

Enjoy more...

...leisure machines by



REVISION /REVIEW

April 2015

Reohorn Automatics & Amusements Ltd. maintains an on-going 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.
- Educating the public to the availability of help & advice with Gambling by promoting the appropriate advice line telephone number on all gaming equipment.
- Protection of Children and Other Vulnerable Persons by ensuring all gaming equipment displays the correct 'age of play' and team members are aware of same

Whilst Reohorn Automatics & Amusements Ltd acknowledges its team members are restricted to only advising our customers & premises licence holders, to assist our team members, we provide a written policy statement and procedural documents that include but are not limited to:-

- 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

What is a Policy?

A document to clearly communicate the aims and principles of an organisation

What is a procedural Document?

A document that advises you (a team member) how best you can cope, act and resolve any situation so that you can maintain our policies.

- **Aim** : Protect the business from being a source of crime & disorder
- Ensure that gambling is conducted in a fair & open way

by providing a confidential collection service that complies with agreed terms and current legislation & licensing activities.

Cash Collections from Licensed / unlicensed premises

Procedure :

Uniform must be worn at all times.

Electronic Software using meter reading records cash collected and new meter reads.

Thermal printer for printing a customer receipt.

- Before entering a premises: **Be aware of your** report. Watch for notes, changes in rents, etc.
- On Site
SECURITY All money must be counted through the counting machine
 (The days total will be tallied with your receipts)

When all is counted and bagged, you must call over a staff member and divide & count the money together into your site bag and the premises 'bag'.

The staff member must then counter sign the receipt with you. They are signing for receipt of: the counted & agreed cash, the Machine Games Duty monies that is due to HMRC.

Meter Readings are recorded and receipted – variances are investigated

[ELECTRONIC] Receipt is provided to customer and cash is signed as received.

[MAUNAL] Top copy (white) to customer, blue copy into **Nominated** site bag and sealed with money –

SECURITY Reohorn Automatics bag must be sealed before leaving site

If a mistake is made and a new receipt started, the original ruined one must be kept and put in the bag

Remember it is a **Site-Visit**, not just a 'collection';

Make notes on the bottom of the chit of things that are required, change of awp, pool table service, cues, tips etc.

Sign your NAME clearly. Don't be 'that man'!

You are writing a receipt, any rent that is unpaid, should be noted at the bottom of the receipt with details of the arrangements you have made i.e. collect next week , or pls post a chq etc.

SPOT CHECKS

Will be made, this is for your own security and so our customers can see that we are serious about our integrity. Checks may include, but are not limited to:

Viewing CCTV recordings

Counting Machine cash box, prior to your arrival

You may be met as you enter/leave a premises (see Security)

Bank Notes in N/acceptor may be marked

'Magic' coin may be paced in cashbox

BANKING

All monies returned to office safe at end of day. Electronic information is exported and daily banking receipt printed.

Aim: – to provide a quality product to our customers that complies with current legislation and Social responsibility codes of practice

Quality Check of All Equipment prior to despatch from Workshop.
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Procedure –

Engineer to Complete the required checklist* for each piece of amusement equipment prior to despatch from workshop.

** to include:*

Educating the public to the availability of help & advice with Gambling by promoting Gamcare's advice line telephone number on all gaming equipment.

Ensuring all gaming equipment displays the correct 'age of play' sticker i.e. No under 18's to play.

Recording the Legacy serial no. of each machine on the appropriate sticker on the machine

Ensuring the correct category sticker is placed in a visible position

Les or Linda to 'sign-off' for despatch out.

Machine to be QC stickered- Quality Checked

Machine checklist to be filed.

Aim: – *to maintain a positive relationship with Licensing Authorities.*

Co-operate with the Gambling Commission/Local Authorities

Procedure –

1. At each financial year end of the business we shall submit returns on-line on as per GC requirements.
2. Ensure that Key Event & Financial information is reported to GC as required
3. Ensure team members are aware of the 'Right of Entry' of officers

After September 1st the Gambling Commission the Local Licensing Authority or the Police can enter premises without any prior warning to ensure that you are fulfilling your legal obligations and if they decide that you are in breach of these you may:

- Have limiting conditions imposed on your licence
- Face unlimited fines
- Lose your licence
- Be expelled from the industry altogether

PROCEDURE: Should any of the above officers enter the premises:

Step 1 Request to see formal ID and **make a note** of the name & organization the officer is from.

Step 2 Introduce yourself and advise the officer that you are instructed to telephone the business owner and advise him of such a visit. Telephone Les or Linda.

Step 3 Ensure that your POLICY & PROCEDURES MANUAL is on hand and available for inspection by the officer.

Step 4 Ensure that you comply with any reasonable instruction from the officer. If you are asked a question that you are unable to answer; advise the office that you don't know and contact Les or Linda.

Step 5 Make a note of the details of the visit, especially any questions that you are asked or action you are asked to take.

Aim: – to Protect the business from being a source of crime & disorder & Ensure that gambling is conducted in a fair & open way.

To maintain a philosophy of “ Due Diligence”

- 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.
- c) Deal with the gambling commission in an open and cooperative way.

The company procedures include but are not limited to:

1. Purchasing machines from reputable, GC licensed supplier/manufacturer; [Using the nominated suppliers list for reference] Thus ensuring that machines, software and hardware purchased are compliant with current technical standards.
2. Machines purchased have provenance using manufacturers and distributors serial number where possible and have a Reohorn Asset number assigned on delivery.
3. Check GC register regularly to maintain a current nominated licensed supplier list.
4. Engage with industry on a regular basis to keep up to date; in receipt of the GC email bulletins and talk to other operators & suppliers.
5. Provide a comprehensive in-house team training programme & record of achievement. Thus ensuring that only experienced engineers are tasked to carry out software upgrades, patches or repairs to equipment
6. Ensure that keys and data relevant to premises where machines are sited is kept secure. Keys are recorded in and out of premises by name, date and reason.
7. Ensure jobs completed & machines moved are recorded accurately by each engineer on the appropriate daily worksheet and machine movement forms
8. Maintain a password-protected secure database of all machines, collection history and their movements to include Legacy serial numbers. Using industry standard software program.
9. Advise & support premises owners /licensees in regard to [section 34] permits and FEC Notifications, renewals due and Other licences & permits required. And the Accounting & registration regulations in regard to Machine Games Duty and VAT, by providing each New customer a registration form and handbook.
10. Ensure that any marketing is undertaken within current advertising codes of practice & guidelines i.e. that no children will be pictured.
11. Ensure that all team members are aware of their duties under:-
 - Anti-money laundering legislation
 - Age Verification legislation
 - Potential Problem GamblingThrough the provision of literature in the Policy & Procedure File located at Withybush Head Office.