

In British Columbia, nearly three-quarters (72.5%) of adults have participated in at least one gambling activity in the past 12 months. For the majority of the population, gambling is an entertainment option, while some might encounter difficulties in coping with their gambling behaviours.

In order to maintain a healthy and positive guest experience, Great Canadian Gaming Corporation (GCGC) is committed to supporting responsible gambling initiatives and programs that:

- Ensure guests stay well informed and educated regarding their gambling activity.
- Ensure assistance programs are available for guests who may be in distress.

GCGC, in partnership with provincial crown operators and gaming regulators, offers the following responsible gambling programs at its properties:

Voluntary Self-Exclusion Program

The Voluntary Self-Exclusion Program is one of the most important tools that can assist in supporting individuals in taking a break from gambling. This program allows an individual to voluntarily exclude him or herself from all casino properties in the province for a set period of time and offers counselling support. To learn more about the Voluntary Self-Exclusion program that is offered in BC, please visit <http://gamesense.bcl.com/voluntary-self-exclusion.html>.

Employee Training

Educating our staff on responsible gambling practices is another key contributor in ensuring our players stay informed and on top of their game. With appropriate training, our employees have enhanced knowledge, awareness, and skills in the identification of possible gambling related issues and make every attempt to respond appropriately to guests who may be experiencing problems.

Responsible Gambling Information Centres and Advisors (GameSense Centres)

GameSense Centres are interactive information booths located within the casino which provide information on responsible play, odds of winning, gambling myths and facts, risk factors and where to find help for problem gambling. They are staffed by Responsible Gaming Advisors or GameSense Advisors who are able to share valuable information and connect with guests on the gaming floor.

Responsible Gambling Literature

We showcase responsible gambling literature and brochures in various high traffic areas throughout our properties. It is our goal to make it easily available for customers who want to learn about responsible gambling tips, odds of the games and other related information. To learn more about how gambling works, please visit <http://gamesense.bcl.com/how-gambling-works.html>.

Problem Gambling Help Line

In each provincial jurisdiction, our casino properties display and have available the Problem Gambling Help Line number that can be a primary source of assistance for individuals who choose that type of support in dealing with their gambling activity. In BC, the Problem Gambling Help Line Number is 1-888-795-6111. For more details regarding the BC Problem Gambling Help Line, please visit <https://www.bcresponsiblegambling.ca/>.

No Minors Policy

No minors are allowed in our casinos. The 19+ rule is strictly enforced. Each of our properties are equipped with state-of-the-art ID scanning devices and require all individuals appearing under 30 to submit to an ID scan to ensure validity.

Responsible Gambling Marketing Standards

GCGC is committed to high ethical marketing standards that do not target minors or portray extravagant or misleading wins. We do everything we can to follow provincial gaming marketing standards. To see the detailed list of marketing standards that GCGC properties follow in BC, please visit <https://www.gaming.gov.bc.ca/legislation-policies/docs/stds-advertising-marketing.pdf>.

RG Check Accreditation

It is also important to note that all GCGC properties in BC have taken part in the RG Check certification process. RG Check is an accreditation program created by the Responsible Gambling Council (RGC) and is based on the RGC's Responsible Gambling Index Standards.

The standards are designed to provide objective and independent benchmarks for the content, quality, and breadth of responsible gambling programs designed and delivered by gaming companies. They represent the RGC's view of efforts by gaming providers to reduce the risk of problem gambling among patrons. To learn more about the RG Check accreditation process, please visit <http://rgcheck.com/>.

Dedicated Responsible Gaming Department

In order to ensure integration of responsible gambling elements throughout Great Canadian's operations, the organization has developed a corporate Responsible Gaming Department. The department was initiated in 2007 and is comprised of the Manager, Media and Responsible Gaming along with the Vice President, Stakeholder Relations and Responsible Gaming. The mandate of the department is to oversee, guide, establish and develop RG initiatives, policies and procedures in conjunction with provincial and national responsible gambling standards and guidelines.

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