

## **Conditions of Registration for all Gaming Services Providers (Except the Gaming Retailer Class)**

1. The gaming services provider must report to the general manager any civil litigation, criminal, or regulatory investigation or other legal proceeding involving the gaming services provider, whether commenced by the gaming services provider or by another person and whether in British Columbia or another jurisdiction.

This information must be reported to the general manager immediately upon the gaming services provider becoming aware of the litigation, investigation or other legal proceeding.

2. The gaming services provider must report to the general manager a suspension, cancellation or refusal of licensing, registration or renewal, in another jurisdiction, of the gaming services provider or of any officer, director or associated persons of the gaming services provider.

This information must be reported to the general manager immediately upon the gaming services provider becoming aware of the suspension, cancellation or refusal.

3. The gaming services provider must report the following information to the general manager:

- The date that a debt owed by the gaming services provider is no longer owing; and
- The identity of the creditor to whom the debt is no longer owed.

4. The gaming services provider must report the following information to the general manager:

- any new creditor and the amounts and terms of the indebtedness the gaming services provider owes to that creditor;
- any default by the gaming services provider to a creditor; and
- any renegotiation of indebtedness the gaming services provider owes to a creditor and the amounts and terms of the indebtedness to that creditor.

5. Gaming services providers who are reporting companies must provide to the general manager, at the time of issue, copies of all press releases and other records that the gaming services provider is required to file with the securities and exchange commission or a similar authority in the jurisdiction of record for the gaming services provider.
6. The gaming services provider must report to the general manager any change in the gaming services provider's name or business and mailing address.

### **Conditions of Registration for Registered Gaming Services Providers in the Provincial Gaming Facility Operator Class**

#### *Safe and Respectful Workplace*

1. Provincial gaming facility operators must maintain a respectful and safe environment for employees. At minimum, the gaming services provider must:
  - Establish a patron code of conduct and ensure that players and employees are aware of the code;
  - Establish an independent, confidential process for reporting and investigating inappropriate conduct that protects the complainant and make employees aware of the process; and
  - Ensure staff are aware of their ability to report criminal and regulatory complaints to the Independent Gambling Control Office (IGCO).

#### *Site Certificates*

2. The provincial gaming facility operator must post a site certificate issued by the IGCO in public view in each gaming facility it operates.

#### *Gaming Worker Identification Cards*

3. If the general manager has not issued an identification card to a registered gaming worker, the provincial gaming facility operator must confirm the gaming worker is registered by the IGCO and issue an identification card to each gaming worker who performs work at the operator's facility.

4. The gaming facility operator must require gaming workers employed at its facility to display their identification card while on duty and return identification cards to the facility operator each day at the end of their shift. The gaming facility operator must ensure that all identification cards not in use are stored in a secured location within the gaming facility.
5. The gaming facility operator must destroy a gaming worker identification card when the worker is no longer employed at the gaming facility.
6. The gaming facility operator must make a record of all identification cards it issues to gaming workers who perform work at the operator's facility. The record must be retained for 5 years and must include:
  - a. The name and registration number of the gaming worker who has been issued the identification card;
  - b. If an identification card that has been lost, stolen, or otherwise not returned by a gaming worker at the end of their shift; and
  - c. If a gaming worker is no longer employed at the facility, whether the card has been destroyed.
7. The gaming facility operator must report to the Registration Division of the IGCO if an identification card has been lost, stolen, or otherwise not returned by a gaming worker.

#### *Gaming Worker Training*

8. Provincial gaming facility operators must ensure:
  - a. That all gaming workers employed by their gaming facility, other than supervisors, complete the problem gambling course offered by the lottery corporation under s. 3(1)(b) of the general manager Lottery Corporation Training Program Regulation within 30 days of their employment and every two years thereafter.
  - b. That all gaming workers employed by their gaming facility who engage in work as a security guard service or supervise registered gaming workers at the facility, complete the problem gambling course offered by the lottery corporation under s.3(1)(c) of the

- general manager Lottery Corporation Training Program Regulation within 90 days of their employment and every two years thereafter.
- c. That gaming workers employed by their gaming facility who engage in work as a security guard complete the patron resource course offered by the lottery corporation under s.4 of the general manager Lottery Corporation Training Program Regulation within 90 days of their employment and every two years thereafter.
  - d. That gaming workers employed by their gaming facility who:
    - i. interact with participants in provincial gaming schemes,
    - ii. monitor financial transactions between operators and participants or review records of those transactions;
    - iii. handle funds received for the purpose of buying in within the meaning of s. 38 of the Gaming Control Act; or
    - iv. oversee an operator's compliance with Division 4 [*Measures to Prevent Unlawful Activities by Participants in Provincial Gaming Schemes*] of Part 4 [*General Prohibitions, Duties and Powers Respecting Lottery Schemes*] of the Act.complete the anti-money laundering course offered by the lottery corporation under s.5 of the general manager Lottery Corporation Training Program Regulation prior to engaging in the activities specified in "i" through "iv" and each year thereafter.
  - e. That gaming workers employed by their facility who conduct or supervise the conduct of surveillance at the gaming facility complete the surveillance course offered by the lottery corporation under s.6(3) of the general manager Lottery Corporation Training Program regulation within 180 days of their employment.

#### *Registration Fees*

9. For the purposes of determining the annual registration fee for a gaming facility operator under s. 12 of the Gaming Control Regulation, a gaming facility operator that operates schemes other than exclusively bingo, must report to the general manager within three months after the end of each fiscal year of the gaming facility operator, the gross gaming revenue for each facility the registered gaming service provider operates. The report must be accompanied by documentation of revenue from the gaming facility operations.