

Reohorn Amusements maintains an ongoing commitment

to:

- Ensure Management and each Team Member is fully informed, has completed training relevant to and is competent to perform their role within the Gaming & Amusement Business.

Reohorn Amusements Provides a written policy statement and procedural document on:

- Protect the business from being a source of crime & disorder
- Ensure that gambling is conducted in a fair & open way
- Protection of Children and Other Vulnerable persons
- Prevent under-age gambling
- Promotion of Socially Responsible Gambling

POLICIES 1- 4

1 Protect the business from being a source of anti social behaviour, crime and disorder

- a) Undertake to conduct business within authoritative guidelines and legislation; with integrity, due care, skill and diligence.
- b) Operate risk management systems to combat anti social behaviour, crime and disorder and undertake regular assessments and review potential risks.
(Appendix A)
- c) Deal with the gambling commission in an open and cooperative way.

2 Ensure that gambling is conducted in a fair and open way

- a) Have due regard to the customers and treat them fairly.
- b) Ensure machines available to play are approved and display information required by current guidelines and authorities.
- c) Promotion & Implementation of policies enabling customers to "Enjoy Responsible Gaming"
- d) Maintain adequate financial resources for effective organisation and control of the business to ensure the future viability of the business and guarantee winnings can be settled on demand.
- e) Maintain a Comments & Complaints procedure and keep a written record of such. Review & respond appropriately. (Appendix B)
- f) Operate Staff training in procedures for co-operation with enforcement officers. Ensure all team members know the access rights of officers/ rights of entry(Appendix E)

3 Protect children & other vulnerable persons from being harmed or exploited.

- a) Maintain implementation of "No-Gaming for under 18's" policy.
- b) Operate a training scheme to enable staff to identify potential under age consumers and vulnerable people. **(see 4(c))**
- c) Operate an age verification scheme.
- d) Operate an 'At Risk' Policy, enabling staff to record types of behaviour that may indicate potential gambling problems.
- e) Regularly monitor results & effectiveness of the above policies and review
- f) Commit to contribute to research into the prevention and treatment of problem gambling. (How?)
- g) Educate the public on the risk of gambling and safe gambling through the availability of posters and literature. (Appendix C)

4 Maintain Policy for social responsibility in Gaming.

- a) Endeavour to achieve Gamcare kitemark certification.
- b) Operate a training scheme helping staff to identify problem gamblers or potential problem gamblers and respond appropriately. Ensure advise on help available can be obtained readily & discreetly. **(Appendix F)**
- c) Operate a training scheme to enable staff to identify potential under age consumers and vulnerable people. **(Appendix G)**
- d) Operate an age verification scheme **(Appendix G)**
- e) refusing entry to any adult-only areas to anyone unable to produce an acceptable form of identification; and **(Appendix A & G)**
- f) taking action when there are unlawful attempts to enter the adult-only areas. **(Appendix A & G)**
- g) Educate the public on the risk of gambling and safe gambling through the availability of posters and literature. (Appendix C)
- h) Operate an 'At Risk' Policy, enabling staff to record types of behaviour that may indicate potential gambling problems.
- i) Operate a Self-Exclusion scheme. **(Appendix D)**
- j) Operate a 'Pace-your-Play' policy raising awareness of time spent gaming.
- k) Guarantee customer discretion in all matters.
- l) Undertakes not to provide or arrange credit.
- m) Undertake that any cheques accepted as a gambling transaction will be presented to the bank within 2 banking days.
- n) To comply with the Advertising code of Practice
- o) To implement procedures for handling customer complaints & disputes.
- p) Protect the business from being a source of crime and disorder