

Merkur Slots, Basement & Ground Floor, 424 Duke Street, Glasgow, G31 1PX

OPERATIONAL MANAGEMENT PLAN & SECURITY MEASURES

July 2021

Cashino Gaming Ltd is an experienced and responsible Adult Gaming Centre operator. As with all our premises, we will operate a 'good neighbour' policy and will ensure that all neighbours are respected. We will implement a robust operational management plan and implement robust security measures to ensure that the premises, our customers and our relationship with our neighbours are all well managed.

All staff will be provided with a copy of this Operational Management Plan. All members of the management team will have full training with regards to the management plan. Refresher training will be held with all management members every 6 months.

The Operational Management Plan in the first year will be reviewed on a 6 monthly basis in order to react to any changes in our initial trading pattern and then annually thereafter.

General

The premises will be open to customers 08:00 to 24:00 per day seven days a week.

A member of the management team will be on site at all times.

Our teams will remain with the customers on the shop floor rather than behind a counter.

A 25 proof of age scheme shall be operated at the premises where any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry.

Individuals who are deemed to be under the influence of excessive alcohol shall not be allowed to enter the premises.

We will place a notice visible from the exterior of the premises stating that drinking of alcohol directly outside the premises is forbidden and that those who do so will be banned from the premises.

We will only play background music in the premises and there will not be any tannoy systems.

The main entrance doors will not be fixed or propped open at any time whilst the premises is trading.

Dispersal Policy

The premises will not attract large crowds of people and there will not be a mass departure of rowdy people at closing time, therefore we do not have formal dispersal policies in place in our premises. It is also unusual for our customers to loiter outside the premises after closing time. However, the following steps will be taken at closing time:

- Staff will alert customers that the premises will be closing 30 minutes before closure.
- Customers will be reminded to respect our neighbours when they leave.

- No waiting outside the premises will be permitted after close. Customers found to be loitering near the building will be politely asked by staff to move on.
- Staff, on request, will provide relevant information to customers who require a taxi or directions to the nearest station or bus stop.

Security Measures

The premises shall install and maintain a comprehensive CCTV system, which shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.

Notices shall be prominently displayed within the premises stating that CCTV is in operation.

An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing Authority or the Police. Details to include:

- all crimes reported to the venue
- all ejections of patrons
- any complaints received concerning crime and disorder
- any incidents of disorder
- all seizures of drugs or offensive weapons
- any visit by a relevant authority or emergency service.
- any attempts by children and young persons to gain access to the premises to gamble
- any Challenge 25 Refusals.

Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV.

The entrance doors will be fitted with a magnetic door locking system. There shall be no pre-planned single staffing at the premises from 20:00 until closing. Should the premises be single staffed after this time, the magnetic door locking system must be in constant use.

The entrance doors will have a concealed maximum security deadlock.

All cash is stored in a cash recycler. There will be no access to cash when the premises is trading and the cash recycler is locked at all other times.