



The role of certification in the interface between Regulator, Supplier and Operator

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Founded in 1981, operating across 15 labs, providing services in 460 jurisdictions



400+ EMPLOYEES

Services Provided by ITLs



Testing of gambling equipment aimed at ensuring the games that are being offered are fair, secure and auditable



Quality assurance



Certification services



Training services for operators and regulators



Regulatory advisory and support for new gaming jurisdictions



Cybersecurity and defence services



Supporting operators to minimize risks whilst maximizing customer experience

Minimum ITL Requirements

Must be able to demonstrate independence from manufacturers and operators

Must be accredited in accordance with ISO/IEC 17025

Demonstrate technical competence or experience

Key personnel are subject to individual background investigations

FACT

Gambling is a
matter of
subsidiarity



Role of Certification



What does certification do?

It provides evidence!

How ITL Certification help **Regulators**

Roles of a Regulators

- Promote public policy
- Create regulation to enforce legislative statute
- Ensure industry follows certain rules & requirements
- **An important rule being that the games offered to public must be fair, secure and auditable**

Certification aides these by

- Provides evidence that all gaming products meet or exceed certain minimum requirements
- Provides various points of verification, facilitating trust amongst Regulators
- Provides independent analysis and guidance
- Provides information and feedback on where the industry is heading, enabling Regulators to initiate public policy discussions.

How ITL Certification helps Suppliers

Responsibilities of Suppliers

- Provides products and services that meet public demands subject to restrictions of public policy.

Certification aides these by:

- Providing independent analysis and confirmation of how the product is designed to work
- Provides evidence that the product is compliant with public policy
- Often provides and/ or improve minimum technical standards and controls

How ITL Certification helps Operators

Responsibilities of Operators

- Provide gaming services to customers
- Provide a safe and fair environment for public to purchase and enjoy gaming services
- Pay taxes to Government

Certification aides these by:

- Helps Operators meet the minimum internal controls imposed by effective regulation
- Satisfies Operators that the games they offer comply with minimum technical standards
- Helps Operators identify trends and issues during operation
- Helps Operators identify products that have fallen out of compliance
- Ensures that systems are able to accurately calculate gaming taxes

Player Complaints

Complaint is lodged with Operator (B2C relationship)

Operator investigates complaint

If complaint relates to payment malfunctions it is referred to Regulator, subject to size of payment

If complaint relates to technical malfunction (i.e. fairness, RTP) the Operator explains technical standard, independent testing, etc

Sometimes it gets referred to Supplier who in turn may refer to ITL

If complaint is about a RG issue it regularly is dealt with by the Operator