

NOVA SCOTIA GAMING

Social Responsibility Community Report 2022-23

| Social Responsibility Charter Pillars | 2022-23 Key Activities |
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| <p>HEALTHY PLAY</p> <p>We have a shared responsibility to ensure players have a positive experience if they choose to gamble. This means Nova Scotians who play have access to helpful information, tools and resources that encourage positive play through increased gambling literacy and setting of limits.</p> | <ul style="list-style-type: none"> - Nova Scotians continue to support the promotion of healthy play and responsible gambling in Nova Scotia: <ul style="list-style-type: none"> o Nearly nine in ten say they either completely (60%) or somewhat (27%) support the promotion of healthy play and responsible gambling in Nova Scotia. o 83% of the public support Nova Scotia Gaming’s commitment to Responsible Gambling initiatives in Nova Scotia. - Both the Halifax and Sydney casinos maintained their RG Check Accreditation and exceeded expectations by scoring above the national average. - Nova Scotia Gaming’s responsible gambling brochures are available in Arabic, English, French, Mandarin and Mi’kmaq. - Everyone who works in the gaming industry plays an important role in making sure gambling is fun and responsible, through skills they learn by taking Nova Scotia Gaming’s annual training programs. In 2022 the newest peer reviewed Healthy Play Training was launched at Casino Nova Scotia and 100% of staff have completed the training. - yourbestbet.ca is a dedicated website for providing the public and players with important information to make informed decisions and help keep fun in the game. It plays a key role in promoting healthy play and supporting the year-round Gambling Literacy Awareness Campaign efforts. - In 2022-23 Nova Scotia Gaming completed 1,039 Responsible Gambling Assessments on new initiative prior to their launch. |
| <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 personal information.</p> | <ul style="list-style-type: none"> - Nova Scotia Gaming works to ensure games are fair and honest, secure and free from tampering and that prizes go to the rightful owner. - Average Prize Payout: <ul style="list-style-type: none"> o Video Lottery 91%-95% o Ticket Lottery 28%-72% o Digital Lottery 65-97% o Casino Slots 92% o Casino Tables 80% - Age of majority: Nova Scotia Gaming manages compliance with age of majority rules and has policies in place to ensure all retailers comply with those rules year-round. - Appropriate gift-giving: Nova Scotia Gaming participated in the McGill University Holiday Campaign to promote age-appropriate gift-giving and ensure lottery products are not given to minors as gifts. |

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| | <ul style="list-style-type: none"> - Nova Scotia Gaming works with Casino Nova Scotia and Atlantic Lottery to ensure its compliance with the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) reporting requirements, intended to curtail money laundering. |
| <p>CITIZENS AND COMMUNITIES</p> <p>Nova Scotia Gaming supports numerous community initiatives because we believe good corporate citizenship starts in the community.</p> | <ul style="list-style-type: none"> - <i>Support4Sport</i> – contributed more than \$59.6 million since inception to support athletes, coaches, officials, and community sport organizations in Nova Scotia. - <i>Support4Culture</i> – funded more than \$33.2 million since inception for arts, culture, and heritage in Nova Scotia. - <i>Support4Communities</i> – assisted and/or held 9 events in 2022-23, with over \$1 million being raised, helping good causes since the inception of the program. - 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 people of Nova Scotia.</p> | <ul style="list-style-type: none"> - Nova Scotia Gaming released its 2021-22 Summary of Results in July 2022 and continued to update Fact Sheets on its website quarterly, highlighting industry stats and information on programs. - All staff completed their yearly responsible gambling training. - Performance measures for both its operators, Casino Nova Scotia and Atlantic Lottery are posted on Nova Scotia Gaming’s website yearly. |
| <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"> - Provided \$6.5 million to fund prevention, education, and treatment for those experiencing harms from gambling. - Understanding how often Nova Scotians gamble is important to the work we do. That is why Nova Scotia Gaming collaborates with the Department of Health and Wellness to maintain a socially responsible and accountable approach to gaming. |