



Gaming Policy and Enforcement Branch

STANDARD PROCEDURES
for Limited Casinos

SEPTEMBER 2015

Know your limit, play within it.

For Help: 1-888-795-6111 or
www.bcreponsiblegambling.ca

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SEPTEMBER 2015 AMENDMENT

CLARIFICATIONS

Appendix A	<ul style="list-style-type: none"> The <i>Advertising and Marketing Standards for the B.C. Gambling Industry</i> has been updated to the <i>Advertising and Marketing Standards for Gambling in British Columbia</i>.
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FEBRUARY 2012 AMENDMENTS

CLARIFICATION

Section 2.2	<ul style="list-style-type: none"> Reporting known or suspected criminal activity: requirements clarified.
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ADDED REQUIREMENT

Sections 4, 4.1, 4.2	<ul style="list-style-type: none"> Responsible gambling messaging required in advertising: “19+” added to end of <i>Know Your Limit, Play Within It</i>.
Section 4.3	<ul style="list-style-type: none"> Advertising standards added for social media.

1. Introduction

This document provides the rules that must be followed when conducting and managing a limited casino in British Columbia.

These Standard Procedures are a condition of the gaming event licence and apply to the gaming event licensee, and all gaming services providers, volunteers and hired staff involved in the operation of the limited casino.

2. Roles and Responsibilities

2.1. Gaming Policy and Enforcement Branch

The Gaming Policy and Enforcement Branch (the branch) regulates gaming in British Columbia and ensures the integrity and lawful conduct and management of gaming in the province. This includes issuing gaming event licences to eligible organizations and ensuring licensees comply with all requirements of those licences.

2.2. Your organization as the gaming event licensee

Licensees must comply with Canada's Criminal Code, British Columbia's Gaming Control Act and Gaming Control Regulation, and all relevant rules, policies and standards.

The Board members of your organization are responsible for the proper conduct and management of gaming events for which they are licensed. This responsibility cannot be delegated. This includes ensuring its limited casino is conducted in accordance with these Standard Procedures, the Conditions of the licence, and any additional conditions imposed by the branch.

Certain duties associated with a limited casino cannot be delegated to other parties. At a minimum, the Board of the licensee must perform the following duties:

- Review and sign all contracts related to the limited casino;
- Approve and sign the Gaming Event Revenue Report; and
- Approve and sign the Gaming Account Summary Report.

Section 86(2) of the Gaming Control Act (GCA) requires all licensees to notify GPEB's Investigations and Regional Operations division without delay regarding any conduct, activity or incident—including cheating at play and use of net proceeds—that may be considered contrary to the Criminal Code of Canada, the Gaming Control Act or Gaming Control Regulations, or that may affect the integrity of gaming.

2.3. Gaming services providers

Licensees must contract a registered casino services provider to operate a limited casino.

Contracts with a registered casino services provider cannot exceed 12 months in duration, with an option to renew for an additional 12 months at the discretion of the licensee. The contract must state the total contract value and specify the fees for services, supported by a detailed business plan.

As part of the gaming records for the limited casino, which must be retained for a five year period, your organization must have a statement from its gaming services provider that fully discloses all of its expenses related to the operation of the limited casino.

3. The Class C Gaming Event Licence for a Limited Casino

A Class C gaming event licence for a limited casino is issued only to the Board of an eligible fair or exhibition.

Limited casino events must be conducted at the locations, on the days and during the times, specified on the licence.

To conduct a limited casino without a licence is unlawful.

3.1. **Cancelling or amending your gaming event licence**

Cancellation of, or amendments to, a limited casino licence will be considered. To cancel or amend its licence, your organization must submit a written request to the branch. The request must be signed by two signing authorities, one of which must be an officer of your organization.

3.2. **Gaming event licence not transferable or assignable**

A gaming event licence may not be transferred, assigned, lent or borrowed.

4. **Advertising and Promoting your Limited Casino**

Your organization cannot advertise its limited casino until it has its gaming licence.

All advertising, including third party advertising, must conform to the Advertising and Marketing Standards for the B.C. Gambling Industry, provided in Appendix A.

Further, the Province requires the use of its responsible gambling message on printed materials, internet (including social media; see section 4.3 below) and television advertising by displaying the text:

Know your limit, play within it. 19+

The Province strongly encourages the use of the following information on printed materials, television, or internet advertising:

Problem Gambling Help Line: 1-888-795-6111
www.bcreponsiblegambling.ca

4.1. **Printed advertising and marketing products**

A licensee must ensure all printed advertising and marketing products, such as brochures and newspaper ads, include:

- Name, address and telephone number of the licensee;
- Gaming event licence number, to be shown as “BC Gaming Event Licence # _____”;
- Location, date and time of the advertised event; and
- Responsible gambling message: ***Know your limit, play within it. 19+***

4.2. **Television and radio advertising**

Television advertising must include:

- Name and telephone number of the licensee;
- Gaming event licence number, to be shown as “BC Gaming Event Licence # _____”;
- Location, date and time of the advertised event; and
- Responsible gambling message: ***Know your limit, play within it. 19+***

Note: Radio advertising must contain all of the above, except for the responsible gambling message, which is optional.

4.3. Internet advertising

The internet may be used to advertise your gaming event.

The Web

All the items listed in section 4.1, Printed Advertising and Marketing Products, **must** be displayed on the website homepage, along with a hyperlink to the Responsible Gambling website at www.bcreponsiblegambling.ca.

Social Media

Facebook (and similar)

- At minimum every 5th raffle marketing message must include at the end of the message: Know your limit, play within it. 19+, in the same size font as the message text.

Twitter (and similar)

- Twitter pages solely devoted to promoting the ticket raffle:
 - 19+ shall appear at the end of each twitter message, in the same size font as the message text.
 - At minimum every 5th twitter message that promotes the raffle must be followed by a separate message, as follows: Know your limit, play within it. 19+, in the same size font as the message text.
- On Twitter pages promoting a combination of non-gambling events and the ticket raffle:
 - 19+ shall appear at the end of each twitter message that promotes the raffle, in the same size font as the message text. This twitter message must be followed immediately by another twitter message, at the end of which shall appear the following message: Know your limit, play within it. 19+, in the same size font as the message text.

5. Responsible Gambling Signage and Brochures

Problem gambling and responsible gambling signage and brochures must be placed in the following locations:

Item	Placement
BC Partnership for Responsible Gambling: Problem Gambling Help Line posters	<ul style="list-style-type: none"> • Inside wall of all washroom stall doors
Business-card-size Problem Gambling Help Line information	<ul style="list-style-type: none"> • In a dispenser by sinks in each washroom • In a dispenser beside exit door in each washroom • Beside all ATMs. • On or near concession areas
"Know your limit, play within it" poster	<ul style="list-style-type: none"> • At ATM areas; and • Beside Cash Cage
"When Gambling Stops Being a Game" Problem Gambling brochures	<ul style="list-style-type: none"> • At the Customer Service Area • Beside Cash Cage • On or near concession tables
Yellow Problem Gambling Help Line stickers	<ul style="list-style-type: none"> • All highly visible locations
Gaming Guide	<ul style="list-style-type: none"> • Customer Service desk

6. Revenue from the Gaming Event

All cash or cash equivalent proceeds from the casino event must be deposited on a daily basis into the licensee's gaming account.

All disbursements must be made from the gaming account by cheque. Gaming account cheques must contain two authorized signatures.

7. Gaming Event Expenses

Your organization may pay actual and reasonable expenses directly related to the conduct and management of its event.

For a casino event, the expected gross revenue is difficult to determine. Instead the "win" represents an event's gross revenue. The win is the amount left over at the conclusion of the event after all wagering has been completed, all prizes paid, and all floats reimbursed.

Prize amounts cannot be planned. It is possible the amount paid in prizes will exceed the amount wagered, resulting in a loss of revenue for your organization. While it is expected that expenses will not exceed 55 per cent of the win, your organization will not be penalized if this requirement is not achieved due to prizes exceeding the amount wagered.

Permitted expenses include, but are not limited to:

- Advertising costs;
- Purchase or rental of gaming equipment;
- Rent or other costs for the gaming facility;
- Volunteer out-of-pocket expenses; and
- Contract fees for casino services providers.

Facility expenses include only those costs associated with running the gaming event.

All contracts must be for a fixed price. Contracted costs based on a percentage of revenue generated at the gaming event, or other costs related to other activities at the casino event, are not permitted.

All expenses related to the gaming event must be paid by cheque from your organization's gaming account if it has one, otherwise from your general account. Receipts documenting each expense must be retained for five years as part of your organization's gaming records.

8. Awarding of Prizes

All amounts and prizes won by players must be paid by the licensee.

The casino services provider must provide cheques to verified winners upon request. Requested cheques must be made available immediately.

9. Facility Requirements

The name of the licensee must be prominently displayed in the gaming area or at the gaming tables. The gaming event licence must also be prominently displayed within the casino facility.

The licensee must ensure:

- There is no liquor in the gaming area. Where a casino is located in close proximity to a liquor outlet of any kind, point of access to the casino must be monitored and controlled by security personnel;
- Minors do not gamble; and
- Minors do not enter the gaming area.

9.1. Games area

The minimum size of the games area must be based on the following areas per game:

- Blackjack 8m²
- Roulette 10m²
- Wheel of Fortune 8m²

9.2. Gaming pits

Tables must be arranged to facilitate continuous and unimpeded observation by the games manager, pit supervisor, and dealer supervisor.

No one shall be permitted in gaming pits except:

- Casino supervisor
- Games manager, pit supervisor, dealer supervisor, dealers and chip runner
- Management representative of the casino services provider
- Casino security as required to fulfill their duties

9.3. Security of the casino facility

Security of casino premises is the responsibility of the licensee. Casino facilities must be equipped with:

- A safe for storage of cash floats and revenue that meets insurance requirements;
- A silent alarm to provide immediate notice to surveillance personnel of robberies in progress;
- A live monitored perimeter alarm system during hours of non-use;
- A locked room or cupboard for the secure storage of cards; and
- A locked cupboard for the secure storage of keys.

9.4. Cash cage, chip bank and count room

The cash cage, chip bank and count room must be secure rooms and separate from one another.

Cash Cage

No one shall be permitted in the cash cage except:

- Casino supervisor;
- Cashier;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators during the course of conducting an investigation; and
- Security personnel shall have access at the request of the casino supervisor or games manager.

Chip Bank

No one shall be permitted in chip bank area except:

- Casino supervisor;
- Chip banker;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators during the course of conducting an investigation; and
- Security personnel shall have access at the request of the casino supervisor and games manager.

Count Room

The count room must be equipped with a table with a transparent top for purposes of the cash count. Any materials stored in this room must be secured away from the immediate count area.

No one shall be permitted in count area except:

- Casino supervisor;
- Cash counters;
- Cashier;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators during the course of conducting an investigation; and
- Security personnel shall have access at the request of the casino supervisor and games manager.

10. Equipping Your Gaming Event

All gaming equipment used in a limited casino event must be in accordance with the Gaming Control Act and Regulation.

10.1. Gaming equipment

Cards

- Cards must bear the licensee or casino services provider's name or other identifiable feature;
- Invoices for all card purchases must be retained and a perpetual inventory must be maintained;
- Transfer of cards to tables or removal of cards from play for defacing must be recorded by means of a transfer slip and signed by the games manager and security staff;
- Cards must be replaced after a maximum of 2 operating days of use and defaced immediately to prevent future use in the casino;
- Security staff must ensure that all cards not in play are kept in secure, locked storage; and
- Spare decks maintained for the purpose of replacing single cards must be accounted for in accordance with these procedures. Damaged cards must be kept with the spare deck and the entire deck must be accounted for and defaced.

Card Dealing Shoes

- Must be capable of accommodating at least four decks; and
- Must be opaque.

Value Chips

- Must bear the licensee or casino services provider's logo or some other clearly identifiable feature;
- Each denomination must be clearly distinguishable by colour from other denominations; and
- A perpetual value chip inventory must be maintained.

Gaming Tables

- Must be clearly and uniquely numbered for easy identification.
- Must be equipped with a double locking drop box which bears the number of that table.
- Must be equipped with a sign, which stipulates table betting limits.
- Card table games must be equipped with a transparent plunger, a dealing shoe or shuffle machine, discard rack, and chip tray secured to the table equipped with a locking lid.
- Wheels of fortune must be equipped with a transparent plunger and a chip tray with lockable lid.
- Each gaming table must be equipped with a transparent locking box for tips.

10.2. Cash float

Your organization must have a cash float, which cannot come from its gaming account.

11. Staffing the Gaming Event

Only companies registered with the branch are eligible to provide casino management services, including registered gaming workers and approved equipment.

11.1. Casino Staff

The following positions must be filled only by employees of the licensee:

- Casino supervisor
- Chip banker
- Cashier
- Chip runner
- Cash counter

The following positions may be filled by the casino services provider:

- Games manager
- Pit supervisor
- Dealer supervisor (see below for supervision requirements)
- Dealer (there must be one dealer for every open table or wheel)
- Security
- Surveillance

Supervision Requirements:

Game	Ratio
Card games	1 for 4 open
Wheel games	1 for 4 (with a supervisor)
Roulette	1 for 2

Or as specified in these Standard Procedures.

11.2. Registration of staff

All casino staff, whether employed by the licensee or the casino services provider must be registered as gaming workers with the branch and comply with branch registration requirements.

11.3. Staff Assignments and Conduct

All casino staff must:

- Sign the Casino Staff Sign-in Sheet before commencing duties at the casino; and
- Wear and display GPEB identification tags while on duty.

There must be sufficient staff present to ensure appropriate segregation of duties for financial and game control and for the dual custody of gaming assets as required.

Casino staff with dual job functions may perform duties as a dealer or dealer supervisor during the event, as required.

No person managing, conducting or assisting in the conduct of a casino is permitted to participate as a player in any of the games at any time during the course of the event.

Count team members must wear jumpsuits with no pockets.

11.4. Staff Duties and Responsibilities

Casino Supervisor

- Ensures there are only two full sets of drop boxes and verifies the number of drop boxes in use.
- Along with games manager, responsible for the verification of the opening operating cash float.
- Witnesses the opening and closing cash and value chip inventory verification.
- Witnesses the interim and final drop box pulls.
- Observes all drop box counts.
- Ensures that count room is adequately staffed.
- Ensures the security of drop box keys during the drop box pull and count.
- Obtains the licensee's copy of all required forms each day.
- Controls the keys to the safe.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incidents and reports to the licensee.
- Delegates duties as required.
- Is responsible for the filing and safekeeping of casino occurrence reports, Section 86 reports and FINTRAC reports.

Chip Banker

- Conducts count of opening and closing value chip inventories.
- Issues value chip fills to tables.
- Accepts and verifies value chip credits from cashier and tables.
- Maintains running balance of value chips.
- Reports any irregularity to the casino supervisor.

Cashier

- Maintains security of value chips and cash in cashier's area.
- Documents internal transactions on Cashier's Record Sheet.
- Receives and verifies initial cashier's float and subsequent cash transfers.
- Redeems players' value chips for cash.
- Transfers value chips to chip banker as requested.
- Balances cash prior to any cashier change and at end of day.
- Exchanges foreign currency.
- Must not sell value chips to customers.
- Prepares Large Cash Transaction and Foreign Exchange Record in accordance with the large cash transaction procedures.
- Reports any irregularity to the casino supervisor.

Chip Runner

- Transfers opening value chip fills from chip banker to games.
- Transfers subsequent value chip fills from chip banker to games.
- Transfers value chip credits from games to chip banker.
- Witness's collection of tips.
- Verifies the table opening and closing value chip inventories.
- Reports any irregularity to the casino supervisor.

Games Manager

- May act as the representative of the casino services provider for any transactions requiring verification by the casino services provider.
- May delegate duties as required.
- Ensures all procedures in the games area are carried out in accordance with these standard procedures and the terms and conditions of the casino licence.

- Ensures pit staff schedules are completed.
- Before each day's casino opening, must ensure that a written work schedule has been prepared for the pit staff. This schedule must form part of the casino gaming event records.
- Verifies the opening cash float and recording of all vault transactions on the Vault Activity Sheet and the Vault Cash Transfer Sheet.
- Verifies the opening and closing value chip inventories.
- Witnesses value chip transfers between chip banker and Cashier.
- Witnesses the cashier's closing procedures.
- Conducts or delegates the conduct of the interim and final drop box pulls specified in these standard procedures.
- Completes the Table Revenue Report.
- Supervises access to gaming areas in conjunction with security.
- Ensures all casino staff complete required financial forms in accordance with these standard procedures.
- Observes all cash transactions carried out by the casino supervisor.
- Calculates the casino gross receipts and deposits.
- Completes the Master Gaming Revenue Report.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incident and reports to the licensee.

Pit Supervisor

- Responsible to games manager and performs duties of games manager when required.
- May delegate duties to dealer supervisor as required.
- Ensures activities in the pit are in accordance with these standard procedures and the terms and conditions of the casino licence.
- Notifies the chip runner of fill/credit requirements.
- Participates in the opening and closing of tables as specified in these standard procedures.
- Supervises access to gaming areas in conjunction with security.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incident and reports to the games manager.

Dealer Supervisor

- Ensures activities in the pit are in accordance with these standard procedures and the terms and conditions of casino licence.
- Responsible to the pit supervisor and performs duties of the pit supervisor as required.
- Completes a casino occurrence report for any irregularity in gaming procedures or unusual incidents and reports to the pit supervisor.
- Verifies the following dealer transactions: buy-in, value change, shuffle up, change up of tips, card change, and table opening and closing procedures.

Dealer

- Conducts games in accordance with these standard procedures and any other procedures required by casino services provider and approved by GPEB.
- Verifies all value chip counts conducted at the gaming table, including opening game chip inventory, fill and credits, and cash change.
- Calls to the attention of dealer supervisor the following transactions: buy-in, value change, shuffle up and change up of tips.
- Does not behave or dress in a manner which would compromise the security of cash and value chips.
- Reports all irregularities to the dealer supervisor.
- Dealers must wear an apron that covers all pockets in the waist area.
- Dealers may not participate in the count.

Security Staff

- Responsible for the personal safety of all patrons and employees in and around the casino.
- Ensure the physical security of the premises and all assets in and around the casino.
- Works with surveillance staff and all other casino departments to ensure the overall security of the casino.
- Identify and deny access to individuals who are:
 - Minors (under the age of 19);
 - Barred or voluntarily self-excluded;
 - Intoxicated;
 - Suspicious persons.
- Enforce restricted access to non-public and secure areas (e.g. gaming pits, cash cage, count areas, and all administrative areas).
- Provide escorts on and off the gaming floor as required.
- Responsible for implementing and maintaining a key control system including ensuring appropriate security of drop box release and opening keys.
- Controls the keys for the removal and replacement of drop boxes to count areas.
- Ensures the safe and direct delivery of drop boxes to count areas.
- Transporting, safekeeping, destruction/disposition of new and used playing cards.
- Monitor movement and security of cash and convertible cash assets.
- Periodically observes transactions at the cashier's cage.
- Ensure no person uses any electrical, mechanical, telecommunications or other devices to affect the outcome of a casino game.
- Complete a Casino Occurrence Report (through the Casino Supervisor) for any:
 - Irregularities in gaming procedures;
 - Suspicious or criminal activities;
 - Suspicious persons;
 - Exclusions;
 - Unattended children;
 - Unusual incidents.
- Maintain current lists of registered gaming employees and their GPEB numbers employed at the casino.
- Ensure children are not left unsupervised within the vicinity of the casino.
- Responsible for controlling the lost and found.
- Inspect all waste before removal from casino areas.
- Assist in medical emergencies.

12. Surveillance

Surveillance of the casino premises is the responsibility of the licensee. Surveillance systems shall be monitored by staff employed and trained by the licensee or the casino services provider.

The licensee is responsible for the operation of effective video surveillance. The purpose of the surveillance systems and staff is to:

- Develop and maintain a CCTV surveillance system for the duration of the licensed event;
- Escalate serious and/or urgent incidents to the Casino services provider, the Licensee, and to the Gaming Policy and Enforcement Branch; and
- Conduct independent and proactive electronic and visual surveillance to:
 - Ensure the integrity of gaming functions and financial transactions;
 - Protect Licensee and Casino services provider assets;
 - Protect patrons and employees;
 - Ensure the physical security of the premises;
 - Safeguard personal property;

- Support other departments with information serving to best protect assets and aid in improving operations;
- Provide information to the Licensee;
- Detect, document and report:
 - Violations of Standards;
 - Deviations from systems of internal control and departmental internal procedure;
 - Cheating at play or other criminal activity.
- Deter criminal activity and procedural infractions; and
- Promote public confidence that casino licensed gaming is conducted honestly and free of criminal elements and activities.

12.1. Structure of the Surveillance Department

Each Surveillance Department must have a Manager, Supervisor and one or more Surveillance Operators.

Interaction with other departments

- Surveillance observes and reports. It is critical that surveillance maintains open communication and cooperation with all the departments of the licensed event.
- Surveillance cooperates with, but is not controlled by the Casino Supervisor or Security personnel.
- The Surveillance Manager is responsible for controlling all aspects of the surveillance operation and in so doing, must act independently without interference from other areas.

Flow of information

- Requests to Surveillance for action, information, videotapes and reports must be channeled from department supervisors through the Surveillance Manager or delegate.
- The flow of information from Surveillance must be disseminated through proper channels.
- Matters involving criminal activity, serious discipline or termination, must be reported to the Surveillance Manager, the Casino Supervisor and GPEB, as appropriate.
- A Casino Occurrence Report will be completed for any irregularity in gaming procedures or unusual incident.
- Must maintain a daily surveillance activity log.

12.2. Surveillance room

All video surveillance recording and monitoring equipment must be located in a separate and secure room used exclusively for surveillance purposes. The surveillance room must be staffed on a 24 hour basis throughout the licence period.

A daily surveillance activity log must be maintained. All admission to the surveillance room must be recorded in the log, including:

- The names, times and purpose for which any person, other than surveillance staff, have entered the room;
- Sign-in and sign-out of all surveillance staff at the beginning and end of each shift; and
- Any request for videotape information by any party.

No one shall be permitted in the surveillance room except:

- Surveillance staff;
- GPEB auditors;
- Peace Officers and GPEB investigators while conducting an investigation;
- Casino supervisor;
- Games manager and
- Casino security as required to fulfill their duties.

12.3. Surveillance equipment

All games, machines, and financial control areas of the casino must be covered by the video surveillance system, which must be capable of:

- Recording all camera images;
- Live monitoring all camera images. Each surveillance operator's station must have sufficient monitors for live monitoring purposes; and
- Producing still images from all recordings.

All cameras must always be connected to dedicated video recorders located in the surveillance room and each pit area must have direct telephone communication with the surveillance room.

12.4. Surveillance tapes

Surveillance tapes must record all action in colour and have adequate clarity for use as evidence in court or administrative proceedings. Cards, chip denominations and cash denominations must be identifiable on all tapes.

Tapes must be recorded in 8-hour mode. Actual date and time of events recorded must appear on each tape and not obstruct the view of the screen.

Original copies of surveillance tapes must be secured within the surveillance room. All tapes must be securely stored in the surveillance room for a minimum of seven days after recording.

Surveillance staff must maintain a log of all incidents of system malfunction.

Original copies of surveillance tapes may be released to police or GPEB investigators upon presentation of a search warrant. Where the licensee has initiated an investigation, dubbed copies may be released to the police or GPEB investigators.

Tapes that must be retained for evidence purposes must be adequately quarantined. The licensee is responsible for the safekeeping of quarantined tapes after the casino event is finished.

12.5. Gaming floor surveillance

All games in the gaming area must be capable of being monitored and recorded via colour cameras with pan-tilt and zoom capability. System must be able to identify gaming table number, dealer face and hands, patron face and hands, card faces, value chip tray, drop slot, discard rack, shuffling device or shoe and tip box. It must record the date and time and record all events in real time.

Each single roulette table game must have two dedicated, fixed, colour cameras positioned overhead.

The table layout camera must be positioned such that:

- It provides a diagonal view of the table's longitudinal extension; and
- Permits identification of number and writing on the table layout and approximately one quarter to one eighth ($1/4 - 1/8$) of the wheel to allow viewing of the ball drop.

The wheel camera must be positioned over the wheel and chip area to allow viewing of the ball drop and permit identification of:

- The space between the Chipper funnel and the end of the table;
- Value chip area, including the racks, if any, holding the value chips;
- Value indicator rack; and
- Denomination (by colour) and number of value chips and roulette chips.

All progressive games, e.g., Caribbean Stud poker, must have a dedicated fixed camera and recorder.

All table games with a bet ceiling of \$250 or more must have a dedicated fixed camera and recorder.

12.6. Cash Cage/Chip Bank

Cash redemption transactions and internal transfers of cash and value chips must be recorded before, during, and after the casino event.

12.7. Count Room

Cash counts, cash transfers, completion of required reporting forms, and count team personnel must be video recorded.

13. Conducting the Gaming Event

The licensee must not:

- Extend credit to any player, or
- Accept any form of cheque or credit card.

Foreign currency may be exchanged for Canadian currency on at the cashier station. The exchange rate must be set by the licensee and clearly posted at the cashier station.

13.1. House and game rules

The branch must approve the house rules and game rules for each type of game your organization is conducting. These rules must be displayed so all participants are aware of and have easy access to them.

If any rule conflicts with these Standard Procedures, it is the Standard Procedures that must be followed.

13.2. Chip and/or cash floats

Before the event, the cashier and chip/cash runner will supply chip and/or cash floats to each table. Throughout the event, the games supervisor passes requests from the dealers to the cashier to have the chip/cash runner remove or replenish cash or chips at the tables.

Chips may be purchased at the cashier station or at the gaming tables, and must be paid for in cash.

All bets must be made using chips, which can be redeemed only at a cashier station.

13.3. Tipping of gaming workers

Dealers may receive tips from players in two ways. Players may either:

- Place a bet on the game for the dealer, or
- Give chips or cash to the dealer

Only dealers are permitted to handle tips. Changing tips into higher denominations must be verified by the dealer supervisor and conducted by the dealer. Tips must be converted to value and handled as per these standard procedures.

Tips must be placed to the right side of the chip tray on wheels of fortune and all the table card games. Tips on roulette games must be placed on the top rim of the roulette wheel. When tip value has reached twenty-five (\$25) dollars, the dealer, witnessed by the dealer supervisor, must place chips into the locked tip box.

At casino close, a designated dealer and the chip runner must remove tips from tip boxes. Dealers must count and verify total amount of tips. Tips must be redeemed at the cash cage at the end of the event. The cashier must complete a Cash Transfer Slip, write the word 'Tips' in drop box #, recording total cash value of all value chips redeemed. The chip runner, Cashier

and designated dealer sign the cash transfer slip and give the duplicate to chip runner. The original Cash Transfer Slip is attached to the casino services provider's copy of the Cashier's Record Sheet and forms part of the event records.

The following positions may not participate in the tip pool: casino manager, assistant casino manager, games manager, casino supervisor, or persons acting with the authority of those positions, count room personnel, security and surveillance personnel.

13.4. Bets for the Dealer

A player may place a separate bet that is a tip being played for the dealer. The placing of bets on behalf of a dealer is permitted only as follows:

- The player must be involved in the play of the game in order to place a dealer's bet.
- The combined total of the player's bet and the dealer's bet may not exceed any game's maximum bet limit, as established by the licence.
- The dealer's bet, in all card games, must be clearly positioned to show separation from the player's bet.
- If a bet placed for the dealer is a winner, it must be paid separately from the player's bet. Once all payouts are completed, both the dealer's bet and its winning payout must be placed in the tip accumulation area. A winning dealer's bet cannot be retained for play on the next game.
- Dealer's bets on the Wheels of Fortune games must be placed in a position separated from the players' bets.
- Dealer's bets may be played identical to the player's bets on the following games:
 - Roulette
 - Multiple Action Blackjack
 - Caribbean Stud Poker, and
 - Red Dog

All options, such as splitting, doubling down, insuring, surrendering and raising, may also be repeated with the dealer's bet at the discretion of the player.

On certain table games, a bet for the dealer, although permitted, has restrictions. These games and their applicable restrictions are as follows:

- Pai Gow Poker
 - A player taking the bank cannot play a dealer bet
 - A winning dealer bet is not subject to a commission deduction
- Mini Baccarat
 - A winning dealer's bet on the "Banker" is not subject to a commission deduction, and
- Let It Ride
 - A dealer's bet is restricted to the third bet only

A "coin in" jackpot or bonus bet on Caribbean Stud Poker and Let It Ride must not be played for the dealer.

A winning dealer's bet on Let It Ride, the "Pair Plus" wager on Three Card Poker, and the Fortune Bonus Pai Gow must not be paid if the aggregate payout amount is reached by the players' bets. In this case, the dealer's bet is accepted as a tip without receiving a payout.

13.5. Placement on Dealer's Bets

In the following card games a dealer's bet must be placed on the edge of a player's betting area(s) that is closest to the dealer:

- Blackjack (including Multiple Action Blackjack)
- Red Dog
- Pai Gow Poker
- Mini Baccarat

- Let It Ride
- Three Card Poker

A dealer's bet on:

- Caribbean Stud Poker must be placed alongside a player's "ante" and "bet" areas. A dealer's bet must be placed to the left (as seen by a dealer) of a player's bet. A dealer's bet cannot be played on the "bet" area unless qualified by a dealer's bet on the "ante" area;
- The "outside" areas of Roulette must be placed in a position separated from the players' bets; or
- The "inside" areas of Roulette must be placed on top of a player's bet and must be dictated verbally by the player(s).

13.6. Dealer Bets – Player Options

The increasing of a dealer's bet on secondary betting options offered to players is not mandatory and is entirely the choice of the player(s). The secondary options are as follows:

- Blackjack
- Caribbean Stud
- Red Dog
- Double Down
- Bet
- Raise
- Split
- Insurance

A dealer's bet existing on a player's hand that is surrendered will be subject to the same rules as the player's bet. However, once the dealer's bet has been halved, the remaining portion must be left in place for the player to decide its fate.

Note: A dealer's bet of \$.50 will not be subject to normal surrender rules and will be left in place.

14. Casino Financial Controls

14.1. Pre-opening

The casino supervisor, with games manager, must ensure each game is equipped with a drop box locked to the table.

The chip banker must count the value chip inventory, witnessed by the games manager, in the chip bank and record the opening inventory on the Chip Inventory form. The chip banker and casino supervisor must sign form.

The casino supervisor and the games manager must verify the opening cash float.

The opening cash float is issued to the cashier by the casino supervisor and recorded on the Vault Cash Transfer Sheet and the Vault Activity Sheet. The cashier must count the cash float and record details on a Cash Transfer Slip and enter the words "Opening Float" in the space provided at the top of the slip.

The cashier must record totals on the Cashier's Record Sheet and attach the white copy of the Cash Transfer Slip.

14.2. Transfer of Value Chip Inventory to tables

On or before the first day of the casino opening, the chip banker, and games manager must prepare the opening table fills. Opening table fills for each game must be recorded on a Fill/Credit Slip. The chip banker checks the box "Opener" and signs the Fill/Credit Slip. The white and yellow copies of the slip are placed in the chip tray with the value chips.

The value chips are transferred by the chip runner to the appropriate tables. The chip runner must sign the Fill/Credit Slip upon delivery of the value chips at the table. The games manager locks the value chips with the Fill/Credit Slip in the chip tray.

14.3. Table opening

At the opening of each table, the dealer, witnessed by the dealer supervisor, verifies the value chips to the Fill/Credit Slip and both sign. The white copy of the “opener” Fill/Credit Slip is placed in drop box and the yellow copy is returned by the chip runner to the chip banker who retains it for filing with the Daily Master Chip Control form at closing.

The chip banker records the total of all “Opener” table fills on the Daily Master Chip Control and adjusts the running balances.

On days when a table does not open, a dealer, witnessed by the dealer supervisor, verifies the value chips to the opening Fill/Credit Slip. The dealer, chip runner and dealer supervisor will sign the slip and then return it to the chip banker who verifies the totals with the Daily Master Chip Inventory Control balances for the previous day.

14.4. Table fills

Pit supervisor completes a Request for Fill to the chip banker when a game requires additional value chips.

Chip banker completes a Fill/Credit Slip, circling the word “Fill”. The fill is prepared by the chip banker, verified by chip runner and both sign.

Chip runner delivers the fill to the designated game. The dealer and a supervisor verify the fill and sign the slip.

The original copy of the Fill/Credit Slip is inserted into the drop box. The chip runner returns the yellow copy to the chip banker.

Chip banker records totals on Daily Master Chip Control and the Chip Fills sheet.

14.5. Table credits

When a table has an excess of value chips the pit supervisor notifies the chip banker that a credit is required. Pit supervisor and chip banker complete a Fill/Credit Slip circling the word “credit” and placing a check mark in the space marked “interim”. The white and yellow copies are taken to the table requiring the credit. The dealer counts the required amount of value chips, the chip runner verifies the amount, and both sign the slip.

The white copy of the Fill/Credit Slip is plunged into the drop box by the dealer. The value chips and the yellow copy of the Fill/Credit Slip are taken to the chip bank by the chip runner and pit supervisor.

The chip credit is verified and the chips are returned to the chip bank by the chip banker. The details of the credit are also recorded on the Daily Master Chip Control.

14.6. Cash Fill to Cashier

All cash transfers must be prepared and authorized by the casino supervisor.

Cashier will count and verify all cash transfers and sign Cash Transfer Slips.

Cashier enters cash total in Section 1 of Cashier’s Record Sheet and attaches the white copy of the Cash Transfer Slip. The yellow copy of the Cash Transfer Slip is issued to the casino services provider’s delegate.

Casino services provider’s delegate will record details of the cash transfer on the Daily Master Cash Control.

The casino supervisor observes witnesses and verifies all account proceedings.

14.7. Value Chip Credit issued to Chip Banker from Cashier

When the cashier has an excess of value chips, the chip banker, witnessed by the games manager, receives value chips from the cashier.

Chip banker counts value chips completes a Fill/Credit Slip, circles "Credit" and writes "Cashier" at the top. All sign the slip.

Chip banker retains white copy of the Fill/Credit Slip and records details on the Daily Master Chip Control, adjusting running total by adding value chip credit to it. Cashier retains white copy and records information on Cashier's Record Sheet. Chip banker retains the yellow copy of the slip.

14.8. Interim drop box pull

When a box pull is required, the games manager will notify surveillance and the casino supervisor and direct an interim pull of boxes. A minimum of four (4) drop boxes must be removed from the tables for an interim pull.

One security officer, assisted by the chip runner, must complete the interim drop box pull under the direction of the games manager.

As each drop box is removed, a correspondingly numbered back-up drop box is secured to the table. Security and the chip runner, under the continued direction of the games manager, transport the drop boxes to the count room.

14.9. Interim count

Once the count room is secured, the cash counters, who will have been provided keys to the drop boxes by the casino supervisor, will empty the contents of the first two boxes on to the separate counting tables. The boxes will be displayed to the surveillance camera to prove they are empty.

Two counters, using separate stations, will remove the Fill/Credit Slips, and sort cash into denominations. Once the cash has been sorted into denominations, the sorters will pass the cash to an adjacent table where two other counters will count the cash by hand. Only when all of the cash from a box has been passed on from the sorter to the counter, can the sorter start on a new box.

The counters will count the cash and bundle into groups of one hundred (100) or fifty (50) bills. Once the counters have completed a count of a box and have entered the details on a count slip, the bundled cash will be placed in a rack by denomination and clearly removed from the sorting area to be checked and verified by the amalgamator using a bill counting machine.

When an individual box has been verified, the amalgamator will then pass the cash and the count slip to the casino services provider delegate. The delegate will place the cash in the cash rack and record the details of the box on the Drop Box Count Verification and Cash Transfer forms.

This process is repeated until all the boxes have been counted. At this time, the cash from the rack will be emptied onto the count tables (dividers removed) and three counters, using count machines, will complete an amalgamated master count. The two other counters will bundle the master count and record the details on a final count slip.

Once the master count is complete, the final count slip will be passed on to the games manager to verify against the Drop Box Count Verification form. A Cash Transfer Slip is completed and signed by the casino supervisor, games manager and at least two of the counters. The cash along with a copy of the Cash Transfer Slip will be placed in the count room safe.

Should the total amalgamated cash not balance with the "Summary" on the Drop Box Count Verification after all reasonable attempts to locate the discrepancy has been made, an

adjustment shall be made. Adjustments to cash counts must be recorded on to box of the Drop Box Count Verification sheet entitled "Adjustment". The adjustment must be initialed by the casino supervisor and games manager.

14.10.No Players at table or temporary closure of a table

The chip tray lid must be placed over the tray at all times when there are no players present at the table.

The chip tray lid must be placed over the tray and locked by the dealer supervisor at all times when there is no dealer present at the table or the table closes for any reason.

14.11.Table close

All games must cease play by 2:00 a.m. unless otherwise approved in writing by the branch. When the game ceases play, the dealer must notify the dealer supervisor who must ensure the placement of a locked lid over the chips.

On interim days (when the table is not opened) a casino services provider representative and the dealer must count the value chip inventory at each table and record the information on a Fill/Credit Slip and both will sign. An independent dealer supervisor and chip runner will verify the slip. The totals of the table inventory are recorded on the Game Chip Inventory Summary sheet. A closing Fill/Credit Slip is retained in the locked value chip tray with the value chips. The Game Chip Inventory Summary sheet and copies of the closing Fill/Credit Slips are submitted to the chip banker who will record the details of the table close on the Daily Master Chip Control sheet.

On closing day a casino services provider representative and the dealer, witnessed by a chip runner, must count the value chip inventory on each table and record the details on a Fill/Credit Slip and all must sign the slip. A copy will be dropped into the drop box. The chip runner delivers the value chips and the yellow copy of the Fill/Credit Slip to the chip bank.

14.12.Cashier close

After all tables have been closed and all value chips, including the dealers' tips, redeemed, the cashier, witnessed by the games manager and the casino supervisor, counts all value chips and cash in the cashier's cage and completes a Cashier's Record Sheet. All sign the form.

The cashier, witnessed by the casino supervisor, completes a Cash Transfer Slip, writes "Cashier Close" across the top. Both sign the slip. Cashier retains the white copy and records information on the Cashier's Record Sheet. White copy and cash are transferred to the safe.

Cashier, witnessed by casino supervisor, completes a Fill/Credit Slip, records denominations of value chips, circles the word "Credit", writes word "cashier" on line marked "Game and No." and checks line marked "Closer." Yellow copy goes with the value chips to chip banker and white copy stays with the cashier. Cashier records information on the Cashier's Record Sheet. Chip banker records information on Daily Master Chip Control and adjusts the running total.

14.13.Closing Value Chip Inventory

On operating days, the chip banker and the casino services provider representative verifies the cashier's value chip credit to the corresponding Fill/Credit Slip and both will sign.

On the closing day, the chip banker and casino services provider representative verifies the cashier's and the tables' closing inventory of value chips to corresponding Fill/Credit Slip and both will sign. When the verification is complete, the value chips must be amalgamated with the chip bank inventory.

A physical count of all value chips is recorded on the Daily Master Chip Control sheet.

The chip banker and the casino services provider representative ensure that the value chip inventory is properly secured.

14.14. Closing drop box pull

All drop boxes are pulled as described in Section 14.8, "Interim Drop Box Pull".

Final pull is conducted after all games are closed.

14.15. Closing count

Conducted as in Section 14.9, "Interim Count", except the Table Revenue Report is completed by the games manager, with the casino supervisor witnessing.

14.16. Cash record

Games manager and cash counters, with casino supervisor witnessing, conduct a count of all cash on hand and record information on Cash Transfer Slip writing "Closing Cash on Hand" across top, both sign.

14.17. Completion of Master Gaming Revenue Report

The games manager, with casino supervisor witnessing, must record:

- In Section 1, total cash from closing count in "Final Drop Box Count" and total cash from cashier's closing Cash Transfer Slip in "Closing Bank Total", the total of both is the "Actual Cash on Hand", and
- In Section 2, from "Actual Cash on Hand", subtracts operating float (cashier's Cash Transfer Slip), Cashier overages (Cashier's Record Sheet) and all value chip shortages (Chip Inventory Count). Games manager then adds any cashier shortages or value chip overages to "Actual Cash on Hand". The resulting figure is the "Total Gaming Revenue". This figure should be the same as total "win" figure on the Table Revenue Report.

15. Control Forms

Certain event information must be recorded on control forms and retained with your organization's gaming records. All forms must list your organization name, the gaming event licence number, the date of the gaming event, and be signed by two people at least one of whom must be a volunteer with your organization.

Class C licensees may have a member or employee of the fair or exhibition sign the forms in place of a volunteer.

The following standard control forms must be used during casino operations:

- Casino Staff Sign-in Sheet
- Master Revenue Report
- Daily Master Cash Control
- Daily Master Chip Control
- Chip Inventory
- Game Chip Inventory Summary
- Request for Fill (sequentially numbered)
- Fill/Credit Slip (sequentially numbered)
- Cash Transfer Slip (sequentially numbered)
- Cashier's Record Sheet
- Cashier Differential Occurrence Report
- Cashier Outages Form
- Foreign Currency Exchange Register
- Large Cash Transaction and Foreign Currency Exchange Report
- Drop Box Count Verification – Cards, RLT, and Wheels

- Table Revenue Report
- GPEB Casino Occurrence Report
- Gaming Event Revenue Report
- GPEB Section 86 Gaming Control Act Report
- Licensed Casino Request for Self-Exclusion

All transfers of value chips and cash must be conducted according to these standard procedures and recorded on the designated forms.

All cash and value chip transactions among staff must be witnessed, recorded and verified by at least two people. An essential control feature is the requirement that accuracy is certified by way of a signature. A signature denotes the person was present for the transaction, the information recorded was accurate and the transaction was conducted as specified in these standard procedures

After the event the originals and duplicates of forms must be distributed as follows:

To licensee: The original of all control forms related to the event as specified in these standard procedures.

To casino services provider: All other copies of control forms.

16. Large Cash Transactions

All casinos in British Columbia are required under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* to obtain and report to the Financial Transactions and Analysis Centre of Canada (FINTRAC). FINTRAC receives, analyzes, assesses and discloses financial intelligence on suspected money laundering, terrorist financing, and threats to the security of Canada.

The Large Cash Transaction and Foreign Exchange Record (LCTR) must be prepared and submitted to FINTRAC to provide information about any patron who:

- Exchanges \$3,000.00 (CDN) equivalent in foreign currency or more in a single operating day;
- Buys in for \$10,000.00 (CDN) or more in a single operating day;
- Is subject to a casino report of a “suspicious financial transaction” by buying in with a large amount of small denomination bills or buys in for \$3,000.00 or more (CDN) and after minimal play cashes out or any other “suspicious financial activity of any amount of dollars”; or
- Receives a casino services provider cheque for a transaction of \$1,000.00 (CDN) or more made out to third parties or without a specified payee. A casino services provider is not expected to complete this type of transaction.

The Large Cash Transaction and Foreign Exchange Record (LCTR) must be prepared and retained (not submitted to FINTRAC) to provide information about any patron who:

- Cashes out for \$10,000.00 (CDN) or more in a single operating day; or
- Wins a jackpot of \$10,000.00 (CDN) or more in a single operating day;

Note: A “single operating day” shall be interpreted as from casino opening to casino closing.

Casino employees must follow the appropriate patron tracking and identification procedures when multiple transactions with or for the benefit of the rightful owner of the cash/chips, by a third party or agent, exceed \$10,000.00 or more in the same operating day.

16.1. Personal information

For the purposes of this section, the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* require that the following personal information be obtained:

- For foreign exchanges of \$3,000.00 (CDN equivalent) or more, the assigned casino employee must complete the LCTR, recording:
 - The patron's name, address (whether local or foreign), occupation and date of birth;
 - The type and reference number of the acceptable identification produced to verify the name;
 - The Canadian dollar value of the foreign exchange, using the last noon cash rate to pay the customer, as posted by the Bank of Canada;
 - Detail the type and number of denominations given to the patron.
 - The assigned casino employee must record and sign his/her name, title, and GPEB number on the LCTR attesting to the identity of the patron and the amount of the currency given to the patron.
 - The assigned casino employee completing the LCTR must provide the Cage Supervisor with the LCTR for filing.
- For cash outs, by the patron or third party agents, sufficient/acceptable photo identification is required to identify both the patron and the third party agents once their combined totals reach \$10,000.00 or more.
- For buy-ins, the patron must provide sufficient/acceptable photo identification to identify the player, before leaving the casino.
- Identification must be photocopied, detailed and stapled to the LCTR.

16.2. Record retention

The licensee must retain all LCTRs in a secure area for not less than five (5) years from the date completed. These records must be readily available.

LCTRs dated within the last year must be stored by the licensee in alphabetical order in a secure storage area. .

The active LCTRs must only be accessible to:

- The licensee;
- The licensee supervisor;
- Casino security and surveillance;
- Games Manager;
- Security Manager;
- Cage Supervisor;
- Cashier (where applicable);
- GPEB auditors; and
- FINTRAC officers.

The Non-Active LCTRs must only be accessible to:

- The licensee;
- The casino services provider's Directors of Security and Surveillance;
- GPEB auditors; and
- FINTRAC officers.

16.3. Confidentiality

LCTRs must be safe guarded at all times in order to protect the privacy of the individuals involved and may only be photocopied or duplicated for the purpose of reporting to FINTRAC or in a response to a search warrant.

In the event the police inquire about a player, the casino services provider must refer them to the licensee. The licensee must only release a LCTR to the police upon production of a search warrant.

In the event the police contact a casino services provider requesting a LCTR, the Casino Manager or designate must immediately provide all relevant details surrounding the request to the licensee.

In the event a search warrant is served on the licensee, the licensee must ensure all documents seized by the police are photocopied and held by the licensee for future reference.

16.4. Suspected money laundering or suspicious financial transaction

Please refer to the FINTRAC website, www.fintrac.gc.ca, for the full list of the casino industry indicators for suspicious financial transactions.

Should any casino employee suspect an individual of money laundering, they must:

- Immediately notify their supervisor; and
- Complete an Occurrence Report.

The casino services provider must obtain all available information on the individual in question (i.e., name, address, date of birth, occupation, description, photo and vehicle licence plate number) and provide this information to the Licensee.

The *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* has made it a criminal offence for either the licensee and/or the casino services provider to advise an individual that they are suspected of a suspicious financial transaction and/or money laundering incident.

The law prohibits the licensee or a casino services provider from alerting a patron that a report will be sent to the FINTRAC.

The licensee must report all suspicious financial transactions and/or money laundering incidents to FINTRAC within 30 days of the incident.

16.5. Foreign Exchange

As per the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations*, the foreign exchange rate to pay the patron must be converted into Canadian dollars based on the official conversion rate of the Bank of Canada for that currency, as published in the Bank of Canada's Daily Memorandum of Exchange Rates, using the last noon cash rate.

The Bank of Canada last noon cash rate is available at www.bankofcanada.ca/rates/exchange/.

For one or more transactions totaling \$3,000.00 or more (CDN equivalent), the assigned casino employee must complete the LCTR, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name.
- The Canadian dollar value of the foreign exchange, using the last noon cash rate as posted by the Bank of Canada.
- Detail the type and number of denominations given to the patron.

The casino employee must record their name, title, GPEB number and sign page 1 and 2 of the LCTR, attesting to the identity of the player and the amount of Canadian currency given to the patron.

The Cashier must:

- Provide the Cage Supervisor with the LCTR for filing.
- Decline the exchange request in the event the patron refuses or is unable to provide their name.
- Explain the requirements of the legislation and return the monetary instrument to the patron.

16.6. Buy in

The LCTR must be completed by the assigned casino employee for any patron buying chips, cash and/or coin for \$10,000.00 or more, in one or more transactions in a single operating day, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name
- The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron and forward the LCTR for filing.
- The assigned casino employee must record the total dollar value of the "buy-in" in the "Pit Transactions" area on page 1 of the LCTR.

In the event a patron exceeds the \$10,000.00 buy-in limit, through two or more transactions, then refuses or is unable to produce acceptable identification, as applicable:

- The patron must not be allowed any cage transactions;
- When the individual is about to exit the casino, floor security must attempt to obtain ID from the individual;
- Surveillance must be notified and requested to photograph the individual;
- The photograph must be attached to an LCTR completed and signed by a Security Officer and filed with the other LCTRs under "Unidentified Player";
- The patron must be advised that they must not be permitted to return to play in the casino until acceptable identification is produced;

An Occurrence Report must be completed.

- If the patron visits the casino again, they must be asked at the front door to present identification prior to being admitted.
- If the identification is acceptable, it must be photocopied and/or detailed and stapled to the applicable LCTR, with the rest of the required information, by a Security Officer.

16.7. Cash out

The LCTR must be completed by the assigned casino employee for any patron cashing out chips or receiving payment for a slot or table game jackpot for \$10,000.00 or more, in one or more transactions, in a single operating day, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name.
- The dollar value of the cash-out documented on page 2 of the LCTR.
- Document the cheque reference number and amount;
- If a cheque was issued, provide in the "Special Notes" area on Page 2 of the LCTR the casino employee's name and GPEB number that verified the win and the table or slot number of the win.
- Detail the type and number of denominations given to the patron, once the totals are \$10,000.00 or more.

The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron and the amount of the cash-out by the patron, and provide the Cage Supervisor with the LCTR for filing.

16.8. Patron Tracking

All large cash "buy-in" and "cash-out" transactions must be tracked in the event a series of transactions may amount to a total of \$10,000.00 or more in a single operating day. For example, a buy-in of \$3,000.00 must be tracked because there is a reasonable chance that the patron's total buy-ins for the day may amount to \$10,000.00.

All large “cash-out” transactions must be tracked in the event they occur with a person (agent or third party) a casino employee knows, or has reason to believe, is conducting the transaction on behalf of the rightful owner.

When the total amount of “cash-outs” by the rightful owner and agent/third party equals \$10,000.00 or more in one operating day, all parties must be properly identified on LCTRs, as per previous instructions.

All foreign exchanges:

- Under \$3,000.00 must be detailed by the Cage in their Foreign Currency Exchange Register records.
- Must be tracked in the event a series of transactions may amount to the total of \$3,000.00 (CDN equivalent) or more in one operating day.

16.9. Repeat patrons

Once an LCTR has been fully completed it must be considered sufficient as acceptable identification.

A new LCTR must be completed for each operating day, with the assigned casino employee recording:

- The name of the patron and any casino LCT or VIP reference number on page 1 of the LCTR.
- Detail “On File” in the address/occupation/ID area of the LCTR.

The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron.

The remainder of the form detailing “buy-ins”, “cash-outs” and foreign exchanges over \$3,000.00 must be completed as per previous instructions.

16.10. Cash out splitting

Once a Cashier has refused a patron’s request for a cash-out due to lack of acceptable identification, no Cashier, during the same operating day, shall cash out the chips when presented by:

- The same individual but in lesser amounts;
- A third party or agent of the patron; and
- Several individuals, having divided the chips amongst them and clearly cashing out for the benefit of the initial patron.

16.11. Identification sharing

Each individual casino must obtain acceptable identification from the patron.

LCTRs must not be shared between casinos.

16.12. Filing Large Cash Transaction and Foreign Exchange Records

All LCTRs must be filed and secured at the end of each day.

The casino services provider must forward LCTRs to the Licensee on a daily basis.

The licensee must submit the LCTRs to FINTRAC within 15 days.

17. Excluding or Barring Individuals from the Limited Casino

The licensee and casino services provider must, by means of the security department, remove from the casino any person that:

- Conducts themselves in a disruptive manner;

- Has acted in a manner that could adversely affect the public confidence in the integrity of casino games and casino operations;
- Is involved in a suspected criminal act; or
- Is under the influence of alcohol or an illegal substance.

Where an individual is excluded from the casino, or the local police have attended the casino in response to a request from the casino services provider, or licensee, the security supervisor must ensure that the surveillance department obtains a photograph (preferably colour) of the individual.

The photograph must be produced with the date and time of the incident for which the barring was issued.

The security supervisor must prepare a Casino Occurrence Report and attach the still photograph. The report must be forwarded to the licensee and the Audit and Compliance Division of the branch.

Other casino employees involved in, or witness to, the incident must prepare and forward a Casino Occurrence Report.

Surveillance staff must remove from the video tape rotation all video tapes that recorded the incident in question and complete a Surveillance Tape Log.

The security supervisor must immediately be notified of the exclusion and must determine the length of the barring.

The casino services provider must retain all Casino Occurrence Reports and casino patron files.

Access must be provided in accordance with access policy.

The casino services provider manager, casino security and surveillance department may initiate casino exclusion as a result of information received from police or GPEB of exclusion or self-exclusion in effect elsewhere with the province or in another jurisdiction.

Whenever a decision has been made to physically remove a person from the casino, surveillance staff must be notified.

When a patron has been excluded from playing at the casino the casino manager or manager security and surveillance staff shall, where possible, notify the patron of the exclusion and the period of time for the exclusion.

17.1. Disregarding Casino Exclusion

Persons excluded/barrred from a casino must be informed that their exclusion period will double if they are found in a casino before the expiration of the exclusion period.

In the case of persons observed cheating at play or committing any other criminal offence, every effort must be made by security and surveillance, to identify the individual and preserve any evidence.

17.2. Appeals

The licensee must meet with GPEB to review appeals regarding casino exclusions.

Findings shall be binding and will be issued in writing to the person initiating the appeal.

17.3. Casino Exclusion Minimum Guidelines

Twenty-four hours

- Disturbing the peace in or around a casino;
- Disorderly conduct;
- Intoxicated, or suspected of being under the influence of an illegal substance;
- Loitering;

- Soliciting; or
- Peddling/panhandling.

Duration of licensed event

- Multiple or repeated incidents of the above;
- Moving other players bet;
- Repeatedly ignoring warnings by casino staff;
- Violent behavior;
- Vandalism;
- Assault or threats;
- Theft;
- Fraud related to gaming;
- Prostitution;
- Loan sharking;
- Past posting;
- Bet capping;
- Pinching bets;
- Any other form of cheating at play not otherwise specified; or
- Using a device to count cards.

18. Financial Reports and Records

Your organization is responsible for ensuring all requirements outlined in the conditions for its gaming event licence are met. This includes submitting a Gaming Event Revenue Report, the Chip Inventory and Master Gaming Revenue Report to the branch within 60 days after the expiry of the licence.

18.1. Access to the premises and equipment

As licensee, your organization must ensure the branch has reasonable access to the premises where its gaming events are held and access to all equipment. If circumstances warrant, the branch may remove equipment at its discretion.

18.2. Access to gaming records

Your organization and the casino services provider must provide the branch access to all gaming records and allow the branch to copy records. If circumstances warrant, the branch may remove records at its discretion.

All gaming records related to its licensed gaming events must be retained for a period of five years from the end of the fiscal year in which the net proceeds were disbursed. Gaming records include all financial records, cancelled cheques, bank statements, bank transaction receipts, invoices and sale receipts, event paperwork and all receipts from the disbursement of gaming revenue.

If your organization does not produce the records requested, the gaming licence may be suspended or revoked by the General Manager of the branch and future gaming licences might not be issued.

19. Public Complaints Concerning the Conduct of a Limited Casino

Your organization is encouraged to deal with all complaints in a fair and equitable manner.

Complaints about the conduct and management of gaming events may be submitted, in writing, to the Gaming Policy and Enforcement Branch.

Written complaints will be reviewed and when a possible breach is identified, the branch will bring the complaint to your organization's attention for remediation.

20. Failure to Comply with Standard Procedures

Where, in the opinion of the General Manager, any of these procedures are not satisfactorily met by a licensee, its agents or employees, the General Manager may suspend or cancel the gaming licence; vary existing, or impose new, conditions on the gaming licence; freeze the gaming account and assets; impose a fine on the licensee; and/or refuse to issue the licensee another gaming licence or a gaming grant.

Additional penalties may also be imposed under section 98 of the Gaming Control Act.

21. Gaming Policy and Enforcement Branch Contact Information

Head Office

Mailing address:

Gaming Policy and Enforcement Branch
PO Box 9310 Stn Prov Govt
Victoria BC V8W 9N1

Location (for courier deliveries or visiting in person):

3rd Floor, 910 Government Street
Victoria BC V8W 1X3

Telephone: 250 387-5311

Facsimile: 250 356-8149

E-mail: gaming.branch@gov.bc.ca

Internet www.gaming.gov.bc.ca

Lower Mainland Regional Office

Gaming Policy and Enforcement Branch
220 – 4370 Dominion Street
Burnaby BC V5G 4L7

Telephone: 604 660-0245

Facsimile: 604 660-0267

Interior Regional Office

Gaming Policy and Enforcement Branch
200 – 1517 Water Street
Kelowna BC V1Y 1J8

Telephone: 250 861-7363

Facsimile: 250 861-7362

Northern Regional Office

Gaming Policy and Enforcement Branch
211, 1577 – 7th Avenue
Prince George BC V2L 3P5

Telephone: 250 612-4122

Facsimile: 250 612-4130



**ADVERTISING AND MARKETING STANDARDS
FOR GAMBLING IN BRITISH COLUMBIA**

Context

The Province of British Columbia wants to ensure gambling activities are carried out in a socially responsible manner. The Gaming Policy and Enforcement Branch regulates gambling in B.C.

Authority and Application

Section 27(2)(d) of the Gaming Control Act authorizes the General Manager of the Gaming Policy and Enforcement Branch to establish public interest standards for the gambling industry. The following advertising and marketing standards apply to products and/or gaming facilities promoted by BC Lottery Corporation, gaming service providers, and gaming event licensees. These standards do not apply to corporate advertising which does not include references to, or promote, products and/or gaming facilities.

As an agent of government, the BC Lottery Corporation conducts and manages most commercial gaming in the province, including casinos, commercial bingo halls, community gaming centres, and lotteries. The Corporation contracts with gaming services providers to operate those gaming facilities.

Private companies are licensed, as gaming services providers, to operate horse race tracks and tele-theatre outlets.

Community organizations may be licensed to conduct gaming events, such as ticket raffles, independent bingos, social occasion casinos, and wheels of fortune.

All advertising related to gambling is expected to abide by provincial standards of conduct as outlined in this document. Furthermore, organizations are expected to abide by any additional marketing and advertising standards published in relevant Gaming Policy and Enforcement Branch standard procedure documents.

Objectives

- To ensure gambling is represented in a responsible manner in all advertising and marketing.
- To ensure that targeted media campaigns enhance public awareness of both responsible and problem gambling issues and services.

Advertising and Marketing Standards

Any advertising or marketing of a gaming event or scheme must be displayed in compliance with applicable laws and policies and must not be immoral or obscene in any way. Any depiction of a dominant characteristic of which is the undue exploitation of sex, or of sex, and any one or

more of the following subjects, namely, crime, horror, cruelty and violence, shall be deemed to be obscene.

In cases not specifically covered in this document, it is expected that the spirit of the requirements will be followed.

Responsible Gambling

- Advertising and marketing materials must, as deemed reasonable and appropriate by GPEB, contain a responsible gambling message. Questions related to reasonable and appropriate messaging should be directed to GPEB's Director, Responsible and Problem Gambling.
- The Province's responsible/problem gambling materials and information about how a problem gambler may obtain help must be easily visible - in high traffic areas of gaming facilities, on electronic media pages such as PlayNow.com where gambling is promoted, at locations where gaming products are being sold, or (when requested) at licensed gaming events.
- Responsible and problem gambling messaging must reflect the demographic targeted by the advertising and marketing materials/activities. Responsible and problem gambling messaging must be presented in the same language as the language of the advertisement.
- Advertising and marketing materials **must not**:
 - Encourage people to play beyond their means;
 - Imply the certainty of financial reward or alleviation of personal and financial difficulties;
 - Present gambling as an alternative to employment or as a financial investment;
 - Encourage play as a means of recovering past gambling or other financial losses;
 - Imply that chances of winning increase the longer one plays;
 - Suggest skill, practice and experience, individually or together, can ensure a positive outcome;
 - Knowingly depict inappropriate use of the product(s) or be placed in, or adjacent to, other media that depict inappropriate use of the product(s); or depict a pre-occupation with gambling.

Odds of Winning

- Information on the odds of winning must be clearly stated and made available to the public through relatively accessible means.
- Information on the odds of winning must factually report the chances of winning in various gambling activities.
- Advertising and marketing materials must:
 - Not present winning as the most probable outcome, nor misrepresent a person's chance of winning a prize; and
 - Describe prize amounts accurately, indicating, where necessary, if prizes are in the form of annuities.

Protecting Minors

Minors are defined as youth and/or children under the legal purchase age of 19.

- Advertising and marketing materials must not:
 - Use individuals who are, or appear to be, minors to promote gambling;
 - Appear in media directed primarily to minors, or where most of the audience is reasonably expected to be minors;
 - Appear on outdoor displays that are directly adjacent to schools or other primarily youth-oriented locations;
 - Appear at venues where the primary audience is reasonably expected to be minors;
 - Be based on themes, or use language, intended to appeal primarily to minors;
 - Promote gambling in television or radio programming whose primary audience is expected to be minors; or
 - Contain cartoon figures, symbols, role models, and/or celebrity/entertainer endorsers whose primary appeal is to minors.

Issued by:

John Mazure, General Manager
September 2015