



EVALUATION & CERTIFICATION **GUIDE**

FOR EVALUATION, INSPECTION & CERTIFICATION

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Title: ***GLI Evaluation and Certification Guide
(Evaluation, Inspection and Certification)***

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1. SCOPE

Evaluation, inspection or certification work done in accordance with ISO/IEC 17025:2005, ISO/IEC 17020:2012 and ISO/IEC 17065:2012 international standards. This manual provides guidance for submissions for testing, inspection or certification in relation to:

- **Gaming:** A game of chance whose outcome is strongly influenced by some randomizing device, and upon which contestants may choose to wager money or anything of monetary value.

1.1. Authority

Certification activity, with strict accountability for confidentiality and safeguarding records and information, is authorized by GLI Executive Management to publish and maintain methodology and controlled documents as required by international standards identified in the Scope of this document.

INDEPENDENCE AND OBJECTIVITY:

Objective: To maintain a high degree of impartiality in all activities associated with certification procedures.

GLI certification activities shall remain free from interference by any element in a client's organization or GLI, including matters of audit, scope, procedures, frequency, timing, or report content to permit maintenance of a necessary independent and objective mental attitude.

GLI shall not discriminate in the submission, evaluation and certification processes.

GLI shall have no operational responsibility or authority over any submissions for testing, inspection or certification. GLI shall not implement controls, develop procedures, install systems, prepare records, or engage in any other activity that may impair impartiality, independence or objectivity.

RESPONSIBILITY:

The GLI submissions and certification scheme includes and is not limited to:

- **Submission or Application:** Documented communication between GLI and the submitter confirming scope of work and Terms and Conditions for producing the work as requested.
- **Review:** Review of the application to ensure compliance with those policies, plans, procedures, laws, and regulations which could have a significant impact on the organization and to verify completeness of the application documentation.
- **Technical Assignment:** The process of reviewing the specified requirements within the submission documentation and assigning the work to competent and qualified GLI staff for completion of the specified work.
- **Evaluation:** The process of testing, inspecting or performing specified procedures in accordance with the scope of work as described in the submission documentation.
- **Technical Review:** Verifying evaluation results to technical and specified standards or other measured criteria as required by the submission documentation.
- **Quality Assurance Review:** Verifying the evaluation results to the submission documentation and confirming accuracy of the final report details and content.
- **Certification Decision:** A submission, having proceeded through the various stages of certification, as defined in this scheme, are deemed to be certified. GLI has established a Product Certification Decisions Committee, independent of the evaluation and review processes, for the purposes of certification oversight, appeals and complaints.

- **Communication:** Communicating certification results and documentation to the submitter.
- **Surveillance Audit:** GLI shall inform the submitter of the requirement of an onsite surveillance audit as part of the certification process.

1.2. Surveillance

GLI reserves the right to periodically conduct certification surveillance audits to verify the continued use of the product as submitted for its intended purpose. GLI shall maintain the highest level of professional objectivity in gathering, evaluating, and communicating information about the activity or process being examined. All submissions requiring surveillance audits shall be informed in advance and shall be responsible for the arrangements of the surveillance audit.

GLI does perform regular desktop or website audits of all clients, customers, organizations or others who have applied for and use the **GLI Certified** mark. GLI will communicate directly with the client / submitter results of all surveillance activity that will require the client / submitter address specified changes, updates or other items as identified during the surveillance audit process.

2. GENERAL PROVISIONS

GLI will continuously strive to deliver quality testing, inspection and / or certification services with integrity and impartiality. We do this through continuous improvement in our approach, processes and technology.

The extent to which any testing, inspection, certification, standards or guides are applied is contingent upon:

- The scope of work requested
- The jurisdiction or other stakeholders involved
- The type of report being issued
- The intended use of any GLI certified marks or logos in or on any media format

3. APPLICABLE STANDARDS AND NORMATIVE REFERENCES

- ISO 17000, Conformity Assessment – Vocabulary and general principles
- ISO 17020:2012, Conformity Assessment – Requirements for operation of various types of bodies performing inspection
- ISO 17021, Conformity Assessment – Requirements for bodies providing audit and certification of management systems
- ISO/IEC 17025:2005 Conformity Assessment - General requirements for the competence of testing and calibration laboratories
- ISO 17065:2012, Conformity Assessment – Requirements for bodies certifying products, process

4. GLI CERTIFICATION SCHEME

GLI currently manages one certification scheme which is operational in two distinct geographic locations; the New Jersey, USA and Netherlands; EU, GLI test lab locations.

4.1 Certification Agreement

GLI will accept multiple application formats for evaluation or certification services, including but not limited to, a GLI application, request on company letterhead, electronic submission. Each format accepted by GLI is deemed to be a legally enforceable agreement for GLI to provide the services requested within the format provided, whether specifically referenced or otherwise.

The application format shall at least:

- Always fulfill the certification requirements including and not limited to:
 - Completing an acceptable submission / certification agreement;
 - Paying all fees;
 - Providing GLI information about any changes to the certified product immediately upon changes being made;
 - Providing access to certified products for surveillance activities;
 - Implementing appropriate changes when they are communicated to them by GLI;
 - Making all necessary arrangements for conduct of the evaluation, surveillance (if required), examination of documents and records and access to relevant equipment, locations, areas; Personnel and client subcontractors; investigation of complaints and the participation of observers if applicable.
- All claims regarding certification are consistent with the scope of certification;
- Do not use product certification in such a manner as to bring GLI, the certification body, into disrepute and to make no claims or statements regarding its product certification that GLI may consider misleading or unauthorized;
- Upon suspension, withdrawal or termination of certification, immediately discontinue use of all advertising matter that contains any reference thereto and takes action as required by this certification scheme or any other required measures as stipulated by GLI;
- All copies of certification documents shall be reproduced in their entirety or as specified by GLI;
- In all communication media, the client complies with any requirements that may be prescribed by GLI relating to the use of marks of conformity and on information related to the product;
- The client shall keep records of all complaints made known to it regarding compliance with certification requirements and makes these records available to GLI upon request, and
 - Takes appropriate action with respect to such complaints and deficiencies found in any products that affect compliance with the requirements for certification;
 - Documents the actions taken;
- Informs GLI, without delay, of changes that may affect its ability to conform with the certification requirements.

4.2 Use of License, Certificates and Marks of Conformity

- GLI maintains control over the ownership, use and display of licenses, certificates marks of conformity and any other mechanisms for indicating a product is certified;
- All incorrect references to certification or misleading use of marks, licenses, certificates or any other mechanism for indicating a product is certified shall be subject to review by GLI and may result in the suspension, withdrawal or termination of certification or other suitable action as deemed appropriate by GLI.

4.3 Management of Impartiality

- All certification activities under this scheme shall be undertaken with impartiality;
- GLI top management is committed to impartiality;
- GLI shall be responsible shall not allow commercial, financial or other pressures to compromise impartiality;
- GLI shall identify risks to impartiality on an ongoing basis and take appropriate actions to eliminate or minimize such risk;

- GLI and any part of GLI shall not be the designer, manufacturer, installer, distributor or maintainer of any certified product under this scheme;
- GLI shall ensure that all activities of any separate legal entities of which may form a part of this certification process, do not compromise the impartiality of GLI certification activities.

4.4. Non-discriminatory Conditions

- GLI policies and procedures shall not be discriminatory;
- GLI procedures shall not impede or inhibit access by applicants;
- GLI will make its services accessible to all applicants whose activities fall within the scope of its operations;
- Access to the certification process shall not be conditional.

4.5. Confidentiality

- GLI shall be responsible, by the legally enforceable commitments, for the management of all information obtained or created during the performance of certification activities. Except for information that the client make publicly available or when agreed between GLI and the client, all other information is considered proprietary information and shall be regarded as confidential. GLI shall inform the client, in advance, of the information it intends to place in the public domain;
- When GLI is required by law or other authorized contractual arrangements to release confidential information, unless prohibited by law, GLI will inform the client of the information provided;
- Information about the client obtained from sources other than the client shall be treated as confidential.

4.6. Publicly Available Information

- GLI shall maintain and make available upon request:
 - Information about the GLI certification process including, evaluation, rules and procedures for granting, for maintaining for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification;
 - GLI is a for-profit legal entity and charges fees for its services;
 - A description of rights and duties of applicants and clients including requirements, restrictions or limitations on the use of the GLI name, logos or certification marks.

5. APPLICATION

Every request of GLI for evaluation, inspection or certification must be accompanied by acceptable submission documentation and must contain at minimum all the necessary information to complete the evaluation, inspection or certification process in accordance with the relevant certification scheme.

At minimum submission documentation must include:

- Name and details of the product to be certified;
- The standards or normative documents for which the client is seeking certification;
- General features of the client including, name and address, contact details and contact personnel, physical location (as deemed necessary); significant aspects of its process or operations to be considered; and any legal obligations;
- General information about the client, relevant to the field of testing, inspection or certification for which the submission is being made including its relationship to a larger organization or corporation, if any;
- Information concerning all outsourced processes by the client that will affect conformity to requirements. If the client identified a legal entity/entities for producing the certified product that is different from the client, then GLI can establish appropriate contractual controls over the legal entity/entities concerned;

- All other information needed in accordance with the relevant certification requirements, such as information for the initial evaluation and surveillance activities. This may also include any additional requirements as deemed necessary by the GLI office location receiving the submission.

6. APPLICATION REVIEW

6.1

On receipt of all submissions for testing, inspection or certification, GLI will complete an initial review ensuring at minimum the following information is provided:

- a) Information about the client and the product, process or service that is sufficient for GLI to conduct of the submitted work and certification activities;
- b) That any differences between GLI and the submitter are resolved, including agreement regarding standards and terms and conditions;
- c) That a scope of certification or Statement of Work are defined;
- d) That the means are available to perform all evaluation activities;
- e) That GLI has the competence and capability to perform the work and certification activities.

6.2

Should the type of product, normative document or certification scheme be unknown or is not familiar to GLI, GLI reserves the right to perform all necessary technical reviews and activities deemed appropriate prior to the acceptance of an agreement for testing, inspection or certification.

6.3

Prior to engaging in any activities as described in 6.2, GLI will ensure it has the competence and capability for the activities requested by the submitter and GLI will maintain records of the justification for the decision to undertake testing, inspection or certification activity.

6.4

GLI will not accept submissions or undertake specific activities of testing, inspection or certification if GLI deems it lacks the competence or capability to undertake the submission.

6.5

GLI will, at their discretion, use certifications or reports already granted to the client to omit any activities deemed unnecessary. GLI will reference the existing certification in its records. In each circumstance, GLI will provide justification for omission of any activities.

7. EVALUATION

7.1

Following the initial review of the application or submission, GLI assigns the submission document to an appropriate Technical Manager for determination of the specific testing, inspection or certification activities required to ensure the submission is completed. The Technical Manager has the discretion to assign the work activities to qualified personnel. The progress of all work activities are recorded and monitored for accuracy and completeness.

7.2

GLI assigns competent and qualified GLI personnel to perform specific work activities as described in the submission documentation. In the event that GLI outsources any tasks, GLI ensures the personnel performing the tasks are competent and qualified to perform the task assigned to them. GLI will inform the submitter of any outsourced tasks including the location of where each task was completed.

7.3

GLI ensures that all personnel performing evaluation tasks, either internal or outsourced, have access to the GLI Intranet which contains all of the approved and controlled documents, checklists, work instructions and other materials that are relevant to perform the specific evaluation tasks for each submission.

7.4

All evaluation tasks are performed internally by qualified and competent GLI personnel unless otherwise specified and communicated to the submitter of the necessity to outsource specified tasks. All evaluation activities, internal and/or outsourced, are performed according to the specific instructions of the submitter and within scope of GLI's accreditation to international or other standards.

7.5

GLI generally will not rely on results of evaluation or certification activities completed prior to receipt of the current submission documentation without prior confirmation that the tasks performed have been completed to the satisfaction of GLI evaluation requirements including competence, accreditation, and meet the requirements of relevant international standards.

7.6

During the evaluation process, GLI will inform the submitter of all nonconformities identified during evaluation.

7.7

If one or more nonconformities have arisen, at the discretion of the submitter, GLI will either terminate further evaluation activities or will continue the evaluation process and provide information regarding the additional evaluation tasks needed to verify that all nonconformities have been corrected.

7.8

If the submitter agrees to the continuation of the additional evaluation tasks, GLI will again assess the additional evaluation tasks prior to continuing to complete the activities specified in the originating submission.

7.9

GLI electronically retains all working papers, checklists and other documentation for each submission for traceability and verification and GLI will provide the client with a final written report pertaining to the work as specified within the submission documentation.

8. REVIEW

Upon completion of the specified evaluation tasks, GLI performs a comprehensive technical review to verify all specified tasks have been completed correctly and that no anomalies are present; technical review is then followed by a multi-step Quality Assurance review to verify the completeness of the submission and the inclusion of all required documentation; Following the technical review and the quality assurance reviews, the submission is then processed by a Document Specialist to provide complete disclosure and details of the submission and verification of the completion of all specified tasks. All submissions, working papers and associated documentation including the technical and quality assurance reviews and the final report to the submitter are subject to comprehensive internal audit procedures.

9. CERTIFICATION DECISION

9.1

GLI is responsible for and retains authority for all GLI decisions related to certification.

9.2

The certification decision is the result of a multiple step process from submission to final review.

9.3

Recommendations for certification are based on the entirety of the submission and evaluation and review processes.

9.4

The final determination for certification is confirmed by:

- **New Jersey**, Vice President of Technical Compliance and Quality Assurance, or as delegated per the GLI deputizing scheme listed in the **Authorized Scanned or Electronic Signatories**.
- **Netherlands**, Quality Assurance Manager, or as delegated per the GLI deputizing scheme listed in the **Authorized Scanned or Electronic Signatories**.

9.5

Additionally GLI has assigned a Product Certification Decisions Committee who verifies certification decisions involving use of the **GLI Certified** registered mark. All members of this committee act with impartiality.

9.6

All members of the certification process and the Product Certification Decisions Committee are regular employees or under contract with GLI to ensure impartiality and mitigate any instance of conflict of interest.

9.7

GLI provides the submitter with a complete report confirming or denying certification with a comprehensive explanation of all decisions taken in this regard.

10. DIRECTORY OF CERTIFIED PRODUCTS

10.1 General

GLI retains all certification documentation indefinitely in an electronic format including:

- Identification of the product;
- The standards or normative references to which conformity has been certified;
- Identification of the client.

10.2 Surveillance

- If surveillance is required by GLI on a certification process, GLI shall inform the client in advance of the surveillance requirement, the terms and conditions under which surveillance will be conducted;
- When continuing use of a certification mark is authorized for placement on a product, surveillance shall be established and shall include periodic surveillance of the marked products to ensure ongoing validity of the demonstration of the fulfillments of the product requirements.

10.3 Fees

GLI companies normally charge submitters a fee for services. All fees and rates pertaining to work are available upon request. Fees related to specific projects can be obtained by contacting your Development Representative or the GLI office performing the work.

10.4. Changes Affecting Certification

- When GLI introduces new or revised requirements that affect the client, GLI shall ensure these changes are communicated to the client. GLI shall further verify the implementation of the changes by its clients.

10.5. Termination, Reduction, Suspension or Withdrawal of Certification

- When a non-conformity with certification requirements is substantiated, GLI shall consider and decide upon the appropriate action, which can include:
 - Continuation of certification under conditions specified by GLI;
 - Reduction in the scope of certification to remove the non-conforming product variants;
 - Suspension of certification pending remedial action by the client;
 - Withdrawal of certification;
 - Evaluation, review or a certification decision.
- If certification is suspended GLI will inform the client:
 - Of actions needed to end suspension and restore certification;
 - Any other actions deemed appropriate by GLI necessary to restore certification.

11. COMPLAINTS

Any expression of dissatisfaction with GLI products or services requiring a response is managed as a complaint.

11.1. Handling Complaints

Upon receipt of a complaint or expression of dissatisfaction, GLI immediately initiates an internal complaint management process to investigate, analyze, assess and respond to the client within 30 days of receipt of the complaint.

Depending on the issues involved, the aspects of a complaint may be treated as an appeal or as a business dispute. Complaints about compliance or certification decisions made by GLI are handled as appeals. All other issues involving complaints are handled as business disputes.

12. APPEALING A COMPLIANCE OR CERTIFICATION DECISION

An appeal is a request for GLI to reconsider a decision based on the results of an evaluation and review process of a specified submission.

Appeals:

- Apply only to compliance or certification decisions made following the evaluation of a product;
- Apply only to those submitting products for evaluation;
- Are normally resolved internally;
- May only be resolved through third party arbitration where specified in the appeal process.

12.1. The Appeal Process

When GLI determines a product does not meet the necessary compliance requirements to pass an evaluation or issue a certification, the submitter can contest the findings by making a written appeal to GLI.

Appeals must be made to GLI in writing. GLI will review the facts related to the appeal and respond within 30 days of receipt. Appeals are recorded as complaints of dissatisfaction with GLI. All records, documents etc., resulting from an appeal, are retained by GLI in an electronic format indefinitely.

Following a thorough assessment of the appeal and any related facts, GLI Senior Management will make a determination of compliance or conformity within the submission. The principles of independence and impartiality during GLI's appeal process are assured and safeguarded by the **Product Certification Decision Committee**.

GLI will inform the customer of any further action required to remedy the situation. Once the decision has been confirmed by GLI, no further appeals are accepted unless new evidence is presented or discovered that may result in a reversal of the appeal. Procedures for handling internal nonconformity are followed.

If a submitter disagrees with a decision made by GLI, the submitter may take the matter directly to a regulatory authority.

GLI may also contact regulatory authorities for a compliance determination in cases where jurisdictional regulations are unclear, silent, or do not specifically address the characteristics, features, or technology of an item submitted. This is applicable provided it does not compromise GLI impartiality and the submitter directs GLI to proceed.

The right to appeal directly to an independent arbiter directly or following GLI's internal review is only allowed in Hong Kong and shall be submitted to the Hong Kong International Arbitration Centre and administered in accordance with the rules and regulations of the HKIAC. Further information can be found at www.hkiac.org.

13. BUSINESS DISPUTES

Any disagreement between GLI and a customer, that is not an appeal, is considered a business dispute.

Business disputes:

- Include traditional business issues such as billing, timeliness, quality of work, etc.;
- Apply to any service performed by GLI;
- May be resolved internally or through third party arbitration.

13.1. Handling Business Disputes

GLI attempts to resolve business disagreements with customers directly through the appropriate communication channels specified by senior management. GLI will also review any related personnel, documents or records needed to help reach a satisfactory resolution.

Anyone in the organization receiving information related to a dispute over GLI services must notify a Director and take the prescribed action. Billing disputes are handled by Senior Management and accounting personnel. Other disputes involving legal action are forwarded to a Director or the organization's appropriate legal counsel for handling in accordance with the procedures described herein or similar.

Business disputes that cannot be resolved directly with a customer related to the services performed by GLI, or the breach, termination or validity thereof, the parties agree to submit the dispute to a sole mediator selected by the parties.

Note: Arbitration related to products evaluated or certified for use in Hong Kong may also be addressed by The Hong Kong International Arbitration Centre (www.hkiac.org)

14. ARBITRATION

If not thus resolved, it shall be referred to a sole arbitrator selected by the parties within thirty (30) days of the mediation, or in the absence of such selection, to final and binding arbitration by a sole arbitrator under the Rules of Conciliation and Arbitration of the International Chamber of Commerce in effect on the date of this Agreement, except that in the event of any conflict, this Agreement to mediate and arbitrate shall govern. The mediation and arbitration shall be at the headquarters of GLI in Lakewood, Ocean County, New Jersey, USA, at an alternate GLI office or other location agreeable to both parties.

Any award made (i) shall be a bare award limited to a holding for or against a party and affording such remedy as is deemed equitable, just and within the scope of the Agreement; (ii) shall be without findings as to issues (including but not limited to patent validity and/or infringement) or a statement of the reasoning on which the award rests; (iii) may in appropriate circumstances (other than patent disputes) including injunctive relief; (iv) shall be made within four (4) months of the appointment of the arbitration; and (v) may be entered in any court.

The requirement for mediation and arbitration shall not be deemed a waiver of any right of termination under this agreement and the arbitrator is not empowered to act or make any award other than based solely on the right and obligations of the parties prior to any such termination.

The arbitrator shall be knowledgeable in the law and technology of the agreement and shall determine issues, but may not limit, expand or otherwise modify the terms of the agreement.

The Agreement shall be interpreted in accordance with the U.S. Law and the laws of the State of New Jersey, U.S.A., exclusive of its conflicts of law provisions.

Each party shall bear its own expenses but those related to the compensation and expenses of the mediator and arbitrator shall be borne equally.

A request by a party to a court for interim measures shall not be deemed a waiver of the obligation to mediate and arbitration.

The arbitrator shall not have authority to award punitive or other damages in excess of compensatory damages and each party irrevocably waives any claim thereto.

The parties, their representatives, other participants and the mediator and arbitrator shall hold the existence, content and result of mediation and arbitration in confidence.

15. ADDITIONAL INFORMATION

15.1. Online Access

GLI provides submitters, regulators and authorized parties with access to approval reports, downloads, verification utilities and other information relevant to their products and jurisdictions online via our website using a secure login. GLIACCESS[®] is available to GLI customers free of charge by contacting our office.

15.2. Device and Data Storage

All GLI facilities have adequate space for storing and protecting Gaming equipment. Our facilities have procedures to control machine inventory and handling. Software media is stored in a secure location within GLI facilities, which is monitored 24 hours a day seven days per week. Access to these storage locations is limited to certain GLI personnel. All submitted software is categorized and tracked by the submission assigned to the project and the software ID.

The GLI office responsible for the work communicates the work request requirements to the responsible parties at the location performing the work to ensure adequate resources are available to satisfy the request.

16. THE “GAMING LABS CERTIFIED” MARK

16.1. General Information

The “Gaming Labs Certified” mark is a registered trademark of Gaming Laboratories International, LLC for use on products and related literature that have been certified for conformity by authorized GLI companies. Use of the mark signifies that the associated certified products have met the required standards following an evaluation by GLI.

“Gaming Labs Certified”



The GLI Quality Management Systems Department administers the “Gaming Labs Certified” mark.

GLI shall not refuse to authorize use of the mark to any entity except in cases where there is a failure to meet any of the requirements for obtaining the “Gaming Labs Certified” mark. There shall be no fee to use the “Gaming Labs Certified” mark once issued to the supplier.

For those suppliers with equipment previously evaluated by GLI, a transfer may be requested for a certification against other applicable standards against which GLI can issue certification reports.

Once granted, use of the “Gaming Labs Certified” mark may not be transferred or assigned to a third party without entering a new agreement or without written consent from Gaming Laboratories International, LLC in certain unique situations. Requests for such consent must be made to GLI in writing and will be reviewed on a case-by-case basis.

Unless otherwise indicated, use of the “Gaming Labs Certified” mark is renewed on the anniversary date of the original application for the term as specified on the signed Terms and Conditions. GLI may extend any applicable finite period of use, as in cases where products must be recertified. Such extensions may be granted if GLI is unable to recertify products through no fault of the user or if suitable arrangements are made between the user and GLI in writing.

GLI maintains a register of all authorized users of the “Gaming Labs Certified” mark at the World Headquarters location in Lakewood, NJ. Interested parties should submit any requests to review this information in writing to GLI, 60 business days prior to the date of review, required by law or agreed to by GLI. Any such requests must be acknowledged and approved by GLI Legal Counsel.

In Hong Kong, the only officially recognized rules regarding the “Gaming Labs Certified” mark are those accepted and approved by the Hong Kong Registrar of Trade Marks. They comprise the complete set of rules governing the authorization of suppliers to the use the “Gaming Labs Certified” mark in their entirety. Any amendments to the rules are not effective in Hong Kong until they are formally accepted by the Hong Kong Registrar of Trade Marks.

16.2. Obtaining the Mark

GLI will grant use of the “Gaming Labs Certified” mark to organizations who have submitted items that a GLI company has determined to meet all of the conformance criteria in an applicable GLI Standard(s) or other published regulatory requirements.

Requests for use of the “Gaming Labs Certified” mark must be submitted in writing or via the electronic request form provided at www.gaminglabs.com.

The entity making the request must be able to provide proof of authorization to use or exercise intellectual property rights over an item certified by GLI.

The requesting party must be able to provide any necessary reference information needed to confirm the validity of a GLI certification related to an item (i.e. a report or ID number of the item).

The requesting party must also agree to abide by the Terms and Conditions and must have the intended placement of the mark reviewed by GLI prior to use.

16.3. Conditions for Use

Those wishing to use the “Gaming Labs Certified” mark must have their products evaluated by an accredited ISO 17025:2005 lab and the submission shall be authorized by GLI for compliance against documented or published requirements.

To obtain and continue to use the “Gaming Labs Certified” mark, the requesting party must agree to the following conditions:

- The Certification Holder granted the Certificate of Approval is entitled to use the “Gaming Labs Certified” mark by completing the “Gaming Labs Certified” mark online application form;
- The Certified Mark User must ensure that there is no ambiguity, in the manner the mark is being used or in the accompanying text, as to what has been certified and that the Certification Holder has been granted a Certificate of Approval;
- The “Gaming Labs Certified” mark may only be used in correspondence, advertising, promotional materials, (including the internet), and shall not be used for any other products, services or processes except for those included in the Certificate of Approval as listed within the submitted application;
- The “Gaming Labs Certified” mark shall not under any circumstances be used on a product or product packaging seen by the consumer or in any other way that may imply that the product itself has been certified by the GLI Certified Mark Program. In addition, it shall not be displayed on business cards, buildings, organizational flags or vehicles except in approved marketing materials;
- The Certified Mark User shall not make or permit any misleading statement regarding Certification nor shall the Certificate of Approval or part thereof be used or allowed to be used in any misleading manner;
- The Certified Mark User shall amend all correspondence, advertising or promotional material, the “Gaming Labs Certified” mark is being used in conjunction with when the scope of the Certificate of Approval is amended;
- The Certified Mark User agrees and undertakes the responsibility to discontinue any use of the “Gaming Labs Certified” mark, which is unacceptable to GLI or that would bring GLI and/or the GLI Certified Mark Program into disrepute.

16.4. Placement Requirements

GLI must verify and approve the placement and any manner in which the “Gaming Labs Certified” mark is used.

The “Gaming Labs Certified” mark shall not be modified from its original state as licensed.

16.5. Trademark Acknowledgement

When specified, users must include specific acknowledgment whenever the “Gaming Labs Certified” mark is used. The correct acknowledgment is:

The “Gaming Labs Certified” mark is a registered trademark of Gaming Laboratories International, LLC in the United States and other countries.

16.6. Monitoring and Supervision

Monitoring of the use of the “Gaming Labs Certified” marks include but are not limited to the following:

- Attendance at worldwide tradeshows to observe all uses of the “Gaming Labs Certified” mark;
- Reviewing trade publications and consumer publications in addition to commercial and non-commercial Internet websites for all uses of “Gaming Labs Certified” mark;
- Requesting employees to report on uses of “Gaming Labs Certified” mark during routine worldwide inspections or observation of gaming equipment placed in service.

16.7. Termination of Use Guidelines

GLI retains the right, by notice in writing, to terminate user rights to apply the “Gaming Labs Certified” mark.

16.7.0. Breach of Conditions

The certified user has breached one or more of the regulations and the breach is not remedied within 30 days of service of written notice specifying the breach by GLI.

16.7.1. Unsuitable Authorized User

The authorized user:

- Has ceased trading, becomes insolvent; and/or
- Has a receiver, administrator, trustee, liquidator or similar officer appointed over the whole or any substantial part of its assets; and/or
- Has a resolution to wind up passed (other than for the purposes of amalgamation or reconstruction); and/or
- There is a court order for winding up made against; and/or
- There is a resolution passed or a court order is issued placing it into liquidation.

GLI will officially notify the user that the item(s) no longer compliant against that which certification was issued and that such certification is REVOKED, due to facts discovered after issuing the license to use the mark. Gaming Laboratories International, LLC provides no less than 60 days to the supplier to remedy any documented deficiencies.

16.8. Unauthorized Use

GLI will protect its interests, reputation. As such, GLI will aggressively seek to enforce its rights to the “Gaming Labs Certified” mark under U.S. and International laws governing the use of trademarks. GLI will seek all and any legal remedies for violations or perceived violations of the usage of its registered trademarks or any facsimile thereof.

17. Version History

Updates effective as of Sept 24, 2014. JCS

Section:	Requirement/ Request from:	Revision:
	Daniel Charlong ISO 17065:2012	Complete re-write to be compliant with all requirements of the ISO/IEC 17065 Standard.

Updates effective as of March 20, 2014. JCS

Section:	Requirement/ Request from:	Revision:
8.2	Daniel Charlong ISO 17065:2012	Was: Recommendations for certification decisions are based on the entirety of the evaluation and review processes ensuring the certification decision is concurrent. Now: Recommendations for certification decisions are based on the entirety of the submission and evaluation and review processes.
9.2	Daniel Charlong ISO 17065:2012	Was: The certification decision is the result of a multiple step process from submission to final review. Additionally GLI has assigned a Product Certification Decisions Committee comprised of persons who have not been engaged in the review and evaluations tasks to verify certification decisions including the use of the GLI Certified registered mark. Now: The certification decision is the result of a multiple step process from submission to final review.
Added Sections 9.2.1, 9.2.2, 9.2.3	Daniel Charlong ISO 17065:2012	9.2.1 Recommendations for certification are based on the entirety of the submission and evaluation and review processes. 9.2.2 The final determination for certification, based on 9.2.1, is confirmed by <ul style="list-style-type: none"> o New Jersey, Vice President of Technical Compliance and Quality Assurance, or as delegated per the GLI deputizing scheme listed in the Authorized Scanned or Electronic Signatories, FM-QS-019. o Netherlands, Quality Assurance Manager, or as delegated per the GLI deputizing scheme listed in the Authorized Scanned or Electronic Signatories, FM-QS-019. 9.2.3 Additionally GLI has assigned a Product Certification Decisions Committee who verifies certification decisions involving use of the GLI Certified registered mark.

Updates effective as of October 31, 2013. JCS

Section:	Requirement/ Request from:	Revision:
Added Page 4	Daniel Charlong ISO 17065:2012	Added page 4 for document control.
Added Sections 1 - 10	Daniel Charlong ISO 17065:2012	Added Sections 1 through 10 for compliance to ISO 17065:2012 and renumbered all subsequent sections.
11 About GLI	Daniel Charlong	Updated with current version.
22.6 GLI Logos, Images and Trademarks	Daniel Charlong	Was: With the exception of the "Gaming Labs Certified" mark, GLI trademarks, may not be used in any manner that expresses or implies affiliation, sponsorship, endorsement, certification, or approval. Now: With the exception of the "Gaming Labs Certified" mark, GLI trademarks, name, logo or other representation may not be used in any manner that expresses or implies affiliation, sponsorship, endorsement, certification, or approval.
22.3 Conditions for Use	Daniel Charlong ISO 17065:2012	Was: Those wishing to use the "Gaming Labs Certified" mark must have their products evaluated by an authorized GLI company for compliance against a set of documented or published requirements. These include, but are not limited to the GLI Standards explained in the "GLI Standards" Section of this manual, listed on the GLI website or specified by a regulatory agency. Now: Those wishing to use the "Gaming Labs Certified" mark must have their products evaluated by an accredited ISO 17025:2005 lab and the submission shall be authorized by GLI for compliance against documented or published requirements. These include, but are not limited to the GLI Standards listed on the GLI website or specified by a regulatory agency.

Updates effective as of August 22, 2013. JCS

Section:	Requirement/ Request from:	Revision:
1.1 Services Offered	Andrea Filippig	Added (bold section): All inspection services GLI offers are performed in accordance with the ISO/IEC 17020:1998 standard (17020 unless otherwise specified in writing). Removed: Links to website

Section:	Requirement/ Request from:	Revision:
1.3 GLI Standards	Jennifer Schittone	Removed: Table with list of Standards and added text that a complete list can be found on the website.
1.4 GLI Customers	Andrea Filippig 17020:2012 4.2.1.b & 4.2.2	Added: GLI maintains client confidentiality with respect to trade secrets and proprietary or confidential information. This information is only shared with other GLI companies except where required by legal statute, regulatory requirement, contractual agreement, or a management directive. GLI does not permit third party disclosure of client confidential information without taking appropriate precautionary measures as directed by our General Counsel. This may include the implementation of non-disclosure agreements or other controls between GLI and third parties. Should GLI be required by law or authorized by contractual commitments to release confidential information, it will promptly notify in writing the customers of the information provided.
2 Submission/ Application Request		Added: Please note that if the owner of the product intends to apply for the “Gaming Labs Certified” mark (refer to The “Gaming Labs Certified” mark section) it must request the product be certified against a GLI Standard or other applicable jurisdictional requirement at the time of submission. If not requested for certification at the time of submission and the mark is requested at a later date, it may be possible to have the product re-evaluated and a certification report issued. This will be reviewed and determined on a case-by-case basis.
3 Types of Submissions & what to include	Jennifer Schittone	Removed: Links to website that describes what submission should include. Referred the reader to the website.
5 Submission Process and Evaluation Overview	Jennifer Schittone	Was: Certification Committee Now: GLI Product Certification Decisions Committee
8 Complaints	Andrea Filippig 17020:2012 7.5.2	Was: Any expressions of dissatisfaction with GLI products or services requiring a response are handled as a complaint. Now: Any expression of dissatisfaction with GLI products or services requiring a response is handled as a complaint, and is addressed through the internal procedure Corrective and Preventive Action Procedures (WI-QS-005).
9 Appealing a Compliance Decision	Andrea Filippig 17020:2012 7.5.2	Added: Appeals can be made after GLI makes a final determination that an item does not meet compliance or certification requirements.

Section:	Requirement/ Request from:	Revision:
9.1 The Appeal Process	Andrea Filippig 17020:2012 7.5.2	<p>Added: Any personnel within the organization can receive an appeal when a customer wants GLI to reconsider any aspect of a final determination. Appeals must be made to GLI in writing and forwarded to the appropriate party for review. GLI will review the facts related to the appeal and respond within 30 days of receipt. Appeals are recorded as complaints of dissatisfaction with GLI results using the Corrective and Preventive Action procedures (WI-QS-005). Any related documents should be attached to the related electronic record and stored in the scanned technical record associated with the project to ensure adequate traceability.</p> <p>Appeals in the U.S. are forwarded to the Senior Director of Technical Compliance and Quality Assurance. Outside of the U.S., appeals are forwarded to the appropriate managing director or designated management staff member.</p> <p>Appropriate staff members in the organization assist with gathering the facts needed to facilitate a final determination. Following a thorough evaluation of the appeal and any related facts, GLI Senior Directors in conjunction with the Certification Committee make a final determination of compliance or conformity of the submission. The principles of independence and impartiality during GLI's appeal process are assured and safeguarded by the Certification Committee.</p> <p>GLI will inform the customer of any further action taken to remedy the situation, if required. If the determination is unfavorable, no further appeals are accepted unless new evidence is presented or discovered that may result in a reversal of an unfavorable decision. Procedures for handling internal nonconformity are followed, if required.</p> <p>Removed: Although an appeal should be submitted to the appropriate GLI director, any person within the organization can receive an appeal, which is then referred to the appropriate director for review. Appeals in the U.S. are forwarded to the Senior Director of Technical Compliance and Quality Assurance for final determination. Outside of the U.S., appeals are forwarded to the appropriate managing director or designated management staff member for a determination.</p> <p>During the review of an appeal request, appropriate staff members in the organization will assist in gathering the facts needed to facilitate a final determination. Following a thorough evaluation of the appeal request and any related facts, GLI will notify the submitter of the outcome. GLI will also inform the submitter of any further internal action taken to remedy the situation, if required. If the determination is still unfavorable, GLI accepts no further appeals unless new evidence is presented or discovered that may result in the reversal of an unfavorable decision. Procedures for handling internal nonconformity are followed, if required. GLI responds to appeals within 30 days of receipt.</p>
13 The Gaming Labs Certified Mark	Jennifer Schittone	Updated entire section to be in line with the current Product Certification Program.
Entire Document	Jennifer Schittone	Various grammatical updates
15 Version History	Jennifer Schittone	ADDED: Version History section to actual document.