

NOVA SCOTIA GAMING

Social Responsibility Community Report 2020-21

Social Responsibility Charter Pillars	2020-21 Key Activities
<p>RESPONSIBLE GAMBLING</p> <p>Responsible Gambling is about providing information so people can make informed decisions about their play.</p>	<ul style="list-style-type: none"> - 91% of the public support NSGC’s commitment to Responsible Gambling Initiatives in Nova Scotia. - In 2020-21 NSGC completed 545 Responsible Gambling Assessments on every new initiative before it launched. - In 2020, NSGC marked the 19th Annual Responsible Gambling Awareness week: an annual event to provide players with important information about responsible gambling. <ul style="list-style-type: none"> o The campaign achieved all its key objectives. 46% of Nova Scotians surveyed felt that the Responsible Gambling Awareness Week made them think about their own gambling, or someone else’s. - Both the Halifax and Sydney casinos maintained their RG Check Accreditation in 2020-21. - Our responsible gambling brochures are available in Arabic, English, French, Mandarin and Mi’kmaq. - 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. - yourbestbet.ca 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. As of March 31, 2021, there has been over 33,764 unique visitors to the site.
<p>INTEGRITY AND SECURITY</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"> - 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"> o Video Lottery 91%-95% o Ticket Lottery 28%-72% o Casino Slots Average 92% o Casino Tables Average 80% - 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. - 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. - 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.
<p>CITIZENS AND COMMUNITIES</p> <p>NSGC supports numerous community initiatives because we believe good</p>	<ul style="list-style-type: none"> - <i>Support4Sport</i> is the largest source of funding for amateur sport in the province. Since its inception, NSGC has contributed more than \$51 million to support athletes, coaches, officials, and community sport organizations. - Since 2013, <i>Support4Culture</i> has funded more than \$24.6 Million for arts, culture, and heritage in Nova Scotia, encouraging innovation, diversity, and collaboration.

<p>corporate citizenship starts in the community.</p>	<ul style="list-style-type: none"> - NSGC adapted its <i>Support4Communitites</i> program to COVID-19 and offered fundraising seminars virtually, with a learning series of online workshops featuring experts from the fundraising industry. 70 people participated in these seminars. - NSGC is proud to sponsor a wide variety of events throughout the province. Some examples include: <ul style="list-style-type: none"> o Support4Sport Awards o Screen Nova Scotia Awards o Robert Merritt Theatre Awards o Highland Arts Theatre o VIP Coach Program
<p>CORPORATE GOVERNANCE</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"> - NSGC’s Board of Directors and staff 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. - To demonstrate its commitment to transparency, NSGC posts performance measures for both its operators, Casino Nova Scotia and Atlantic Lottery, on its website.
<p>STAKEHOLDER RELATIONSHIPS</p> <p>Working collaboratively with our stakeholders provides the best opportunities to advance our social responsibility agenda.</p>	<ul style="list-style-type: none"> - Throughout 2020-21, Nova Scotia Gaming and our operators, Atlantic Lottery and Casino Nova Scotia, as well as our many ticket and video lottery retailers, responded to the COVID-19 pandemic. This included closing casinos, pausing VLT operations and adjusting business practices to adhere to guidelines outlined by federal and provincial health authorities. We continue to work together to follow health official’s guidance in reopening the business and will continue to make decisions that are in the best interest of all Nova Scotians. - 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 maintain a socially responsible and accountable approach to gaming. - In 2020-21 NSGC provided \$6.2 million for the prevention, education, and treatment of problem gambling.