



Tamar Gaming Ltd
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Tamar Gaming Ltd T/A Casino Hot Slots Operational Standards

THE LICENSING OBJECTIVES UNDER THE GAMBLING ACT 2005

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and other vulnerable persons from being harmed or exploited by gambling

Objective 1 - Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

1. Tamar Gaming Limited is completely aware of its obligation to notify the Gambling Commission should we suspect that any offences under the Gambling Act is being committed.
2. Tamar Gaming Limited complies with the commission's advice on the Proceeds of Crime Act 2002.
3. Tamar Gaming Limited has completed and submitted to Plymouth City Council its own risk assessment to include how we would implement, administer and control any risk connected to Money Laundering and any potential harm to the local area.
4. If we suspect anyone of using our premises for the furtherance of criminal activity (for instance, drug dealing, using counterfeit money, selling suspected stolen property and criminal damage) we will contact the local police authority immediately. Any evidence to support our suspicions will be collated and stored in compliance with the data protection act.
5. Our establishment will be fitted with day night vision latest CCTV surveillance equipment. This product will produce high-definition real time recording of the whole venue and external frontage. The remote viewing facility will be accessible 24hrs a day by both company directors and the AGC site manager.
6. All Tamar Gaming employees will be fully trained by industry leading experts ahead of their induction to the shop floor and we are employing the same agency to conduct 6 monthly reviews/refreshers
7. Tamar Gaming Limited will operate a robust late night working policy, which will be fully supported by a full time Night Manager.
8. We are fully committed to being a positive, fun and responsible addition to Plymstock Broadway. We are a local business with high standards and family values.

Objective 2 - Ensuring that gambling is conducted in a fair and open way.

1. Our gaming rules will be PROMINENTLY displayed in the venue.
2. Our fully trained staff will have full understanding of each machine and its workings
3. Tamar Gaming Limited has been a member of the industry trade body BACTA for over ten years. Their guidance and communication network alerts us to any issues involving machinery defects or external frauds that could affect a fair and compliant game experience for our clients.
4. Our customer complaints procedure will be displayed prominently within our venue. If a customer has a complaint, we would hope any issue would be able to be resolved locally,

however if this is not possible information will be provided giving details of independent alternative dispute resolution providers.

5. Our ambition at all times is to provide an enjoyable and social experience in our venue. We have been providing our games to public houses and social clubs for 14 years and we pride ourselves on our ability to offer a great service and we foster our relationships with our customers. Our great reputation with Devon and Cornwall has been built on this belief and standards.

Objective 3 - Protecting children and other vulnerable persons from being harmed or exploited by Gambling.

1. Our premises will be STRICTLY adult only and we will make this clear via the shop frontage and lobby area as well as throughout the premises.
2. Our team of employees will be trained to operate a "THINK 25" policy as standard. All employees are will be trained to request a photographic form of identification if they suspect that a customer is 25 or younger. All challenges will be recorded on our industry compliant software. We have also subscribed to a Age Verification test shopper provider to report directly to the company directors to ensure that all procedures are being completed correctly by our fully trained employees.
3. We take our responsibility to our customers seriously and our team will be trained to see any signs of anxiety that may be being suffered by players using our machines. We want our industry to be sustainable and our clients to be provided constant help and advice to ensure the gambling is responsible and affordable.
4. We will prominently display information throughout our licensed premises on responsible gambling and provide details of organisations that can provide support and guidance such as BeGambleAware.
5. Our machines whenever possible will have software requiring customers to set limits of both time and monetary values on their game time experiences.
6. We will offer our customers a "self-exclusion" policy whereupon they can request denial to be allowed in to our venue for a period of time of their choice. This information will be correctly stored and accessible to all members of our team via our industry standard operating software. Customers will be required to also required to provide an amount of time they will need to provide notice for any change of mind set on their self-exclusion. This will be a minimum of 7 days. If they do not return within 7 days after this date then their original self-exclusion timeframe will be re-instated.
7. The layout of our premises is designed to facilitate customer supervision by employees.
8. We provide an annual donation in support of research, education and treatment of problem gambling.

Summary

Tamar Gaming Limited is fully committed to the Gambling commissions objectives at all levels. We want our venue to be a positive and enjoyable addition to Plymstock Broadway and its local community. We firmly believe that we have the right procedures in place to facilitate this.