

Spillemyndigheden's Certification Programme Inspection Standards for Online Casino

SCP.02.05.EN.1.1

**Spillemyndigheden's Certification Programme
Inspection Standards for Online Casino**

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1 Objectives of the inspection standards

The inspection standards for land-based casino are set out to ensure that the gambling functionality of the gambling system operates in a suitable manner. The gambling functionality of the gambling system shall be inspected to ensure that it operates correctly.

In relation to the supervision by Spillemyndigheden of the gambling being offered by the licence holder a number of requirements are set out in Annex 1 to the executive order no. 446 of 19 May 2016 on land-based casinos, which covers how the licence holder transmits data to the automated supervision system of Spillemyndigheden. For this reason the certification programme does not contain requirements concerning data transmission as these are regulated by the executive order.

1.1 Scope of this document

This document contains the requirements specifying how testing organisations obtain accreditation for conducting certification of the gambling system, business processes and business systems of the licence holder as well as instructions on how to conduct the certification. The requirements concerning accreditation of the testing organisation and certification of the licence holder can be found in section 2 "Certification".

The casinos slot machines shall be inspected to ensure that they contain a number of functionalities that are necessary to ensure that the player has adequate information to play on the slot machine and to be able to make inspections regarding deposits and withdrawals. In addition to this the slot machines shall have a number of functionalities regarding potential jackpots. These functionalities are described in section 3 "General gambling functionalities".

The casinos slot machines and roulette wheels shall be sealed. To each slot machine and casino wheel there shall be issued a certificate and applied a sign, which states that the slot machine or roulette wheel has been approved. Requirements regarding certificates, sealings and signs are described in section 4 "Approval".

1.2 Version

Spillemyndigheden will continuously revise the certification programme and the latest version will at all times be accessible at Spillemyndigheden's website.

Date	Version	Description
2018.01.01	1.0	First version of the inspection standards for land-based casino.
2020.01.01	1.1	Spillemyndigheden has removed the requirement saying the ATO's accreditation must refer to a specific version cf. section 2.2.

In the case of changes to the certification program, certifications will remain valid for the period for which they are issued.

It is important to emphasise that only the Danish version is legally binding and that the English version holds the status of guidance only.

1.3 Applicability

Testing standards for land-based casino are applicable for offering of:

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- Land-based casino (§ 14 in the Danish Gambling Act)

2 Certification

2.1 Certification frequency

2.1.1 Slot machines and jackpots

The license holder is responsible to ensure that individual slot machines and attached jackpots are certified within a period of maximum 5 years.

When a slot machine is put up or if significant changes are made to the slot machine, it shall be approved by an onsite inspection conducted by a testing organisation. A slot machine must not be in use before an onsite inspection has been concluded.

2.1.2 Roulette wheel

The license holder is responsible to ensure that individual roulette wheels are certified within a period of maximum 2 years.

When a roulette wheel is put up or if significant changes are made to the roulette wheel, it shall be approved by an onsite inspection conducted by a testing organisation. A roulette wheel must not be in use before an onsite inspection has been concluded.

2.1.3 Renewed certification

A renewal of the certification may be based on sampling, spot checks and compliance with the requirements set out in the document "SCP.06.00.DK - Change Management Programme". The certification shall clearly state whether this method has been used.

2.1.4 Transitional scheme

Slot machines and jackpots, which are already approved by onsite inspection and proper documentation is held, does not need immediate renewal of certification in accordance with this certification programme, but can await recertification until 5 years from the last approval.

Roulette wheels, which are already approved by onsite inspection and proper documentation is held, does not need immediate renewal of certification in accordance with this certification programme, but can await recertification until 2 years from the last approval.

2.2 Accredited testing organisations

Testing organisations shall attain ISO/IEC 17020 accreditation and/or ISO/IEC 17025 accreditation based on the criteria described in the following sections. 'Spillemyndigheden's certification programme – SCP.02.05.DK' must appear from the accreditation scope.

The accreditation will be undertaken by DANAK, the Danish Accreditation Fund, or a similar accreditation body being covered by the multilateral agreement on reciprocal recognition of the European Co-operation for Accreditation or a member of the International Laboratory Accreditation Cooperation.

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To ensure that the necessary qualifications are in place during the certification the testing organisation and their staff shall fulfil the following requirements. Documentation that the requirements are fulfilled shall be enclosed with the certification.

2.2.1 Requirements for accredited testing organisations

The accrediting testing organisation:

- a) Shall have at least three years' experience in inspecting gambling systems or a similar closely related subject area,
- b) Shall work on the basis of the ISO/IEC 17020 accreditation and/or ISO/IEC 17025 accreditation, which refers to the requirements of SCP.02.05.DK, and
- c) Shall ensure that staff with sufficient qualifications will carry through the certification.

2.2.2 Requirements for personnel at the accredited testing organisations

The certification shall be carried out by staff with sufficient qualifications cf. sections 2.2.1. Work done in relation to the certification shall be supervised and the declaration of certification shall be attested by one or more persons who warrant(s) that the work has been carried out to adequate professional standards. These persons shall meet the following requirements:

- a) shall have a relevant education background or in other ways prove relevant qualifications,
- b) Shall be certified as:
 - International Information Systems Security Certification Consortium (ISC)2 Certified Information Systems Security Professional (CISSP),
 - Payment Card Industry (PCI) Qualified Security Assessor (QSA), or
 - Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA).
- c) The supervisor referred to in a) or b) above shall have five years of professional experience in inspecting gambling systems or a similar closely related subject area.

Guidance: Certification and attestation can be carried out by staff who in conjunction fulfil the requirements.

3 Requirements for the testing of gambling functionality

3.1 Game execution

3.1.1 Slot machines

1	The slot machine shall contain a clear and specific pay-out table, which shows the combination of symbol resulting in pay-out. Guidance: If winnings can be won for different combinations of symbols, the illustration shall clearly show the combination. Guidance: This does not prevent the use of "mystery jackpots"
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2	The slot machine shall display the maximum stake, the number of credits it is possible to bet for each chosen line and the total number of possible lines available in a graphical manner.
3	The slot machine shall be provided with a counter that register all deposits and pay-outs.
4	The counter provided on the slot machine shall not be able to be reset
6	The slot machine shall only be able to accept stakes within the applicable minimum and maximum stakes.
7	The slot machine shall be operational if connected to the automated supervision system of Spillemyndigheden. Guidance: If the slot machine is not connected to the automated supervision system of Spillemyndigheden, the slot machine shall not be operational.

3.1.2 Jackpots

1	The rules for a given jackpot shall describe how the customer can win it.
2	The rules of a given jackpot shall describe how the licence holder will treat and resolve situations in which one or more customers think they have won the same jackpot. Guidance: This may be stated in the house rules.
3	The rules for a given jackpot shall describe how the licence holder may interrupt or discontinue a jackpot.
4	Jackpot parameters shall not be affected by the functions for deactivating/activating the jackpot. Guidance: Deactivating/activating of the jackpot shall be recorded in the casinos own-check documentation.
5	The casino shall ensure that the current jackpot amount is shown on all participating slot machines.
6	The casino shall update the jackpot amount on all participating slot machines with a maximum interval of 30 seconds.
7	The slot machine shall clearly show if a jackpot is not available to the customer.

4 Approval

4.1 General

4.1.1 Certificates

1	For each roulette wheel set up, the accredited testing organisation shall issue a certificate certifying: 1) that there are an equal chance to hit individual numbers on the roulette wheel, 2) that the testing organisation has sealed the roulette wheel, and 3) that the roulette wheel has been provided with a sign from the testing organisation, which can not be removed without damaging it, that states the name and number of the roulette wheel, as well as the month and year of the testing.
2	For each slot machine set up the accredited testing organisation shall issue a certificate certifying: 1) that a counter is provided on the slot machine, and that the counter register all deposits and

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	<p>pay-outs.</p> <p>2) that the counter can not be reset,</p> <p>3) that the return to player percentage is not below 80,</p> <p>4) that the pay-outs are equal to the pay-out table,</p> <p>5) that every game has a duration of at least 3 seconds,</p> <p>6) that it is only possible to place stakes within the applicable minimum and maximum stakes,</p> <p>7) that the testing organization has sealed the counter and the parts that are of importance for the execution of the games, to ensure that no significant changes have been made to the slot machine, and that the parts can not be removed from the slot machine,</p> <p>8) that the slot machine has been provided with a sign from the testing organisation, which can not be removed without damaging it, that states the name and number of the slot machine, well as the month and year of the testing.</p>
3	If the slot machine is participating in a jackpot, the testing organization shall issue an additional certificate that certifies that the jackpot is not included in the declared return to player for the slot machine.
4	For every technical installation in the casino that connect the slot machines to the automated supervision system of Spillemyndigheden, there shall be issued a certificate that certifies, that the installations are approved.

4.1.2 Sealing

1	The roulette wheel shall be sealed to ensure that no significant changes can be made without damaging the sealing.
2	The counter and those part one the slot machine, that are of importance for the execution of the games shall be sealed to ensure that no significant changes can be made to the slot machine, and that the parts can not be removed from the slot machine,

4.1.3 Signposting

1	The roulette wheel shall be provided with a sign from the testing organisation, which cannot be removed without damaging it, that states the name and number of the roulette wheel, well as the month and year of the testing
2	The slot machine shall be provided with a sign from the testing organisation, which cannot be removed without damaging it, that states the name and number of the slot machine, well as the month and year of the testing
3	Every technical installation in the casino that connect the slot machines to the automated supervision system of Spillemyndigheden shall be provided with a sign from the testing organization that states the month and year of the approval.