



G4
Responsible Gambling
Code of Practice

Addendum

Suppliers (technology providers)

4.0
January 2020



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Introduction

This document is to be considered as an addendum to the G4 Responsible Gambling (RG) Code of Practice, January 2020 and is to be used as a guide only.

1. Excluded chapters RG Code of Practice 4.0

G4 identifies Suppliers (technology providers) as a distinctive area of the gambling industry. Therefore, the following chapters of the G4 RG Code of Practice, are to be **excluded** from audits:

- 3.3 Credit Gambling
- 3.4 Money laundering
- 4.1 Age Verification/Know your Customer
- 4.2 VI Deposit page
- 4.2 VIII & IX Account history
- 4.4 Bonusses and incentives
- 4.7 Player account
- 4.8 VIP policy
- 6.7 Identifying problem gambling behaviour

2. Extra Requirements

G4 identifies Suppliers (technology providers) as a distinctive area of the gambling industry. Therefore, the following chapters of the G4 RG Code of Practice, are to be **included** in audits:

2.1 Technical operation

It is essential that players can trust the suppliers' technical system for fair games. The control system contains 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 supplier 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.

The supplier must have an independent third party gaming laboratory to review the functionality of gambling technology that is approved by the government, regulator and/or other appropriate authority, like G4.



2.2 Rules and fairness of the games

The rules of the games made by the supplier, should be clear and not unfair or misleading. The rules of the game are available for the user and the supplier is not allowed to change the rules during game play. The rules cannot 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 supplier 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 G4 standards minimum of 85%.

2.3 Game design

The auditee has a system in place that allows for the review of games for the possible impact on problem gambling. As such, the organisation has integrated or shall integrate risk factor considerations into its research and development structure.

The integration of risk factor analyses can be implemented in a variety of ways. these processes can either be outsourced to a 3rd party consultation and/or research organisation, or can be performed 'in-house' by means of training of relevant staff and allocating responsibilities to promote commitment.

It is observed that risk analyses on game design(s) cannot always be translated into a universally applicable metric. In recognizing the challenge this might pose, it is strongly encouraged that the auditee finds suitable alternatives should a professional assessment of products not be deemed viable.

2.4 Spyware

The supplier is not allowed to include spyware in the developed software. Spyware is defined as 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.