

# NOVA SCOTIA GAMING

## Social Responsibility Community Report 2019-20

Social Responsibility Charter Pillars	2019-20 Key Activities
<p><b>RESPONSIBLE GAMBLING</b></p> <p>Responsible Gambling is about providing information so people can make informed decisions about their play.</p>	<ul style="list-style-type: none"> <li>- 84% of public support NSGC’s commitment to Responsible Gambling Initiatives in Nova Scotia.</li> <li>- In 2019-20 NSGC completed 887 Responsible Gambling Assessments on every new initiative before it launched.</li> <li>- In 2019, NSGC marked the 18th Annual Responsible Gambling Awareness week: an annual event to provide players with important information about responsible gambling.               <ul style="list-style-type: none"> <li>o The campaign achieved all its key objectives and 63% of Nova Scotians surveyed felt the Responsible Gambling Awareness Week advertisements made them think about their own, or someone else’s gambling.</li> </ul> </li> <li>- Both the Halifax and Sydney casinos maintained their RG Check Accreditation in 2019-20.</li> <li>- Our responsible gambling brochures are now available in Arabic, English, French, Mandarin and Mi’kmaq.</li> <li>- Everyone who works in the industry plays an important role in making sure gambling is fun and safe, through skills they learn by taking NSGC’s annual training programs.</li> <li>- <a href="http://yourbestbet.ca">yourbestbet.ca</a> is a dedicated website for providing the public and players with important information to make informed decisions and help keep the fun in the game.</li> <li>- In January 2020, NSGC modernized the Voluntary Self-Exclusion program to offer casino patrons. Updates to the program include:               <ul style="list-style-type: none"> <li>o Forfeiture of wins;</li> <li>o Updated term lengths of 6 months, 1 year, 3 years and indefinite, and;</li> <li>o Updated reinstatement protocol.</li> </ul> </li> </ul>
<p><b>INTEGRITY AND SECURITY</b></p> <p>We offer games that are fair and honest. We provide information about how games work and the odds of winning. We also protect privacy rights and person information.</p>	<ul style="list-style-type: none"> <li>- If someone chooses to gamble, they should know the odds of winning always favour the house. Odds of winning:               <ul style="list-style-type: none"> <li>o Video Lottery 91%-95%</li> <li>o Ticket Lottery 33%-65%</li> <li>o Casino Slots Average 92%</li> <li>o Casino Tables Average 80%</li> </ul> </li> <li>- Age of majority excellence: NSGC manages compliance with age of majority rules and have polices in place to ensure all retailers comply with those rules year-round.</li> <li>- Appropriate gift-giving: NSGC participated in the McGill University Holiday Campaign to promote age-appropriate gift-giving and ensure lottery products are not given to minors as gifts.</li> <li>- NSGC works with Casino Nova Scotia to ensure its compliance with the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) reporting requirements. A recent third-party review found Casino Nova Scotia is meeting its obligations when it comes to anti-money laundering.</li> </ul>

<p><b>CITIZENS AND COMMUNITIES</b></p> <p>NSGC supports numerous community initiatives because we believe good corporate citizenship starts in the community.</p>	<ul style="list-style-type: none"> <li>- Support4Sport is the largest source of funding for amateur sport in the province. Since its inception, NSGC has contributed more than \$46.9 million to support athletes, coaches, officials, and community sport organizations.</li> <li>- Since 2013, Support4Culture has funded more than \$20 Million for arts, culture, and heritage in Nova Scotia, encouraging innovation, diversity, and collaboration.</li> <li>- In total, NSGC helped 12 organizations raise more than \$175,000 for good causes through the Support4Communities program last year.</li> <li>- NSGC is proud to sponsor a wide variety of events throughout the province. Some examples include: <ul style="list-style-type: none"> <li>o Support4Sport Awards</li> <li>o Nova Scotia Sport Hall of Fame Induction Night</li> <li>o Robert Merritt Theatre Awards</li> <li>o Association of Nova Scotia Museums Conference</li> <li>o VIP Coach Program</li> </ul> </li> </ul>
<p><b>CORPORATE GOVERNANCE</b></p> <p>The way we conduct business is held to the highest ethical standards and we are responsible to the government and people of Nova Scotia.</p>	<ul style="list-style-type: none"> <li>- Our staff and Board of Directors are comprised of people who put social responsibility at the forefront of everything we do. There are almost 300 small businesses across Nova Scotia that offer video lottery in their establishments (in addition to Mi'kmaw communities). These businesses are trained on how to help players make informed decisions, and each terminal has mandatory responsible gambling features.</li> </ul>
<p><b>STAKEHOLDER RELATIONSHIPS</b></p> <p>Working collaboratively with our stakeholders provides the best opportunities to advance our social responsibility agenda.</p>	<ul style="list-style-type: none"> <li>- In March 2020, NSGC along with its operators responded to the COVID-19 global pandemic by closing casinos, suspending VLT operations and adjusting business practices to adhere to guidelines outlined by federal and provincial health authorities.</li> <li>- Understanding how often Nova Scotians gamble is important to the work we do. That is why NSGC collaborates with the Department of Health and Wellness to conduct regular research that helps maintain a socially responsible and accountable approach to gaming.</li> <li>- After surveying Nova Scotians, we learned that: <ul style="list-style-type: none"> <li>o In 2019-20, 73% of adults in Nova Scotia reported gambling at least once last year and 27% did not gamble.</li> <li>o Of those who gambled, 89% gambled with no risk of developing problems.</li> </ul> </li> <li>- In 2019-20, NSGC provided \$6.6 million for the prevention, education, and treatment of problem gambling.</li> </ul>