

Casino Terms & Conditions and Operating Guidelines (CTCOG) and Racing Entertainment Centre Terms & Conditions and Operating Guidelines (RECTCOG) Handbook Modernization

Summary of Key Amendments

The following key amendments reflect the main objectives of the CTCOG/RECTCOG Handbook modernization project:

1) Consolidation and realignment of handbook content:

- All CTCOG/RECTCOG policy was reviewed and where appropriate, policy was consolidated and realigned with similar policy types to improve the effectiveness and functionality of the handbooks for stakeholders.

For example, current section one in both the CTCOG and RECTCOG handbooks had become catch basins for any new policy over the years that did not warrant being a standalone section on its own. These policies have now been grouped into sections having similar policy types where they are more relevant, such as:

- *policy related to social responsibility issues (minors, banned entry etc.) were relocated to new Section 3 – Responsible Service; and*
 - *GAIN program policies were relocated to Section 17 – Licensed Charity.*
- In some cases, policy sections/subsections were amalgamated with other policy where it was deemed it would be more relevant for clarity or the overall effectiveness of a policy.
For example:
 - *Section 9.3 – Winner’s Edge in both handbooks is a consolidation of three policy sections (e.g., CTCOG Sections 20.1, 20.2 and 20.3) in the previous handbooks that now presents the same policy in a more succinct and efficient format.*
 - *Section 13 in the CTCOG and Section 9 in the RECTCOG – Electronic Gaming is a consolidation of all policy in the previous version of the handbooks related to electronic gaming (e.g., slots and vlts) to improve accessibility of the policy and efficiency of the handbooks.*
 - Minor amendments have been made throughout the handbooks to streamline and provide clarity of certain policy or correct spelling/grammar errors with no impact to the intent of the affected policy.
 - References to previously deleted sections/subsections and the subtle references to the last policy amendment dates have been removed to present the restructured CTCOG and RECTCOG as newly refreshed handbooks.

2) Modernizing handbook structure:

- The rationale for the new CTCOG and RECTCOG structure includes:

(Not all section numbers line up due to the nature of the differences of gaming operations. Efforts were focused on aligning content of the respective sections and every effort was made to align section numbers where it was possible.)

CTCOG	RECTCOG	RATIONALE
Section 1 – Interpretation	Section 1 - Interpretation	Includes the definitions for terms commonly used throughout the handbooks.
Section 2 – Regulatory Oversight	Section 2 – Regulatory Oversight	Includes policies that relate to AGLC and its authority.
Section 3 – Responsible Service	Section 3 – Responsible Service	Includes policies related to responsible gaming and/or responsible customer service.
Section 4 – Casino Facility Licensee Requirements	Section 4 – REC Facility Licensee Requirements	Includes those policies related to basic facility set-up and operational requirements of the licensee.
Section 5 – Security Requirements	Section 5 – Security Requirements	Includes policies specific to the overall facilities security requirements.
Section 6 – Table Game Operations Section 7 – Daily Procedures and Charity Participation Section 13 – Electronic Gaming	Section 6 – Electronic Gaming	These sections include policies that focus on the primary gaming operations of the facility licensee.
Section 8 – Anti-Money Laundering (AML)	Section 8 Anti-Money Laundering (AML)	Includes all policies related to the AML program and the requirements of the licensee.
Section 9 – Advertising, Promotions and Winner’s Edge Section 10 – Tournaments	Section 7 – Tournaments Section 9 – Advertising, Promotions and Winner’s Edge	Includes policies related to advertising and the promotion of gaming activities within the facility.
Section 11 – Registered Gaming Workers	Section 10 – Registered Gaming Workers	Includes policies related to the registration and roles and responsibilities of registered gaming workers.
Section 12 – Financial and Information Technology (IT) Standards	Section 11 – Financial and Information Technology (IT) Standards	Includes policies related to financial reporting and the protection of financial and IT systems are secure and protected.
Section 14 – Application Process for New Licensed Casino Facilities Section 15 – Casino Facility Expansion, Relocation and Renovations	Section 12 – Application Process for New Licensed REC Facilities Section 13 – REC Facility Expansion, Relocation and Renovations	Includes all policies related to new casino/REC facility licensing, relocation of a facility and the expansion or renovation of a casino/REC facility.
Section 16 – Casino Facility Licence	Section 14 – REC Facility Licence	Includes policy related to obtaining and maintaining a facility licence.
Sections 17 – Licensed Charity Section 18 – Charity Volunteer/Charity Worker Descriptions	Not applicable	Includes policy related to the requirements of the charity and the duties of its volunteers/charity works.
Section 19 - Forms	Section 15 - Forms	Includes a list of the forms commonly used at licensed facilities and noting the forms are available at aglc.ca .

3) Alignment of the RECTCOG with the CTCOG:

- The following amendments were made in the RECTCOG to align policy with the CTCOG (these amendments have no negative impacts to the intent of the affected policy or the red tape count):

POLICY	TOPIC	COMMENT
2.1.4	Non-compliance with legislation or Board policies	Amended to mirror the wording of the same policy in the CTCOG.
2.5.1	Compliance regarding issuance of a facility licence	Amended to mirror the wording of the same policy in the CTCOG.
2.8.2 & 2.8.3	Alleged violations or potential problems reported to licensee	Added to include policy regarding the reporting of alleged violations and incident reporting requirements in alignment with the CTCOG.
3.1.3	Dealing with Minors	Added to align with CTCOG policy regarding the facility licensee's obligation to ensure individuals under 18 years of age are not permitted to enter or remain in the REC facility.
3.2.1	Abandon or unattended children	Added policy that deals with abandoned or unattended children in alignment with the CTCOG.
3.5.4	Dealing with banned or self-excluded individuals	Added to align with CTCOG policy regarding the facility licensee's obligation to ensure banned or self-excluded individuals are not permitted to enter or remain in the REC facility.