

JERSEY GAMBLING COMMISSION



**Code of Practice: Minimum Standards
Applicable to Gaming Machine Type I and
Type II**

**Adopted February 2010
Revised July 2019**

Introduction

The siting of machines in respect of the Gambling (Jersey) Law 2012, is limited to Licensed Betting Offices.

The following Code of Practice is produced in accordance with the key guiding principles outlined in the Gambling Commission (Jersey) Law 2010:

- gambling should be regulated in accordance with generally accepted international standards to prevent fraud and money laundering, and should not be permitted to be a source of crime;
- gambling should be verifiably fair to consumers of those services;
- gambling should always be conducted responsibly and with safeguards necessary to protect children and vulnerable people.

The Commission expects licensees to conduct their gambling operations in a way that does not put the licensing principles at risk or harm the integrity of Jersey. Therefore, Licence Conditions and Codes of Practice will be applied and issued, after consultation, to effect these requirements.

The Commission expects those holding licences to:

- comply with social responsibility directives;
- conduct their business with integrity;
- act with due care, skill and diligence;
- take care to organise and control their affairs responsibly and effectively and have or adopt adequate systems and controls to minimise the risks to the licensing principles;
- maintain adequate financial resources;
- have due regard to the interests of customers and treat them fairly;
- have due regard to the information needs of customers and communicate with them in a way that is clear and unambiguous, and allows them to make a properly informed judgment about whether to gamble;
- manage conflicts of interest fairly;
- work with the regulator in an open and co-operative way; and
- disclose to the regulator anything which the regulator would reasonably expect to know.

LBO Operators are committed to creating an environment in which the public enjoy fair gambling and will operate responsibly according to the conditions laid out in this

code. LBO Operators will obtain their gaming machines from bona fide manufacturers and Jersey approved suppliers only.

The Code also provides a means to ensure that manufacturers and suppliers of gaming machines, along the products they offer adhere to socially responsible standards.

By requiring LBO Operators to comply with the conditions of the Code and by establishing standards for LBO Operators, and manufacturers and suppliers, this Code seeks to ensure that access to the market is available only to those who are committed to social responsibility, fairness and honesty.

Gaming Machine Types and Game Classification

This Code does not define all mechanical devices permitted in Jersey.

After consultation with the industry, the Commission identified 2 operational classes of Gaming Machine which for ease of reference we will describe as Gaming Machine Type I and Gaming Machine Type II. Relating to Gaming Machine Type II, variants of this classification will be further defined.

Machine Numbers

For the exclusion of doubt, gaming machines defined by this Code are restricted to Licensed Betting Offices. All gaming machines are subject to a separate licence with conditions applied and subject to a dedicated licence fee.

The maximum number of machines allowed per LBO is four (Type I, Type II or any mix of both). However, this number does not include the type of terminal used to accept traditional 'over the counter bets' i.e. Self Service Betting Terminals.

Machine Types

Type I Gaming Machines comprise category A (Analogue). The maximum stake and prize features are as set out in the table below:

Gaming Machine Type I	Maximum Stake per Game	Maximum Prize
Category A (Analogue)	£1	Up to £100

Type II Gaming Machines include sub-categories B2, B3 and C (Digital).

Gaming Machine Type II	Maximum Stake per Game	Maximum Prize
Category B	Range £1-£100	Up to £500

Category B2	£100	Up to £500
Category B3	£2	Up to £500
Category B4	£2	Up to £500
Category C (Digital)	£1	Up to £70

Type I and Type II Gaming Machines and their relevant sub-categories may be further defined as follows:

Type I Gaming Machines

Traditional electro-mechanical Gaming Machines generally referred to in the UK as Amusement With Prizes (AWP) style games, otherwise known as analogue games.

Category C (Analogue)

- Maximum stake £1 per transaction.
- Maximum payout of up to £70 on any single transaction (with a chance of a repeat win).
- No predefined levels for speed of play.

Type II Gaming Machines

Category B machines are digitally networked, server-based Gaming Machines providing a variety of electronic gaming content utilising a Random Number Generator ('RNG') to determine the outcome of the game with a range of stakes up to £100 and prizes up to £500¹. Type II category B Gaming Machines include the following sub-categories

Category B2

- Maximum stake £100 per transaction.
- Maximum individual bet of £10 within a game except when a customer wishes to repeat a previously committed bet that exceeds this amount. To confirm a choice to repeat a bet, the customer must be required to take at least two separate actions in relation to the Gaming Machine.

¹ Due to changes to the maximum stake applied in the UK in 2019, content suppliers have independently decided to reduce stakes across their whole supply chain, including Jersey. For this reason the maximum stake for B2 games that can be played in Jersey is now £2, notwithstanding this Code.

- Each game cycle must last at least 20 seconds to complete.
 - A game cycle starts when a player using a gaming machine once has paid for each gamble selected and depresses the 'start button' or takes equivalent action to initiate the game and ends when all money or money's worth staked or won during the game has either been lost or delivered to, or made available for collection by the player and the start button or equivalent becomes available to initiate the next game.
- Maximum payout of £500 on any single transaction.

Category B3/B4

- Maximum stake £2 per transaction.
- Maximum committed stake in one single action when using the auto-play feature of £10. To confirm the auto-play choice, the customer must be required to take at least two separate actions in relation to the Gaming Machine and must also have an option to cancel the auto-play feature.
- Each game cycle must last at least 2.5 seconds average per hour.
 - A game cycle starts when a player using a gaming machine once has paid for each gamble selected and depresses the 'start button' or takes equivalent action to initiate the game and ends when all money or money's worth staked or won during the game has been either lost or delivered to, or made available for collection by the player and the start button or equivalent becomes available to initiate the next game.
 - Where auto play or auto start is permitted then a game cycle is measured from the point at which the game is initiated by the system (equivalent to the player depressing the start button) to the point at which it is able to automatically start the next game.
- Maximum payout of £500 on any single transaction.
- Games payout levels may be configured below £500 e.g. £250, £100. The payout level must be clearly displayed on the Gaming Machine either on the game screen or, where not shown within the game, via the game help page.

Category C (Digital)

- Maximum stake £1 per transaction.
- Maximum committed stake when using the auto-play feature of £5. To confirm the auto-play feature, the customer must be required to take at least two separate actions in relation to the Gaming Machine and must also have an option to cancel the auto-play feature.
- Each game cycle must last at least 2.5 seconds average per hour.

- A game cycle starts when a player using a gaming machine once has paid for each gamble selected and depresses the 'start button' or takes equivalent action to initiate the game and ends when all money or money's worth staked or won during the game has been either lost or delivered to, or made available for collection by the player and the start button or equivalent becomes available to initiate the next game.
 - Where auto play or auto start is permitted then a game cycle is measured from the point at which the game is initiated by the system (equivalent to the player depressing the start button) to the point at which it is able to automatically start the next game.
- Maximum payout of £70 on any single transaction.

Gaming Machine Operations

Gaming Machine Credits

- Gaming Machines shall only accept cash, smart cards or 'dumb/day' cards, some form of ticket, token or voucher purchased at the LBO counter with cash or a debit card and/or money credited to the Gaming Machine from the LBO counter, paid for by cash or by debit card. Smart cards registered to the player may allow unlimited transfers of funds. The ordinary (dumb/day) card may only be purchased with a maximum value of £50.
- Neither debit nor credit cards shall be inserted into Gaming Machines and **credit cards** shall not be used at the LBO counter.
- Ticket In - Ticket Out vouchers may be accepted.
- Payments may be accepted in the following ways:
 - Cash inserted into a Gaming Machine;
 - Vouchers or tokens purchased at the LBO counter and inserted into a Gaming Machine;
 - Funds transferred from the LBO counter to a Gaming Machine ('remote loaded credit'); and
 - Ticket In -Ticket Out vouchers.

Gaming Machine Payments

- No cash payments shall be made directly from terminals. Payment shall be made in the form of a unique receipt. The receipt will be validated and payment made at the LBO counter.
- Payment tables for Category B2 games shall be clearly displayed on all B2 Gaming Machines, either through odds displayed on the game screen or, where not shown within the game, via the game help page.

- Percentage payouts levels for Category B and C games shall be clearly displayed on all Category B and C Gaming Machines, either on the game screen or, where not shown within the game, via the game help page
- All Gaming Machines shall have an on-screen balance meter allowing customers the option of tracking winnings and losses per session.
- The balance meter shall indicate the currency used as payment to play the Gaming Machine. Where the meter simply shows credits, there must be an indication of the relationship between a 'credit' and the currency that may be used as payment.
- An option to obscure the balance meter may be made available to customers. Reference to any facility to obscure the balance meter may be referred to on the help page.
- Customers shall have the option to 'cash-in' at any time following the completion of a game. This may be achieved through a 'cash-in/collect' button or a 'return to main menu' button that may either print a voucher or take the customer directly back to the 'home' page so that they can cash-in.
- The ability to cash-in shall be available at the conclusion of each stage, providing any free promotional credits have been played / used. In the case of games that offer the option of more than one stage the facility to cash-in shall be clearly displayed on the help page.
- In multi-stage games, the following shall be observed:
 - The second stage shall be different from the first stage and shall not be capable of operating as a stand alone game;
 - All or part of the amount won from an earlier stage may be banked or gambled at the discretion of the customer. Any amount that is not banked shall comprise the stake for the next stage;
 - The principle that no more than £100 maximum is staked and no more than £500 can be won in any single game, even in the case of a multi-stage game, shall be maintained.
- In multi-stage bonus rounds, the following shall be observed:
 - The second stage shall be different from the first stage and shall not be capable of operating as a stand alone game;
 - All or part of the amount won from an earlier stage may be banked or gambled at the discretion of the customer. Any amount that is not banked shall comprise the stake for the next stage;
 - The second stage shall have no in-built margin for the bookmaker; and

- The principle that no more than £100 maximum is staked and no more than £500 can be won in any single game, even in the case of a multi-stage game, shall be maintained.

Gaming Machine Fairness

- All random number events shall be organised independently of the LBO Operator through an accredited and fairness tested RNG located either within the Gaming Machine, within the game or externally. The LBO Operator shall have no access to the RNG or opportunity to influence the RNG.
- Compensated games - are games which control their average payout by means of making certain outcomes more or less likely. The result of an individual game may not be entirely determined by a single random number as some aspect of all future game cycles may be influenced by previous game cycles. A compensated game will therefore exhibit "enriched" and "raking" periods where a series of wins or losses are deliberately forced by the game.' The outcome of such games is not, therefore, determined randomly.
- The Gaming Machine software shall not influence the outcome of a game (except for compensated games) and fairness testing of the RNG and any game shall be conducted only through an accredited test house.
- Test house accreditation and approved Test Houses should, as a minimum standard, mirror the approach and listings as per the Gambling Commission in the UK.

This means that an independent recognised authority must have audited the systems and certify in writing that the random number generator and/or games are truly random and fair and that no third party access is possible and that the gaming machine software does not influence the outcome of the game.

- LBO Operators shall only offer for public use Gaming Machines and gaming machine software supplied by organisations who have received accreditation by test houses approved by the Commission.

Gaming Machine Content and Social Responsibility

- Point of sale promotional material shall not seek to encourage excessive play. Neither on nor off-screen promotional messages shall indicate, suggest or imply that by playing a Gaming Machine the customer will always win or that playing a Gaming Machine is a means of getting out of financial difficulty.
- Clear help pages shall be present on all Gaming Machine and shall include contact information for a Responsible Gambling charity and warnings on excessive gambling.
- Access to help pages shall be available to customers at all times via a button or icon. Help pages shall explain in clear terms how the games on the Gaming Machine work.

- LBO Operators shall ensure that responsible gambling leaflets are prominently displayed adjacent to each Gaming Machine or group of Gaming Machines.
- Each bet placed by a customer on a Gaming machine shall be placed as a result of a positive action taken by that customer. Accordingly, a customer must touch a Gaming Machine screen or button for each bet and to start each game or stage of a game.
- Customers must choose a stake, or accept a particular game's default stake, meaning that even if the customer chooses to repeat their bet they must do so by pressing 'bet' or repeat bet button.
- Customers must select a button or icon to commit a stake to a specific single game, except if a customer is playing a category B3 or C game when they may commit a sum of £10 or multiple sums to auto-play. Committing to the auto-play feature shall require the customer to select a button/icon each time they wish to commit a further £10 to credit.
- A games result must be announced/displayed on the Gaming Machine.

Conditions to be met by Gaming Machine Manufacturers or suppliers

Gaming Machine manufacturers or suppliers wishing to provide Gaming Machines or software to LBO Operators must register with and be approved by the Jersey Gambling Commission. Such manufactures and suppliers should, as a minimum mirror those currently approved by the Gambling Commission in the UK.

Manufacturers and suppliers must undertake to:

- Comply with all Regulations relating to the use of Gaming Machines.
- Display prominently on help files any notices that may be required by this Code.
- Operate in a manner that will not bring LBO Operators, the Commission or the States of Jersey / Government of Jersey into disrepute.
- Maintain strict security controls over all Gaming Machine hardware and software ensuring that hardware and software systems are protected from unlawful and unauthorised access and modification. Access security and systems version controls shall be in place.
- Ensure that number generation is entirely random and that no third party access (including by LBO Operators) is possible. For the avoidance of doubt, an RNG may be situated either within a Gaming Machine or back office system, within an individual game software or externally to the LBO.
- Ensure that all LBO Operators are adequately trained in the operation, maintenance and control of the Gaming Machines.

- Establish that all their employees are familiar with the Code, that importance of the Code and with the LBO Operators' commitment to fair and responsible gambling.
- Supply Gaming Machines only to LBO Operators according to the criteria outlined in the Code.
- Ensure that all games/events offered on Gaming Machines comply with this Code and that the compliance status of a Gaming Machine gaming content offered must be readily determinable for audit purposes by authorised personnel.
- Ensure that Gaming Machines and software approved by the test houses is not altered or added to by any third party unless applicable to the agreed thresholds provided for within the technical regulations.
- Provide access to a monitoring system capable of recording, retaining and replaying information regarding all game-play on Gaming Machines, including key interaction as well as 'significant events' such as power failures but not limited to, and on request provide all interaction events as well as all 'significant events'.

All suppliers shall have had full accreditation of their RNGs, whether internal or external, through an independent authorised Test House accredited by the Jersey Gambling Commission. Such accreditation will include an audit of the systems and certification in writing that the random number communication is secure and reliable, that the RNG output is truly random as regards distribution and sequence, that no third party access is possible and that the Gaming Machine software does not influence the outcome of any games.

Technical Requirements

All terminals, content and operational processes of the gaming machines must comply with the Jersey Gambling Commission Technical Standards which, as a minimum, should reflect the technical standards adopted by the Gambling Commission in the UK.

Information Requirements

Licensees must supply the Jersey Gambling Commission with any information that they know or suspect relates to the commission of an offence under the Regulations, including an offence resulting from a breach of a licence condition or a provision in a Code of Practice.

Document History Log

Date	Change Description
12 th September 2011	Initial release
14 th June 2012	On the industries request, added B4 category games, increased stake to £2 on B3/B4 category games. Change from 2 to 4 machines allowed in LBOs
14 th May 2013	Adopt references to revised legislation
8 th July 2014	Replaced Gambling with Gaming
30 th July 2015	Remove references to Economic Development
31 st July 2019	Add reference to UK B2 stake reduction

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