SOAMES CASINO

GEORGE ST - MANCHESTER

Proposed Smoking Shelter Management Plan

Contents;

- Context
- Investment
- Environment – Receptacles, Physical observation, Noise
- Security
- Team and Customer

Context

The Casino is situated in the city centre area known as "Chinatown"
It's a successful business attracting around 200,000 visits a year from its members. Most of the members are of Chinese origin where the propensity to smoke is perceivably higher than other ethnicities. Since the smoking ban of 2007 we, as a business, have been aware of the impact of customers who smoke immediately outside the entrance to the Casino. As a result of this we decided to take positive action in order to negate these problems where we can and, to make the necessary physical and human investments. Our goal is to improve the immediate environment for our customers, our neighbours, pedestrians and the local community.

Investment

All costs and associated costs are underwritten by Grosvenor Casinos Ltd.
The investment will include, amongst other things, CCTV, Additional Staffing Costs, Training Costs and Equipment.

Environment

We take our environmental responsibilities seriously and aim to make improvements through the creation of a smoking shelter. By way of a designated area we can;

- Encourage smokers to use the receptacles provided for their associated rubbish
- Maintain the immediate area in a clean and orderly fashion
- Pedestrians and casino clientele will be less exposed to harmful secondary smoke
- Ensure the highest standards of maintenance and cleanliness
- Use innovative solutions to improve any and all of the above
- 24hr physical observation via manned CCTV

- There is no history of disturbance or noise pollution. I can give an assurance that there is no intention to broadcast external customer announcements

Security

We have invested in a High Definition Tilt Turn and Zoom digital system
It is controlled and operated via reception which is manned 24hrs/day
The main frame computer stores the images for approximately 10 days
We receive many requests for help from the local Police due to the quality of the images and the long retention period.

Team and Customer

Many of the elements are covered previously however additional actions will be;

- Extra hours authorised for the in-house cleaners, morning and evening, to maintain the shelter to the set standards
- Regular physical checks by team members to address any problems outside of the cleaning regime
- Use of the company web based reporting system to alert senior management of any issues arising and rapid decision making as a result