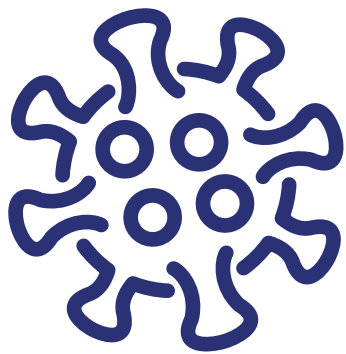




Non-Remote Casinos – Compliance with Covid-19 Secure Guidelines

Even as the UK begins to ease lockdown restrictions, Covid -19 continues to present a significant public health challenge. It is likely that it will remain so until a successful vaccine or treatment is found. As responsible businesses we have a duty to ensure the safety of our employees and customers by taking appropriate steps to minimise the potential spread of infection; in particular, by ensuring that government guidelines on social distancing and hygiene are followed at all times.

Government advice may vary from nation to nation. Members are therefore encouraged to refer to advice for businesses in their particular area. Please see 'Additional Information' for guidance.



ENTERING OUR VENUES

- Entry to the casino will be made one at a time and queue markers will be used to maintain the social distancing requirement
- Customers will be required to use hand sanitiser prior to entry
- Face coverings will be available should customers request them
- Signage will clearly promote social distancing measures throughout our venues



MAINTAINING SOCIAL DISTANCING

- Social distancing will be maintained throughout the premises in-line with the Government's Covid-19 Secure Guidelines
 - Each venue will adhere to a capacity limit, the calculation of which will ensure that social distancing is maintained at all points in the customer journey
 - Colleagues will ensure that capacity limits will be maintained in specific zones (such as smoking areas, lifts, toilets)
 - Restaurant / Bar areas will be reconfigured to allow for social distancing. Table service will be utilised
-

MAINTAINING SAFETY IN OUR GAMING AREAS



- Customers will be required to use hand sanitisers before joining and when leaving a gaming table
- Table capacity limits of a maximum of three players per standard gaming table for Roulette, Blackjack and Three-Card Poker will be introduced (limits for larger and Covid-19 adapted tables may be higher)
- Gaming floor layouts will be reviewed to allow for appropriate social distancing between tables and customers. When required to maintain social distancing, gaming tables will be closed or movable plexiglass screens may be deployed
- Slot and Electronic Gaming Machine positions will be reviewed to maintain social distancing between customers. In zones where this is not possible, machines will be closed, or plexiglass screens may be deployed
- Gaming machines will be cleaned after each play session. Voucher redemption terminals and ATMs will be sanitised at least once per hour
- Customers will be encouraged to avoid touching cards with the dealer handling cards and dealing cards face up where possible to minimise touching
- If our risk assessment shows that PPE is required, then we will provide this free of charge to workers who need it and ensure that workers are trained to use it
- Casino chips will be regularly cleaned and sanitised
- Contact during payments and exchange of documentation will be minimised, electronic payment methods will be used where possible
- Objects and surfaces in the casino will be regularly sanitised including table areas, gaming machines, cards and chips
- Sanitising solutions will be provided throughout the casino to enable frequent hand cleansing including at tables, gaming machines and entrance
- Members may wish to introduce sneeze guards to increase customer confidence



SAFER GAMBLING

Our venue teams will be trained to support enhanced customer interactions that promote safer gambling in our venues. Communications for customers will be in place to promote safer gambling for customers returning to our venues.



OUR COLLEAGUES' ROLE IN PROMOTING COVID-19 SECURE GUIDELINES

- Our colleagues will be trained to remind our customers of social distancing guidance
- Sanitiser stations will be available throughout the premises, including back of house areas
- In line with HSE / PHE guidance, colleagues will have their roles risk-assessed so that our teams are guided to make the necessary adjustments to their role (for instance, guidance on hygiene and social distancing)
- Shift times and working hours will be reviewed to stagger start and finish times. Wherever possible, shift patterns will be changed to match colleagues with the same teams, reducing the number of colleagues that come into contact with each other wherever possible
- Where possible seating and circulation in staffrooms and canteen areas will be configured to maintain social distancing



ADDITIONAL SAFEGUARDS

- Our venues will ensure a high compliance with the Government's published Covid-19 Secure Guidelines
- A high level of sanitation will always be maintained in venues, supported by Risk Assessment and Method Statements
- Where practical, our venues will utilise one-way systems on gaming floors, in bar and restaurant areas
- Customers will be encouraged to make contactless transactions wherever possible and allowed by law
- Specific risk assessments will be produced for events that are likely to draw a large crowd (E.G. Sporting events)
- Each venue will be assessed for the installation of plexiglass screens in appropriate locations



ADDITIONAL INFORMATION

Guidance to help employers and employees understand how to work safely during the coronavirus pandemic is available from the following sources:

England: gov.uk/workingsafely

Wales: gov.wales/business-and-employers-coronavirus

Northern Ireland: nidirect.gov.uk/campaigns/coronavirus-covid-19

Scotland: gov.scot/coronavirus-covid-19