

# Smart Hub Background



## SmartHUB – The Support Hub for the Gaming Industry

IHL Tech was formed in 2015 and has supplied the High Street gaming sector with self-exclusion and many other functions since April 2016.

SmartHUB allows the operator to effectively remove paper logs from their premises and store information centrally, securely and importantly compliantly with the General Data Protection Regulation 2016/679. A locked down tablet replaces the traditional pen and paper and a back-end reporting portal gives you access to all the information you require.

# Smart Hub – Overview

A digital log has numerous advantages of a paper log

- Collating accurate and legible logs
- Standardising understanding and approach
- Central and local visibility
- KPI management to ensure all venues are at a single standard

All the logs allow the operators to comply with the current License Conditions and Code of Practice issued by the UK Gambling Commission.



SmartHUB is used by the majority of large AGC and Bingo licensed premises in the UK and is widely accepted as the most accurate and user-friendly solution. AGC operators including Cashino (160+ venues), Playnation (c80% of UK holiday parks), Roadchef, MOTO & Welcome Break use SmartHUB, along with over 100 SMEs. The Bingo Association provide the Silver package of SmartHUB to their entire membership which includes Buzz Bingo (formerly Gala), Mecca Bingo and Beacon Bingo plus 120 High Street Bingo Licenses and 100+ Licensed Holiday Parks.

Whilst SmartHUB provides digital logs, reports and visibility to operators we also provide, through registered 3<sup>rd</sup> parties Alternative Dispute Resolution and Test purchasing, one visit per calendar year. Each of which is a requirement of a premise license.

SmartHUB doesn't take away any responsibility of the operator, it simple makes being compliant easier, gives them greater visibility of their venues activity and allows them to report on and review instantly.

# Smart Hub – Player Protection Systems

- City Gaming use IHL's SmartHub technology to manage all areas of protection of players from gambling related harm.
- Every venue is equipped with a tablet device which allows easy logging of all player interaction related events. These include the following :

## Self Exclusion

- The IHL Smart Exclusion system works in conjunction with the Bacta Multi Operator Self Exclusion System which ensures that details of customers wishing to exclude from operators using either system are automatically recorded on both systems. This is a requirement of the Gambling Commission

## Self Exclusion Breaches

- Self Exclusion breaches are closely monitored and customer who persistently attempt to breach their Self Exclusion Agreement are identified and appropriate action taken

## Age Verification Challenges

- The numbers of Age Verification challenges made is monitored closely and where inconsistencies are highlighted, the appropriate management action is taken.

## Customer Interactions

- Every customer interaction recorded is reviewed on a weekly basis by the Commercial team and interactions/incidents of concern are reported to the senior management team. Where a customer shows clear signs of difficulty with their gambling, this is reported back to the Operations team to follow up as necessary.
- Incidents including those requiring police assistance/intervention
- Every other type of incident recorded is reviewed weekly and where further action is required, this is reported out to the Operations team.

# IHL Smart hub – Dash Board

The screenshot displays the IHL Smart Hub Dashboard. At the top, there is an orange header with the IHL Hub logo on the left and 'Dashboard' and 'Profile' links on the right. A left-hand navigation menu lists various sections: Dashboard, SmartExclusion, Age Verification Log, SmartINCIDENT, SmartALERT, Anti-Money Laundering, SmartINTERACTION, ADR, AV TestPurchase, Compliance, Feature Activation, and IHL Hub. The main content area is titled 'Dashboard' and features three summary cards for 'Total Records': 'Total Venues' with a value of 35, 'Total Exclusions' with a value of 97, and 'Total Breaches' with a value of 146. Below these is a table titled 'Since Last Sign In' with three rows: 'Total Venues' (0), 'Total Exclusions' (0), and 'Total Breaches' (0).

Total Records	
Total Venues →	35
Total Exclusions →	97
Total Breaches →	146

Since Last Sign In	
Total Venues	0
Total Exclusions	0
Total Breaches	0

IHL Smart Hub is used extensively across our business to manage all Customer Interactions

- 1 Regional Manager's have their own specific log in
- 2 Area Managers review incidents and feedback accordingly
- 3 Remedial action taken if required

# IHL Smart hub – Dash Board

The screenshot displays the IHL Smart Hub Dashboard. The top navigation bar is orange and contains the IHL Hub logo and links for 'Dashboard' and 'Profile'. The left sidebar lists various navigation options, with six items circled in red: SmartExclusion, Age Verification Log, SmartINCIDENT, SmartALERT, Anti-Money Laundering, and SmartINTERACTION. The main content area is titled 'Dashboard' and features a 'Total Records' section with three summary cards: 'Total Venues' (35), 'Total Exclusions' (97), and 'Total Breaches' (146). Below this is a 'Since Last Sign In' table with three rows: 'Total Venues' (0), 'Total Exclusions' (0), and 'Total Breaches' (0).

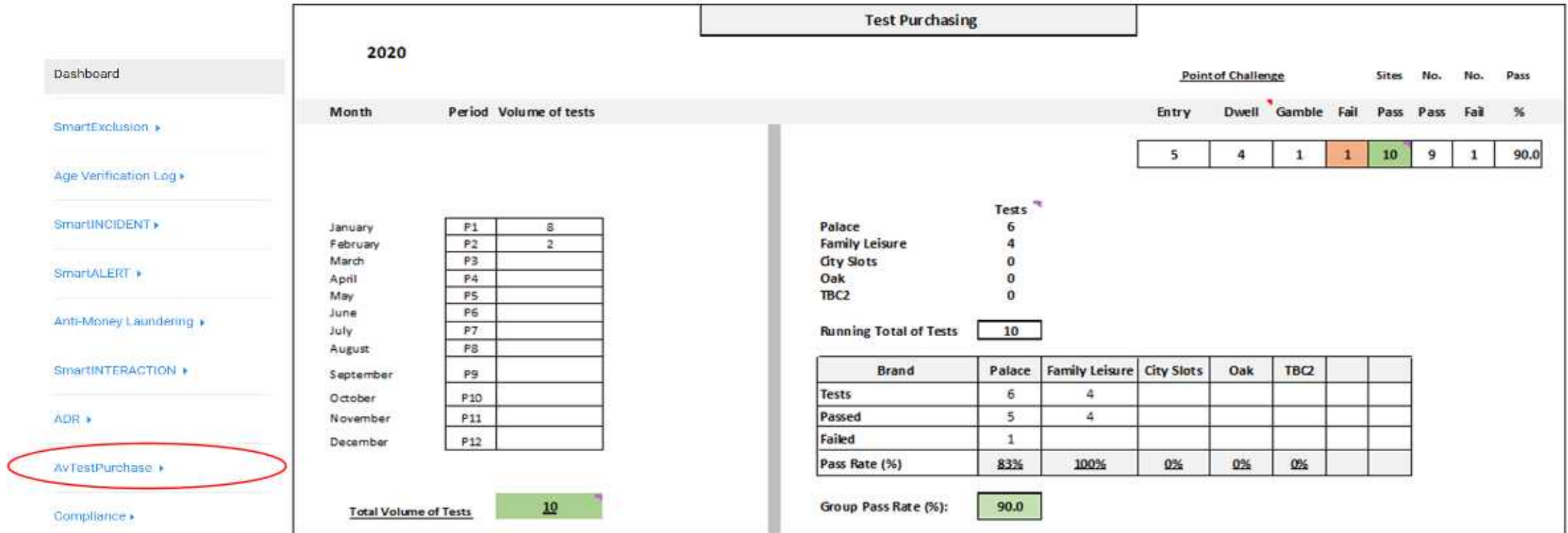
Total Records	
Total Venues →	35
Total Exclusions →	97
Total Breaches →	146

Since Last Sign In	
Total Venues	0
Total Exclusions	0
Total Breaches	0

The ringed elements on the LHS are key tools in our day to day management

# Age Verification



- City Gaming employ a third party test purchase provider to carry out regular Age Verification testing across all venues. This is carried out by CheckPolicy who also carry out AV testing on behalf of Bacta.
- All tests are monitored and reported on a weekly basis. Test failures are investigated within 48 hours of the test report being received and remedial action/disciplinary action taken.
- The following chart shows the 2019 results from the businesses within the City Gaming group.
- We are tested independently every week across our business
- Are results exceed the national average consistently
- Our test results prove we are exceptionally proactive in this Area
  - Any failure occurs, the entire venue undergo retraining

# Self Exclusions reporting

**IHL Hub** Dashboard Profile >

Dashboard

SmartExclusion ▾

- Exclusions
- Reported Breaches
- Reports

Age Verification Log >

SmartINCIDENT >

SmartALERT >

Anti Money Laundering >

SmartINTERACTION >

ADR >









AvTestPurchase >

Compliance >

Feature Activation >

## Exclusions

Filter exclusions >

 <p>Name Mr Lee Ford Added on Mar 17, 2020 Expires on Mar 17, 2021</p>	 <p>Name Mr Zaman Qorbani Added on Mar 16, 2020 Expires on Mar 16, 2021</p>	 <p>Name Mr Iosub Iulian Added on Mar 15, 2020 Expires on Mar 15, 2021</p>	 <p>Name Mr Gyan Bukram Added on Mar 15, 2020 Expires on Mar 15, 2021</p>
 <p>Name Miss Cathy Cathy Added on Mar 14, 2020 Expires on Mar 14, 2021</p>	 <p>Name Mr Osman Nedunchezhain Added on Mar 13, 2020 Expires on Mar 13, 2021</p>	 <p>Name Mrs Ramca Gladwin Added on Mar 5, 2020 Expires on Mar 5, 2021</p>	 <p>Name Miss Amy Hawksworth Added on Mar 5, 2020 Expires on Mar 5, 2021</p>

- Immediately updated to our online portal and available to View Post exclusion

# Interaction – Smart Incidents example

**IHL Hub** Dashboard Profile

Dashboard

SmartExclusion

Age Verification Log

SmartINCIDENT

- Incidents
- Reports

SmartALERT

Anti-Money Laundering

### SmartINCIDENTS

Filter Incidents

Incident No	Venue Name	Incident Occured at	Incident Type	Is Reviewed	
5946	Ramsgate Palace	March 20, 2020 - 08:30PM	Incident relating to barred or previously barred customer	Not Reviewed	
5934	Islington Palace	March 19, 2020 - 07:14PM	Incident relating to aggressive behaviour	Not Reviewed	
5923	Neasden Palace	March 19, 2020 - 05:21AM	Incident relating to aggressive behaviour	Not Reviewed	
5911	City Slots - Walthamstow	March 17, 2020 - 10:27PM	Incident relating to aggressive behaviour	Not Reviewed	
5906	Folkstone Palace	March 17, 2020 - 04:29PM	Incident relating to barred or previously barred customer	Reviewed	



# Incident detail Example

**IHL Hub** Dashboard Profile

Dashboard  
SmartExclusion  
Age Verification Log  
SmartINCIDENT  
**Incidents**  
Reports  
SmartALERT  
Anti-Money Laundering  
SmartINTERACTION  
ADR  
AVTestPurchase  
Compliance

## Incident Details REVIEW INCIDENT

### Incident Details

Venue Name	Ramsgate Palace
Occurred at	March 20, 2020 - 08:30PM
Type of incident	Incident relating to barred or previously barred customer
Incident Description	barred customer Damian entered the premises and started playing while I wasn't looking as was dealing with another customer when I noticed him I kindly asked him to leave the premises
Device name	samsung
Submitted by	David Holmes
People involved	1 <a href="#">(More info)</a>
Known to venue?	Yes
Was incident violent?	No
Is stake returned?	Yes
Returned stake amount	£23,40
Left premises?	Yes

### Other Details

#### Police Assistance Details

Reported to police?	No
Crime reference number	N/A
Police called time	N/A
Police arrived time	N/A
Area manager informed?	Yes
Night manager informed?	Yes
CCTV footage captured?	Yes
Alarm initiated?	No

#### Incident Injury Details

Is anyone injured?	No
Injury details	N/A
Called ambulance?	No
Any property damage?	No
Damage details	N/A

[Dashboard](#)[SmartExclusion ▾](#)[Age Verification Log ▾](#)[SmartINCIDENT ▾](#)[Incidents](#)[Reports](#)[SmartALERT ▾](#)[Anti-Money Laundering ▾](#)

## SmartINCIDENTS

Filter Incidents



Incident No	Venue Name	Incident Occured at	Incident Type	Is Reviewed	
5946	Ramsgate Palace	March 20, 2020 - 08:30PM	Incident relating to barred or previously barred customer	Not Reviewed	
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# Incident Detail -

**IHL Hub** Dashboard Profile ▾

Dashboard  
SmartExclusion ▶  
Age Verification Log ▶  
SmartINCIDENT ▾  
**Incidents**  
Reports  
SmartALERT ▶  
Anti-Money Laundering ▶  
SmartINTERACTION ▶  
ADR ▶  
AvTestPurchase ▶

## Incident Details

[REVIEW INCIDENT](#)

Incident Details	
Venue Name	Islington Palace
Occurred at	March 19, 2020 - 07:14PM
Type of incident	Incident relating to aggressive behaviour
Incident Description	a male walked into the shop looks at me and started shouting I asked for ID started shouting and calling me names, at this time I told him he's got to LEAVE THE SHOP, he asked why, i then told him I do not accept that behaviour shouting and swearing
Device name	samsung
Submitted by	Lincoln
People involved	1 <a href="#">(more info)</a>
Known to venue?	No
Was incident violent?	No
Is stake returned?	No
Returned stake amount	N/A
Left premises?	Yes

Other Details	
<b>Police Assistance Details</b>	
Reported to police?	No
Crime reference number	N/A
Police called time	N/A
Police arrived time	N/A
Area manager informed?	Yes
Night manager informed?	Yes
CCTV footage captured?	Yes
Alarm initiated?	No
<b>Incident Injury Details</b>	
Is anyone injured?	No
Injury details	N/A
Called ambulance?	No
Any property damage?	No
Damage details	N/A

# Area Managers Review Process

The screenshot displays the IHL Hub interface. The top navigation bar is orange and contains the IHL Hub logo on the left and 'Dashboard' and 'Profile' on the right. A left-hand sidebar lists various menu items: Dashboard, SmartExclusion, Age Verification Log, SmartINCIDENT (with a sub-menu containing Incidents and Reports), SmartALERT, Anti-Money Laundering, SmartINTERACTION, ADR, and AvTestPurchase. The main content area is titled 'Incident Details' and is divided into two columns. The left column, 'Incident Details', contains a list of key-value pairs for the incident. The right column, 'Other Details', contains two sub-sections: 'Police Assistance Details' and 'Incident Injury Details'. A blue button labeled 'REVIEW INCIDENT' is located in the top right corner of the main content area and is circled in red.

**IHL Hub** Dashboard Profile

Dashboard

SmartExclusion

Age Verification Log

SmartINCIDENT

Incidents

Reports

SmartALERT

Anti-Money Laundering

SmartINTERACTION

ADR

AvTestPurchase

## Incident Details

<b>Venue Name</b>	Islington Palace
<b>Occurred at</b>	March 19, 2020 - 07:14PM
<b>Type of incident</b>	Incident relating to aggressive behaviour
<b>Incident Description</b>	a male walked into the shop looks at me and started shouting i asked for ID started shouting and calling me names, at this time i told him he's got to LEAVE THE SHOP , he asked why, i then told him i do not accept that behaviour shouting and swearing
<b>Device name</b>	samsung
<b>Submitted by</b>	Lincoln
<b>People involved</b>	1 <a href="#">(More info)</a>
<b>Known to venue?</b>	No
<b>Was incident violent?</b>	No
<b>Is stake returned?</b>	No
<b>Returned stake amount</b>	N/A
<b>Left premises?</b>	Yes

## Other Details

<b>Police Assistance Details</b>	
<b>Reported to police?</b>	No
<b>Crime reference number</b>	N/A
<b>Police called time</b>	N/A
<b>Police arrived time</b>	N/A
<b>Area manager informed?</b>	Yes
<b>Night manager informed?</b>	Yes
<b>CCTV footage captured?</b>	Yes
<b>Alarm initiated?</b>	No
<b>Incident Injury Details</b>	
<b>Is anyone injured?</b>	No
<b>Injury details</b>	N/A
<b>Called ambulance?</b>	No
<b>Any property damage?</b>	No
<b>Damage details</b>	N/A

**REVIEW INCIDENT**

# Area Managers Review Process

The screenshot displays the IHL Hub interface. A modal window titled "Review Incident" is open, allowing an area manager to review an incident. The modal contains four questions with radio button options for "Yes" and "No". The "No" option is selected for all four questions. The modal also features "REVIEWED" and "CANCEL" buttons. In the background, the "Incident Details" page is visible, showing fields for Venue Name, Device name, Submitted by, People involved, and various incident status questions. A "REVIEW INCIDENT" button is also visible on the right side of the background page.

**Review Incident**

Was the incident reported timely and effectively?  
 Yes  No

Is the venue CCTV coverage accurate?  
 Yes  No

Is any further training required?  
 Yes  No

Do we need to update the venue risk assessment?  
 Yes  No

**REVIEWED** **CANCEL**

**REVIEW INCIDENT**

**Incident Details**

Venue Name: Occurred

Type of incident: Incident Description

Device name: samsung  
Submitted by: Lincoln

People involved: 1 (More info)

Known to venue? No  
Was incident violent? No  
Is stake returned? No  
Returned stake amount: N/A  
Left premises? Yes

Assistance Details

Reported to police? No  
Reference number: N/A  
Police called time: N/A  
Police arrived time: N/A  
Area manager informed? Yes  
Venue manager informed? Yes  
CCTV footage captured? Yes  
Alarm initiated? No

Incident Injury Details

Is anyone injured? No  
Injury details: N/A  
Called ambulance? No  
Any property damage? No  
Damage details: N/A

**DOWNLOAD CSV**

**Incident Updated Log**

Incident Type	From Venue	Staff Name	Known to venue	Log created at
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Area Manager to review regular with subsequent actions taken accordingly