, drop and tip box slots and table numbers;
 - (d) all roulette tables, which shall be recorded by a dedicated camera to permit general views of the table, the roulette wheel, the chip float, the dealer and the hand movements, over the table, of all patrons on one monitor screen, and
 - (e) all pit desks, including any drawers, cabinets and safes contained therein.
- (2) All gambling table activities shall be individually monitored and recorded by a dedicated high-resolution camera per gambling table.
- (3) In addition to the provisions of sub-rule (2), there shall be one PTZ camera for every four gambling tables, which shall be used for general views, punter scans and close-up views.

13. Surveillance system requirements for slot machines

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of all areas which contain slot machines with sufficient clarity to permit the identification of all slot machines and persons, including their movements in such areas.
- (2) Cameras recording slot machines shall be positioned in such a manner that:
 - (a) the whole of every slot machine from top to bottom is visible, and
 - (b) opened machine doors do not obstruct the view to the inside of the slot machine cabinet.
- (3) A maximum of eight slot machines installed immediately adjacent to one another shall be covered by one camera. Spaces between machines shall be taken into account when calculating the required number of cameras.
- (4) The surveillance system shall be interfaced with the EMS and shall monitor and record the following error codes, conditions and information on all slot machines:
 - (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) jackpot or progressive jackpot won and the value thereof; provided that if the EMS does not record the value of a progressive jackpot, the procedures for verifying such jackpot shall be contained in the casino operator's ICS;
 - (g) jackpot reset and credit cancel;
 - (h) coins paid out while door open;

- (i) coin jam;
- (j) all personnel gaining access to the slot machine, and
- (k) slot machine component error codes required in terms of the SABS standards.

14. Surveillance system requirements for count rooms and cash desks

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of all areas, transactions and persons and their movements within:
 - (a) the hard count room and any area in which uncounted drop is stored, including walls, doors, scales or similar devices, wrapping or similar devices, coin sorters, vaults, safes and general work surfaces. The scales in the hard count room shall be interfaced with the surveillance system and shall reflect:
 - (i) the denomination;
 - (ii) the Rand value of the coins weighed;
 - (iii) the weight of the coins;
 - (iv) the slot machine number, and
 - (v) the date and time.
 - (b) the administration office of the hard count room including all work surfaces, doors, equipment and documentation. The office shall have a panic alarm, which shall be interfaced with the surveillance system and recorded;
 - (c) the soft count rooms and any area in which uncounted drop is stored, including walls, doors, drop boxes or canisters, note counters, vaults, safes, counting surfaces, which shall be transparent, and general work surfaces. The soft count room shall have:
 - (i) a panic alarm, which shall be interfaced with the surveillance system and recorded;
 - (ii) a dedicated camera on the counting surface;
 - (iii) a dedicated camera on the stacked currency, and
 - (iv) a dedicated camera on each note counter in the soft count room, which note counters shall be interfaced with the surveillance system, and
 - (d) the cash desk, including customer windows, employee windows, cash drawers, cash dispensing devices, vaults, safes, note and coin counting devices, which shall be interfaced with the surveillance system, chip storage areas and fill and credit windows. The cash desk shall have:
 - (i) panic alarms which shall be interfaced with the surveillance system and recorded;
 - (ii) a dedicated camera on each customer and employee window, and
 - (iii) a dedicated camera with a close-up view of each transaction area to identify chip values and currency.
- (2) All coin counters shall be interfaced with the surveillance system and shall reflect the following:
 - (a) coin denominations;
 - (b) the Rand value of coins counted;
 - (c) window numbers, if applicable, and
 - (d) the date and time.
- (3) The soft count room, administration office of the hard count room, and each transaction area in the cash desk shall be monitored and recorded in both audio and video and with sufficient clarity to permit the identification of all persons, currency chips, tokens and paperwork.

15. Surveillance system requirements for security offices and interview rooms

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of all areas wherein any persons may be detained, questioned or interviewed by members of the gambling security or surveillance departments with sufficient clarity to permit the identification of all persons, including their movements in such areas.
- (2) The monitoring and recording referred to in sub-rule (1) shall be in both audio and video.
- (3) A casino operator shall retain all recordings made in terms of sub-rule (1) for a period of at least 28 days after the recording has been produced.

16. Surveillance system requirements for EDP department

- (1) A casino operator's surveillance system shall monitor and record clear unobstructed views of all computer rooms from which gambling-related computerised systems are operated or maintained and where backup data is stored, including all work surfaces, doors, equipment, documentation and persons and their movements therein.

17. Surveillance system malfunction

- (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) A casino operator shall record all surveillance system malfunctions in the register referred to in rule 9(7).
- (4) Each malfunction shall be repaired within 24 hours of the occurrence thereof.
- (5) If the malfunction is not repaired within 24 hours, the casino operator shall immediately submit a written report to the Board that sets forth the reason for the delay in repair.
- (6) The Board may in its discretion order that all activity in the area affected by the malfunction be suspended pending repair.

**CHAPTER V
TABLE GAME RULES**

18. Table game rules

- (1) All controls, procedures, restrictions and authorisations relating to the day to day operations of the table game department, including table opening and closing procedures, table limits, type of bets, order of pay-outs, and dealer and shift change procedures shall be specified in the casino operator's ICS.

19. Announced bets

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

20. Fill and credit rules

- (1) A casino operator shall prescribe in its ICS all fill and credit procedures including the issue, use and control of fill and credit slips.
- (2) All fill and credit transactions shall be authorised by a pit boss prior to the issue of a fill or credit slip or the transfer of any chips or other monetary equivalent between the cash desk and the pit.
- (3) In the event of:
 - (a) a manual system:
 - (i) a fill or credit slip shall be
 - (aa) pre-printed in at least triplicate;
 - (bb) uniquely pre-numbered, and
 - (cc) bound in a manner which ensures an audit trail of all fill or credit slips irrespective of whether or not they have been used;
 - (ii) the accounting department shall be responsible for the issue and control of fill or credit slips. All fill or credit slips shall be recorded in a fill or credit slip register and shall be safeguarded;
 - (iii) a cashier and a representative of the gambling security department shall sign both the original and first copy of each fill or credit slip and shall submit all available parts to the accounting department for retention and accounting;
 - (b) a computerised system:
 - (i) all fill or credit slips shall be uniquely numbered;
 - (ii) employees participating in fill and credit transactions shall not have access to data files and shall not have the ability to delete or alter such information;
 - (iii) a person with at least the rank of cash desk supervisor or equivalent ranking shall be required to enter distinct authorising identification codes in order to void a fill or credit slip, and
 - (iv) a complete chronological record of all transactions and authorisations shall be retained in the computerised system and printed on an exception report.
- (4) A representative of the gambling security department shall transport all fills and credits between the pit and the cash desk.
- (5) The surveillance department shall monitor and record all fill and credit transactions.
- (6) Chips, plaques and tokens shall be deposited on, or removed from a gambling table only when accompanied by the appropriate fill or credit slips.
- (7) Fills or credits between tables are prohibited.

21. Fill rules

- (1) The three parts of each fill slip shall be used as follows:

- (a) two parts shall accompany the fill to the pit. After the appropriate signatures have been obtained, one part shall be deposited into the table drop box by the dealer and the second part shall be returned to the cash desk, and
 - (b) one part shall be retained in the cash desk for the reconciliation of the cash desk;
- (2) The following information shall be noted on all the parts of a fill slip:
- (a) the table number;
 - (b) the transaction date;
 - (c) the shift and time of the transaction, and
 - (d) the amount of fill per denomination and the total thereof.
- (3) Each fill slip shall be signed by the following individuals attesting to the accuracy of the information on the fill slip and the fill:
- (a) the cashier who prepares the fill slip and issues the fill;
 - (b) the representative from the gambling security department who transports the fill to the pit;
 - (c) the dealer who receives the fill at the gambling table, and
 - (d) the pit boss who supervises the fill transaction.
- (4) Fills shall be accepted into the table float only by a dealer, who shall break down the fill on the gambling table and verify it against the fill slip in the view of:
- (a) the pit boss;
 - (b) the gambling security officer, and
 - (c) the surveillance cameras
- before the dealer places the fill into the table float.

22. Credit rules

- (1) The three parts of the credit slip shall be used as follows:
- (a) one part shall be retained by the cash desk for reconciliation of the cash desk, and
 - (b) two parts shall be delivered to the pit by the representative of the gambling security department who shall transport the credit from the gambling table to the cash desk.
 - (c) After the signatures contemplated in sub-rule (6) have been obtained, one part shall be returned to the cash desk with the credit and the second part shall be deposited in the table drop box by the dealer.
- (2) The following information shall be noted on all the parts of a credit slip:
- (a) the table number;
 - (b) the transaction date;
 - (c) the shift and time of the transaction, and
 - (d) the amount of credit per denomination and the total thereof.
- (3) Credits shall be removed from the table float by a dealer only and broken down on the gambling table and verified against the credit slip in the view of:
- (a) the pit boss;
 - (b) the gambling security officer, and
 - (c) the surveillance cameras
- prior to placing such credits in a rack for transfer to the cash desk.
- (4) No credit shall be removed from the gambling table until a credit slip representing the amount being removed has been placed on the table layout.
- (5) All credit removed from the tables shall be transported from the tables to the cash desk by a representative of the gambling security department.
- (6) Each credit slip shall be signed by the following individuals attesting to the accuracy of the information on the credit slip and the credit:
- (a) the cashier who receives the credit from the pit and who prepares the credit slip;
 - (b) the representative from the gambling security department who transports the credit from the gambling table to the cash desk;

- (c) the dealer who had custody of the credit prior to its transfer to the cash desk, and
 - (d) the pit boss who supervises the credit transaction.
- (7) The dealer shall place the part of the credit slip that remains at the gambling table in the drop box after it has been signed and the credit has been removed from the gambling table.

23. Table Game Accounting and Auditing Procedures

- (1) The persons performing the table game accounting and auditing functions shall be independent of the persons performing the transactions being accounted and audited and shall have no incompatible functions.
- (2) A daily reconciliation shall be prepared in respect of the day, week and month-to-date and shall include the following information:
 - (a) drop per table;
 - (b) win per table, and
 - (c) total adjusted gross revenue.
- (3) 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.
- (4) Any unresolved drop variance in excess of 5% per day between the estimated drop of a gambling table and the actual drop of such gambling table as counted shall be investigated and the results documented and retained for Board inspection.
- (5) Accounting and auditing employees shall review all exception reports for table games at least monthly for propriety of transactions and unusual occurrences.
- (6) Any improper transactions or unusual occurrences discovered during the review of the exception reports shall be investigated and the results documented and retained for Board inspection.
- (7) The casino operator shall document the audit process undertaken and procedures used for auditing table games.
- (8) All follow-up reviews and investigations performed on any noted exceptions shall be documented and retained for Board inspection.

CHAPTER VI SLOT MACHINE RULES

24. Slot machine rules

- (1) All controls, procedures, restrictions and authorisations relating to the day to day operations of the slot machine department, including asset registers, jackpot provisions, jackpot and hand payments, game controls, security of slot machines, conversion, modification and maintenance of slot machines, slot machine statistics, reports and slot machine movements shall be specified in the casino operator's ICS.

25. Hand pays, jackpots and hopper fills

- (1) The document used to record and authorise all hand pays and hopper fills shall be at least a three part document (or a single sheet if computer-generated) and shall:
 - (a) be uniquely numbered in a concurrent sequential order;
 - (b) have the same pre-printed number on all copies of the document;
 - (c) reflect the date and time of the relevant transaction;
 - (d) reflect the slot machine number in respect of which the transaction is performed;
 - (e) reflect the rand amount of the transaction, expressed in both words and numbers, or the description and value of the prize awarded, if not cash;
 - (f) in respect of hand-written jackpot and progressive jackpot pay-outs, reflect the game outcome, including reel symbols, card values and suits or such other display as is applicable;
 - (g) reflect the type of transaction (e.g. progressive jackpot, jackpot, accumulated credit, short pay, special pay or hopper fill);
 - (h) bear the signatures of all employees verifying and witnessing the pay-out or slot machine hopper fill, and
 - (i) in respect of pay-outs to patrons, bear the signature of the patron.
- (2) In the event of a short pay, the amount paid shall also be recorded on the "slot machine entry register" contained in the slot machine. The persons authorising and making the pay-out shall sign the register.
- (3) A computerised jackpot or hopper fill system shall be restricted so as to prevent unauthorised access to the system and fraudulent pay-outs by a single individual. The assigning of passwords and physical controls shall be addressed in the casino operator's ICS and shall require supervisory authorisations in respect of all corrections made to pay-out and slot machine hopper fill information.
- (4) Hand pay and hopper fill slips shall be controlled and routed in a manner which precludes any individual from producing a fraudulent pay-out.
- (5) A restricted copy of each hand-pay or hopper fill slip used to record such a transaction shall:

- (a) be retained in a locked dispenser which is available only to accounting personnel for the purposes of subsequent comparison with other copies of the document, and
 - (b) be accounted for by the accounting department personnel who shall investigate all missing or altered forms.
- (6) In the case of a computerised system:
- (a) the restricted copy shall be in the form of a restricted computerised record;
 - (b) the accounting department shall verify the computerised record against the documents issued on the casino floor, and
 - (c) personnel participating in hand pay and hopper fill transactions shall not have access to the stored information contemplated in paragraph (a) for any purpose; provided that the management staff of the slot machine department may have read-only access to such information.

26. Promotional pay-outs or awards

- (1) A promotional pay-out or award is a supplementary pay-out or award that is not reflected on a slot machine's pay table.
- (2) The procedure, authorisation and control of a promotional pay-out or award shall be contained in the casino operator's ICS.
- (3) The document used to record a promotional pay-out or reward shall:
 - (a) be uniquely numbered in a concurrent sequential order;
 - (b) have the same pre-printed number on all copies of the document;
 - (c) reflect the date and time of the pay-out or award;
 - (d) reflect the relevant machine number and denomination;
 - (e) reflect the rand amount of the pay-out or description and value of the prize awarded, if not cash;
 - (f) reflect the type of promotion to which the pay-out or award relates;
 - (g) bear the signature of a slot machine department supervisor and at least one other employee authorising and completing the transaction, and
 - (h) bear the signature of the patron receiving the pay-out or award.

27. Slot machine information

- (1) A casino operator shall record and maintain accurate and current records containing the information prescribed by this rule in respect of each slot machine either on the casino floor or in its inventory.
- (2) The records referred to in sub-rule (1) shall include:
 - (a) a description of the slot machine, including
 - (i) the Board's approval number;
 - (ii) the manufacturer name;
 - (iii) the slot machine type;
 - (iv) the game type and description, including its EPROM and KOBETRON numbers;
 - (v) the theoretical return to player percentage;
 - (vi) the denomination of the game;
 - (vii) the serial and unique asset number of the slot machine (a slot machine shall retain the same asset number for the entire duration of the period during which it is owned by the casino operator), and
 - (viii) where applicable, the location of the slot machine on the casino floor;
 - (b) the date on which a slot machine was signed into the casino operator's inventory;
 - (c) the date on which a slot machine was placed into service;
 - (d) the date the machine was removed from operation, if applicable;
 - (e) the date the machine was placed back into operation, if applicable;
 - (f) any change in the slot machine location or designations, and
 - (g) in respect of any changes made to a slot machine:
 - (i) the dates and types of changes made, and
 - (ii) any change in the theoretical return to player percentage of the slot machine as a result of such changes.

- (3) Each slot machine shall electronically record and store the following information:
 - (a) coin-in;
 - (b) coin-out;
 - (c) hard drop;
 - (d) jackpot payments, accumulated credit or hand pays;
 - (e) number of games played, and
 - (f) in respect of slot machines with a bill validator,
 - (i) notes-in in rand value, or
 - (ii) the number of notes accepted per denomination.
- (4) The accounting department shall review the meter readings referred to in sub-rule (3) for exceptions on a monthly basis using pre-established and documented parameters and tolerance levels set in the EMS.
- (5) Prior to the final preparation of the monthly statistical reports the accounting department shall investigate all exceptions referred to in sub-rule (4) and shall report thereon selecting the remedial steps taken, if any, in writing.
- (6) 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 by dividing the rand amount of win by the rand amount of coin-in.
- (7) The report referred to in sub-rule (6) shall further include a comparison between the actual and theoretical hold percentages of each slot machine.
- (8) If the return to player percentage, including any contribution towards a progressive jackpot, of a slot machine taken over a continuous 12 month period drops below 85%, the casino accounting department shall investigate such occurrence and the results of such investigation and the remedial steps taken, if any, shall be documented.
- (9) 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 number.
- (10) If promotional pay-outs and awards are included as a factor in preparing slot machine statistical reports, this shall be done in such a manner as to preclude distortion of the actual hold percentages of the relevant machines.
- (11) Updates to the casino operator's EMS reflecting additions, deletions or movements of slot machines shall immediately be made at the time of such occurrence.
- (12) In respect of a multi-game slot machine the provisions of this rule shall apply with the necessary changes to each game contained in the slot machine.

28. Slot Machine Accounting and Auditing Procedures

- (1) The persons performing slot machine accounting and auditing functions shall be independent of those persons responsible for authorising the transactions being reviewed.
- (2) A casino operator shall perform monthly audits on its EMS to verify that the system is transmitting to and receiving data from the slot machines properly and to confirm the continued accuracy of the meter readings as recorded in the slot machine statistical report.
- (3) Any unresolved coin variance in excess of R100,00 per day between the theoretical drop of a slot machine according to the EMS and the actual drop of such slot machine as counted shall be investigated.
- (4) The adjusted gross revenue reflected on each tax return shall be reconciled with the win in the slot machine analysis report by denomination.
- (5) 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.
- (6) Accounting and auditing personnel shall randomly review slot machine exception reports for propriety of transactions and unusual occurrences.
- (7) All slot machine auditing procedures and any follow-up actions performed shall be documented and retained for Board inspection.

CHAPTER VII ELECTRONIC MONITORING SYSTEMS RULES

29. General requirements

- (1) A casino operator shall implement and maintain an on-line computerised EMS capable of satisfying the following requirements:
 - (a) in addition to the national norms and standards, which shall apply, the following logging, searching and reporting of occurrences pertaining to slot machines shall be included:
 - (i) authorised and unauthorised machine, drop box cabinet and canister door open and close;
 - (ii) invalid service or key cards;

- (iii) power on and off;
 - (iv) connection or break in connection with the EMS;
 - (v) hopper empty;
 - (vi) jackpot or progressive jackpot won and the value thereof; provided that if the EMS does not record the value of a progressive jackpot, the procedures for verifying such jackpot shall be contained in the casino operator's ICS;
 - (vii) jackpot reset and credit cancel;
 - (viii) coins paid out while door open;
 - (ix) coin jam;
 - (x) persons gaining access to the slot machine, and
 - (xi) slot machine component error codes required in terms of the SABS standards.
- (b) the collection of financial data in respect of individual slot machines;
- (c) the collection of individual soft meter data at the game level which shall include, at a minimum:
- (i) coin-in meter;
 - (ii) coin-out meter;
 - (iii) coin drop meter to cash box;
 - (iv) hand-pay/jackpot meter;
 - (v) games played meter; and
 - (vi) bill validator meters reflecting value or number of notes accepted by denomination.
- (d) the reconciliation of soft meter data against the count figures;
- (e) systems security;
- (f) the collection of soft meter data, which must be performed via a secure link to the slot machine software;
- (g) the registering of all manual inputs to the EMS reflecting the identity of the person performing and authorising the input; and
- (h) any other requirements stipulated by the Board.
- (2) The EMS must have sufficient capacity to efficiently monitor, log and control all slot machines in the manner prescribed above and to reflect a continuous 30 day history of all information required.

30. Meter wraps

- (1) A casino operator shall prescribe in its ICS the procedures to ensure that all meter wraps are detected and that the EMS preserves the true total statistics.

CHAPTER VIII PROGRESSIVE JACKPOTS

31. Progressive jackpots

- (1) A casino operator shall prescribe the following procedures in respect of progressive jackpots in its ICS:
- (a) the reconciliation of all allocations towards progressive jackpots;
 - (b) the payment to and withdrawal from the jackpot provision account of funds;
 - (c) progressive jackpot verification;
 - (d) system maintenance;
 - (e) the determination of system accuracy;
 - (f) the limiting of any progressive jackpots;
 - (g) the cessation or transfer of any progressive jackpots, and
 - (h) the securing and control of all files and data.
- (2) All the files and data of a progressive jackpot system shall be controlled and access restricted in a manner which prevents any unauthorised access thereto.

**CHAPTER IX
CLEARANCE AND COUNT RULES**

32. Table game and slot machine clearance procedures

- (1) The procedures relating to physical clearances and the responsibilities of each person involved therein shall be specified in the casino operator's ICS.
- (2) All drop boxes, buckets or canisters shall be clearly marked to reflect the specific gambling table or slot machine from which clearances have been made.
- (3) 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.
- (4) A clearance team shall consist of at least two licensed employees of the casino operator with no incompatible functions and from different departments, one of whom shall be a representative of the gambling security department.
- (5) The representative of the gambling security department shall sign out all drop box, drop box cabinet, trolley, storage rack or other keys used in the clearance process from the gambling security department. All other members of the clearance team shall sign as witnesses to this transaction.
- (6) All drop boxes, buckets or canisters removed from the gambling tables or slot machines shall immediately be secured in a trolley for transportation.
- (7) The removal and transportation of the drop boxes, buckets or canisters shall be monitored and recorded by the surveillance department and noted in the occurrence book.
- (8) The 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.
- (9) 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.
- (10) The removed drop boxes, buckets or canisters shall be secured in a manner approved by the Board.
- (11) The surveillance department shall continuously monitor and record all removed drop boxes, buckets and canisters.
- (12) The storeroom referred to in sub-rule (9) shall have solidly constructed floors, walls and ceilings. The room shall have no exterior windows and shall be fitted with a motion detector to detect any movement inside the room, as well as a contact alarm fitted to the door.
- (13) Access to the storeroom referred to in sub-rule (9) shall be limited to members of the count and clearance teams only and the surveillance department shall keep a record of all persons accessing the storeroom.
- (14) Access to all stored drop boxes, buckets or canisters shall be restricted to members of the count or clearance teams or to authorised individuals independent of the cash desk, accompanied by a representative of the gambling security department.
- (15) The surveillance department shall monitor and record all accesses to the empty drop boxes, buckets or canisters.

33. 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 and shall have the following features:
 - (a) a steel-lined door that can be secured from the inside of the count room;
 - (b) a monitor to view the area directly outside the count room door;
 - (c) solidly constructed floors, walls and ceilings. The room shall have no exterior windows;
 - (d) the upper half of the interior walls of the soft count room shall be mirrored;
 - (e) continuous audio and video monitoring and recording of all activities, areas and equipment in the count rooms by the surveillance department;
 - (f) be fitted with the following devices which shall be connected to the surveillance room:
 - (i) a PTZ camera and such further dedicated cameras as are required to ensure the proper monitoring and recording of the activities referred to in paragraph (e). The PTZ camera shall be covered with a smoked glass dome or other device to conceal the camera from view;
 - (ii) a motion detector to detect any activity inside the room;
 - (iii) contact alarms fitted to all exterior doors, and
 - (iv) a panic alarm within easy reach of the count supervisor. The panic alarms shall be tested daily prior to commencement of the count;
 - (g) an internal telephone within easy reach of the count supervisor;
 - (h) continuous lighting, arranged in a manner to ensure that there are no reflections or glare onto the views of any of the surveillance cameras;

- (i) 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;
 - (j) air conditioning controlled from the inside of the room, and
 - (k) the soft count room shall have a transparent scratch-resistant table. There shall be no shelves or objects on, above or below the table that might obstruct the view of the sheet person or the surveillance cameras of the contents of the table or the room or any person therein. The table shall have a transparent partition to separate counted cash and chips from uncounted cash and chips.
- (2) Access to the count rooms shall be limited to persons authorised thereto in terms of the casino operator's ICS and no equipment or thing other than equipment or a thing utilised during the count process shall be placed or stored in the count room.
 - (3) No persons shall enter any count room unless they have notified the surveillance department of their intention to enter such count room.
 - (4) Before the start of a count the door to the count room shall be locked from the inside.
 - (5) During the count the door to the count room shall only be opened upon a request by a person authorised to enter or leave the count room and only after notifying the surveillance department.
 - (6) The surveillance department shall keep a record of all persons entering or leaving the count room, the time and date of such occurrence and the reason for entering or leaving the count room during a count process.
 - (7) During the count the door to the count room shall only be opened after all the chips, tokens, cash and gambling-related documents in the room have been secured and the count table in the soft count room is clear of chips, cash and other gambling-related documents.
 - (8) The keys to the count rooms and other keys necessary to perform the counts shall be kept and issued by the gambling security department.
 - (9) The count supervisor shall sign the keys referred to in sub-rule (8) in and out, witnessed by an independent person with no incompatible functions to the clearance or count processes.
 - (10) The keys to all the drop boxes and canisters shall, immediately after the count, be sealed in separate containers and held by the gambling security department.

34. Weigh scales

- (1) The weigh scale calibration module in the hard count room shall be secured in order to prevent any unauthorised access thereto.
- (2) A representative of the gambling security department shall be present whenever the calibration module is accessed for repair or maintenance.
- (3) The surveillance department shall be notified prior to anyone accessing the calibration module.
- (4) Each time repairs or maintenance are done on the calibration module, a register shall be completed reflecting the date, time and nature of the repairs or maintenance and the signatures of all persons performing and observing the process. This register shall be retained for Board inspection.
- (5) If a weigh scale interface is used, it shall be adequately secured so as to prevent unauthorised access thereto.
- (6) If the weigh scale has a zero adjustment mechanism, such shall either be physically limited to minor adjustments or physically situated so that any unnecessary adjustments to it during the weigh process would be observed by other count team members or the surveillance system.

35. Table soft count rules

- (1) The soft count shall not be performed in the same room simultaneously with the count of any other revenue.
- (2) The casino operator shall prescribe in its ICS the count procedures to be followed and the specifications of uniforms to be worn in the soft count room.
- (3) The persons performing the count shall have no incompatible functions and shall be independent of the transactions being counted and processed and the subsequent accountability for the count proceeds.
- (4) There shall be at least three persons, including the count supervisor, present during the soft count.
- (5) Drop boxes shall be individually emptied and counted. No more than one drop box may be opened and the content thereof counted at any one time.
- (6) The count in respect of each drop box shall be legibly recorded in ink or other permanent form of recording.
- (7) If currency counters are utilised and the count room table is used only to empty boxes and to sort or stack the contents, a count team member shall, at all times, observe the loading and unloading of all currency, including rejected currency, at the currency counter.
- (8) After emptying a drop box, the empty drop box shall be shown to the other members of the count team observing the count and to the surveillance cameras and shall then be locked.
- (9) Cash desk and drop box copies of fill and credit slips shall be matched or otherwise reconciled by the count team to verify that the total rand amounts for the gambling day are identical.
- (10) Fills and credits shall be traced to, or recorded on the count sheet and examined for correctness.
- (11) Copies of the markers removed from the drop boxes shall be either:

- (a) traced to or recorded on the count sheet by the count team, or
 - (b) if a computerised system is used, totalled and traced to the totals documented by the computerised system.
- (12) The opening and closing table sheet and marker inventory forms, if applicable, shall be either:
- (a) examined and traced to or recorded on the count sheet, or
 - (b) if a computerised system is used, accounting personnel, instead of the count team, may trace the opening and closing table sheet and marker inventory forms, if applicable, to the count sheet. Any discrepancies shall be investigated and the findings documented and retained for inspection by the Board.
- (13) Corrections to information originally recorded by the count team on soft count documentation shall be made by crossing out the error, entering the correct figure, and then obtaining the initials of at least two of the relevant count team members immediately next to the change on the count sheet.
- (14) The total count recorded on the count sheet shall be reconciled with the total drop removed from the drop boxes by a count team member, who shall not be the count team member recording the count.
- (15) All members of the count team shall attest by signature to the accuracy of the soft count.
- (16) Investigation and reporting procedures in respect of variances shall be contained in the casino operator's ICS. The results of such investigations shall be documented and retained for Board inspection.
- (17) All monies and monetary equivalents shall, once they have been counted, be turned over to the cash desk, which shall be independent of the count.
- (18) The representative of the cash desk and a representative of the casino accounting department, who shall be independent of the cash desk and the count team, shall, by signature on the count sheet, attest to the accuracy of the monies delivered to and received by the cash desk.
- (19) Upon signing the count sheet, the cash desk shall become responsible and accountable for the count proceeds.
- (20) The count team supervisor shall, immediately after the conclusion of the count, deliver the count sheets with all supporting documentation to the accounting department or place them in a locked container to which only personnel from the accounting department shall have access.

36. Hard Count and Wrap Rules

- (1) The hard count shall not be performed in the same room simultaneously with the count of any other revenue.
- (2) The casino operator shall prescribe in its ICS the count procedures to be followed and the specifications of uniforms to be worn in the hard count room.
- (3) The hard count process shall be performed by a minimum of three employees, at least one of whom shall be the count supervisor. 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.
- (4) The hard count team shall be independent of the slot machine department and of the persons responsible for the subsequent accountability of slot machine count proceeds.
- (5) Prior to the commencement of the hard count, at least two employees shall verify the accuracy of the weigh scale and weigh scale interface with varying weights or with varying amounts of previously counted coins in respect of each denomination, so as to ensure that the scale is properly calibrated.
- (6) The weigh scale and weigh scale interface test results contemplated in sub-rule (5) shall be documented by the persons performing such tests. All persons participating in the tests shall date and sign the form stating the results of the tests, which shall be retained for Board inspection.
- (7) The following functions shall be performed in the counting of the slot machine hard drop proceeds:
 - (a) the count team supervisor function which involves the recording of the slot machine count or the entering of the appropriate information into a computerised system and overall control of the count and wrap process, and
 - (b) the labourer function, which shall be performed by a count team member who assists in the count process in a non-supervisory capacity.
- (8) 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.
- (9) After emptying a bucket, the empty bucket shall be shown to the other members of the count team observing the count and to the surveillance cameras.
- (10) The amount of the slot machine hard drop proceeds from each slot machine shall be recorded in ink on a slot machine count document by the count team supervisor or mechanically printed by the weigh scale.
- (11) If a weigh scale interface is used, the slot machine count figures shall be transferred and recorded via direct line or computer storage media.
- (12) At a minimum, the count team supervisor and at least one other count team member shall, immediately after completion of the count, sign the weigh tape and the slot machine count documents attesting to the accuracy of the count.
- (13) All other persons who participate in the count or wrap process shall sign the slot machine count document or a summary report attesting to their presence and evidencing their participation in the count or wrap process.

- (14) A representative of the cash desk and a representative of the casino accounting department, who shall be independent of the cash desk and of the count team, shall, by signature on the count sheet, attest to the accuracy of the number and denomination of the tokens delivered to and received by the cash desk.
- (15) The total tokens counted per machine shall be tallied with the meter readings obtained from the EMS.
- (16) Investigation and reporting procedures in respect of variances shall be contained in the casino operator's ICS. The results of such investigations shall be documented and retained for Board inspection.
- (17) At least three employees shall be present throughout the entire wrapping process of the slot machine hard drop proceeds. These employees shall remain responsible for all the proceeds until the funds are handed over to a representative from the cash desk.
- (18) Upon completion of the wrapping of the slot machine hard count proceeds the count team supervisor, one other count team member, the accepting cash desk representative and a representative of the casino accounting department, who shall be independent of the count team and the cash desk, shall count the final wrapped slot machine hard count proceeds independently of each other.
- (19) If a discrepancy exists between the counts referred to in sub-rule (18), a re-count shall be performed and any differences shall be reconciled.
- (20) The persons contemplated in sub-rule (18) shall compare the final wrap amounts, by denomination, to the count and any variances between the count and wrap comparisons shall be recorded on a count summary sheet or a variance summary sheet.
- (21) At the conclusion of the reconciliation, the count team supervisor, one other count team member and the accepting cash desk representative shall sign the summary report attesting to its accuracy.
- (22) The wrapped hard drop, excluding any properly authorised transfers, shall be transferred to the cash desk after the reconciliation of the count to the wrap, whereupon the accountability for the slot machine hard count proceeds shall transfer to the cash desk.
- (23) Investigation and reporting procedures in respect of variances between the count and wrap shall be contained in the casino operator's ICS.
- (24) All the slot machine count and wrap documentation, including any applicable computer storage media, shall:
 - (a) be handed to a member of the casino accounting department;
 - (b) in the absence of a member of the casino accounting department, immediately on conclusion of the count and wrap process, be delivered to the accounting department by the count team supervisor or a representative of gambling security, or
 - (c) be secured in a locked container to which only the accounting department shall have access.
- (25) A correction to any entry on the hard count documentation shall be made by crossing out the error and entering the correct information, next to which correction the count team supervisor and at least one other member of the count team shall append their initials.
- (26) If a weigh scale interface is used a correction to the hard count data shall be made by:
 - (a) crossing out the error on the hard count document and entering the correct figure, next to which correction the count team supervisor and at least one other member of the count team shall append their initials. If this procedure is used, a person independent of the slot machine department and count team shall subsequently enter the corrected figure into the computer system prior to the generation of related slot machine reports, or
 - (b) during the count process, correcting the error in the computer system and entering the respective passwords of the count team supervisor and at least one other count team member. If this procedure is used, an exception report shall be generated by the computer system identifying the slot machine number, the nature of the error, the correction and the count team employees attesting to such correction.

37. Slot machine soft count rules

- (1) All the provisions pertaining to the table soft count shall with the necessary changes apply to the slot machine soft count.
- (2) The slot machine soft count shall be performed in the soft count room or another similar room.
- (3) The notes counted will be tallied with the meter reading in respect of the relevant machine on a daily basis.
- (4) All variances between the actual count and the meter reading of a slot machine shall be investigated. The investigation and reporting procedures in respect of variances shall be prescribed in the casino operator's ICS.
- (5) Corrections to information originally recorded by the count team on slot machine soft count documentation shall be made by crossing out the error and entering the correct figure, next to which correction the count room supervisor and at least one other count team member who verified the change shall append their initials.
- (6) The total count recorded on the count sheet shall be reconciled with the total drop removed from the canisters by the count team supervisor and one other count team member, who does not function as the recorder.
- (7) All members of the count team shall attest by signature to the accuracy of the slot machine soft drop count.
- (8) After all canisters have been counted and the totals reconciled by the count team, all monies shall be turned over to a representative of the cash desk, who shall be independent of the count team.
- (9) A representative of the cash desk and a representative of the casino accounting department, who shall be independent of the cash desk and the count team, shall, by signature on the count sheet, attest to the accuracy of the currency delivered to and received by the cash desk.
- (10) Upon signing the count sheet, the cash desk shall become responsible and accountable for the count proceeds.

38. Transfer of value items during a count or wrap process

- (1) No transfer of value items out of a count room shall occur during the count process; provided that, if a transfer is required during the count or wrap process, such transfer shall be recorded on a separate pre-numbered, multi-part document, used solely for count transfers.
- (2) The accounting department shall, subsequent to the count process, reconcile the document referred to in sub-rule (1) with the count proceeds to ensure its accuracy.
- (3) All transfers in terms of sub-rule (1) shall be counted and signed for:
 - (a) by the count supervisor and at least one other member of the count team;
 - (b) by a member of casino administration department or such other person independent of the count process who is responsible for authorising the transfer, and
 - (c) by the employee receiving the transfer.
- (4) The surveillance department shall be notified prior to such transfer and shall monitor and record the transfer and shall register the transaction in the occurrence book.

39. Break provisions during a count

The casino operator shall prescribe the break procedures to be followed during a count process in its ICS; provided that no person shall leave the count room at any time during the count process until all monies, chips, tokens and gambling-related documentation contained in or coming 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.

40. Emergency Clearances and count rules

The circumstances under which an emergency clearance may be performed and the procedure required to perform such clearances shall be prescribed in the casino operator's ICS.

41. Removal of a slot machine from the casino floor

- (1) If a slot machine is temporarily removed from the casino floor the slot machine's hard drop, hopper contents and canister contents shall be protected to preclude the misappropriation of any money or value instruments.
- (2) The surveillance department shall be notified prior to any removal contemplated in sub-rule (1) and shall monitor and record the removal and shall register the event in the occurrence book.
- (3) A representative of the gambling security department shall be present when the slot machine contents are secured to ensure that such contents are adequately safeguarded.
- (4) If a slot machine is permanently removed from the casino floor, the slot machine's hopper contents shall be added to the hard drop, in the presence of a representative of the gambling security department, by at least two employees one of whom shall be from the slot machine department and the other of whom shall be from either the casino accounting department or the cash desk. In such an event:
 - (a) a closing credit shall be made out to the equivalent value of the opening fill. The closing credit documentation will then be passed on to the casino accounting department, and
 - (b) the casino accounting department will pass on the closing credit documentation to the count personnel.
- (5) The procedures for the removal, storage, securing and accounting of hard drop, hopper contents and canister contents shall be prescribed in the casino operator's ICS.

**CHAPTER X
KEY AND SEAL CONTROL RULES**

42. Key Control standards

- (1) The casino operator shall prescribe in its ICS the method and procedures to be followed in acquiring, duplicating, securing, controlling and disposing of all keys that are required to be monitored in terms of the Law.
- (2) The gambling security department shall maintain detailed records in respect of each key that is made, duplicated or destroyed, reflecting:
 - (a) the type of key;
 - (b) the number of keys made, duplicated or destroyed;
 - (c) the date of such creation, duplication or destruction;
 - (d) the reasons for any destruction, if applicable, and
 - (e) the signatures of all persons involved in the creation, duplication or destruction.
- (3) Representatives from both the surveillance and gambling security departments, shall be required to authorise and verify the creation, duplication, receipt and destruction of keys referred to in sub-rule (1).
- (4) The gambling security department shall receive, secure, issue, control and dispose of the following keys:

- (a) drop box release keys;
 - (b) drop box contents keys;
 - (c) drop box storage rack keys;
 - (d) slot machine cabinet door keys;
 - (e) slot machine drop box cabinet keys;
 - (f) canister release keys;
 - (g) canister contents keys;
 - (h) canister storage rack keys;
 - (i) each count room keys;
 - (j) such other keys that are required to be monitored or controlled in terms of the Law, and
 - (k) each duplicate key to the keys contemplated in paragraphs (a) to (j) above.
- (5) All monitored keys shall be kept in a secured area in a manner approved by the Board.
- (6) Access to monitored keys shall be limited to authorised gambling security personnel only; provided that duplicate keys shall be stored separate from original keys and shall be under dual control of the gambling security department and another department with no incompatible functions.
- (7) The surveillance department shall be notified of and shall record in the occurrence book all unscheduled access to monitored keys and all access to duplicate keys.
- (8) The surveillance department shall continuously monitor and record all monitored key cabinets and all key transaction areas shall be subject to continuous audio and video recording.
- (9) All key transactions shall be registered in a key control register.
- (10) In addition to the provisions of this rule, the following conditions shall apply with regard to the control of:
- (a) Drop box and canister release keys:
 - (i) Only employees authorised to remove drop boxes or canisters, one of whom shall be from the gambling security department, shall be allowed access to the release keys.
 - (ii) Persons authorised to remove drop boxes or canisters shall be precluded from having access to drop box or canister contents keys.
 - (iii) In circumstances where it is necessary to remove a drop box or canister at other than scheduled clearance times, the surveillance department shall be notified and shall observe and record the entire process. A representative of the gambling security department and at least one other employee shall be present for the entire period during which the keys are checked out. The reason for obtaining the keys at other than authorised clearance times shall be recorded in the key control registers and the surveillance occurrence book.
 - (b) Slot machine cabinet door and drop box cabinet keys:
 - (i) Keys necessary to access slot machine drop box cabinets shall be safeguarded in such a manner that it requires at least three individuals, one of whom shall be a representative of the gambling security department, to access the drop box cabinet area.
 - (ii) The gambling security representative and at least one other employee, who is independent of the key custodian, shall be required to accompany such keys while they are checked out and observe the procedure each time slot machine drop box cabinets are accessed.
 - (iii) The surveillance department shall be notified and shall observe and record the clearance process throughout the period during which the keys are checked out.
 - (iv) Slot machine cabinet door key controls shall be prescribed in the casino operator's ICS.
 - (c) Drop box and canister storage rack keys:
 - (i) At least three members of the count team shall be present each time storage rack keys are issued for the count.
 - (ii) At all other times, a representative from the security department and at least two other authorised persons are required to accompany such keys and observe each time full canisters are removed from or placed in storage racks.
 - (iii) Persons who retain custody and those authorised to obtain drop box and canister storage rack keys shall be precluded from retaining custody or having access to drop box or canister contents keys (with the exception of the count team for the sole purpose of resetting the boxes during the count).
 - (d) Drop Box and canister contents keys:
 - (i) Drop box and canister contents keys shall be safeguarded in such a manner that no fewer than three individuals from separate departments acting simultaneously, one of whom shall be a representative of the gambling security department, shall have access to such keys.

- (ii) The surveillance department shall be notified each time that the drop box or canister contents keys are accessed and of the reason for obtaining such keys at other than authorised clearance times.
 - (iii) Surveillance personnel shall verify that persons obtaining the keys are authorised to do so and that at least three people from different departments are present.
 - (iv) In cases of unscheduled access to drop box or canister contents keys the surveillance department shall observe and record the movement of such keys for the entire period during which they are unsecured.
 - (v) Casino management personnel shall be required to authorise any unscheduled access to drop box or canister contents keys.
 - (vi) The reason for such unscheduled access and the signatures of all participants and observers to such a transaction shall be recorded in the key control registers and the surveillance occurrence book.
- (e) Count Room Keys:
- (i) At least three count team members shall be required to be present when count room and other count keys are issued.
 - (ii) Controls shall be implemented providing for the automatic notification of the surveillance department each time a count room is accessed.
- (f) Duplicate Keys:
- (i) All duplicate keys shall be maintained in a manner that will provide for at least the same degree of control over the duplicate keys as is required for the original keys; provided that the access to the duplicate keys shall be under dual control the gambling security department and such other department as may be specified by the casino operator in its ICS.
 - (ii) The storage area of duplicate keys shall be subject to 24-hour video surveillance and recording and controls shall be implemented to ensure that the surveillance department will be automatically notified each time that duplicate keys are accessed.

43. Key control registers

- (1) The gambling security department shall maintain separate key control registers for each key referred to in rule 42(4).
- (2) Each key control register shall contain the following information:
 - (a) the date and time that keys are obtained;
 - (b) the signature, legibly printed name and company ID or Board licence number of the custodian releasing the keys;
 - (c) the signature, legibly printed name and company ID or Board licence number of the person receiving the keys;
 - (d) in cases of unscheduled issuing of keys, the reasons for such issuing;
 - (e) the date and time that keys are returned to the custodian thereof;
 - (f) the signature, legibly printed name and company ID or Board licence number of the person returning the keys, and
 - (g) the signature, legibly printed name and company ID or Board licence number of the custodian to whom the keys are returned.
- (3) The surveillance department shall on a weekly basis audit all key control registers for accuracy.
- (4) The accounting department shall retain all full key control registers.
- (5) All entries in key control registers shall be recorded in ink or other permanent medium.

44. Seal control rules

- (1) The casino operator shall prescribe in its ICS the method and procedures to be followed in acquiring, securing, issuing and controlling seals.
- (2) Seals shall be designed and constructed so that any attempt at tampering therewith shall be evident.
- (3) All seals used for gambling purposes shall be uniquely pre-numbered.
- (4) Seals used for gambling purposes shall be of a different design or colour to those used for non-gambling purposes.
- (5) The design specifications of all seals shall be submitted to the Board for approval prior to using such seals in the casino.
- (6) Representatives from both the surveillance and gambling security departments shall be required to authorise and verify the ordering and receipt of all gambling-related seals.
- (7) All gambling-related seals shall be kept in a secured area.
- (8) Access to all gambling-related seals shall be limited to authorised gambling security members only.
- (9) The surveillance department shall continuously monitor and record all gambling-related seal storage areas and all gambling-related seal transaction areas shall be under continuous audio and video recording.
- (10) All gambling-related seal transactions shall be registered in a seal control register.

(11) The surveillance department shall on a weekly basis audit all gambling-related seal control registers for accuracy.

45. Containers for the secure transportation of cards, dice, other gambling and related devices and documentation

- (1) The casino operator shall prescribe in its ICS the method and procedures to be used for the secure storage and transportation of all cards, dice, other gambling and related devices and documentation which is required to be secured or sealed.
- (2) All containers referred to in sub-rule (1) shall be transparent.
- (3) The containers used shall be designed and constructed so that any attempt at tampering with the contents thereof shall be evident.
- (4) The design specifications of all containers shall be submitted to the Board for approval prior to using such containers in the casino.

**CHAPTER XI
ELECTRONIC DATA PROCESSING RULES**

46. EDP department

- (1) The personnel from the EDP department shall be precluded from unauthorised access to:
 - (a) computers and terminals located in gambling areas;
 - (b) source documents, and
 - (c) live data files, excluding test data.
- (2) A casino operator shall not implement any functional changes to any of its computerised gambling-related systems required to be approved by the Board, without the prior written approval of the Board.
- (3) The EDP supervisory personnel shall review any computerised security registers for evidence of:
 - (a) multiple attempts to log-on. The system shall deny user access after three attempts to log-on and only a representative from the EDP department shall be able to re-instate such a user's access to the system;
 - (b) changes to live data files, and
 - (c) any other unusual or irregular transactionsand shall report such occurrences in writing to the manager of the relevant department and the surveillance department.

47. EDP general controls

- (1) A casino operator shall prescribe in its ICS the provisions or procedures to ensure the proper control and security of the following in respect of each gambling-related department:
 - (a) hardware, software and data files including the restriction of access thereto. Employees directly involved with gambling-related transactions shall be precluded from having unrestricted access to the secured computer areas. Management personnel or persons independent of the department being controlled shall assign and control access to system functions;
 - (b) information on the computer systems, including the provision of audit trails on such systems;
 - (c) computer systems, including application software, through the use of passwords or other approved means. Passwords shall be controlled as follows unless otherwise addressed in these rules:
 - (i) each user shall have an unique personal password;
 - (ii) all passwords shall be changed at least monthly with such changes being documented, and
 - (iii) the system shall preclude an individual from using the same password for more than one month in any consecutive twelve months.
 - (d) backup and disaster data recovery procedures to ensure the continuity of all gambling-related systems, including:
 - (i) daily backup of data files;
 - (ii) backup of all programs;
 - (iii) secured off-site storage of all backup data files and programs, or other adequate protection, and
 - (iv) quarterly testing of recovery procedures.
 - (e) system documentation to be maintained, which shall include descriptions of both hardware and software and operator manuals, and
 - (f) the implementation, modification or alteration of any computer system or software.

48. 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, and
 - (c) be able to generate reports of all information recorded on the source documents and full transaction details.
- (2) Access to all computer-generated documentation and reports shall be restricted to authorised personnel with no incompatible functions only.
- (3) Computer-generated reports shall include:
- (a) system exception information;
 - (b) personnel access listing, which shall provide for:
 - (i) the employee's name;
 - (ii) the employee's company ID, or the equivalent thereof, and
 - (iii) a listing of the functions an employee may perform or an equivalent means of identifying such functions.
- (4) An audit trail shall be maintained in respect of all changes made to an individuals' access to the systems and shall contain:
- (a) the name of the person 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;
 - (e) a computer-generated sequential number, and
- (5) Where access rights are amended as a result of a system upgrade, such changes shall be documented on the audit trail.

49. 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, and
 - (e) the date, time, and duration of access.
- (2) The manager of the EDP department shall audit the modem access register on a weekly basis.

50. Electronic storage media

- (1) Documents may be scanned or directly stored to electronic storage media on the following conditions:
- (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.

51. Password protection

- (1) All access to the EMS and other gambling-related computerised systems shall be password-controlled and only authorised personnel shall know such passwords.
- (2) The storage of passwords and personal identification numbers shall be in an encrypted form.
- (3) 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 level.

52. Board access to computerised systems

- (1) All gambling-related computerised systems shall provide for comprehensive search mechanisms to provide for 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 following facilities shall be provided within the EMS:
 - (a) the ability to determine operational hardware and software version levels, and
 - (b) the ability to verify that a slot machine or other gambling-related device is on-line.

53. 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 these transfers shall be specified 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 the data.

54. 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 necessary software and relevant training to enable such authorised officers to link to, and log onto such casino operator's computerised systems.
- (4) The link referred to in sub-rule (3) hereto 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 XII CASINO ACCOUNTING RULES

55. Casino accounts

- (1) A casino operator shall prescribe in its ICS the controls relating to the day-to-day operations of the casino accounting department.
- (2) The casino accounting department shall be independent of all the gambling departments.
- (3) The casino operator shall identify and prescribe in its ICS the specific controls to be implemented in respect of all secured or controlled stationery.
- (4) Representatives from both the casino accounting and the gambling security departments shall be required to authorise and verify the ordering, receipt and issuing of all secured or controlled stationery.
- (5) All secured or controlled stationery shall be kept in a secured area.
- (6) Access to all secured or controlled stationery shall be limited to authorised casino accounting personnel accompanied by a representative from the gambling security department only.
- (7) The surveillance department shall continuously monitor and record all secured or controlled stationery storage areas and all secured or controlled stationery transaction areas shall be under continuous audio and video recording.
- (8) All secured or controlled stationery transactions shall be registered in stationery registers.
- (9) The surveillance department shall on a weekly basis audit all stationery registers for accuracy.
- (10) The casino accounting department shall be responsible for the control of controlled or secured stationery, and shall ensure that:
 - (a) stationery which requires strict security controls, due to the fact that it represents value in the casino, may be purchased only from a company which has been approved by the Board, and
 - (b) secured stationery is checked on a daily basis for completeness and that all copies are present, that no unauthorised alterations have been effected and that the stationery is being used in numerical sequence.

- (11) A member of the casino accounting department shall on a daily basis check, verify and attest to the accuracy of all counts.
- (12) The casino accounting department shall be responsible for ensuring that access to the EMS is given to authorised personnel only and that the access given does not contravene the casino operator's ICS.
- (13) The casino accounting department shall perform the day-to-day accounting functions in respect of the operation of the gambling departments and the cash desk.
- (14) The casino accounting department shall authorise all journal entries and shall ensure that revenues, expenses, assets and liabilities are reconciled with the general ledger on a monthly basis.
- (15) A member of the casino accounting department shall audit the cash desk on a monthly basis.
- (16) All variances found during the audit referred to in sub-rule (9) shall be reported to the casino accounting manager in writing.
- (17) The variances referred to in sub-rule (16) shall be investigated and the reasons for such variances and the actions taken to rectify such, shall be recorded.

56. Retention of unclaimed monies

- (1) The casino operator shall prescribe in its ICS the procedure for the recording and control of unclaimed monies and a procedure to ensure that access to the list of unclaimed monies or prizes is restricted to authorised personnel only.
- (2) Unclaimed monies and prizes shall not be deducted for purposes of calculating gambling tax.

CHAPTER XIII CHIP AND TOKEN RULES

57. General requirements for chips and tokens

- (1) A casino operator shall prescribe in its ICS the procedures for the order, receipt, inventory, storage, inspection, issue, removal from use and disposal of all chips and tokens and a system for the control and accounting for such chips and tokens.
- (2) A casino operator shall not use or cause to be used in its casino any chips or tokens unless the SABS has certified the design specifications and the Board has approved the denominations, artwork and design specifications of all such chips and tokens.
- (3) A casino operator shall submit to the Board:
 - (a) a detailed schematic depiction of the actual size, diameter and thickness of all chips and tokens to be used in its casino;
 - (b) a diagrammatic depiction of:
 - (i) both faces of each such chip or token;
 - (ii) the edge of each such chip or token, and
 - (iii) any words, logos, designs, graphics and security measures depicted on or contained in each such chip or token, and
 - (c) the name and licence number of the manufacturer of such chips or tokens.

58. Nature and exchange of chips and tokens

- (1) Unless the Board approves otherwise, all wagering in a casino:
 - (a) on a slot machine shall be conducted with tokens or currency, and
 - (b) all other wagering shall be conducted with chips.
- (2) A casino operator's chip or token is evidence of a debt which that casino operator owes to the person legally in possession of such chip or token.
- (3) All chips and tokens shall remain the property of the casino operator which issued such chips and tokens.
- (4) A casino operator shall have the right, at any time, to demand the surrender and redemption of its chips and tokens from any person in possession of such chips and tokens.
- (5) A person referred to in sub-rule (4) shall upon a demand by a casino operator redeem such casino operator's chips or tokens in his or her possession upon presentation by the casino operator of cash or a cheque in an equivalent amount.
- (6) A casino operator shall promptly redeem its own chips and tokens for cash or a cheque for an equivalent amount, upon a request of a patron, unless such chips and tokens were obtained or are being used unlawfully.
- (7) A casino cheque may only be issued for that portion of any redemption which the casino operator can establish to be winnings.
- (8) A casino operator shall only issue value and non-value chips to a person upon the request of such person.
- (9) A casino operator shall:
 - (a) issue chips to patrons only at the cash desk or a gambling table, and

- (b) redeem chips and tokens only at the cash desk.
- (10) A casino operator shall not give any chips or tokens as change in any transaction other than a gambling transaction.
- (11) A casino operator shall prescribe in its ICS the procedure for the redemption of own and foreign chips and tokens between itself and any other legal operator.
- (12) A casino operator shall ensure that all chips and tokens in its possession are adequately secured in a manner approved by the Board.

59. Receipt and storage of chips or tokens

- (1) At least three people from different departments in the employ of a casino operator, one of whom shall be from the accounting department and one of whom shall be from the gambling security department shall be present, open and examine all chips or tokens received by a casino operator.
- (2) Any deviation between the invoice accompanying the chips or tokens and the actual chips or tokens received or any defects found therein shall immediately be reported to the Board.
- (3) After examining the chips or tokens received the casino operator shall record in either a chip or token inventory register:
 - (a) the denomination of the chips or tokens received;
 - (b) the number of each denomination received;
 - (c) in respect of chips, a description and the type of chips received;
 - (d) the date and time of such receipt;
 - (e) the full name, department, company ID and signature of each person receiving the chips or tokens;
 - (f) the variance between the number of chips or tokens specified in the invoice and those actually received, and
 - (g) in respect of chips, the number, by denomination, of defective chips received and the nature of such defects.
- (4) In addition to the provisions of sub-rule (4) a casino operator shall record in the chip inventory register the serial number of each plaque received.
- (5) All chips and tokens, other than chips and tokens used for gambling or table or cashier float purposes shall be secured in a vault in the cash desk. When a gambling table or a cashier window is not in operation such chips and tokens shall be secured in a manner to prevent any unauthorised access thereto.
- (6) All chips and tokens in the possession of a casino operator shall be under continuous surveillance monitoring and recording.

60. Primary and secondary sets of chips

- (1) Unless otherwise authorised by the Board, a casino operator shall maintain a primary and secondary set of value chips.
- (2) The secondary set of value chips shall have a different secondary and third colour than the primary set.
- (3) A casino operator shall remove its primary set of chips from active use if it is suspected that the casino is being presented with counterfeit chips or whenever any impropriety or defect in the utilisation of the primary set of chips makes it necessary. In such an event, the secondary set shall be placed into active use.
- (4) A casino operator shall immediately notify the Board if the primary set of chips is removed from active use and of the reason therefore.
- (5) Chips that are part of the secondary chip set shall be recorded as such in the chip inventory register and shall be stored separately from the other value and non-value chips in a cash desk vault or safe.
- (6) Whenever chips are taken from or returned to the secondary chip set the transaction shall be witnessed by at least three individuals from different departments.
- (7) The denominations, number and amount of chips that are taken or returned, shall be recorded in the chip inventory register together with the transaction date and signatures of the individuals witnessing such transaction.
- (8) A casino operator shall perform a daily reconciliation on all chips, excluding non-value chips.

61. Non-value chips

- (1) A non-value chip shall be issued solely for use on a roulette table.
- (2) No person at a roulette table shall be issued with or permitted to wager with non-value chips which are identical in colour and design to value chips or non-value chips being used by another person at the same table.
- (3) When a patron purchases non-value chips, a chip of the same colour and design shall be placed in a chip-tree or similar device on the outer rim of the roulette wheel.
- (4) Non-value chips shall be redeemed only at the table from which they were issued.
- (5) Non-value chips shall be redeemed for value chips only.

62. Gambling Plaques

If a casino operator uses a plaque with an equal denomination to a value chip, the primary colour of the plaque shall be identical to the primary colour of the value chip.

63. Destruction of chips or tokens

- (1) A casino operator shall, prior to the destruction of any chips or tokens, notify the Board in writing of such intended destruction, including:
 - (a) the date, time and location at which such destruction will be performed;
 - (b) the denomination, number and value of the chips or tokens to be destroyed;
 - (c) the description and number of any non-value chips to be destroyed, and
 - (d) a detailed explanation of the method of destruction.
- (2) The destruction of all chips or tokens shall be carried out in the presence of at least two employees of the casino operator, one of whom shall be from the surveillance department of the licence holder.
- (3) The information referred to in sub-rule (1) shall be recorded in the chip inventory register together with the signatures of the individuals carrying out such destruction. The names and licence numbers of all casino employees involved in such destruction shall also be recorded in the register.

**CHAPTER XIV
CARDS AND DICE RULES**

64. General requirements for cards and dice

- (1) A casino operator shall prescribe in its ICS the procedures for the order, receipt, inventory, storage, inspection, issue, removal from use and disposal of all cards and dice and a system for the control and accounting for such cards and dice.
- (2) A casino operator shall not use or cause to be used in its casino any cards or dice unless the SABS has certified the design specifications and the Board has approved the artwork and design specifications of all such cards or dice.

65. Receipt, inspection storage, and removal from storage of card and dice

- (1) At least two people from different departments in the employ of a casino operator, of whom one shall be from the accounting department and the other of whom shall be from the gambling security department shall be present, 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.
- (2) If any of the seals referred to in sub-rule (1) is not intact, is broken or has been tampered with, the relevant cards or dice shall immediately be inspected so as to ensure that they conform to the applicable specifications and are suitable for play.
- (3) 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.
- (4) After checking the cards or dice received the cards or dice shall be recorded in a cards or dice inventory register, as the case may be.
- (5) 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 containers which shall be sealed, for distribution to the pit.
- (6) The storage, removal from storage and the placement into sealed containers of all cards or dice shall be under continuous surveillance monitoring and recording.
- (7) The casino accounting department shall on a weekly basis audit the cards and dice in storage against the relevant inventory registers.

66. 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 distribute 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 SABS specifications.
- (3) If the dice are found to be suitable and comply with the SABS specifications, 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 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).

67. 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 there is any indication of tampering or such other defect as might negatively affect the integrity or fairness of the game, or if so requested 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 deemed necessary, physically inspect each die for evidence of tampering.
- (3) Any evidence of tampering shall immediately be reported to the surveillance department. 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 such container, which shall specify the table number, date and time and shall be signed by the box person and the pit boss.
 - (d) The surveillance person 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 shall be put into containers. A label shall be attached to each container, which shall identify the table number and date. The container 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.
- (4) 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.
- (5) All reserve dice, which are to be destroyed, shall at the end of each gambling day be placed in a sealed container, with a label attached to each container, which specifies the date and is signed by the pit boss.
- (6) A representative from 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 destroyed, and shall transport them to the surveillance department for inspection and destruction.
- (7) Representatives from the gambling security department shall at least once every gambling day collect and sign for all reserve dice, which are still sealed.
- (8) All used dice, other than those referred to in sub-rule (3)(d) above shall be inspected and destroyed within 48 hours of collection thereof.
- (9) The dice shall be destroyed either by drilling a hole through each die or by incinerating it.
- (10) The destruction of dice shall take place in a secure place.

68. 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 distribute them directly to the pit boss in the pit.
- (2) The pit boss shall examine each package at the gambling table to determine that all decks are present and are of the same colour.
- (3) Each dealer shall before using a new 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 sort each pack in sequence per suit to ensure that all cards are in the deck. The dealer shall also check the back of each card to ensure that it is not scratched or marked in any way.

69. Removal from use and disposal of cards

- (1) If, at any time a dealer finds an unsuitable or damaged card, the dealer shall notify the pit boss or casino supervisor who shall replace the unsuitable or damaged card with a substitute card from the replacement set 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 and the date and time and shall be signed by the dealer, the inspector and the pit boss assigned to that table.
- (3) The pit boss shall retain the container in a secure place within the pit until the surveillance department collects the used cards at the end of the gambling day.
- (4) All opened cards, which have been placed on a gambling table, shall be removed from use at least every twenty-four hours or after such longer period as the Board may approve.
- (5) All cards authorised to be used for longer than 24 hours shall at the end of each gambling day be placed in sealed containers. A label shall be attached to each container, which shall identify the table number and the date and time and shall be signed by the dealer and the inspector assigned to the table.
- (6) The cards referred to in sub-rule (5) shall be collected by a representative from the gambling security department and returned to storage.
- (7) At the end of each gambling day the pit boss or casino supervisor shall, subject to the provisions of sub-rule (4), collect all used cards.
- (8) All cards collected in terms of sub-rule (7) shall be placed in a sealed container. A label shall be attached to each container, which shall identify the table number and the date and time and shall be signed by the dealer and the inspector assigned to the table.

- (9) The pit boss shall retain the containers in a secure place within the pit until the surveillance department collects the used cards at the end of the gambling day.
- (10) A casino operator shall, at any time during the day, remove any cards from the gambling tables if there is any indication of tampering, scratches, marks or any other defects in respect thereof which might negatively affect the integrity or the fairness of the game, or when requested to do so by an authorised officer of the Board.
- (11) All extra cards in the replacement set, in respect of which the seals have been broken, shall be placed in a sealed container, with a label attached to each container which identifies the date and the time and is signed by the pit boss.
- (12) At the end of each gambling day or at such other times as may be necessary, the surveillance department shall collect and sign all containers with damaged cards, cards used during the gambling day, and all extra cards in the replacement set with broken seals and shall return the containers to the surveillance department.
- (13) The casino 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.
- (14) The inspection of the cards required in terms of sub-rule (13) shall include:
 - (a) the sorting of the cards sequentially by suit;
 - (b) the inspection of the packs under ultra violet-light;
 - (c) the inspection of the sides of the cards for crimps, bends, cuts or shavings, and
 - (d) the inspection of the front and the back of all cards for consistent shading and colouring.
- (15) 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.
- (16) A copy of the relevant investigation report shall be forwarded to the Board and the casino operator shall retain the relevant cards until such time as the Board gives permission for the destruction of the cards.
- (17) Unused cards that are still sealed in their original containers may be returned to the storage area.
- (18) Upon conclusion of the inspection referred to in sub-rule (13), all the cards except the cards referred to in sub-rule (16) shall be destroyed by shredding or such other method as may be approved by the Board.
- (19) The destruction of the cards shall take place in a secure location.

CHAPTER XV ROULETTE WHEEL RULES

70. Roulette wheels

- (1) The maintenance of roulette wheels shall be carried out on a monthly basis by trained personnel in accordance with the specifications of the manufacturer.
- (2) All major repairs, such as the replacement of or adjustments to the spindle or the breaking of security seals for any reason whatsoever, shall be conducted by the licensed manufacturer only.
- (3) A maintenance register shall be kept in respect of each roulette wheel, and shall be available for inspection by the Board.
- (4) All roulette wheels must be inspected by a licensed manufacturer or distributor on a six-monthly basis in accordance with the specifications of the manufacturer.
- (5) During non-operating hours, or while the roulette table is closed, the bowl and the turret of the roulette wheel shall be secured in a manner to prevent any tampering therewith or access thereto. The seals or keys of the locks used for this purpose shall be recorded in a register and verified by a gambling security representative and a pit boss, in respect of both table opening and closing.
- (6) If a damaged wheel is removed from the roulette table and replaced, the number of the new wheel must be recorded in the maintenance logbook in respect of that table and the new wheel must be properly levelled and tested before play can commence on that table.
- (7) Spare wheels shall be stored in a secure area, which shall be under continuous surveillance monitoring and recording.

CHAPTER XVI PATRON CREDIT FACILITY

71. Patron credit facility

- (1) A casino operator shall prescribe in its ICS the procedure for the approval, extension, refusal, redemption, consolidation and collection of a credit facility to a patron and the writing-off of any credit facility.
- (2) A credit facility shall for the purposes of this rule include any cheque or combination of cheques with a value greater than R500 accepted by the casino operator from a patron for a buy-in or partial buy-in that is not guaranteed.
- (3) Prior to the granting of a credit facility to a patron, a patron shall sign a document authorising the casino operator and the Board to conduct any investigation necessary to verify the accuracy of the information supplied by him or her or to establish his or her creditworthiness.

- (4) The approval of a credit facility, the limits thereon 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.
- (5) A credit committee shall consist of key employees of the casino operator of which less than one half of the committee may represent gambling departments and at least one person shall represent the cash desk.
- (6) 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 a bank reference.
- (7) 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.
- (8) The casino operator shall on a quarterly basis submit a report to the Board reflecting all patron credit write-offs.

72. Access to patron credit facility documentation

- (1) 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 so authorised in terms of the casino operator's ICS.
- (2) Access to a patron's outstanding credit instruments shall be restricted to persons who require access by virtue of their job function and who are so authorised in terms of the casino operator's ICS.

73. Patron cash or cash equivalent deposits

The casino operator shall prescribe in its ICS the procedures for the receipt and withdrawal of a deposit by a patron to ensure proper accountability in respect of patron deposits.

CHAPTER XVII GENERAL PROVISIONS

74. Language to be used

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

75. Asset register

- (1) A casino operator shall maintain an asset register for all gambling tables, slot machines, roulette wheels, drop boxes and canisters in its possession.
- (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 such casino operator.

76. Office accommodation for the Board

- (1) A casino operator shall provide at its casino establishment suitable office accommodation for the exclusive 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) Access to the office referred to in this rule shall be restricted only to members and employees of the Board and the entrance thereto 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, enter the office of the Board or monitor, record or copy any activity, document or information in this office.

77. 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 sub-rule (1)(b)(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 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.

78. 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)—
 - (a) are notified upon admission of the child to the facility of the provisions of sub-rule (2);
 - (b) provide personal details, to be signed by the patron, which, at a minimum, shall include—
 - (i) the full names of the child;
 - (ii) the age of the child;
 - (iii) the name, address, identity number and, where applicable, telephone number of the patron and the parent or guardian, where the patron is not the parent or guardian of the child, and
 - (iv) the time agreed to for the collection at the facility of the child, which shall not be later than 22h00.
 - (c) are notified that if the child is not collected at the time stipulated in sub-rule (3)(b)(iv), the steps contemplated in Rule 77(4)(b) will be taken to locate the patron;
 - (d) are notified that if the child is not collected by the patron upon being called upon to do so pursuant to sub-rule (3)(c), 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
 - (e) at the time of admission of the child to the facility, sign a document to the effect that the procedures provided for in this rule have been explained to, understood and accepted by the patron.

79. 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 relating to any procedure to be followed;
 - (b) a penalty of R15 000 per offence if it contravenes or permits the contravention of rules 77 or 78;
 - (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 procedures to be followed relating to:
 - (aa) table game fills or credits;

- (bb) slot machine hand pays, jackpot pay-outs, promotional pay-outs or hopper fills;
 - (cc) clearances and storage of drop;
 - (dd) counts and the transfer of all count proceeds;
 - (ee) the reconciliation of the count sheets and other documentation for gambling tax purposes;
 - (ff) key controls;
 - (gg) chip controls, or
 - (hh) card and dice controls, or
- (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 accrue to the Board and 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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