



Responsible Gambling Policy

Background

Many of Moto's sites include Adult Gaming Centres (AGC's) and Family Entertainment Centres (FEC's) which are intended to be an enjoyable leisure activity for our customers. While most of our customers will find this a fun and entertaining experience there are a small number for whom gambling can be a problem. Moto's management take their responsibilities relating to the provision of gambling very seriously. Our aim is to ensure that Moto encourages a socially responsible approach and that it complies fully with the objectives of the Gambling Act 2005. In particular we are committed to protecting children and other vulnerable persons from being harmed or exploited by gambling.

Collaboration

Moto works closely with the Gambling Commission to ensure that it complies with the Gambling Act objectives and the Licence Conditions and Codes of Practice in relation to social responsibility provisions. The Gambling Commission and Local Authorities are given access to any of Moto's AGCs and have full access to documentation and relevant information relating to gaming on the Moto estate. Moto's membership of BACTA and the Gambling Business Group ensures that it is fully conversant with current best practice.

Donations

Moto makes a large annual contribution to the Responsible Gambling Trust in support of their work identifying and giving treatment to those who have a gambling problem and in education on prevention and the risks associated with problem gambling.

Staff Training

All Moto's employees who work in the amenity buildings, regardless of their position, undergo induction training relating to responsible gambling. The key objective is to ensure that all employees are aware that Moto must operate in a socially responsible way. Staff are trained using a Think 25 approach requiring them to seek proof of age from any customer appearing to be under 25 and Moto considers it a disciplinary offence if an employee is negligent in completing the necessary checks or knowingly permits a person or persons entry into an AGC who is under the restricted age limit. All employees who are directly involved with the management of the AGCs are trained on how to deal with customers who show signs of problem gambling. They are able to discuss and advise customers who ask for help and are trained in the use of self exclusion agreements.

Underage Gambling

Clear notices are provided at the entrance to each of Moto's AGCs stating that the minimum age to use the facilities is 18. The entrance is also supervised by remote CCTV monitoring from a unit on the same site. Anyone who Moto's staff believe to be under the age of 25 years must provide photographic proof of their identification or will be asked to leave the AGC. Adults in the company of children or young persons

are refused entry in all cases. In addition each AGC is physically checked every 20 minutes by a trained Moto employee.

Problem Gambling

While it is ultimately the customer's own responsibility for the way they gamble, Moto recognises that it has a social responsibility to remind customers that they need to stay in control. The message is communicated by means of posters which give clear guidance and printed leaflets which are displayed in prominent positions in each area. These leaflets direct people to sources of help such as the National Gamcare Helpline.

Interaction/Intervention

If a customer is displaying behaviour that could indicate problem gambling, e.g. intense, distressed or aggressive, Moto's employees are trained to spot this behaviour and follow the correct escalation procedure. This procedure will additionally apply to customers who may not be showing overt signs of problem gambling but may raise a concern due to the time spent in the AGC or the frequency of visits to the ATM. In the event a manager decides to interact or intervene they will offer the customer information on where the customer can get help. Provided however, Moto does not expect any of its employees to put themselves or their customers in danger of physical harm.

Self Exclusion

Moto seeks to protect those who seek help and assistance and employees are trained to offer self exclusion where necessary. Where a customer signs a self exclusion this will be for a minimum six month period, and where a customer provides their number plate, Moto's Automatic Number Plate Recognition system will alert the duty manager in the event they arrive at a Moto site. At the end of the self exclusion period customers are required to complete a further 24 hour cooling off period before they are permitted to resume use of the gambling facilities.



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