



Ian Napier

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I have worked for Casinos Austria International for 19 years as the corporate head of security and surveillance and I am very happy to say we have been using Casino Locking Systems now for almost a decade in our casino projects around the world.

When starting up casino projects one of the critical issues from a security perspective is to coordinate the planning, procurement and installation of your key and locking management system to ensure the security and operational needs of your casino are fully addressed. Not many companies providing locking solutions are dedicated to doing just this for casinos. CLS are, they know casinos and they do what they do exceptionally well.

Usually, this huge responsibility is left to security management and/or the relevant department heads such as the tables games managers, slot management, food and beverage manager, etc. So what happens is you get the locks as provided with all the equipment all lumped into several boxes (if you are lucky) with no explanation or guarantee of integrity. The keys are not tagged or have any means of identification, there is no lock chart that resembles the needs of your operation and unfortunately and too often they are delivered to your casino without adhering to what should be a four-eye principle required for the receipt of all keys. So what typically happens is that you get everything fitted with the original manufacturer's locks and it has been my experience that this does not meet the security levels required in a casino or remotely addresses operational efficiency.

Casino management (and most lock suppliers) do not typically have the experience in this area, and even if Casino Management do, they do not have the time (or the inclination) during a busy and stressful casino startup involving hundreds of locks to devote the required amount of attention and care needed. This usually means the locking system can be compromised from the beginning and you will not even know it until it's too late – unfortunately this had been my experience before we started using CLS.

The many slot manufacturers that you are buying your slots from send their machines with their own locks, the various table and equipment suppliers send their furniture with their own locks, and then you have the locks for the cash desk drawers and cupboards, cash box trolleys, pit stands, bars, offices and building locks, all on many other systems. This means personnel need to carry around large bunches of keys at any point in time. This minimizes security and efficiency.

CLS have extensive experience in customizing your locking system to meet all your needs and I have put this to good use over the years. They liaise with all the suppliers (pre-shipment) who are providing the table drop boxes, table equipment chip trays, etc, the slot manufactures, architects and interior designers to ensure your locking needs are fully addressed before shipment. This ensures complete control of your locks and keys from the outset.
CLS have made my life much easier in the many years we have been using them, and much more importantly, they have given me the confidence (and comfort) that I will be getting a complete turn-key locking system that meets all the needs of the casino from the beginning. I would never consider opening a new casino project without the involvement of CLS

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