



## STATEMENT OF INTENT

Regal Amusement Machines Sales Ltd (t/a Regal Gaming and Leisure) (“Regal”) is licensed by the UK Gambling Commission and holds an operating licence permitting manufacture, supply, install, adapt, maintain, or repair gaming machines both on-site and remotely.

Although Regal does not have a direct relationship with the public who use its machines, Regal is aware of its role in the promotion of responsible gambling and takes steps to inform and educate our customers about social responsibility.

We recognise that for some people gambling can become a problem which affects the gambler and the people closest to them. Though the incidence of problem gambling in the UK is among the lowest in the world, the industry is not complacent: we accept our responsibility to all our customers. Providing responsible gambling is a dynamic process that evolves alongside changes in gaming products, monitoring technologies, and public attitudes and expectations of gambling.

This document sets out the key aspects of Regal's social responsibility policy and we place social responsibility at the heart of what we do to meet the three Licensing Objectives contained in the 2005 Gambling Act, these are: -

- 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, and
- protecting children and other vulnerable persons from being harmed or exploited by gambling.

Regal shall: -

- Mediate decisions through appropriate regard to social responsibility obligations, which will be based on regular risk assessment against the LCCP and any industry Charter. We believe this will make us a better organisation and better business.
- Conduct its business with integrity, due care, skill, and diligence.
- Have due regard to the interests of customers and treat them fairly; and
- Have due respect to the information needs of customers, communicate with them in a way that is clear, not misleading, and allowed them to make a properly informed judgment about whether to gamble.

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In this respect: -

- Regal recognises that its ability to supervise the use of its machines is down to the person who controls or operates the premises on which the machines are sited. Regal only supplies machines to organisations and premises with the necessary licences/permits from the appropriate regulatory body.
- Regal will encourage our customers to put in place policies, procedures, and evaluation protocols to ensure no one under the age of 18 plays adult-only machines.
- Regal's terms of business require its customers to comply with the requirements of the Gambling Commission regarding children and other vulnerable persons. Regal does not supply machines to taxi ranks, takeaway outlets, etc, where the risk of unsupervised gambling by minors is increased.
- Machines supplied by Regal comply with and are tested in accordance with, the relevant Gaming Machine Technical Standards issued by the Gambling Commission.
- Regal's machines display all required information, including: -
  - i. Category of the machine, to ensure correct machines are sited in accordance with relevant authorisations.
  - ii. information relevant to customers, such as the rules, conditions, and likelihood of winning.
  - iii. information about where to seek help about problem gambling.
- Regal displays GamCare/Gamble Aware stickers on all its machines and was one of the first machine suppliers to do so, long before it was a licensing condition.
- Regal recognises and is supportive of the important work the Responsible Gambling Trust ("RGT"), GamCare and other such organisations undertake in respect of prevention, identification, education and treatment of problem gambling and problem gamblers. Regal, either directly or through its major corporate clients, makes an annual contribution in the amounts agreed by the gambling industry.
- Regal also has in place an employee policy and places GamCare posters and leaflets on its business premises for the benefit of any staff who may require confidential assistance with problem gambling.
- Any advertisements issued by Regal will comply with the relevant legislation and provisions of the advertising industry codes.
- Employees are advised to report any suspicious gambling activities in the first instance to Regal's Money Laundering Reporting Officer (MLRO).