



Certification Process

Assessment of alignment

External assessment is required to gain certification to the WLA Associate Member CSR Standards. It will provide impartial and informed opinion on whether the WLA Associate Member is:

- aligned with the requirements of these Standards

Each Associate Member is required to undergo an assessment every three years to maintain its certification. Each WLA Associate Member is free to select the most appropriate Assessor, provided that they fulfil the qualifying requirements stated below.

Assessors must, as a minimum, cover all areas defined in this Certification Framework at each assessment, or justify why an area may not be relevant.

The Associate Member must fulfil a score of at least 75% in each of the 8 sections of WLA CSR Standards:

- i. Research
- ii. Employee Program
- iii. Product and Service Development
- iv. Remote Gaming Environment
- v. Advertising and Marketing Communications
- vi. Client Awareness
- vii. Stakeholder Engagement
- viii. Reporting

If the assessor deems, in his professional judgement, that an Associate Member has only partially fulfilled a scoring element, it is the responsibility of the assessor to make an evaluation of the number of points awarded.



If the Associate Member fulfils at least 75% in each of the sections in the first year, it will be given 'Aligned with The Standard' Status. However, retention of this status is subject to the Associate Member's ability to substantially fulfil all remaining sections within a period as advised by the assessor but not longer than 3 years after the initial assessment.

The Assessor must provide the Associate Member with a document which details the outstanding items which lead to fulfil all sections.

Please note that all the 8 RG program elements might not be applicable to your company's operations. If this is the case, you still qualify for certification and only have to complete the elements that are pertinent to the goods and services you offer.

Qualifying requirements for assessors

An assessor who seeks to conduct an audit for the CSR Standards for Associate Members must receive prior WLA approval. An assessor may not initiate a CSR Standards for Associate Members audit before obtaining this approval.

Potential Assessors must be either:

- established, accredited audit or certification bodies
- or
- assurers of corporate responsibility, sustainability performance, or auditors of financial and/or non-financial statements

The lead assessor must have a minimum of 5 years of experience as a certifying auditor and have prior experience in certification to international standards.

A potential assessor should address his request for WLA approval to the WLA Secretary General along with evidentiary documents necessary to determine whether the potential assessor meets the preceding criteria. Upon approval, assessor for the CSR Standards for Associate Members must sign a noncommercial agreement for assessment services with the WLA. Upon completion of the audit, the assessor must return a completed assessment form to the WLA.

Assessors must not:

- be linked to the Associate Member in a way that could affect or be perceived as affecting the impartiality of the assessment



- have had any significant input into the responsible gaming processes of the Associate Member, or having significantly participated in the design, development, implementation or maintenance of any supporting management systems that contribute to alignment
- subcontract any part of the assignment, unless this is disclosed and detailed information included in the submitted Assessment Plan.

Assessor' responsibilities

The Assessor is responsible for:

- providing evidence (in the form of a Qualifying Document) to the Associate Member to demonstrate that it can meet the criteria set out in this document
- submitting an Assessment Plan that meets the requirements of the Assessment Framework
- carrying out the assessment to The Standard set out in the Assessment Plan in an effective and cost-efficient manner
- providing an informed, complete and impartial Assessment Report to the Associate Member, along with an accurate and substantiated recommendation,
- clearly stating all areas of non-alignment and explaining to the Associate Member any items that are needed to attain future alignment
- in accordance with Associate Member acceptance, submitting the Statement of Alignment to the WLA Executive Committee within a month after final Statement of Alignment has been given to the Associate Member by the Assessor.

It is essential that the Assessor keeps confidential all proprietary information about the Associate Member that is not in the public domain, unless the Associate Member authorizes disclosure. It is essential that this requirement is strictly observed in the Statement of Alignment and any other correspondence sent to the WLA.

Assessment Outputs

- The Assessor must submit an Assessment Report to the Associate Member that lists the key assessment activities undertaken (e.g. numbers of interviews, documents reviewed, surveys, evidence gathered) and the conclusions drawn under each area of the Assessment Framework. For each section of the WLA CSR Standards, the report must list areas of alignment, (including any areas where the Associate Member has progressed beyond the minimum requirement), and detail any critical or major areas of non -alignment.



- The Assessor must include in the Assessment Report an overall recommendation, stating whether they believe the Associate Member to be “aligned” with the WLA CSR Standards. This recommendation should be accompanied by an executive summary justifying the reasons for the recommendation, and including any caveats, restrictions or reservations in reaching the recommendation.
- The Statement of Alignment shall be sent to the WLA within a month of the assessment being completed and after agreement with the Associate Member.

RESEARCH

Criteria & Objectives

WLA Associate Members shall work with appropriate stakeholders on responsible gaming issues to ensure knowledge of current RG topics as they relate to their operations, services and products offerings as well as clients and jurisdictional demands. They shall support the WLA Members and/or local jurisdictions in the promotion of responsible gaming research and/or studies through for example the initiation, engagement and communication of the results from responsible gaming research.

Research activity may include the funding of third party or collaborative research and/or studies, the participation in seminars, conferences and the support of the WLA's work on responsible gaming initiatives.

The responsibility for prevalence studies is usually is with the state, however, WLA Associate Members should co-operate with these studies where required in WLA Members jurisdictions.

WLA Associate Members shall demonstrate how they have incorporated key research outcomes and conclusions into their activities and products and services offerings.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports the cooperation with stakeholders on responsible gaming research issues.	3) It is clearly defined, formalized and illustrated what research activities are included, e.g.: <ul style="list-style-type: none"> • funding of 3rd party or collaborative research and / or studies • participation in seminars, conferences and the support of the WLA's work on responsible gaming initiatives • commissioning research studies etc. 	5) The research activities of the organization are yearly evaluated.
2) The responsibilities to work with appropriate stakeholders on RG issues to ensure knowledge of current RG topics as they relate	4) A process is defined and formalized related to: <ul style="list-style-type: none"> • how and which research results are 	6) The process of the research evaluation is defined and documented.

to their operations, services and clients are clearly defined and formalized.	<p>communicated to relevant stakeholders within the organization and outside the organization</p> <ul style="list-style-type: none"> • how does the organization considers and ensures the consideration of relevant research results in the day-to day business 	
-	-	7) The results of the evaluation as well as the resulting decisions are documented.
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Work instructions, protocols, working papers, contracts, cooperation agreements	E.g.: Overview of the yearly evaluated research activities
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, communication to relevant stakeholders, presentations, documentation of working procedures	E.g.: Process description, examples of evaluation procedures
		E.g.: Presentations of evaluation results, protocols of working group / management meetings
Scoring		
Scored		
Achievable score (example)		
20	50	30

EMPLOYEE PROGRAM

Criteria & Objectives

WLA Associate Members shall inform about their RG program and their service and product offerings with regards to Responsible Gaming to all employees at least on an annual basis. They shall ensure that adequate RG awareness and skills amongst relevant employees is maintained on an annual basis. These activities may include internal communications and engagement tactics, formal training to meet the needs of specific job profiles such as marketing, key account management, research and development functions.

Associate Members shall demonstrate how different knowledge and skills requirements have been identified in order to design the most effective training. Associate Members shall ensure that those responsible for the organization's research and development are adequately trained of potential problem gambling risk factors as they relate to the organization's products and/or services.

They shall also demonstrate that awareness raising and skills development has taken place amongst their employees, including target audiences and methods for any Responsible Gaming training developed for internal use.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports employee programs to ensure adequate responsible gaming awareness and skills amongst relevant employees.	3) It is clearly defined, formalized and illustrated what the employee program includes, e.g.: <ul style="list-style-type: none"> • internal communication and engagement tactics • formal training to meet the needs of specific job profiles such as marketing, key account management, research and development functions 	5) The employee programs / trainings are yearly evaluated.
2) The responsibilities are clearly defined and formalized to ensure adequate responsible gaming awareness and skills amongst relevant employees within the organization.	4) A process is defined and formalized related to: <ul style="list-style-type: none"> • how different knowledge and skills requirements have been identified in order to design the most effective training 	6) The process of the training evaluation is defined and documented.

	<ul style="list-style-type: none"> • how those responsible for the organization's research and development are adequately trained of potential problem gambling risk factors as they relate to the organization's products and / or services • how often the different employee groups are trained (minimum once a year) • which training methods are used for which employee group • how the participation of the trainings of each employee is secured and documented 	
-	-	7) The results of the evaluation as well as the resulting decisions are documented.
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Training concept, training material, internal communication of RG, commissioning of experts, work instructions, protocols, working papers	E.g.: Overview of the yearly evaluated training activities
E.g.: Work instructions, organization chart, job description, cooperation contracts with external training provider	E.g.: Process descriptions, work instructions, working manual, protocols, communication to relevant employees, presentations, documentation of working procedures, training histories of all employees	E.g.: Process description, examples of evaluation procedures
		E.g.: Presentations of evaluation results, protocols of working group / management meetings
Scoring		
Scored		
Achievable score (example)		
20	50	30

PRODUCT AND SERVICE DEVELOPMENT

Criteria & Objectives

Associate Members need to be aware of risk factors relating to problem gambling on product level such as for example event-frequency, win probability, near-miss opportunities. On a situational level on factors such as location and number of gaming venues and on an organizational level the impact of marketing and advertising measures.

They shall integrate risk factor considerations into their research and development efforts with the aim of minimizing problem gambling risks and other potential harm factors

These activities may include but are not exclusive to independent Responsible Gaming risk assessments, the implementation of in-house Responsible Gaming risk assessment / due diligence tools, and specific efforts to build RG control measures into product / service features (both client specific and generic).

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports the integration of responsible gaming considerations into their research and development efforts with the aim of minimizing problem gambling risks and other potential harm factors.	3) Risk factors are defined on product level (e.g. event-frequency, win probability, near-miss opportunities), situational level (e.g. location and number of gaming venues) and on an organizational level (e.g. impact of marketing and advertising measures).	5) The research activities of the organization are evaluated on a regular basis.
2) The responsibilities to integrate responsible gaming considerations into the research and development of products are clearly defined and formalized.	4) Processes are defined and formalized related to: <ul style="list-style-type: none"> • how responsible gaming considerations are integrated into the research and development process to minimize problem gambling risks and other potential harm factors (e.g. risk assessments, due diligence tools, RG control measures etc.) • how it is ensured that responsible gaming 	6) The process of the research evaluation is defined and documented.

	<p>considerations are considered during the research and development process</p> <ul style="list-style-type: none"> • how to deal with the results (e.g. communication, RG specific products / service features) 	
-	-	7) The results of the evaluation as well as the resulting decisions are documented.
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Work instructions, protocols, working papers, contracts, cooperation agreements	E.g.: Overview of the yearly evaluated research activities
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, communication to relevant stakeholders, presentations, documentation of working procedures, results of risk assessments	E.g.: Process description, examples of evaluation procedures
		E.g.: Presentations of evaluation results, protocols of working group / management meetings
Scoring		
Scored		
Achievable score (example)		
20	50	30

REMOTE GAMING ENVIRONMENT

Criteria & Objectives

Associate Members shall ensure that their remote gaming platforms provide the WLA members with the necessary features that are required to protect the player, monitor player behavior and assess any potential excessive or illegal gaming activities. Associate Members shall ensure that their remote gaming features include as a minimum: self-assessment tools, self-exclusion mechanisms, display of wagers, proof of address, age verification systems, customer-led and/or system default limits on play, spend and/or losses, reality checks on the game screen (e.g. session clock, warnings relating to limits, cool offs/breaks between periods of play), data protection controls, value of wagers etc..

Associate Members shall ensure that they make their client lotteries aware of these features and provide them with a full service catalogue of player protection features available. When developing new Responsible Gaming features for the remote gaming environment Associate Members shall review the effectiveness of these features with independent third parties that have specialist knowledge in this area.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports the integration of necessary features on their remote gaming platforms to protect player, monitor player behavior and assess any potential excessive or illegal gaming activities.	3) The responsible gaming minimum standards of the remote gaming platforms, to protect the player, monitor player behavior and assess any potential excessive or illegal gaming activities, are clearly defined, formalized and illustrated <ul style="list-style-type: none"> • self-assessment tools • self-exclusion mechanisms • display of wagers • proof of address • age verification systems • customer-led and/or system default limits on play • spend and/or losses • reality checks on the game screen (e.g. session clock, warnings relating to limits, 	5) The effectiveness of the responsible gaming features with independent is evaluated on a regular basis and third parties are involved that have specialist knowledge in this area.

	<p>cool offs/breaks between periods of play)</p> <ul style="list-style-type: none"> • data protection controls, value of wagers • etc. 	
2) The responsibilities are clearly defined and formalized to integrate necessary features on the remote gaming platforms to protect player, monitor player behavior and assess any potential excessive or illegal gaming activities.	<p>4) A process is defined and formalized related to:</p> <ul style="list-style-type: none"> • how the clients are made aware of the responsible gaming features and how they receive a full service catalogue of player protection features • how the implementation of minimum standards on the remote gaming platforms is ensured • how compliance with the minimum standard of the remote gaming platforms is guaranteed 	6) The process of the evaluation is defined and documented.
-	-	7) The results of the evaluation as well as the resulting decisions are documented.
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Responsible Gaming minimum standards for the remote gaming platforms, work instructions, protocols, working papers	E.g.: Overview of the regular evaluated research activities, contracts with mandated third parties
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, communication with clients, presentations, documentation of working procedures, results of compliance check	E.g.: Process description, examples of evaluation procedures
		E.g.: Presentations of evaluation results, protocols of working group / management meetings
Scoring		

Scored		
Achievable score (example)		
20	50	30

ADVERTISING AND MARKETING COMMUNICATIONS

Criteria & Objectives

Associate Members shall adopt an advertising and marketing code that ensures that all promotional activity follows solid principles of responsible marketing. When promoting products and service offerings to business partners features of Responsible Gaming need to be included in their marketing activities.

Associate Members shall adhere to the responsible gaming principles as required by the WLA members' code of advertising and marketing practices applicable where they supply products and services that need to adhere to these advertising and marketing codes. products and services that are covered by these codes.

Advertising and marketing communications activities may include the adoption of a Code that considers the needs of responsible marketing and the specific needs of Responsible Gaming, the deployment of procedures that ensure compliance with the code by employees and relevant agents / vendors. Associates shall demonstrate their related code or equivalent principles or policies as well as their associated compliance procedures.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports a responsible advertising and marketing of products and services.	3) A written advertising and marketing code is in place that considers the responsible gaming principles as required by the WLA members' code of advertising and marketing practices applicable where they supply products and services that need to adhere to these advertising and marketing codes.	5) There are compliance processes defined and documented: <ul style="list-style-type: none"> • that ensure that by promoting products and services offerings to business partners features of responsible gaming are included in the marketing activities • that ensure compliance with the code by employees and relevant agents / vendors.

2) The responsibilities are clearly defined and formalized to ensure that all promotional activity follows solid principles of responsible marketing.	4) There are defined and formalized processes to implement and fulfill the requirements of the advertising and marketing code within the organization (e.g. development of advertising and marketing communication, cooperation with external providers, approval and control procedures etc.)	6) The results of the compliance procedures are documented.
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Marketing and advertising code including the scope of application	E.g.: Process description, examples of evaluation procedures
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, communication to relevant service providers, presentations, documentation of working procedures, advertising and marketing concept	E.g.: Presentations of evaluation results, protocols of working group / management meetings
Scoring		
Scored		
Achievable score (example)		
20	50	30

CLIENT AWARENESS

Criteria & Objectives

Associates shall provide information to their client lotteries regarding Responsible Gaming features / functionalities of their products and services to enable easy communication of these to the players by the client.

Associate members shall also when requested be able to assist their clients with the creation of Responsible Gaming educational materials relating to their products / services and engage in educational activities directly as relevant for their products / services. Where treatment services exist in a jurisdiction, members shall (unless an alternative organization or the state has been selected for this purpose in a jurisdiction) cooperate with WLA Members when requested regarding services available for problem gamblers. Such information (contact details/helpline numbers) shall be suitable to be made available when requested in printed form and should be in a format which can be made clearly visible in gaming venues, as well as being obtainable and visible on WLA members' websites. The applicability, adequacy and effectiveness of these arrangements shall be reviewed at least annually by members.

Client Awareness activities may include the production of literature to inform client's player educational activities and campaigns if so requested as well as direct campaigns requested or joint campaign design with clients. Associates shall demonstrate that they have related materials produced and activities / campaigns run directly or in partnership with clients.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports the provision of information regarding RG features / functionalities of their products and services.	3) It is clearly defined, formalized and illustrated what player educational activities include, e.g.: <ul style="list-style-type: none"> • production of literature to inform client's PE activities and campaigns if so requested • direct PE campaigns requested or joint campaign design with clients 	5) The client awareness activities of the organization are yearly/regularly evaluated.
2) The responsibilities are clearly defined and formalized to provide information to their client lotteries regarding RG features / functionalities of their products / services.	4) A process is defined and formalized related to: <ul style="list-style-type: none"> • what is relevant information to players and clients (product / services) 	6) The activities concerning the client education and all relevant materials are clearly documented and stored.

	<ul style="list-style-type: none"> • what kind of information is given to players and clients • how is the information given to players and clients • how does the organization ensures, that the information is given to players and clients at all times 	
Evidence / audit proof		
E.g.: Protocols of management board meetings, public statement of the management	E.g.: Concept of client awareness, work instructions, protocols, working papers, contracts	E.g.: Overview of the yearly evaluated client awareness activities
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, presentations, documentation of working procedures	E.g.: Overview of the client awareness activities, collected materials of client awareness
Scoring		
Scored		
Achievable score (example)		
20	50	30

STAKEHOLDER ENGAGEMENT

Criteria & Objectives

Associate Members shall engage with their stakeholders on Responsible Gaming related topics in order to gain knowledge of their issues and concerns as they relate to their specific products and services, and align their responsible gaming strategies and programs with relevant stakeholder expectations.

Stakeholder Engagement activities may include generally accepted engagement methods as defined in CSR standards and guidelines. Associates shall demonstrate / evidence their rationale for identified stakeholders, key engagement methodologies and their outcomes, showcase how engagement outcomes have informed the development and implementation of Associate's responsible gaming strategies and initiatives and their reporting activities.

A part of the stakeholder engagement is also the involvement with business partners. Associates shall inform relevant business partners (suppliers, agents etc.) of the organization's Responsible Gaming program at least on an annual basis.

They shall ensure that business partners receive in-depth information about the organizations' Responsible Gaming capabilities, product features and services and shall endeavor to support WLA Members' Responsible Gaming objectives across their entire product and service offerings for WLA's Members. They shall also ensure that they drive innovation for the development of Responsible Gaming features for the purpose of future service and product offerings for their clients.

Business Partner Program activity may include, but are not exclusive to marketing, customer relationship management and sales tactics, communication and engagement tactics. They shall demonstrate what tactics have been implemented with different business partners and what have been their key objectives and outcomes.

Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		
1) The management supports the engagement / cooperation with stakeholders as well as business partners on responsible gaming and corporate responsibility issues.	3) It is clearly defined and formalized: <ul style="list-style-type: none"> • how are relevant stakeholder groups identified by the organization • who are the relevant stakeholder groups for the organization 	5) It is documented how stakeholder engagement outcomes have influenced the development and implementation of organization's RG and CSR strategies and initiatives.

	<ul style="list-style-type: none"> • how the organization ensures, that critical stakeholder groups are considered 	
<p>2) The responsibilities are defined and formalized to work with appropriate stakeholders and business partners on RG and CSR issues within the organization.</p>	<p>4) A process is defined and formalized related to:</p> <ul style="list-style-type: none"> • how often does the organization engage with their stakeholders on issues around RG and CSR • how does the organization engage with their stakeholders on issues around RG and CSR (dialogue, reporting etc.) • how are relevant stakeholder groups and their expectations considered within the organization's decision making process • how does the organization ensure that all relevant stakeholder expectations are considered • how does the organization ensure that the expectations of the stakeholder are considered in the day to day business of the organization 	
<p>Evidence / audit proof</p>		
<p>E.g.: Protocols of management board meetings, public statement of the management, documentation of management's participation and accomplishment of relevant stakeholder dialogues</p>	<p>E.g.: Process descriptions of the identification of relevant stakeholders, overview of relevant stakeholders, and documentation of working procedures. Business partner concept, communication and marketing concept of responsible gaming products features and service, commissioning of experts, internal communication of RG, training material, work</p>	<p>E.g.: Result presentations, protocols of working group / management meetings</p>

	instructions, protocols, working papers	
E.g.: Work instructions, organization chart, job description	E.g.: Process descriptions, work instructions, working manual, protocols, communication to relevant stakeholders, presentations, documentation of working procedures, workshop results	E.g.: Overview of the yearly evaluated training activities, process description, examples of evaluation procedures, presentations of evaluation results, protocols of working group / management meetings
Scored		
Achievable score (example)		
20	50	30

REPORTING		
Criteria & Objectives		
<p>Associates shall report (or have agreed to begin reporting from a specified date) on their Responsible Gaming program to key internal and external stakeholders. The reporting should, as a minimum, include a description of the Associate Members' Responsible gaming Program areas as contained in this standard, related policies and initiatives, targets for future improvements, supported by a number of key performance indicators that are measured and communicated on a regular basis to inform internal decision-making.</p> <p>Reporting shall occur periodically and use channels that are deemed most appropriate for reaching targeted audiences. Associate Members shall demonstrate their reporting strategy and the rationale for their approach for their reporting practices. Reporting and Measurement activities may include CSR reporting as part of annual financial reporting, topic related public reporting to specific target audiences, the use of tailored communication channels and platforms such as newsletters, magazines, social media etc. Reporting activities shall also be informed by and inform stakeholder engagement activities.</p>		
Adequacy of the organization & responsibilities	Adequacy of the processes & controls	Adequacy of the measures
Requirements		

<p>1) The management supports the reporting on the RG program and relevant CSR issues to relevant internal and external stakeholders.</p>	<p>3) The reporting includes a description of:</p> <ul style="list-style-type: none"> • the Associate members' relevant CSR topics • related policies and initiatives • targets for future improvements supported by a number of key performance indicators that are measured and communicated on a regular basis to inform internal decision making 	<p>5) The reporting of the RG program and the CSR aspects is evaluated on regular basis.</p>
<p>2) The responsibilities are clearly defined and formalized to internally and externally report about RG and CSR issues.</p>	<p>4) A process is defined and formalized related to:</p> <ul style="list-style-type: none"> • how often the organization reports • which communication channels are used for which targeted audiences and why 	<p>6) The results of the evaluation as well as the resulting decisions are documented.</p>
<p>Evidence / audit proof</p>		
<p>E.g.: Protocols of management board meetings, public statement of the management</p>	<p>E.g.: presentation of the reporting approach, work instructions, protocols, working papers</p>	<p>E.g.: Overview of the evaluated reporting activities</p>
<p>E.g.: Work instructions, organization chart, job description</p>	<p>E.g.: Process descriptions, work instructions, working manual, protocols, presentations, documentation of working procedures, final reports</p>	<p>E.g.: Result presentations, protocols of working group / management meetings</p>
<p>Scoring</p>		
<p>Scored</p>		
<p>Achievable score (example)</p>		
<p>20</p>	<p>50</p>	<p>30</p>