

## **BMM Testlabs**

### **Product Certification Scheme**

BMM Testlabs Certification Body (CB) offers Product Certification services to our clients in a non-discriminatory way whose products are covered by the scope of the Certification Body.

BMM CB has been established as a separate and independent department to provide certification services to BMMs existing and new clients for North American and Greek markets. This department acts with impartiality and is guided by a Product Compliance Certification Committee for final certification decisions. Members of the Committee include Technical advisors from other BMM international offices.

BMM provides a qualified independent and impartial review, certification and surveillance of products for the gaming industry in compliance with published standards or jurisdictional requirements. BMM CB will confine its certification activities to the agreed upon requirements in the client application.

The goal of this scheme is the assurance to the customer that their product meets all applicable standards to enable them to go to market within regulated gaming and lottery jurisdictions upon successful completion of the product certification process.

Therefore, BMM will continuously deliver high quality certification services with competence, integrity and impartiality.

Continuous improvement of the product certification approach as well as related processes and technologies will also help to provide product certifications that are in compliance with current regulations and designed to respond to changing customer needs.

This scheme details

- Scope of certifications
- Competency requirements of Certification Body
- Certification application process
- Certification evaluation and decision process
- Distribution and use of the BMM Certified Mark
- Appeals and Disputes

## 1. CERTIFICATION SCOPE

*Evaluation, inspection or certification work will be performed in accordance with ISO/IEC 17025:2017, ISO/IEC 17020:2012 and ISO/IEC 17065:2012 as applicable to the certification.*

### **APPLICABLE STANDARDS AND NORMATIVE REFERENCES**

The following are the applicable standards and normative documents BMM CB abides by;

- ISO 17020:2012, Conformity Assessment – Requirements for operation of various types of bodies performing inspection
- ISO/IEC 17025:2017 Conformity Assessment - General requirements for the competence of testing and calibration laboratories
- ISO 17065:2012, Conformity Assessment – Requirements for bodies certifying products, process

*The following standards are the basis for product certifications, along with the product categories;*

- *GLI-11 Gaming Devices in Casinos*
- *GLI-12 Progressive Gaming Devices in Casinos*
- *GLI-13 On-Line Monitoring and Control Systems*
- *GLI-15 Electronic Bingo and Keno Systems*
- *GLI-16 Cashless Systems in Casinos*
- *GLI-17 Bonusing Systems in Casinos*
- *GLI-18 Promotional Systems in Casinos*
- *GLI-19 Interactive Gaming Systems*
- *GLI-21 Client-Server Systems*
- *GLI-23 Video Lottery Terminals*
- *GLI-24 Electronic Table games Systems*
- *GLI-25 Dealer Controlled Electronic Table Games*
- *GLI-26 Wireless Gaming Systems*
- *GLI-28 Player User Interface Systems*
- *GLI-31 Electronic Raffle Systems*
- *TEP 1 – Video Lottery Terminals*
- *TEP 2 – Progressive Jackpots*
- *TEP 3 – Gaming System Services*
- *TEP 4 – Central Information Systems*
- *TEP 5 – Supervision and Control Information Systems*
- *TEP 6 – Cashless and Player Management Systems*
- *LIFS 2018:4 – Lotteries*
- *LIFS 2018:8 – On-Line Games*
  
- Gaming Equipment, Hardware and Software - gaming devices, progressive devices, online monitoring systems, cashless and bonusing systems, video lottery terminals, electronic table games, dealer controlled electronic table games, wireless gaming systems.
- Peripheral Devices – gaming devices, client server systems, video lottery terminals and wireless gaming systems
- Systems – Gaming and Lottery as well as Monitoring, Accounting and Control systems – online monitoring systems, Pull tab and finite scratch tickets, electronic bingo and keno, Cashless, bonusing and promotional systems. Client server systems, electronic table game systems, wireless gaming systems, player user interface systems and electronic raffle systems.
- Interactive Gaming Systems Software – game evaluation and Gaming Platform evaluation.

*BMM-CB will not develop testing procedures, install systems, prepare testing records, or engage in any other activity that may impede the impartiality, independence or objectivity required to provide product certification.*

## **2. CERTIFICATION PROCESS**

### **2.1. Application for Product Certification**

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

At minimum, the submission documentation must include:

- Application for certification
- Signed (executed) Certification Agreement between BMM and the Client for the provision of product certification.
- Test Report from a testing lab that maintains ISO 17025:2005 and/or ISO 17020:2012 accreditations.
- Product to be certified.
- Identification of applicable standards and/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 (if deemed necessary); significant aspects of its process or operations to be considered; and any legal obligations.
- General information about the client (if new to BMM), 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 BMM can establish appropriate contractual controls over the legal entity/entities concerned;

## **2.2. Application Review**

Upon receipt of a certification submission package, the BMM Quality Department will complete an initial administrative review. The review will evaluate a prospective client's application for completeness and ensure that all requirements are mutually understood and agreed on.

An application may be rejected if it is incomplete i.e. missing documentation or signatures. An application may also be rejected if the client does not accommodate with requests for additional information relating to certification.

## **2.3. Technical Review**

Following the initial review of the application or submission, an assessment is conducted by a Technical Reviewer to determine a product's conformity to the requirements of the certification scheme and the applicable standard(s). The Technical Reviewer will review the product conformity at a minimum by confirming that the product has met the appropriate testing approval to the requested technical standards. The Technical Reviewer will also confirm that the standards the testing report has recommended are the latest in the market.

To be considered a Technical Reviewer, an individual must have an Advanced rating or higher in the applicable testing standards as recorded within the Skills Matrix.

The Technical Reviewer has the discretion to assign the evaluation activities to qualified personnel. The progress of all work activities are recorded and monitored for accuracy and completeness. All evaluation tasks are performed internally by qualified and competent BMM personnel unless otherwise specified and communicated to the client of the necessity to outsource specified tasks, under the 17025 and 17020 accreditations. All evaluation activities, internal and/or outsourced, are performed according to the specific instructions of the client and within scope of BMM's accreditation to international or other standards.

BMM will inform the client of all nonconformities identified during the assessment. If one or more nonconformities have arisen, at the discretion of the client, BMM 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.

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

Upon completion of the assessment, the Technical Reviewer provides a report detailing the results of this technical review and a recommendation regarding the product certification to the Product Compliance Certification Committee (PCCC).

## **2.4. Certification Decision**

A decision regarding granting or denial of the certification is made by a member of the Product Certification Committee (PCCC) based on the Technical Reviewers' report and recommendation.

All members of the Product Certification Committee act with impartiality and are regular employees with BMM. To mitigate any instance of conflict of interest, all parties involved in the certification decision have no involvement in testing activities of BMM Testlabs for the product under application. A Decision Maker must have an Advanced or Expert-level of experience as recorded within the Skills Matrix. The decision maker can also be the technical reviewer.

The final determination for certification is confirmed by the current chairman of the PCCC or the delegated authorized deputy.

A comprehensive report detailing the decision of the PCCC is provided to the client.

The applicant is also granted rights to use the BMM Certified mark with corresponding registration number.

Information about certified products will be made available upon request.

## **2.5. Recertification**

BMM Certifications will be valid for 5 years. After this period the product will need to be recertified. If the product changes in any way from the original certification, the product must also be recertified.

## **2.6. Withdrawal or Suspension**

A certification may be withdrawn or suspended for the following reasons or actions:

- At the request of the client.
- Misuse of the BMM Certified mark as defined in the BMM Certified Mark Terms and Conditions
- Failure to pay invoices related to the certification.
- Any change in the product originally certified without notification to BMM CB or if required a recertification may result in withdrawal or suspension.

In instances of Withdrawal or Suspension, BMM will remove the certification from the online registry and will require the client to immediately cease use of any reference or report to the certification status of the affected product.

## **2.7. Changes to Scope of Certification**

Changes to the scope of certification will result in the issuance of a new certificate which may require additional evaluation activities and certification decisions.

## **2.8. Complaints and Appeals**

Complaints can be addressed to any employee of BMM CB and will be documented and managed centrally by the Quality Manager (QM). Upon receipt, the QM will send an acknowledgment of the complaint to the complainant. The QM will investigate the complaint, requesting assistance and input from the PCCC or any other BMM CB staff member as needed to assist in the management and resolution of the complaint. A response detailing the outcome of the complaint will be provided to the complainant within 30 working days.

An appeal may be made against any adverse decision taken by BMM CB. Adverse decisions may include:

- Refusal to accept an application.
- Refusal to proceed with an evaluation.
- Decisions to deny, suspend or withdraw certification.
- Any other action that impedes the attainment of certification.

A client may lodge an appeal by contacting BMM CB at [BMMCertified@bmm.com](mailto:BMMCertified@bmm.com). Once the appeal is received by BMM CB, it will be reviewed by the Appeals Committee. A determination of compliance or conformance with regard to the details of the appeal will be made. A response will be issued within 30 days detailing the appeal decision and outlining further actions required.

If at this time the client disagrees with the appeal decision they may take the matter up with the relevant regulatory agency or committee.

BMM CB endeavors to resolve any dispute relating to services, timeliness or billing directly with the client through direct communications with Executive management of BMM. Legal counsel will be included if needed. A review of all related personnel, documentation and records will be performed during this dispute. If the dispute cannot be resolved through these channels BMM will consider third party mediation and if needed third party arbitration.

All communications regarding the appeal or complaint must be documented in writing and are kept in the appropriate Appeals and Complaints file on the BMM CB Intranet site.

### **3. BMM CERTIFIED MARK**

The BMM Certified mark will be used to prove the authenticity of the certification of a client product.

The BMM Certified mark is a registered trademark. BMM maintains control over the ownership, use and display of licenses, certificates, marks of conformity and any other mechanisms for indicating a product is certified.

Any incorrect, misleading or the unauthorized use of the BMM Certified mark shall be subject to review by BMM and its PCCC and may result in the suspension, withdrawal or termination of certification or other suitable action as deemed appropriate.

The mark may be transferrable in some instances such as change of company name of owned certified product. Requests for mark transfers will be considered by PCCC. If the product has been altered in any way from the original certified product, the mark will not be transferrable.

The BMM Quality department will maintain an online register listing all products that have been certified and use the BMM Certified mark. Access to this register is made upon request.

BMM may terminate permission to use of the mark if at any time the client breaches the Terms and Conditions of the BMM Certified mark.



Requests to use the mark must be submitted in writing to [BMMCertified@bmm.com](mailto:BMMCertified@bmm.com).

All requests must include:

- Proof of authorization to use or exercise intellectual property rights of the product certified by BMM
- BMM certification number/ID to confirm validity of BMM certification
- All users must agree to BMM terms and conditions for usage of the mark.

### **3.1. Terms & Conditions of Use of the BMM Certified Mark**

The BMM Certified Mark signifies that a specific product has met the criteria and been certified by BMM Testlabs. The mark is administered by the BMM Quality Department.

BMM will grant use of the mark to any entity that meets the requirements as specified in these guidelines, for use with a specified product certification. There is no fee to use the mark.

For a Client wishing to use the mark on equipment previously certified, they must apply to use the mark using these guidelines. If a product has to be re-certified, then the Client must apply to re-use the mark. If an entity ceases to meet the requirements, then all usage rights will be revoked.

Once usage of the mark has been granted, the user may not transfer or assign rights of use to any other party. In such cases a new request should be made using these guidelines.

### **3.2. Requests to use the mark**

Requests to use the mark must be submitted in writing to [BMMCertified@bmm.com](mailto:BMMCertified@bmm.com).

All requests must include:

- Proof of authorization to use or exercise intellectual property rights of the product certified by BMM
- BMM certification number/ID to confirm validity of BMM certification

All users must agree to BMM terms and conditions for usage of the mark.

### **3.3. Conditions of Use**

- The user must ensure that there is no ambiguity as to which product the mark is representing
- Text must accompany the logo clearly stating the product that has been certified and the BMM reference number for that product
- The mark may be used as specified in advertising, promotions, exhibits and correspondence both printed and online
- The mark may not be used on packaging, business cards, building, vehicles or in any other manner that would indicate that BMM has approved, or endorsed, more than the specific product for which the mark was granted
- The mark may not be used for any products or services not certified by BMM
- The user shall not use the mark to make a misleading statement
- The user will immediately cease use of the mark under any circumstance that BMM deems unacceptable

### **3.4. Placement Requirements**

- On approval, BMM will supply a digital copy of the logo and required accompanying text
- All usage of the mark must be submitted to BMM for approval, prior to publication
- User must await BMM approval of usage before publication

- The mark may not be changed, altered or modified from its original state

### **3.5. Termination of usage**

BMM reserves the right to terminate use of the mark at any time

- If the certified user does not adhere to the usage guidelines
- If the certified user ceases trading or changes trading names
- If the certified user has a court order, receiver, liquidator or becomes insolvent

If usage is terminated the user agrees to cease all use of the mark within 60 days.

### **3.6. Unauthorized Use**

BMM will enforce its rights of the BMM certified mark under US and International laws to any unauthorized user, and as such, will seek legal remedies for any violations of BMM trademarks.

## **4. SURVEILLANCE**

All products certified by BMM CB are subject to surveillance to confirm ongoing compliance with the terms and conditions of certification.

Through surveillance activities BMM CB ensures the continuing validity of issued certifications by determining whether deployed products are identical with the certified type and identifying any possible deviations.

These activities are carried out once a year on a random sampling of two percent of all certified products. Additionally, all certifications using the BMM Certified Mark are subject to surveillance on an annual basis.

The surveillance activities may include record reviews, onsite visits to the manufacturer, and control testing of certified product samples as determined by BMM CB.

To facilitate surveillance activities, BMM CB will require the client to submit documentation, product samples, and written acknowledgement of the deployed product in the field as necessary.

In special circumstances, additional surveillance activities can be performed if BMM CB deems them necessary.

## **5. CONFIDENTIALITY AND PROTECTION OF INFORMATION AND DATA**

Protecting confidential client and customer information is critical to the integrity and reputation of BMM CB as a credible and authoritative certification body and to maintain BMM's legal and corporate establishment. All information and documentation obtained from or provided by companies during the certification and surveillance processes shall be treated as confidential and may not be disclosed to any third party without the client's written consent. Information about an organization which is already known to be available in the public arena may be disclosed without this written consent.

Unless authorized by the applicant in writing, details of applications for certification are also treated as confidential until the conclusion of the certification process. Upon certification, companies achieving certification and their scope of certification will be posted on the BMM Testlabs website. Where a Client is unsuccessful in its application for certification, this information is not made available by BMM.

All BMM staff (employees, independent contractors, advisory committee members, or consultants) shall maintain the confidentiality of the information referenced above. Confidentiality of such information is addressed in the



agreements signed by independent contractors and consultants, plus it is addressed in the internal Employee Handbook. Within BMM, confidential information should be discussed only with those who, according to their position description, have a role to play.

## **6. CHANGES AFFECTING CERTIFICATION**

Clients will be notified if BMM CB makes any change to this scheme or certification requirements that affect the client. Verification of any technical modifications made to accommodate the changes to this scheme will be performed on receipt of new evaluation request. Clients will be notified within 45 days if any changes occur with the BMM CB 17065 accreditation status. Notification will include all relevant information regarding the status of certifications issued prior to the change of accreditation status.