

PittaPlus Operational Manual

1. Purpose and Scope

This Operational Manual describes the operational framework, responsibilities, and internal controls maintained by PittaPlus in relation to its licensed gaming activities.

PittaPlus operates as a B2B game provider focused on online slot games. Its licensed operation is focused on the development, provision, technical operation, and support of games supplied through B2B integrations and commercial arrangements. PittaPlus does not operate as a direct-to-player online gaming operator and does not directly manage player registration, player accounts, player wallets, deposits, withdrawals, or player KYC processes.

The scope of this Operational Manual covers the game provider activities managed or supported by PittaPlus, including the provision of games, related technical operations, quality assurance, operational support, record keeping, and business continuity arrangements relevant to its game provider role.

Player-facing functions are outside the direct operation of PittaPlus. Where a matter relates specifically to PittaPlus games, game-related records, technical issues, or game history, PittaPlus provides support in accordance with its internal operational procedures.

Detailed technical specifications, system configurations, internal implementation documents, and supporting records are maintained separately by PittaPlus.

2. Description of the Gaming Operation

PittaPlus operates as a B2B game provider focused on the development, provision, technical operation, and support of online slot games. The games are supplied through technical integrations and commercial arrangements with B2B partners.

The gaming operation of PittaPlus is limited to the game provider function. PittaPlus does not directly operate player accounts, player wallets, deposits, withdrawals, or player-facing payment services. These functions are managed outside of PittaPlus' direct operation.

PittaPlus games are made available through integration with the relevant partner environment. Once integrated, selected games may be made available through the partner's player-facing platform, subject to applicable commercial, technical, and regulatory arrangements.

PittaPlus maintains internal controls and relevant records to support the integrity, monitoring, reporting, and technical support of its game provider operation. Game-related information is retained where required for operational review, partner support, dispute review, reporting, and regulatory support.

At a high level, the operational workflow includes partner integration, game availability configuration, game launch, gameplay support, record keeping, reporting, and operational support. Detailed technical specifications and implementation documents are maintained separately by PittaPlus.

3. Testing and Quality Assurance

PittaPlus maintains internal testing and quality assurance procedures to support the quality, stability, and integrity of its game provider operation.

Testing and quality assurance activities are performed by PittaPlus' internal QA team, together with the relevant technical and operational teams where required. The QA team reviews the overall game build and related operational processes before release, including functionality, configuration, user interface behavior, language display, game launch behavior, and general release readiness.

Where an issue, defect, or inconsistency is identified during testing, the matter is reviewed by the relevant internal team and corrected where necessary. Further checks are performed before the relevant game, update, or configuration is released.

PittaPlus also supports testing activities connected with partner integration and launch preparation. Where a game-related issue is reported by a B2B partner, PittaPlus reviews the relevant operational records and technical information as appropriate and coordinates internally to support resolution.

PittaPlus maintains relevant certification records and internal QA records in relation to its game provider operation. Detailed QA procedures, testing records, release records, and supporting documentation are maintained separately.

4. Player Data Management

PittaPlus operates as a B2B game provider and does not directly register players, operate player accounts, conduct player KYC, or manage player deposits and withdrawals.

In connection with its game provider operation, PittaPlus may process limited game-related information required to support game access, gameplay, operational monitoring, reporting, technical support, and game-related review. Such information may include partner identifiers, game identifiers, session-related references, game round references, transaction-related records, timestamps, currency information, and other technical or operational records relevant to the provision and support of PittaPlus games.

PittaPlus maintains internal access controls and data handling procedures to protect the information it processes in connection with its game provider activities. Access to relevant operational and technical records is limited to authorized personnel based on business need and role responsibility.

Relevant records are retained for operational, reporting, partner support, dispute review, audit, legal, and regulatory purposes where required. Detailed data retention arrangements, access controls, and supporting records are maintained internally.

5. Website and Player Interface

PittaPlus does not directly operate a player-facing online gaming website for player registration, account access, deposits, withdrawals, player wallet services, or account management.

As a B2B game provider, PittaPlus' responsibility in this area is limited to the game interface and related game access elements made available through B2B integrations. Any detailed interface specifications, screenshots, configuration records, and supporting technical documentation are maintained internally.

6. Excluded and Restricted Persons Controls

PittaPlus does not directly register players, conduct player verification, or manage player exclusion accounts as part of its B2B game provider operation.

PittaPlus provides its games only where such provision is permitted under its applicable licensing position, commercial arrangements, and internal compliance controls. Game availability may be managed through partner-level

configuration, market availability settings, and other operational or technical controls where applicable.

Where a restriction-related matter is identified in connection with PittaPlus games, the matter is reviewed internally and appropriate support may be provided where required.

7. Technical Infrastructure

PittaPlus maintains a technical environment to support the provision, operation, monitoring, and support of its games as a B2B game provider.

The technical infrastructure supports core game provider functions, including game availability, game access, operational monitoring, reporting support, and technical support activities. Infrastructure management is handled by the relevant internal technical teams and reviewed as part of ongoing operational control.

PittaPlus applies internal controls to support system stability, access management, operational monitoring, and issue response. Where a technical issue is identified, the relevant internal team reviews the matter and takes appropriate action to support resolution.

8. Business Continuity and Contingency Arrangements

PittaPlus maintains business continuity and contingency arrangements to support the continuity and recovery of its game provider operation in the event of operational or technical disruption.

Where an incident or service disruption is identified, the relevant support, technical, and operational teams review the matter and take appropriate action to support investigation, communication, and resolution. Customer support or partner support functions may assist with communication and coordination where required.

Following a material incident, PittaPlus may prepare an incident report to record the nature of the issue, impact, actions taken, and any follow-up measures intended to reduce the likelihood of recurrence.

Business continuity and contingency arrangements are reviewed as part of PittaPlus' ongoing operational control.

9. Responsible Gaming

PittaPlus is committed to supporting responsible gaming principles within the scope of its B2B game provider operation.

PittaPlus maintains a Responsible Gaming Policy and seeks to operate in line with applicable regulatory requirements, responsible gaming principles, and recognised industry guidance, including guidance made available by GambleAware where relevant.

Responsible gaming considerations are reflected in PittaPlus' operational approach, including internal policy awareness, game-related support, operational review, and cooperation with B2B partners where a game-related matter requires review or support.

PittaPlus reviews its responsible gaming approach as part of its ongoing compliance and operational control framework.

10. Terms and Conditions

PittaPlus maintains Terms and Conditions and related policy documents applicable to its game provider operation.

The Terms and Conditions are reviewed and updated where required to reflect applicable regulatory requirements, commercial arrangements, operational practices, and any relevant changes to PittaPlus' services.

Version control is maintained to support document review, approval, and update management.

11. Complaints and Dispute Resolution

PittaPlus may support the review of complaints or disputes where the matter relates to PittaPlus games, game access, game behavior, technical issues, or game-related records.

Where such a matter is received, PittaPlus reviews the relevant information available within its game provider operation and coordinates with the appropriate internal team to support investigation and resolution.

Where required, PittaPlus may provide relevant support information to the applicable B2B partner in connection with the review of the matter.

Complaints and dispute-related support activities are reviewed as part of PittaPlus' operational support and internal control framework.

12. Record Keeping and Retention

PittaPlus maintains records relevant to its game provider operation for operational, technical, reporting, support, compliance, and regulatory purposes.

Records may include game-related operational records, technical support records, issue review records, reporting records, policy documents, certification records, and other information relevant to the provision and support of PittaPlus games.

Records are maintained in accordance with PittaPlus' internal record keeping and retention arrangements. Access to relevant records is limited to authorised personnel based on role responsibility and operational need.

Record keeping and retention arrangements are reviewed as part of PittaPlus' ongoing operational and internal control framework.

13. Critical Information and Transaction Records

PittaPlus maintains critical information and transaction-related records relevant to its game provider operation.

Such records may include game access records, game round information, game-related transaction records, reporting information, technical review records, and other operational information required to support monitoring, reconciliation, issue review, partner support, and regulatory compliance.

Access to critical information and transaction-related records is limited to authorised personnel based on role responsibility and operational need.

14. Data Centre and Hosting Arrangements

PittaPlus uses hosting and data storage arrangements to support the provision, operation, monitoring, and support of its game provider services.

Hosting and related technical arrangements are managed by the relevant internal technical teams and are intended to support system availability, operational continuity, data protection, and recovery where required.

PittaPlus maintains internal procedures relating to access management, operational monitoring, backup, and technical support for its hosted environment.

General Review and Document Control

PittaPlus reviews its operational arrangements and internal controls periodically and updates relevant procedures where required.

This Operational Manual is maintained as an operational document reflecting PittaPlus' B2B game provider activities. It may be updated from time to time to reflect changes in PittaPlus' operations, regulatory requirements, internal procedures, or commercial arrangements.