

Merkur Slots, 62 Station Road, Hayes, UB3 4DF

Operational Management Plan (OMP)

June 2026

Merkur Slots UK 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. All staff will be provided with a copy of this Operational Management Plan. All members of the management team will have full training with regard 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.

Procedures for managing customer behaviour within and immediately outside the premises

There will always be a staff member on site during opening hours, given the site will be operational 24/7. The staff member will regularly monitor the use of the gaming area. No alcohol is served or permitted to be consumed on the premises. Individuals who are deemed to be under the influence of alcohol and/or are causing disturbance will be refused entry.

Dedicated CCTV cameras will provide coverage of the frontage area immediately outside the premises. Live CCTV images will be displayed on an internal monitor, enabling staff to continually observe activity outside the venue and respond promptly where intervention is required.

Whilst the premises does not generally attract large groups of customers and incidents of loitering are uncommon, the following measures will be implemented to actively manage the frontage area and minimise any impact on neighbouring occupiers:

- Staff will routinely observe the frontage area throughout the day and night using both direct observation and the dedicated CCTV system.
- Customers will be reminded to respect neighbouring occupiers and leave the area in a quiet and orderly manner.
- Customers who loiter, congregate, or cause obstruction outside the premises will be politely asked to move on.
- Customers wishing to smoke will be asked to do so in a considerate and quiet manner and to return to the premises promptly once they have finished.
- Where a customer repeatedly fails to comply with reasonable staff instructions relating to behaviour within or immediately outside the premises, staff may implement the Company's Service Refusal Policy. This may include temporary, long-term or permanent exclusion from the premises where behaviour presents a risk to the orderly operation of the venue, neighbouring amenity, customers or employees.

Our premises attract individuals and couples rather than large groups, and our customer base beyond midnight is predominantly the local entertainment workforce and shift workers who like to relax after their busy shifts. It is also unusual for our customers to loiter outside the premises. As

such we do not have formal dispersal policies in place at our premises. However, the following steps will be taken:

- Customers will be reminded to respect our neighbours when they leave.
- 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.

CCTV coverage and monitoring

The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in a light condition including customer facing areas. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days with date and time stamping.

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

Measures to prevent anti-social behaviour

Customers wishing to smoke will be asked to do so as quickly as possible and in a responsible and quiet manner. 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.

Procedures for liaison with the Police and Council's Community Safety team(s)

Merkur Slots Ltd will make every effort to liaise with the Police over and the Council's Community Safety team(s) reducing our involvement in any incident. Staff are trained to identify suspicious activity and have the ability to interrogate real-time machine data to identify criminal activity and fraudulent incidents which are logged and escalated where appropriate.

All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable. Staff are trained on how to deal with aggressive customers and situations which may also require police assistance.

The company operate an internal security alert system and are registered with trade associations for crime bulletins. Machine data is captured in real-time and full secure cash reconciliation is completed on a weekly basis, the machine exceptions are monitored by a centrally based income protection team and all exceptional cash losses are investigated by the internal audit compliance team. Venue teams have access to the Staff Guard system, providing direct audible assistance and incident triage support and reduce the need for non-emergency police attendance where appropriate.

Merkur Slots Hayes will participate with any local/town centre scheme and actively seek to support and be involved with any local initiatives targeted at reducing crime and/or disorder and will engage in the sharing of information with other businesses to support the local community.

Procedures for recording any complaints or incidents

The venue operates a complaints and feedback system which enables customers and neighbouring occupiers/local residents to submit complaints, feedback or concerns 24 hours a day, 7 days a week. All submissions are digitally recorded, routinely monitored and responded to by senior management.

Incidents occurring within the venue are recorded on the venue's IHL SMART tablet incident log system. Records from both systems can be made available for viewing upon request by the Police, Licensing Authority or Local Planning Authority, subject to data protection legislative requirements.

Viewing of CCTV recordings shall also be made available upon request by the Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.