



## GUIDELINES

### LOST, STOLEN OR DAMAGED GAMING MACHINE KEYS

#### LOST OR STOLEN GAMING MACHINE KEYS

Immediately upon discovering that a key is missing –

- Report the matter to the supervisor/venue manager/venue operator. If it is suspected that a key has been stolen, which poses a risk to the security of gaming machines, venue personnel may deem it necessary to report it to the Police.
- Record the details in the Gaming Machine Event Register.
- Arrange for all locks and keys pertaining to the affected key group to be changed by the original lock supplier (refer to operational requirements for gaming equipment keys and locks).
- As a security measure, recall all keys issued that day and use one set of keys, issued to the supervisor/duty manager, until the affected locks on the gaming machines have been changed.
- In the case of lost or stolen monitoring equipment keys, follow the procedures required by IGS, detailed in the IGS venue procedures manual.

#### DAMAGED KEYS

If a gaming machine key is broken or bent –

- Report the matter to the supervisor /venue manager/venue operator.
- Record the details in the Gaming Machine Event Register.
- Make arrangements for a replacement key to be supplied by the original lock supplier of the damaged key (refer to operational requirements for gaming equipment keys and locks).
- In the case of a damaged monitoring equipment key, follow the procedures required by IGS, detailed in the IGS venue procedures manual.