



**Global  
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# *Responsible Gambling Software*

## *Code of Practice*



## Introduction

G4, the Global Gambling Guidance Group, aims to minimise the impact of problem gambling by promoting a worldwide accreditation and certification programme.

In many parts of the world the gambling industry is being urged to develop responsible gaming programmes to minimize the impact of problem gambling on communities. This pressure has come from governments, from industry regulators and from individuals and the communities themselves.

G4 is the brainchild of a group of international experts in the field who come from the Netherlands, Australia, the UK and Sweden. Between them they have many years experience of working with the gambling industry worldwide to encourage responsible gaming and to minimize the harm caused by problem gambling. Their experience covers drafting responsible gaming programmes and devising and delivering training programmes for staff in gambling companies, as well as running help lines and face-to-face counselling services for problem gamblers themselves.

These experts have designed a programme that will set the international benchmark for responsible gaming. This accreditation programme will provide a model for the gambling industry and an opportunity for companies to demonstrate how seriously they take the concerns of communities and individuals.

### *Responsible Gambling Software Code of Practice*

The following Code of Practice is set up especially for the developers of Gambling Software, in an online environment.

The Code is to be used as a guide only and must be matched to the local legislation applying to the relevant jurisdiction.

### *The Responsible Gambling Software Company's Mission Statement*

The Company acknowledges that, while most people participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals. The extent of these problems ranges from occasional over-spending to the development of a gambling addiction.

The Company seeks to create responsible gambling software and is committed to implementing and maintaining Responsible Gaming legislation and best practice for the benefit of customers, staff and management.

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## ***Corporate Standards***

### **Technical operation**

It is essential that the customers can trust the company's technical system for fair games; for example, whether or not the computer-generated game of Bingo offers fair odds to the player. The control system must be a system of controls containing all the rules, terms and conditions and other matters displayed to a player and all internal controls for the proper conduct of Internet games. The company should make available to the player, if they ask for it, the documents that explain their control system, who has approved it and who is supervising it.

### **Audit and inspection**

The company should allow regulators to test, evaluate and audit systems and procedures at the service provider's premises by inspecting records, examining equipment and testing software in use.

### **Credit gambling**

The company is not permitted to give direct credit to users of their software. In this way the company can never favour or disfavour users of their software.

### **Money laundering**

If the company is going to be involved with money transactions, it should take all measures possible to identify all transactions especially those that bear the characteristics of money laundering activity.

### **Privacy**

The company must control and guard the privacy of the player. This must be done both in a technical way so that the customer information database is stored securely (if the company is using such a system), and that all the laws in the jurisdiction are adhered to. If the customer asks to view the information it should be made available.

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## *Operational Gambling Software Code of Practice*

### **1. Rules and fairness of the games**

The rules of the games made by the Company, should be clear and not unfair or misleading. The rules of the game are available for the user and the company is also not allowed to change the rules during game play. The rules can not be changed in the time between the player making a bet and the decision and payment of winnings for the bet.

Regarding the fairness of the offered games: all the games developed or provided by the company are not allowed to cheat, mislead or unfairly disadvantage players or users of the software. Each game offered has a statistical minimum payback percentage that is required by the regulator responsible for the jurisdiction(s) in which the game is played, with a minimum of 85%.

### **2. Reality Checks**

It is vital that, where a game allows continuous, interactive and rapid gambling without a natural break, there should be mechanisms implemented that help the customer to monitor their spend and amount of time they have played so they can make conscious decisions on whether to stop or continue.

- a) A clearly visible clock which displays the time within the player's time zone should be visible on the screen at all times.
- b) The currency unit of the amount wagered should be clearly displayed on the games screen as well as the denomination of each credit.

Counters should be used to inform the player of the time they have been playing. This could be a display that pops up every 30 minutes and should be clearly visible to the player.

Where a game allows the player to choose different amounts per currency, this option should involve having to come out of the game in order to change credit size. This will help to avoid the possibility of customers impulsively increasing their stakes in order to chase losses.

No game should be quicker than 3 seconds between plays, even in 'turbo' mode.

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### 3. Customer led session limits

- a) To assist the customer to control their gambling and protect against the possibility of continuous rapid gambling without a break, they should have the option to set a session duration limit. This limit will determine how long the player will be able to play on a game until there is a break. This should apply to any game or any form of gambling, that involves rapid continuous gaming. G4 can advise on games that would require session limits.
- b) The minimum time limit available should be no more than 10 minutes.
- c) The player should be able to set the session time limit as a default for all games.
- d) If a session duration limit is not set by the player then a default of one hour should be the maximum default time for all players.
- e) When the session duration has expired and on completion of the last game, a message should appear to inform the player that their time has elapsed and if they wish to continue they will have to click on a button which appears on a pop-up window (during the appearance of this pop-up the game is paused). At that point they should have to acknowledge the message by clicking on it. The game's screen will then close and the player will be brought back to the screen which displays the game that the player was playing. The fact that they have to make a conscious decision to continue will help the player to keep track of their gambling spend and time.

### 4. Customer led spend limits

- a) Whilst sites (where the software is offered) should still be able to set their own limits on player spend and even vary those limits on an individual basis, sites should also provide the ability for the customer to determine their own spending limits as well. This is important in empowering the customer and making them responsible for their own gambling decisions.
- b) Sites should provide options for setting limits on customer spend per day, per week and/or per month.
- c) The minimum amount for spending should be the same as the minimum deposit required on the Company's site, with the maximum spending going up to the site's set limit.
- d) When a player reaches his or hers previously set limit the operator will be responsible for ensuring that no other bets are accepted from them.



## 5. Play-For-Fun or Free Play Games

When Play-For-Fun or Free Play Games are offered, the following conditions must be met:

- a) the free games must mirror the real games in payout percentages and method of play;
- b) the free games must offer the same age restriction, social responsibility and player protection information as the real money site;
- c) players must register with a verified email address at a minimum; and
- d) players should have time session limits imposed.
- e) players should have put in their details or should have agreed to a statement that they are 18 years or older

## 6. Spyware

The company is not allowed to include spyware in the developed software.

Spyware: a broad category of malicious software designed to intercept or take partial control of a computer's operation without the informed consent of that machine's owner or legitimate user.

## 7. Training and support

All the employees of the company should be trained on the area of responsible gaming. This training covers the basics of responsible gaming and problem gambling.

The training should be refreshed on a yearly basis for specific groups.

## 8. Availability of Responsible Gaming information

General Responsible Gaming information should be made available for user of the software.

Although some of the information cannot be made available by the developer of gaming software or through the software itself, the developer does agree to that: the website(s) where the software is offered do offer Responsible Gaming information on the website(s).

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