Live Studio Audit Checklist

1	Premises/Studio	
1.1	Check the environment outside the building. Including safety, accessibility etc.	
1.2	CCTV monitoring outside the building	
1.3	Who has access to the building?	
1.4	Is there a reception area in the building?	
1.5	Is there a reception area in the office?	
1.6	Is the reception area covered by CCTV?	
1.7	Are CCTV logs kept; Where are these kept; For how long these are kept?	
1.8	**Health and safety features of the building:**	
1.8.1	Fire suppression systems	
1.8.2	Air-conditioning	
Notes		

2	Gaming Area	
2.1	Confirm the office layout including CCTV, tables, and equipment with the plan.	
2.2	**How is the Gaming Area monitored?**	
2.2.1	Are there CCTVs in addition to the live streaming cameras inside the live studio?	
2.2.2	Is the CCTV in the studio monitored and who is responsible for such monitoring?	
2.3	How long are the live stream recordings kept?	
2.4	Who has access rights to the Gaming area?	
2.5	How is access controlled?	
2.6	Is the area where balls/cards stored covered by CCTV?	
2.7	Who has access to the storage area where the balls/cards are stored?	
2.8	Is the server room covered by CCTV?	
2.9	Is there a disaster recovery and redundancy policy in place?	
2.10	What shows that this the game is live?	
Notes		

3	Open and Closing of Tables	
3.1	How are tables allocated at the start of each shift?	
3.2	Who is aware of such allocations?	
3.3	When are the dealers informed of table allocations?	
3.4	**What is the procedure of opening a table:**	
3.4.1	How are the cards/ball moved to table/roulette at the start of day?	
3.4.2	How are the decks checked to ensure that there are no missing/extra cards?	
3.4.3	Are such checks recorded on the system?	
3.4.4	Are the decks re-checked on camera by the dealer each time?	
3.5	**What is the procedure to close a table:**	
3.5.1	How are the cards/ball moved to storage at close/change of a table?	
3.5.2	Are the decks re-checked to ensure that there are no missing/extra cards?	
3.5.3	Are such checks recorded on the system?	
Notes		

4	Card Games	
4.1	Where are cards stored when not in use?	
4.2	How are the cards shuffled?	
4.3	How are the cards scanned?	
4.4	How does the casino ensure that a card is only used once during a game?	
4.5	How often are the cards decommissioned?	
4.6	How are the cards destroyed?	
4.7	How are the hands/games recorded in the backend?	
Notes		

5	Roulette	
5.1	How often are the roulette wheels levelled?	
5.2	Are statistics of the numbers drawn kept?	
5.3	Are such statistics analysed for any statistical bias?	
5.4	How often are the balls decommissioned?	
5.5	How are balls destroyed?	

5.6	Where are balls stored when not in use?	
5.7	How is each game recorded in the backend?	
Notes		

6	**Training Room**	
6.1	Is there a designated training room?	
6.2	Who has access to the training room?	
6.3	How are training cards/balls distinguished?	
6.4	Where are the training cards/balls stored?	
6.5	Is training monitored?	
6.6	Is there a training program for existing employees?	
Notes		

7	**Responsible Gaming/Chat**	
7.1	What is the procedure if a player mentions a gambling problem?	
7.2	Is the operator (B2C) informed?	

7.3	Is the chat moderated?	
7.4	What happens in the case of abuse?	
Notes		
8	**Employees**	
8.1	What kind of due diligence is carried out on employees prior to employment?	
8.2	What training is carried out for new employees?	
8.3	How are employees rotated from one table to another?	
8.4	For how long is a dealer allocated to a particular table?	
8.5	What is the procedure at the end of a shift?	
8.6	How does the dealer communicate with the player?	
8.7	How does the dealer interact with the program?	
Notes		
9	**Checks**	
9.1	Check a hand (ID number) and confirm this from the back office	

9.2	Review actual CCTV	
9.3	What is being stored on servers?	
Notes		