

SECURITY SYSTEMS AND PROCESSES

STAFF GUARD CONFLICT MANAGEMENT

City Gaming Ltd already use a conflict management system known as StaffGuard in a number of it's London venues . This system is supplied by Link Integrated who are specialists in CCTV and conflict management systems and supply many of the UK's leading AGC and Bingo Operators.

In summary, the system works as follows :

- a/ Each site is connected to the Conflict Management Centre which is staffed by SIA licenced Conflict Management Operators. This facility operates 24 hours a day, 7 days a week and 365 days a year.
- b/ Each member of staff carries a remote control key fob or keyring.
- c/ Should a member of staff feel threatened or vulnerable to attack they can press the remote fob or keyring which immediately alerts the Conflict Management Centre. Colour coded lights reassure the member of staff that they are connected to the CMC centre. The system also allows a member of staff to connect to the CMC centre which may require emergency services assistance but hasn't escalated to that point. The CMC operator will confirm a "Standby" situation and continue listening should assistance be required.
- d/ From that point the CMC staff will be able to both see and listen to what is happening on site. The CMC operator will then announce "Security, which service do you require?" – This intervention is normally sufficient to deter further conflict or potential conflict and at that point the person causing concern normally leaves the premises. The system provided 2 way communications which enables the CMC operator to speak to the member of staff and the person causing concern. Should this not be the case the CMC operator will immediately inform the police of the situation.
- e/ The system can be used for any circumstance that requires assistance be it illness, fire etc

