



SOCIAL RESPONSIBILITY POLICY

Regal Amusement Machine Sales Ltd (t/a Regal Gaming and Leisure) ("Regal") is licensed by the UK Gambling Commission to manufacture, supply, install, adapt, maintain or repair gaming machines.

[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.]

This document sets out the key aspects of Regal's social responsibility policy.

Regal shall:

- Conduct its business with integrity, due care, skill and diligence;
- Take care to organise and control its affairs responsibly and effectively, with risk systems and controls to protect the three licensing objectives in the Gambling Act 2005, namely:
 - 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;
- Have due regard to the interests of customers and treat them fairly; and
- Have due respect to the information needs of customers, and to communicate with them in a way that is clear, not misleading, and allowed them to make a proper informed judgment about whether to gamble.

In this respect:

- Regal recognises that its ability to supervise 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'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.

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Company Registration
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Gambling Commission Lic No
000-007561-N-315074-004



- Regal does not supply machines (other than Cat D machines) which are deliberately targeted at children and young people.
- Machines supplied by Regal comply with and are tested in accordance with, the relevant Gaming Machine Technical Standards issued by the Gambling Commission.
- Regal also maintains a register of the Local Authority notifications and permissions of each location that it supplies gaming machines to.
- In addition, Regal also maintains a register of gaming machine suppliers to ensure these entities are licensed by the Gambling Commission.
- Regal's machines display all required information, including:
 - category of the machine, to ensure correct machines are sited in accordance with relevant authorisations;
 - information relevant to customers, such as the rules, conditions and likelihood of winning;
 - 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 obligation.
 - Regal recognises and is supportive of the important work the Responsible Gambling Trust ("RGT"), Gamcare and other 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 to RGT, [in the amounts agreed by the gambling industry].
- Regal also 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.
- Regal also maintains an Anti Money Laundering risk register that it reviews on a regular basis.
- Employees should report any suspicious gambling activities to the Gambling Commission confidential intelligence line on 0121 230 6655.

fruit machines

juke boxes

pool tables

sound systems

amusement equipment