

AGCO

Alcohol and Gaming
Commission of Ontario



STANDARDS FOR SUPPLIERS OF GOODS AND SERVICES: BINGO

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Alcohol and Gaming Commission of Ontario

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Definitions

bingo means a lottery where consideration is given for a chance to win a prize or prizes consisting of cash or merchandise by being the first to complete a specified arrangement of numbers or symbols on bingo paper from numbers or symbols selected at random.

bingo hall means a type of charitable gaming site where a charitable organization conducts and manages a lottery scheme under the authority of a licence issued by a municipality or by the Registrar.

bingo paper means a printed device of numbers or symbols on disposable paper, cards or books or reusable hardboard, table board, shutter board or plastic cards.

bingo playing cards means a deck of cards with each card representing a bingo number or symbol. Bingo Playing Cards are drawn from a shoe or similar device to determine the numbers or symbols in a bingo game.

charitable gaming event means an event at a bingo hall for which a licensee is licensed to conduct and manage one or more lotteries, including bingo, break open tickets and raffles.

charitable gaming site means a gaming site where a charitable organization conducts and manages a lottery scheme under the authority of a licence issued by a municipality or by the Registrar.

collation means a group of packets or books of bingo paper assembled from more than one set of cards.

cut means the layout or orientation of bingo paper subdivided from a master sheet of cards or faces. A cut can be square, horizontal or vertical.

face means a pre-printed pattern of numbers or symbols that pertains to the style of event being played and contains a unique face identification number.

face identification number means the number printed in the playing area and/or at least one location outside the playing area of the bingo face that identifies the unique pattern of numbers or symbols printed on the face.

Gaming-Related Supplier means a person who manufactures, provides, installs, tests, maintains or repairs gaming equipment or who provides consulting or similar services directly related to the playing of a lottery scheme or the operation of a gaming site and who is registered under the *Gaming Control Act, 1992*.

gaming site—premises or an electronic channel maintained for the purpose of playing or operating a lottery scheme.

Hall Charities Association means an association formed by all the licensees conducting bingo and other charitable gaming events within a bingo hall.

licence means a licence issued to an eligible organization under the *Criminal Code* (Canada) by or under the authority of the Lieutenant Governor in Council, to conduct and manage a lottery scheme approved by the Registrar.

licensee means the holder of a licence.

lottery means a scheme for which a licence is available pursuant to s. 207(1)(b) of the *Criminal Code* (Canada).

Operator means the operator of a gaming site.

packet means a group of cards or sheets of cards collated into a book where each page or sheet of the book is intended to be used to play a separate bingo event.

personal bingo verifier (PBV) means a hand-held device that may be used by individual players to keep track of and verify numbers or symbols called by the bingo caller in the normal way. The bingo event must be played at all times through bingo paper with numbers or symbols dabbed by players in the conventional manner.

Registrar means the Registrar of Alcohol and Gaming.

serial number means the unique number assigned by the bingo paper manufacturer that appears on the first page of each packet of bingo paper. U Pick Paper does not have a serial number assigned by the manufacturer.

series means a specific group of cards or faces that have been assigned consecutive card or face numbers by the bingo paper manufacturer.

Table Board Bingo (also known as “Shutter Board Bingo”) means a bingo event played on a mechanical Table Board Bingo device.

Table Board Bingo device (also known as “Shutter Board Bingo device”) means a device that contains permanent bingo cards with built-in shutters. The players mark the card by pushing across a shutter to cover the number or symbol called. Table Board Bingo devices do not include hardboard bingo cards with windows.

U Pick System means a system that combines point-of-sale game management and capabilities to print bingo paper based on numbers or symbols pre-selected by a player.

(1) GENERAL

- 1.1** These standards apply to Operators of bingo halls and Gaming-Related Suppliers registered under the *Gaming Control Act, 1992*.
- 1.2** Under the *Gaming Control Act, 1992* all Gaming-Related Suppliers and Operators are required to conduct their business with honesty, integrity and financial responsibility.

(2) EQUIPMENT TO BE USED

- 2.1** The conduct of bingo must include:
 - a) bingo paper; and
 - b) a bingo blower or other device from which bingo balls are drawn at random; or
 - c) a deck of bingo playing cards and a shoe from which the cards are drawn at random.
- 2.2** All equipment used in the conduct of a bingo event must be kept in good working order.

(3) BINGO BLOWER

The bingo blower must be constructed to allow participants full view of the mixing action of the bingo balls and to ensure that its operation cannot be interrupted to change the random placement of the bingo balls at the exit receptacle of the device.

(4) BINGO BALLS

- 4.1** Bingo balls must be available for inspection by the players before a bingo event begins to determine that all are present and in operating condition.
- 4.2** Bingo balls must be free from any defects.

- 4.3** All bingo balls must be equal in size, weight, shape, balance and all other characteristics.
- 4.4** Each bingo ball must be present in the receptacle before each event begins.
- 4.5** The numbers or symbols must be clearly indicated on the bingo balls.

(5) BINGO PAPER

- 5.1** Bingo paper must be of sufficient weight and quality to ensure that the ink does not spread or bleed through the sheet, thereby obscuring the numbers or symbols or faces of other sheets when assembled.
- 5.2** Bingo paper shall be manufactured to ensure that:
 - a) face identification numbers appear at least once outside the play area of each face;
 - b) number patterns or patterns of symbols and face identification numbers cannot duplicate each other individually or collectively within a series;
 - c) duplicate face identification numbers are not permitted within a series; and
 - d) a proper colour designation, or special game designation, appears on each bingo face.
- 5.3** Every carton or package of bingo paper must contain, at a minimum, the following information:
 - a) name of the bingo paper manufacturer;
 - b) series;
 - c) serial number of the series, unless the Registrar has approved a method other than serialization for tracking bingo paper purchased, sold or in inventory;
 - d) serial number and colour of the top sheet for packets;
 - e) description of the product, number of pages in the packet, the cut of the bingo paper and the marketing name;
 - f) number of packets contained in the carton; and

g) number of the carton and the total number of cartons included in the marketing unit.

- 5.4** All bingo paper must remain in the labelled cartons while in inventory at a bingo hall.
- 5.5** The Operator of the bingo hall and licensee must properly account for all unsold bingo paper returned after each licensed bingo event.
- 5.6** Bingo paper shall only be cut or collated by a registered Gaming-Related Supplier who is a bingo paper manufacturer.

(6) BINGO PLAYING CARDS

- 6.1** Bingo playing cards must be available for inspection by the players before a bingo event begins to determine that all bingo playing cards are present based on a pre-determined approved number.
- 6.2** Bingo playing cards must be free from any defects.
- 6.3** All bingo playing cards must be of uniform size and shape with no distinguishing features or variations in printing, graphics or colours.
- 6.4** The numbers or symbols must be clearly indicated on the bingo playing cards.
- 6.5** Bingo playing cards must conform to any advertising requirements prescribed by the Registrar.

(7) PERSONAL BINGO VERIFIERS

- 7.1** A personal bingo verifier must not be used unless it has been approved by the Registrar.
- 7.2** An Operator of a bingo hall must not permit the installation or use of an approved personal bingo verifier except in accordance with the approval and any directives prescribed by the Registrar.
- 7.3** In determining whether to approve a personal bingo verifier, the Registrar must have regard to the equipment's suitability for use in relation to design and integrity.

- 7.4** The Registrar may approve, without testing, personal bingo verifiers that have been approved in another jurisdiction where gaming is legal.
- 7.5** An Operator must not modify a personal bingo verifier unless the Registrar has given prior written approval.
- 7.6** An Operator seeking approval of a personal bingo verifier or any modification to a personal bingo verifier must pay any costs incurred in having it examined.

(8) TABLE BOARD BINGO DEVICE

- 8.1** The Table Board Bingo device must be in compliance with the *Criminal Code* (Canada), the terms and conditions of the bingo licence, Standards and Directives prescribed by the Registrar and any terms and conditions of the equipment approval.
- 8.2** The mechanical shutters on the Table Board Bingo device must be capable of being physically moved by a player.
- 8.3** A Table Board Bingo device must not accept any form of payment, nor can the device pay out any winnings.
- 8.4** Each Table Board Bingo station must have a unique bingo permutation to ensure there are no duplicate cards in the bingo hall.
- 8.5** The player or any other unauthorized person must not be able to activate the Table Board Bingo device(s) or any Table Board Bingo station.
- 8.6** Table Board Bingo devices require a secure activation system, such as an electronic or a magnetic key or wand, or swipe card, to activate the device. Once activated, a clear indicator, such as a light, should appear to inform the player that the Table Board Bingo station is active.
- 8.7** The indicator or light referred to in Section 8.6 must be clearly visible to participating and surrounding players, and to hall staff.
- 8.8** A computer system may only be used for administrative purposes and in the tracking of players participating in the Table Board Bingo event. The computer system and version number must be provided to the Registrar. Where such a computer system is in use, it must comply with the following:

- a) The computer system must only allow access to the authorized user.
- b) Each individual indicator or light must communicate with the computer system to verify the playing positions participating in the Table Board Bingo event. If any Table Board Bingo station does not communicate with the computer system, that Table Board Bingo station must be removed from play; and
- c) The computer system must not allow a player to join a Table Board Bingo event in progress.

8.9 The computer or other tracking equipment must have the capability for auto verification and auto recall. It must provide a reconciliation report for each Table Board Bingo event which must include:

- a) total gross sales;
- b) total prizes awarded;
- c) number of events played;
- d) number of positions played; and
- e) recall capability of previous Table Board Bingo events for a period of one calendar year.

(9) U PICK SYSTEM

- 9.1** A U Pick System must not be used unless it has been approved by the Registrar.
- 9.2** An Operator must not permit the installation or use of an approved U Pick System except in accordance with the approval, any Standards and Directives prescribed by the Registrar and any terms and conditions of the equipment approval.
- 9.3** A U Pick System must not be modified unless the Registrar has given prior written approval.
- 9.4** The U Pick System must not accept any form of payment, nor can the device pay out any winnings.
- 9.5** The player or any other unauthorized person must not be able to activate the U Pick System.

- 9.6** The U Pick System must only be used to generate bingo paper for use in playing a U Pick event. Bingo paper must only be generated at the bingo hall based on numbers selected by a player at the time of purchase. Only bingo paper generated by a U Pick System may be used in conjunction with a U Pick event; non-carbon-based, fillable paper or other substitutes may not be used.
- 9.7** The U Pick System must have the capability for auto verification and auto recall. It must provide a reconciliation report for each U Pick event, which must include:
- a) total gross sales;
 - b) number of games played;
 - c) number of combinations played; and
 - d) recall capability of previous U Pick events for a period of one calendar year.

(10) DUTIES OF AN OPERATOR OF A BINGO HALL

- 10.1** Each Operator must maintain records of the following information with respect to bingo paper:
- a) series;
 - b) serial number of the series, unless the Registrar has approved a method other than serialization for tracking bingo paper purchased, sold or in inventory;
 - c) description of the product, including the colour of the top sheet of the packet, the cut of the bingo paper and the marketing name;
 - d) name and address of the purchaser;
 - e) name and address of the Gaming-Related Supplier that manufactured the bingo paper; and
 - f) number of packets contained in each carton.
- 10.2** Each Operator must conduct an inventory count of bingo paper after each bingo event and must reconcile these inventory counts on a monthly basis.

- 10.3** Each Operator must ensure that the reconciled monthly inventory count referred to in Section 10.2 is completed no later than the fifth day of the month following the month for which the report was completed.
- 10.4** Each Operator must maintain the following records with respect to bingo events:
- a) accounting records setting out in detail the revenue and expenses for each bingo event and supporting documentation, which includes copies of statements, invoices and receipts;
 - b) banking records that provide details of all transactions that were made in connection with the operation of bingo events; and
 - c) a record, for each licensed bingo event, of the following:
 - i. total number of players in attendance;
 - ii. total amount wagered;
 - iii. total prizes paid;
 - iv. a copy of the schedule of events and their prizes; and
 - v. the number and price of cards or sheets sold by type.
- 10.5** Each Operator must maintain the following records with respect to gaming equipment:
- a) a record of all payments made by or to the Gaming-Related Supplier in relation to the purchase or sale of gaming equipment;
 - b) a description of the goods; and
 - c) the name and address of the person from whom the money or goods are received.
- 10.6** Each Operator must prepare a financial report setting out the revenues earned within the hall by the Operator or any third party with whom the Operator has a contract or who the Operator permits to provide goods and services for sale to players within or adjacent to the bingo hall on a monthly basis.
- 10.7** The revenues referred to under Section 10.6 must include revenue from all sources, including the commission from the sale of Ontario Lottery and Gaming Corporation products, food and beverage sales, including concessions operated by the Operator or

by a third party, revenues from any other goods or services provided or sold to players and such other revenues that arise from players being present, including revenues from advertising.

- 10.8** The report referred to under Section 10.6 must be signed by an authorized signing officer of the Operator verifying that the report is accurate and provided to the Hall Charities Association on a monthly basis.
- 10.9** The Operator must provide copies of its filings in respect of Goods and Services Tax and Retail Sales Tax to confirm the revenues referred to under Section 10.6 upon request of the Hall Charities Association. Where the Operator does not sell the goods and services to the players, the Operator must provide sufficient documentation to the Hall Charities Association to satisfy the Hall Charities Association that it can confirm the information about any such sales.
- 10.10** The Operator is responsible for any costs associated with providing the documentation outlined in Section 10.6 and 10.9.
- 10.11** Each Operator must implement an internal control system.
- 10.12** The internal control system implemented by the Operator must provide reasonable assurance that:
- a) financial records and reporting are accurate, reliable and prepared on a timely basis;
 - b) the potential for error and fraud is minimized;
 - c) functions, duties and responsibilities are appropriately segregated;
 - d) assets are safeguarded; and
 - e) efficient operations are promoted.
- 10.13** An Operator may be required to have its internal control system reviewed by an independent accounting firm in relation to the criteria outlined in section 10.12. The report prepared by the independent accounting firm must be submitted to the Registrar as required by the Registrar.
- 10.14** The report outlined in section 10.13 must identify whether appropriate procedures are in place to ensure that the internal control objectives outlined in section 10.12 are met and must outline any deficiencies.

10.15 Any record required to be maintained under section 10 must be retained for a period of no less than four (4) years.

(11) DUTIES OF A SUPPLIER THAT MANUFACTURES BINGO PAPER

11.1 Each supplier that manufactures bingo paper (the “Manufacturer”) must ensure that all bingo paper manufactured and sold complies with section 5 of these standards.

11.2 Each bingo paper Manufacturer must maintain records of the following information with respect to bingo paper:

- a) series;
- b) serial number of the series, unless the Registrar has approved a method other than serialization for tracking bingo paper purchased, sold or in inventory;
- c) description of the product, including the colour of the top sheet of the packet, the cut of the bingo paper and the marketing name;
- d) name and address of the purchaser; and
- e) number of packets contained in each carton.

11.3 Any record required to be maintained under section 11.1 must be retained for a period of no less than four (4) years.

(12) DUTIES OF A SUPPLIER OF GAMING EQUIPMENT

12.1 Each supplier of gaming equipment must ensure that all equipment manufactured and sold complies with sections 3, 4, 6, 8 and 9 of these standards.

12.2 Each supplier of gaming equipment must maintain records of the following information with respect to gaming equipment:

- a) a description of the equipment sold;

- b) the name and address of the purchaser;
- c) the date the equipment was sold; and
- d) the payment received.

12.3 Any record required to be maintained under section 12.2 must be retained for a period of no less than four years.

(13) DUTIES OF A SUPPLIER OF GAMING SERVICES

13.1 Each supplier of gaming services must ensure that a list of services to be provided to a Hall Charities Association is established and included as part of a written contract between the Gaming-Related Supplier and the Hall Charities Association.

13.2 Each supplier of gaming services must ensure that the contract referred to in section 13.1 contains a provision that the contract may be terminated by either party by 60 days written notice, or forthwith if the members of the HCA are no longer eligible to manage and conduct charitable gaming events or the Gaming-Related Supplier's registration is revoked or terminated, or as directed by the Registrar.

(14) DUTIES OF A SUPPLIER OF PERSONAL BINGO VERIFIERS

14.1 Each supplier of personal bingo verifiers must ensure that all equipment manufactured and sold complies with Section 7 of these standards.

14.2 Each supplier of personal bingo verifiers manufacturing personal bingo verifiers must maintain records of the following information with respect to gaming equipment:

- a) a description of the equipment sold;
- b) the name and address of the purchaser;
- c) the date the equipment was sold; and
- d) the payment received.

- 14.3** Any record required to be maintained under Section 14.2 must be retained for a period of no less than four (4) years.

(15) FINANCIAL STATEMENTS

Each Gaming-Related Supplier must file with the Registrar current financial statements reviewed by an independent financial accounting firm with each application for renewal of registration(s), unless the Registrar has approved otherwise.

(16) TIMELY PAYMENT

- 16.1** If a Gaming-Related Supplier does not receive payment in full from an organization by the deadline identified in a written contract, the Gaming-Related Supplier must notify the organization and the Registrar in writing of the delinquency.
- 16.2** If a Gaming-Related Supplier who has notified the organization and the Registrar under section 16.1 has not received payment in full from the organization within thirty (30) calendar days of the above notification, the Gaming-Related Supplier must notify the Registrar of the continuing delinquency.

(17) CONFLICT OF INTEREST

- 17.1** All Gaming-Related Suppliers providing services for charitable gaming events must take appropriate measures to ensure that conflict-of-interest situations are prevented.
- 17.2** Any Gaming-Related Supplier aware of a potential conflict of interest must notify the Registrar in writing immediately upon becoming aware of the situation and must take any steps required by the Registrar to address the conflict of interest.