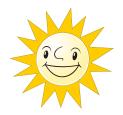
# WORKING TOGETHER

## CASHINO

WELCOME

## THE PRAESEPE GROUP



## **PART OF THE GAUSELMANN GROUP** A Strong Partner For More Than 60 Years



Praesepe is a subsidiary of the family run Gauselmann Group who are based in Espelkamp (Germany). Over the last 60 years the group has grown to operate more than 700 venues across Europe under the Merkur Brand. Millions of enthusiastic guests at home and abroad know our logo. The laughing MERKUR Sun is a guarantor for the best Entertainment.

Praesepe employs over 1,600 people (61% female\*) over the 5 Bingo Clubs, 160 High Street Gaming centres (73 High Street Bingos and 87 Adult Gaming Centres) and 5 Family Entertainment Centres under three main brands:



Merkur Cashino is an established brand in the UK and represents the very best in terms of exciting "slot gaming" and high street bingo entertainment through delivering to our customers the latest in venue product and atmosphere. These venues are known for their highly trained teams and first class face to face service.





Merkur Slots is a new up and coming brand in the UK bringing the latest fun slots & bingo experience in smaller sized high street locations.



Beacon Bingo clubs are very important to our customers in their local communities. Our teams strive to deliver not just great service but a bingo experience which focusses on ambience, safety and fun in a modern environment. The flagship venue at Cricklewood, in North London, is the largest in Europe.

## **HIGH STREET BINGO**

## What is it?

Bingo is one of the UK's favourite pastimes and Praesepe is one of the UK's largest operators of licensed bingo and arcade premises. Our High Street Bingo Venues:



Offer more local, convenient locations to play Bingo rather than travelling to larger clubs.

Our teams remain with the customers on the venue floor rather than behind a counter.



t on the high

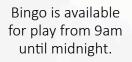
Our customers can attend and play bingo at any time with the numbers auto-called.



The market on the high street has evolved with venues now providing Electronic Bingo Tablets.

Our Bingo terminals offer B3, Cat C and Cat D products with an average stake of between 30-40p stake.





#### **Bingo Terminals**









## RESPONSIBILITY IS THE FOUNDATION OF OUR BUSINESS

#### Think 25 Messaging





#### Players in Venue





## We Are Not A Problem

Being a responsible operator is high priority across the Gauselmann group and in the UK Praesepe is always looking at ways to adhere to the three licensing objectives as technology and customer behaviour changes.

#### GAMBLING COMMISSION

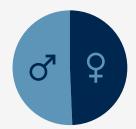
Praesepe is regulated by the Gambling Commission and Licensing Authorities



We provide complimentary refreshments, teas and coffees, to customers and do not sell alcohol. Our staff will not allow anyone into the premises who appears to be intoxicated.



We are immensely proud of the fact that we have never had a licence revoked or even reviewed . Incidents are extremely rare. We simply do not generate noise and anti social behaviour.



Our venues operate a Think 25 policy whereby any person's who look under 25 have to produce a form of photo ID.



Our venues appeal to all ages with our membership gender database split of 52 % Male / 48% Female

Our venues have 3 external age test visits per year with a compliance rate of over 94% for the last 3 years, compared to other industries that sit around 80%.



## SOCIAL RESPONSIBILITY MEASURES IN PLACE



## **In Venue**

Operationally we have a number of measures in place to protect our customers. Throughout the business Praesepe also has a number of socially responsible gambling tools, management and training that include:



All staff complete on-boarding and six-monthly refresher training on "The Essentials of Compliance and Social Responsibility" and "Safeguarding Children and Vulnerable People".

IHL SMART tablet in every venue for the recording of customer interactions, self-exclusions, incidents and alerts.





Dedicated Learning & Development Team and National training centres.



All Data is centrally reviewed and evaluated by an independent Audit/Compliance team.

Local Area Risk Assessments are updated annually to identify any changes in the local area.





PlayRight app installed in all venues that is a self help tool for customers to manage their gambling.



Six monthly compliance audits to help identify training needs in venue.

#### Compliance



#### **Training Centre**



#### **PlayRight App**



#### **Online Training**





## SOCIAL RESPONSIBILITY MEASURES IN PLACE

#### Machine Messaging



#### Customer Interaction Training



### **All Levels**

We provide an annual assurance statement to the Gambling Commission. This officially details the Board's commitment to the company values, purpose and culture and the accountability placed on delivery of the licensing objectives.



The statement contains information on how we operate effective governance, regulatory risk management, compliance controls, social responsibility and safer gambling initiatives.



It is also an opportunity to set out any initiatives relating to significant changes being introduced to improve control systems, risk-management, governance and safer gambling – Our recent commitments include; Socially Responsible Machine Messaging; Customer Set Your Limits; SMART Alert application to report criminal activity; opening our Second National Training Centre; Think 25 messaging and Customer Interaction Training.

#### Praesepe also engages with the Bingo Association and Bacta trade groups:





- Senior Manager representation Divisional meetings.
- Operations Director is the Vice Chair for division 3 representing Adult Gaming Centres.
- Member of the National Council.
- Head of Compliance is Vice Chair of the Social Responsibility Committee.
- Operations Director and Head of Compliance are Directors.
- Head of Compliance is a member of the Social Responsibility Committee.

### BENEFITS TO THE HIGH STREET



## **Benefits for your High Street Include:**





Investment from £100,000 to £250,000 in long standing vacant venues.

Increased footfall to the high Street.



Linked trips with other shops helping to support other businesses.



Local jobs of between 6 and 12 people depending on the hours of operation.

We provide an important natural surveillance on the high street, particularly late into the evenings.

## **COMMUNITY & CHARITY**











Praesepe has raised in excess of £1.2m for good causes since 2005 and currently supports the Bacta Charitable Trust.

#### Please contact us.

Praesepe PLC Seebeck House 1A Seebeck Place Knowlhill Milton Keynes MK5 8FR

phone 01908 351200 email info@praesepeplc.com

