

# NOVA SCOTIA GAMING

## Social Responsibility Community Report 2023-24

Social Responsibility Charter Pillars	2023-24 Key Activities
<p><b>HEALTHY PLAY</b></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"> <li>- Nova Scotian Gaming continues to support the promotion of healthy play and responsible gambling in Nova Scotia.</li> <li>- Both the Halifax and Sydney casinos maintained their RG Check Accreditation and exceeded expectations by scoring above the national average.</li> <li>- Nova Scotia Gaming has a suite of healthy play brochures that are available in Arabic, English, French, Mandarin, and Mi'kmaq. They cover important topics like limit-setting, how games work, and resource information.</li> <li>- 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 2023 the newest peer-reviewed Healthy Play Training was launched at Casino Nova Scotia and 100% of staff have completed the training.</li> <li>- <a href="http://yourbestbet.ca">yourbestbet.ca</a> is a dedicated website for providing important information to make informed decisions and help keep fun in the game. It plays a key role in promoting healthy play and supporting a year-round Gambling Literacy Awareness Campaign.</li> <li>- In 2023-24 Nova Scotia Gaming completed 1,229 assessments (compared to 1,039 last year), for any project, initiative, product or marketing campaign in Nova Scotia before they were released into market. This program is designed to ensure new products, marketing, initiatives, promotions, and programs are reviewed using objective risk-based criteria. Responsible Gambling Assessments on new initiative prior to their launch.</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 personal information.</p>	<ul style="list-style-type: none"> <li>- Nova Scotia Gaming works to ensure games are fair and honest, secure and free from tampering and that prizes go to the rightful owner.</li> <li>- Average Prize Payouts:             <ul style="list-style-type: none"> <li>o Video Lottery 91%-95%</li> <li>o Ticket Lottery 28%-74%</li> <li>o Digital Lottery 65-98%</li> <li>o Casino Slots 91%</li> <li>o Casino Tables 78%</li> </ul> </li> <li>- Age of majority: Nova Scotia Gaming manages compliance with age of majority regulations, rules and has policies in place for all retailers to comply with those laws year-round.</li> <li>- Appropriate gift-giving: Nova Scotia Gaming participated in the McGill University Holiday Campaign to promote age-appropriate gift-giving to help prevent lottery products from being given to minors as gifts.</li> </ul>

	<ul style="list-style-type: none"> <li>- 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.</li> </ul>
<p><b>CITIZENS AND COMMUNITIES</b></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"> <li>- <a href="#"><u>Support4Sport</u></a> – contributed more than \$64.1 million since inception to support athletes, coaches, officials, and community sport organizations in Nova Scotia.</li> <li>- <a href="#"><u>Support4Culture</u></a> – funded more than \$37.7 million since inception for arts, culture, and heritage in Nova Scotia.</li> <li>- <a href="#"><u>Support4Communities</u></a> – NSGC contributed \$32.0 thousand this year, with over \$159.0 thousand contributed since inception of the program.</li> <li>- NSGC is proud to sponsor a wide variety of events throughout the year. Some examples include: <ul style="list-style-type: none"> <li>o Support4Sport Awards</li> <li>o North American Indigenous Games</li> <li>o Screen Nova Scotia Awards</li> <li>o Robert Merritt Theatre Awards</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 people of Nova Scotia.</p>	<ul style="list-style-type: none"> <li>- Nova Scotia Gaming released its 2022-23 Summary of Results in September 2023 and continued to update Fact Sheets on its website, highlighting industry stats and information on programs.</li> <li>- All NSGC staff completed yearly healthy play training, as well as annual required training from the Province of Nova Scotia.</li> <li>- Performance measures for both its operators (Casino Nova Scotia and Atlantic Lottery) are posted on Nova Scotia Gaming’s website yearly.</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>- Provided \$6.1 million to fund prevention, education, and treatment programs for those experiencing harms from gambling.</li> <li>- 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.</li> <li>- NSGC also works closely with other government and community departments to leverage knowledge, skill sets and available resources to ensure its products and programs are robust, comprehensive and socially responsible.</li> </ul>