



Code of Conduct For Interactive Gaming Licensees

1 INTRODUCTION

The Government of Vanuatu through the Interactive Gaming Act (2000) enabled Vanuatu to be a fully legislated jurisdiction in relation to the management of an Interactive (Online) Gaming industry.

Fully legislated in this instance means that all interactive gaming operators are required to pass probity checking and submit business plans to ensure they are suitable licensees for Vanuatu over the long term. All operators business processes and computer systems are validated against regulations to ensure compliance with the legislation, fairness to players, long term viability and profitability, and that licensees enhance the credibility of the industry in Vanuatu.

In keeping with this Legislation, Licensees under the Act are required to comply with this Code of Practice and are required to submit a signed copy of this Code of Practice in their License Application. The Code will be subject to variation from time to time.

2 ACKNOWLEDGEMENTS

This draft Code of Practice has been developed considering the following:

- The Victorian Code of Practice for Responsible Gaming;
- The Australian Capital Territory Gaming Industry Code of Practice.
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3 GAMING INDUSTRY ACCORD

3.1 OBJECTIVES

1. To develop and promote guidelines and programs for the responsible delivery, advertising and marketing of the Vanuatu gaming industry;
2. To promote the economic development generally throughout Vanuatu;
3. To enhance the appropriate development of the interactive gaming industry within Vanuatu and internationally;
4. To ensure that gaming constitutes a socially rewarding leisure and entertainment activity for players;
5. To assist those players who experience gaming related difficulties with information on appropriate support resources;
6. To enhance the public image of the interactive gaming industry;
7. To consider legitimate community concerns related to issues covered by the Vanuatu Interactive Gaming Industry Code of Practice.
8. To comply with all Vanuatu Government Policy relevant to interactive gaming.



3.2 CODE OF PRACTICE

3.2.1 The Code of Practice is a regulation under the Vanuatu Interactive Gaming Act No 16 of 2000, and is to be read in conjunction with that Act.

3.2.2 The handling of complaints related to the Code is not intended to replace any policies or procedures that may exist as part of Government legislation.

3.3 CONSULTATION

3.3.1 The signatories to this document recognise that the Code of Practice may require review due to evolving circumstances. Consequently, the Regulator will convene a management team comprising industry representatives that will meet on an as required basis, or at least every June and January, to consider issues. The management team may consult with any appropriate person or organization in identifying and considering issues.

3.4 RESPONSIBLE GAMING

The licensees and operators agree to:

3.4.1 Maintain both pro-active and reactive programs and training for the responsible provision of gaming and to make available to players generally, information on community and gaming support services; and

3.4.2 Provide details of such programs to the Regulator on request and amend as the Regulator may direct.

3.5 COMPLAINTS MANAGEMENT

The timely and effective resolution of complaints is a major objective of the Vanuatu Interactive Gaming Industry Code of Practice. Signatories will ensure that they:

3.5.1 Support the Code of Practice in respect of complaints management and fully co-operate with the relevant Vanuatu authorities in the complaint resolution process;

3.5.2 Maintain adequate systems and procedures for receiving, responding to and escalating complaints whether oral or written;

3.5.3 Respond promptly to all complaints and make every reasonable effort to resolve them.

Complaints on matters relating to an interactive gaming operator licensed in Vanuatu shall be directed to the management of the interactive gaming business in the first instance.

All licensees shall make a complaints lodgement function available to players.

Complaints on matters relating to an interactive gaming operator licensed in Vanuatu may be lodged at any time with the Regulator through Global Gaming Regulators Limited via email to:

complaints@gamingregulator.com



4 GAMING INDUSTRY ADVERTISING ETHICS

4.1 APPLICATION

This section of the Code covers communication activities associated with gaming operations including advertising and promotion in both traditional media and also through other electronic forms such as the internet.

4.2 ADVERTISING

4.2.1 Advertising shall not be false or misleading or deceptive, particularly with regards to winnings.

4.2.2 Advertising shall be in good taste considering the social norms, culture and prevailing community standards of the signatories target markets, and shall focus on those over 18 years of age.

4.2.3 Advertising must conform with the laws of the country in which advertising is placed and targeted.

4.2.4 The conformity of an advertisement with the Code will be assessed in terms of its probable impact, taking its content as a whole, upon a reasonable person within the class of those to whom the advertisement is directed and taking into account its probable impact on people within other classes to whom it is likely to be communicated.

4.2.5 The advertising of gaming from Vanuatu is not to be associated with excessive consumption of alcohol nor is it to be associated in any way with pornography.

4.2.6 Interactive games not played for money are deemed to be Advertising under this Code of Practice.

5 GAMING CODE OF PRACTICE

To promote the concept of responsible gaming the signatories agree to:

5.1 RESPONSIBLE GAMING

5.1.1 Abide by all relevant Acts and Regulations applicable to the delivery of interactive gaming from Vanuatu and promote the spirit of the Vanuatu Interactive Gaming Industry Code of Practice;

5.1.2 Abide by the Gaming Industry Advertising Ethics standards described in this Code;

5.1.3 Ensure general information pertaining to the conduct of games, including rules, basic strategies and odds is available to players at all times and for each offered game using the same medium as the game;



5.1.4 Conduct their businesses in a manner that precludes the following people from registering and betting (playing) with their interactive gaming business:

- Minors (Those who have not achieved their 18th birthday);
- Those who's residential address cannot be validated;
- Those who have a history of repudiating credit card transactions;
- Those who have excluded themselves from interactive gaming;
- Those suspected of fraud.

5.1.5 Not associate their web sites, directories (portals) and games with or use them to promote pornography, banned substances or the excessive consumption of alcohol.

5.2 PLAYER REGISTRATION

5.2.1 Only allow players to play for money who have registered with the business of the signatory;

5.2.2 After gathering such information, validate the residential address, age and identity of registered players by a means approved by the Regulator;

5.2.3 Protect information provided by registered players and use the information solely for the purposes of identity, payment and risk management;

5.2.4 Exclude players identified by the Regulator from registering with the business of a signatory;

5.2.5 Exclude players who wish to be excluded from interactive gaming provided by the signatory or wholly from Vanuatu interactive gaming sites.

5.3 INFORMATION PRIVACY

5.3.1 Ensure that player information is held in a secure manner approved by the Regulator;

5.3.2 Not sell, license or otherwise make available to other 3rd parties for profit directly or indirectly the information provided by players without the prior and explicit authorisation from the player providing such details and also by the Regulator;

5.3.3 Undergo a trust and privacy audit and include such statements on their interactive gaming web sites;

5.3.4 Ensure that player information is only accessible by authorised employees.



5.4 GAMES (PLAYED FOR MONEY)

- 5.4.1 Only offer games, including amendments, fixes or patches to games that are approved by the Regulator;
- 5.4.2 Provide games that are fair and not misleading to players;
- 5.4.3 Ensure that the rules of games and average playing strategies are available at all times to players using the same medium as the game itself;
- 5.4.4 Ensure that players are not disadvantaged by either their playing device or their communications medium to the licensee;
- 5.4.5 Show players the payout ratios of games where the payout ratios or odds cannot be easily determined by players;
- 5.4.6 Ensure that the maximum loss of a player placing a bet in a game is known at the time of placing the bet;
- 5.4.7 Clearly indicate which games are unplayable by players;
- 5.4.8 Only provide games that conform to their published rules.

5.5 INTERACTIVE GAMING - INTERNET WEB SITES (WEB SITES)

- 5.5.1 Only use web sites and computer and gaming application systems approved by the Regulator;
- 5.5.2 Include a link to a complaints submission page in the web site nominated for the purpose by the Regulator;
- 5.5.3 Include references to on-line problem gaming support organizations and information;
- 5.5.4 Include corporate information describing the licensee as approved by the Regulator;
- 5.5.5 Include contact details so that players may contact the licensee directly using telephone, facsimile and mail (as well as email);
- 5.5.6 Include policies on trust and information privacy;
- 5.5.7 Include references / links to systems that may be used by parents to prevent access to the web site by a minor;
- 5.5.8 Where technology permits, ensure that the interactive gaming web site and games are accessible by the Regulator, and his delegates or nominees, regardless of the location (eg: TCP/IP address) of the Regulator.



5.6 PROBLEM GAMBLERS

5.6.1 Assist players to whom interactive gaming presents problems by supporting self, operator and Regulator exclusions of such players;

5.6.2 Include references (on the web site) to on-line problem gaming support organizations and information;

5.6.3 Use a player gaming behaviour monitoring regime (Reviewing game play and player account deposits, over periods of time for the purposes of assessing the risk of problem gaming);

5.6.4 Set limits for player losses over a specified period;

5.6.5 Use "cooling off" periods after changes to either loss limits or major wins by players, or as requested by players.

5.7 CREDIT BETTING

5.7.1 Only allow betting and wagering using cleared funds deposited with the licensee by the player, or paid as winnings, promotions or compensations by the licensee, and held in a players account registered with the licensee.

5.7.2 Prevent credit betting in any form whatsoever either directly, indirectly or inadvertently.

5.8 MANAGEMENT OF MONEY

5.8.1 Only use bank accounts, and for purposes, approved by the Regulator;

5.8.2 Reconcile bank account statements with player deposits, compensations and promotions, total game performance and winnings paid to players on a monthly basis and to provide these reconciliations to the Regulator monthly;

5.8.3 Contribute to a fiduciary fund on a monthly basis an amount, agreed with the Regulator, that is to be used by the Regulator to remedy with players the defaults of licensees that disadvantage players;

5.8.4 Ensure that they have sufficient cash available at all times, as required by the Regulator, to pay winnings to players;

5.8.5 Pay players their account withdrawal requests within the agreed specified payment timeframe of a player requesting such a payment and not more than 7 days;

5.8.6 Provide player account statements (showing all transactions) on-line through the web site whenever requested by players;

5.8.7 Provide player account statements (showing all transactions) in written form mailed to players whenever requested by players;



5.8.8 Comply with the policies and requirements of banks and credit card companies and associations, or other businesses or associations that provide a similar service, used by the licensee;

5.8.9 Provide players with currency conversion factors whenever used by the licensee;

5.8.10 Immediately, within 20 minutes of it becoming evident, advise the Regulator where payments to players cannot be met by the licensee.

5.9 GENERAL

5.9.1 Ensure premises, regardless of location, from which interactive gaming is conducted, managed or administered are secure to the sole satisfaction of the Regulator;

5.9.2 Provide to the Regulator promptly the management information required from time to time by the Regulator;

5.9.3 Submit to audits required by law and also by the Regulator from time to time;

5.9.4 Comply with all conditions imposed on their Interactive Gaming License;

5.9.5 Pay taxes and fees in accordance with the provisions of law, the Regulator and the Interactive Gaming License;

5.9.6 If invited, participate in the management team charged with the evolution of this Code of Practice;

5.9.7 Develop and work to a suite of Internal Controls and Operating Procedures approved by the Regulator;

5.9.8 Immediately, within 20 minutes, report all suspected fraud and suspected attempts at money laundering to the Financial Intelligence Unit and comply with the provisions of the Financial Transactions Reporting Act 2000 and within 1 hour provide a report also to the Regulator;

5.9.9 Support the local community as part of the commitment to responsible gaming in accordance with their Business Plan;

5.9.10 Provide assistance to players in the language(s) of the targeted markets;

5.9.11 Immediately, within 20 minutes of it being identified, report to the Regulator any and all system or game faults or malfunctions that require player accounts to be adjusted, or whenever a game is marked unplayable or stopped;

5.9.12 Ensure only Approved Staff effect changes to the computer and gaming application systems, manage player accounts, produce statutory reports and validate player registrations.



All enquiries relating to this document should be sent to:

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