

# GLI'S<sup>®</sup>

w  r l d v i e w



*Dear Readers*

***Our Mission: Accuracy and Integrity***

Welcome to our 2003 issue of "World View". Since our last newsletter, we have been very busy opening our new World Headquarters in Lakewood, New Jersey, and continuing to expand our offices worldwide, increasing our abilities to provide accuracy and integrity to all our clients.

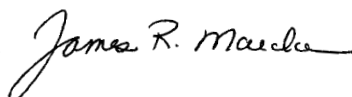
Thank you to our many friends who joined us for our grand opening celebration last October. Opening the doors of our 44,000 sq. ft. headquarters, which was custom-designed to accommodate our growing needs, helps us better serve our clients and customers worldwide.

Our Las Vegas Service Center continues to grow, having finalized our agreement with the Gaming Standards Association (GSA) to be the organization's interoperability center. The interoperability center is a place where regulators, systems suppliers and equipment vendors can come to test everything to achieve "plug and play" compatibility. We currently have every system that operates in jurisdictions in North America, Europe and South Africa. Las Vegas is also host to the newest technology being introduced into the industry. We also enable suppliers to get ticket-in/ticket-out equipment tested for the State of Nevada based on our agreement with the state, whereby test results can be conveyed to Nevada regulators for consideration in the approval process.

We have recently fully integrated GLI Europe and GLI South Africa into one working unit across two hemispheres. Utilizing both offices' knowledge allows us to seamlessly move submissions between the two laboratories, which are both ISO 17025 certified.

GLI Australia continues to grow at a rapid pace, and we have added additional test engineers and support staff in both the Adelaide and Sydney offices to meet our clients' expectations and requirements.

As we continue to expand, I want to remind each of our Gaming Regulation and Lottery clients that GLI's number one mission is to provide scientifically accurate and precise testing results. While we continue to reinvent ourselves in ways to make us more efficient, we are focused on the accuracy of our work, as this remains our primary mission.

*Looking forward to seeing each of you somewhere on the globe.* 

SEPTEMBER  
2003  
through  
MARCH  
2004

WHERE THE GAME BEGINS<sup>™</sup>

NORTH AMERICA • AUSTRALIA • AFRICA • EUROPE



### ***Las Vegas Office Expands***

GLI expanded our operations in Las Vegas, both in terms of square footage and employees. The site first opened with 5,000 square feet and shortly afterward added 5,000 square feet. This third phase tacks on an additional 8,000 square feet. The laboratory will also be bringing on 18 more engineers and five support staff. The staffing increase brings GLI's worldwide employee total to more than 250.

Since opening in 2001, GLI's interoperability center has received a very positive response from the gaming industry, and now houses systems and games from virtually every manufacturer. The lab is also where all the newest technology in the gaming industry is tested, and earlier this year, the lab successfully completed the first year of ticket-in/ticket-out testing for the Nevada Gaming Control Board.

### ***GLI Certified by Colorado Division of Gaming***

GLI was recently certified as a testing laboratory by the Colorado Division of Gaming. The contract continues GLI's 12-year relationship with the Division.

The contract was awarded after an open RFP process, which resulted in the Division certifying GLI to provide testing services to verify that gaming devices comply with Colorado laws. The contract will be serviced primarily by GLI's Western Regional Office in Golden, Colo., which is located near the offices of the Colorado Division of Gaming.

GLI's Colorado office currently employs 45 engineers, laboratory technicians, support staff and other personnel. GLI tests and certifies numerous types of gaming equipment and systems in use in Colorado, including slot machines, accounting systems, bill validators and progressive systems.



*Above: Russell K. Corby, Executive Director, Lakewood Development Corp., presents James Maida and Paul Magno with the Silver Gull Award.*

### ***GLI Honored with Economic Development Award***

GLI was honored recently by the Monmouth-Ocean Development Council with its prestigious Silver Gull Award. The award is presented to companies who have proven to help stimulate economic development of business and industry in Monmouth and Ocean Counties in New Jersey. In addition to the award, GLI also received a legislative proclamation, a letter from New Jersey Governor James E. McGreevey, and a letter from U.S. Senator Jon Corzine (D-NJ).



*Senator Robert W. Singer presents James Maida and Paul Magno with a New Jersey Joint Legislative Resolution.*

## **GLI Australia Continues Commitment to New South Wales (NSW) Department of Gaming and Racing**

GLI Australia is continuing its commitment to the NSW gaming industry. Senior staff from GLI Australia have been asked to take part in several communities established by the Department of Gaming and Racing for the establishment of new standards. These standards are being developed in areas relating to communication protocols and the compliance testing for connection to the Central Monitoring System (CMS). Subsidiary equipment such as Jackpot Controllers are now being monitored as well as stand alone gaming machines requiring exacting protocol specifications and testing to ensure fault free operation. Having adopted the National Standards in 2002, NSW has required since February 27, 2003 that all gaming machines comply with the Australian/New Zealand National Standards. The Australian/New Zealand National Standards are now the mandatory standard in New Zealand and all Australian States and Territories.

## **GLI Australia Office Expands, Streamlines Operations**

GLI's global expansion continues down under. As part of our on-going effort to constantly improve customer service, GLI Australia has hired seven new engineers and a technical administrator for the Adelaide office. In addition to the increase in staff, GLI Australia has further improved customer service and is now accepting electronic submissions. This process allows manufacturers to upload submissions to our server, which reduces turn-around times, eliminates costs and maximizes efficiency for both GLI and our clients.



**GLI Staff Adelaide, From left to right;**  
**Back Row** Caroline Martin - Technical Administrator  
 Anthony Sinkovic - Engineer  
 Scott Comrie - Engineer  
 Daniel McDougall - Operations Manager  
 Alojz Zdjelar - Engineer  
 Timothy Schneider - Engineer  
 David Sakko - Engineer  
**Middle Row** Sarah Santin - Office Administrator  
 Helen Koklas - Engineer  
 Andy Lee - Senior Engineer  
 Vikki Scholz - Technical Administrator  
 Aggie Pedicini - Compliance Manager  
 Tom Krieg - Engineer  
 Lapmun Leung - Engineer  
**Front Row** Damien Stone - Technical Manager  
 Daniel Hefford - Engineer  
 Rayhana Ruzehaji - Engineer  
 Ian Hughes - Managing Director  
 Samantha Wassink - Engineer  
 Duy Nguyen - Engineer  
 Absent Jacob Francis - Engineer  
 Not Shown Jacob Francis-Engineer



**GLI Staff Sydney, From left to right;**  
**Back Row** Andrew Evans - Senior Engineer  
 Liam O'Hagan - Senior Engineer  
 Chris Borg - Engineer  
 Phat Ma - Engineer  
 Chris Lowe - Operations Manager  
**Middle Row** Quyen Pham - Technical Manager  
 Rachael Yao - Accountant  
 Hongying Ma - Engineer  
 Maria Mak - Engineer  
 Tatt Tan - Senior Engineer  
 William Tang - Engineer  
 Kerry Demetriou - Technical Administrator  
**Front Row** Sue Rice - Compliance Manager  
 Thai Trinh - Engineer  
 Anh Nguyen - Engineer  
 Linda Perry - Technical Administrator.

## **GLI Australia Uses Web Technology to Step Further Ahead**

GLI Australia recently launched an internal web site. The site allows clients to log on and access up-to-the-minute information and track jobs, 24 hours a day, seven days a week. The database, a feature exclusive to GLI, allows clients to track the status and progress of games during the testing process.



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**GLI Europe and GLI Africa Combine Efforts**

Over the past six months, GLI has undertaken a number of steps to combine the strengths of GLI Europe and GLI Africa. The objective is to provide better customer service and response time to its European and African clients by having a common engineering structure between the two offices. This allows for work to be done in either office depending on the volume of work at any give time. Both offices have been awarded both ISO17025 and EN45004 (equivalent to ISO17020) accreditations, placing them among the most highly accredited laboratories in Europe.

In order to have a common engineering structure, responsibilities have expanded for Mr. Thiran Marimuthu, Technical Manager for GLI Africa, and his duties now include management of technical operations of both offices. Mr. Marimuthu began his career with GLI Africa as its first employee and was responsible for setting up the technical aspects of the African office. He was promoted to the position of Technical Manager of GLI Africa in 2001.



*Thiran Marimuthu  
Technical Manager*



*Steven Masingi, Test Engineer  
GLI Africa*

Over the past 6 months, GLI Africa has initiated training and has acquired hardware and software that will allow us to test gaming equipment submissions from European manufacturers in both its European and African offices.

GLI Europe provides facilities for manufacturers to test their games against monitoring and control systems currently used in Europe or indeed anywhere throughout the world. This is a free service provided in all our offices.

**GLI Europe Expands its Services to Regulators in Europe**

GLI continues to expand its testing and inspection services for gaming regulators throughout Europe. Recently, we commenced testing of casino and AWP machines as well as monitoring and control systems in Lithuania. At the time of printing, GLI is the first laboratory to be recognized by the Lithuanian State Gambling Supervisory Commission. GLI is also responsible for checking all machines currently in both casinos and gaming halls in Lithuania.

GLI is the first laboratory to start supplying test results of gaming machines to the Tax Administration department of the Ministry of Finance in Croatia. In addition, we have been asked to help the department in its updating of the procedures and technical standards of gaming machines and systems in Croatia in order to have better control on all aspects of the industry.



**State Gambling Supervisory Commission**

***Pictured from left to right:**  
Algirdas Grigas, Head of Gaming Devices  
Inspection Subdivision  
Kit Hall-Johnston, GLI  
Ceslovas Blazys, Chairman*



***GLI Africa Staff, Top Row only, Left to Right:**  
Vaughn Vadachalam - Trainee Test Engineer  
Todd Maaske - Senior Test Engineer  
Pieter Muller - Test Engineer  
Monica Maaske - Technical Administrator  
**Bottom Row Only, Left to Right:**  
Steven Masingi - Test Engineer  
Helena Kockott - Technical Administrator  
Daphne van Rensburg - General Administrator  
Ashim Ramasar - Trainee Test Engineer  
Tashie Moodley - Test Engineer*



*Mr. Roger Farrell, Director  
of Operations, GLI Europe,  
presents Mr. Algirds Grigas  
with certificate at 1st  
European Regulators  
Roundtable.*

GLI Europe presented Mr. Algirdas Grigas from the Lithuanian State Gambling Supervisory Commission a certificate at the 1st European Regulators Roundtable in recognition of training he successfully completed in the GLI Europe office. Subjects included inspection of skill devices, inspection of gaming devices and certification of skill and gaming devices.

## ***GLI Reveals a New Standard GLI-20 Redemption Kiosks***

This spring GLI revealed its newest standards document, "GLI-20," which defines redemption kiosks and establishes suggested hardware and software requirements for the evolving gaming equipment.

GLI-20 gives a comprehensive overview of security and technical elements required for kiosks that accept, validate and convert redeemable ticket vouchers that are issued as a result of a cashout from a gaming device. These kiosks are expected to become increasingly important as the gaming industry moves toward a wider acceptance of cashless gaming technology.



GLI-20 is the tenth standard we have created for gaming industry regulators. Previous standards, governing such areas as gaming devices in casinos, progressive systems and cashless systems, have been adopted by regulators industry-wide.

Utilizing information gathered from regulators at the second annual regulators roundtable in Golden, Colo., and from information from OEMs, we wrote GLI-20, which many regulators may use as a basis of regulatory rulemaking in this area.

- GLI-11: Gaming Devices in Casinos Version: 1.3**
- GLI-12: Progressive Gaming Devices in Casinos Version: 1.1**
- GLI-13: On-Line Monitoring and Control Systems Version 1.1**
- GLI-14: Finite Scratch Ticket and Pull-Tab Systems Version: 1.1**
- GLI-15: Electronic Bingo and Keno Systems Version: 1.2**
- GLI-16: Cashless Systems in Casinos Version: 1.2**
- GLI-17: Bonusing Systems in Casinos Version: 1.2**
- GLI-18: Promotional Systems in Casinos Version: 1.2**
- GLI-19: Internet Gambling Environments Version 1.3**
- GLI-20: Redemption Kiosks Version 1.2**

*Available on cd, hard copy or on our website at [www.gaminglabs.com](http://www.gaminglabs.com)*

## ***Global Roundtables Bring Productive Dialogue Between GLI and Regulators***

GLI has welcomed more than 130 regulators from more than 60 jurisdictions across the globe at its recent regulator roundtables. The events are increasing in popularity, as evidenced by the 50 percent increase in attendance at the Western Regional office's roundtable. Roundtables were held locally for the first time for Canadian and European regulators. The seminars allow for important dialog between GLI and regulators, to exchange information, ideas and emerging technologies. GLI's new standard governing redemption kiosk technology grew from one of our roundtables.



*Paul Hogan, Manager of Regulatory Compliance at GLI's Western Regional Office, addresses the first European regulators roundtable held in late May. Twenty regulators from across the continent were in attendance.*



### **NASPL**

New Orleans, Louisiana  
September 14-16, 2003

### **G2E**

Las Vegas, Nevada  
September 16-18, 2003

### **IAGA**

Lisbon, Portugal  
September 29-October 3, 2003

### **NAGRA Fall Conference**

Long Beach, California  
October 19-22, 2003

### **Rocky Mountain Gaming Summit**

Denver, Colorado  
October 28-30, 2003

### **EELEX**

Moscow, Russia  
December 14-16, 2003

### **South Western Indian Gaming**

Albuquerque, New Mexico  
November 2-4, 2003

### **ICE**

Earls Court, London  
January 27-29, 2004

### **CNIGA**

Palm Springs, California  
January 14-15, 2004

### **NIGA**

Albuquerque, New Mexico  
April 5-7, 2004

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# GLI's

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## G R A N D O P E N I N G



*James R. Maida, President & Co-Founder*

GLI celebrated the grand opening of its newly built World Headquarters in Lakewood, New Jersey in grand style last October. GLI co-founders James R. Maida and Paul J. Magno welcomed more than 250 guests at the festivities, including a mix of gaming regulators, gaming suppliers, media, employees, family members, and local dignitaries.



*Paul J. Magno, Vice President & Co-Founder*



*Paul Magno, Senator Robert W. Singer & James Maida*

In the crowd were Lakewood Mayor Raymond Coles, Lakewood Committee Member Marta Harrison, Lakewood Development Corporation Executive Director Russell Corby and New Jersey State Senator Robert W. Singer who presented GLI with a Legislative Proclamation (pictured to the left).

The custom-designed 40,000 square-foot building is home to GLI's corporate offices, Quality Assurance, Video Lottery Laboratory, Casino Device Testing Laboratory and a secure warehouse.

Underscoring GLI's global reach are seven clocks prominently displayed in the lobby, one for each of GLI's offices. Also on display is a porcelain sculpture titled "Global Peace," an exact match of a sculpture at the United Nations in New York.

Since the grand opening, we have added 7,000 square feet of office and lab space and will be hiring 16 engineers, 15 quality assurance staff and additional support staff.



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**GLI**®

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