

Bridge Technologies B.V

Operational Manual

Version 1.1

June 2025

Operational Manual

This Operational Manual describes the operational, technical, compliance, and governance framework of the licensed gaming business and outlines the controls and procedures maintained to ensure regulatory compliance, player protection, and operational integrity.

It is important that all Company Policies are read and understood.

1. Platform and Infrastructure Setup

- The Company operates a centralised online gaming platform supporting casino, sportsbook, and wallet functionality.
- Infrastructure components include front-end player interfaces, back-office administration systems, payment integrations, reporting systems, and monitoring tools.
- All critical systems are maintained with appropriate redundancy, uptime monitoring, and access management controls.

2. Domains, Hosting, and Technical Environment

- The Company operates approved gaming domains and subdomains used exclusively for licensed gaming activities.
- Hosting infrastructure is maintained within secure data centre environments with firewall protection, intrusion monitoring, encrypted communications, and restricted administrator access.
- Technical changes are subject to testing, approval, and documented change management procedures.

3. Player Onboarding and KYC Procedures

- Customers are required to complete registration and identity verification procedures prior to unrestricted account use.
- Customer Due Diligence (CDD) measures include identity verification, age verification, sanctions screening, and politically exposed person (PEP) screening.
- Enhanced Due Diligence (EDD) measures are applied to high-risk customers and unusual transactional activity.

4. AML and Responsible Gaming Controls

- The Company maintains a risk-based AML/CTF compliance framework aligned with applicable Curaçao regulatory requirements and international standards.
- Transaction monitoring systems are used to identify unusual or suspicious activity.

- Responsible gaming measures include self-exclusion, deposit limits, cooling-off periods, and behavioural monitoring designed to identify indicators of problematic gambling.

5. Payment and Wallet Processes

- The Company utilises approved payment service providers and wallet systems for deposits and withdrawals.
- Withdrawal requests are subject to verification, fraud screening, and AML review procedures.
- Financial reconciliation and transaction monitoring controls are maintained on an ongoing basis.

6. Games, Software, and Outcome Systems

- The Company offers games and betting products supplied by approved third-party software and game providers.
- Random Number Generator (RNG) gaming systems and betting engines are subject to testing and certification where required.
- Game outcomes and wagering activity are logged and retained for audit and compliance purposes.

7. Data Storage and Recordkeeping Arrangements

- The Company maintains secure electronic storage of customer, transactional, operational, and compliance records.
- KYC documentation, transaction histories, and compliance records are retained in accordance with applicable legal and regulatory retention requirements.
- Access to sensitive records is restricted to authorised personnel only.

8. Cybersecurity and Disaster Recovery Measures

- Cybersecurity controls include multi-factor authentication, encryption, endpoint protection, network monitoring, and restricted access controls.
- The Company maintains incident response, business continuity, and disaster recovery procedures to minimise operational disruption.
- Backups are performed periodically and recovery procedures are tested where appropriate.

9. Complaint Handling and ADR Procedures

- The Company maintains documented complaint handling procedures for customer disputes and service-related issues.
- Complaints are recorded, investigated, and responded to within reasonable timeframes.

- Where applicable, unresolved disputes may be escalated to Alternative Dispute Resolution (ADR) mechanisms or competent regulatory authorities.
- Please see document attached

10. Reporting and Operational Compliance Processes

- The Company maintains ongoing compliance monitoring and reporting procedures covering AML, operational, financial, and regulatory obligations.
- Internal reporting lines are maintained between operational management, compliance personnel, and the Board of Directors.
- Periodic reviews, audits, and risk assessments are conducted to ensure the effectiveness of operational and compliance controls.
- Document Change Control

Document Change Control

Version	Date	Author	Description
1.0	01/06/2024	Melissa Hardie	First Policy
1.1	01/06/2025	Richard Hogg	Reviewed, Policy No Change

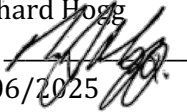
Document Sign Off

Role	Name	Date	Note
Director	Richard Hogg	01/06/2025	

Bridge Technologies B.V

Title: Director

Name: Richard Hogg

Signature: 

Date: 01/06/2025