

**Ontario Lottery and Gaming Corporation**  
2015–16 Corporate Social Responsibility Report

GRI Index

GENERAL STANDARD DISCLOSURES		LOCATION AND/OR RESPONSE	ASSURANCE								
<b>STRATEGY AND ANALYSIS</b>											
<b>G4-1</b>	Statement from the most senior decision-maker of the organization	<b>Message from the President and CEO</b> The accomplishments included in this report have enabled OLG to accomplish its short- and long-term policy and program goals and objectives. However, an analysis of comparing accomplishments to annual targets has not been undertaken.	No								
<b>ORGANIZATIONAL PROFILE</b>											
<b>G4-3</b>	Name of the organization	Ontario Lottery and Gaming Corporation	No								
<b>G4-4</b>	Primary brands, products and services	<b>Our Business</b>	No								
<b>G4-5</b>	Location of the organization's headquarters	OLG's headquarters are based in Sault Ste. Marie and Toronto, Ontario (Canada).	No								
<b>G4-6</b>	Countries of operation	OLG operates only in Canada.	No								
<b>G4-7</b>	Nature of ownership and legal form	<b>Who We Are</b>	No								
<b>G4-8</b>	Markets served	<b>Our Business</b>	No								
<b>G4-9</b>	Scale of organization	<b>Who We Are</b> <b>Our Business</b> <b>GRI Index (G4-EC1)</b>	No								
<b>G4-10</b>	Total number of employees by type of employment (permanent and temporary)	<b>Supporting Employees</b> <table border="1"> <thead> <tr> <th>Permanent Full Time</th> <th>Permanent Part Time</th> <th>Temporary</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>4,173</td> <td>2,179</td> <td>259</td> <td><b>6,611</b></td> </tr> </tbody> </table> OLG measures workforce in terms of permanent and temporary employees. The number of contract workers is not material to OLG and is not tracked.	Permanent Full Time	Permanent Part Time	Temporary	Total	4,173	2,179	259	<b>6,611</b>	No
Permanent Full Time	Permanent Part Time	Temporary	Total								
4,173	2,179	259	<b>6,611</b>								
<b>G4-11</b>	Percentage of total employees covered by collective bargaining agreements	47% of our employees are covered by collective bargaining agreements.	No								
<b>G4-12</b>	Overview of procurement	<b>Building Public Trust</b> For more insight into OLG's procurement process, visit <a href="http://www.olg.ca/about/procurement">www.olg.ca/about/procurement</a> .	No								
<b>G4-13</b>	Significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain	On January 11, 2016, two gaming sites (Casino Thousand Islands and Slots at Kawartha Downs) were turned over to a private operator who undertakes the day-to-day operations of the sites, under OLG's Modernization Program. See the discussion on modernization in " <b>Who We Are</b> " and " <b>Strategic Challenges</b> " and online at <a href="http://www.olg.ca/about/modernizing_lottery_and_gaming_project_status">www.olg.ca/about/modernizing_lottery_and_gaming_project_status</a> .	No								

<b>G4-14</b>	OLG application of the precautionary approach or principle	OLG's policymaking and program development are evidence-informed whereby policies and programs are informed by scientific evidence. OLG also adheres to the precautionary principle and does not implement policies and programs where the consequences are uncertain and potentially dangerous. Additional information is on our website at <a href="http://www.olg.ca/about/responsible_gaming">www.olg.ca/about/responsible_gaming</a> .	No
<b>G4-15</b>	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses	<b>Certifications, Accreditations and Memberships</b>	No
<b>G4-16</b>	Memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: holds a position on the governance body; participates in projects or committees; provides substantive funding beyond routine membership dues; views membership as strategic. This refers primarily to memberships maintained at the organizational level	<b>Certifications, Accreditations and Memberships</b>	No
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>			
<b>G4-17</b>	Entities included in the organization's consolidated financial statements or equivalent documents	For the reporting period covered, see our quarterly disclosures at <a href="https://about.olg.ca/financial-annual-reports-2015-2016/">https://about.olg.ca/financial-annual-reports-2015-2016/</a>  Performance indicators discussed in this report relate to Lottery, Charitable Gaming, Internet Gaming and OLG Slots and Casinos. Resort Casinos and Casinos and Slots Facilities whose day-to-day operations are managed by private Service Providers are not reported on, unless specifically noted.	No
<b>G4-18</b>	Process for defining the report content and the aspect boundaries	<b>About This Report Identifying Our Material Topics</b>	No
<b>G4-19</b>	Material aspects identified in the process for defining report content	<b>About This Report Identifying Our Material Topics</b>	No
<b>G4-20</b>	Aspect boundary within the organization	<b>Identifying Our Material Topics</b>	No
<b>G4-21</b>	For each material aspect, report the aspect boundary outside the organization	<b>Identifying Our Material Topics</b>	No
<b>G4-22</b>	The effect of any restatements of information provided in previous reports, and the reasons for such restatements	In the 2014-15 report, the conversion factor for fuel consumption was stated as joules, instead of megajoules. The effect is that the consumption as reported was lesser than the actual consumption. Corrections are made in this report.	No
<b>G4-23</b>	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	There were no significant changes in the Scope and Aspect Boundaries.	No
<b>STAKEHOLDER ENGAGEMENT</b>			
<b>G4-24</b>	A list of stakeholder groups engaged by the organization	<b>Stakeholder Dialogue</b>	No

<b>G4-25</b>	The basis for identification and selection of stakeholders with whom to engage	<b>Engagement Identifying Our Material Topics</b>	No
<b>G4-26</b>	The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	<b>Stakeholder Dialogue Identifying Our Material Topics</b> OLG engages stakeholders on an ongoing and regular basis through various means. We engage stakeholders through monthly public surveys and annual players' surveys, regular policy roundtables with the Alcohol and Gaming Commission of Ontario, the Centre for Addiction and Mental Health, the Responsible Gambling Council, Gambling Research Exchange Ontario, and other types of consultations and dialogues.	No
<b>G4-27</b>	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	<b>Engagement Stakeholder Dialogue</b>	No
<b>REPORT PROFILE</b>			
<b>G4-28</b>	Reporting period (such as fiscal or calendar year) for information provided	Fiscal 2015–16 is the reporting period for performance data. Subsequent events from fiscal 2016–17 have been included within the stories and in the Disclosure on Management Approach ("DMA") within this report to present a relevant and accurate description of OLG's CSR strategy, objectives and programs.	No
<b>G4-29</b>	Date of most recent previous report (if any)	<a href="http://www.olg.ca/assets/documents/media/csr_report_2014-15.pdf">http://www.olg.ca/assets/documents/media/csr_report_2014-15.pdf</a>  published in 2016	No
<b>G4-30</b>	Reporting cycle (such as annual, biennial)	Annual	No
<b>G4-31</b>	Contact point for questions regarding the report or its contents	<b>Contact Information</b>	No
<b>G4-32</b>	Report the "in accordance" option the organization has chosen, GRI content index and external	<b>About This Report</b>	No
<b>G4-33</b>	Report the organization's policy and current practice with regard to seeking external assurance for the report.	OLG has elected not to have this report or its data assured externally and does not have policies relating to CSR report assurance.	No
<b>GOVERNANCE</b>			
<b>G4-34</b>	The governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision making on economic, environmental and social impacts.	<b>Governance</b> See also: <a href="http://about.olg.ca/corporate-governance/">http://about.olg.ca/corporate-governance/</a> .	No
<b>ETHICS AND INTEGRITY</b>			
<b>G4-56</b>	Values, principles, standards and norms of behaviour, such as codes of conduct and codes of ethics	<b>Our Approach to Social Responsibility Governance Building Public Trust</b>	No

SPECIFIC STANDARD DISCLOSURES	LOCATION AND/OR RESPONSE	ASSURANCE
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<b>CATEGORY: ECONOMIC PERFORMANCE</b>		
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<b>Disclosure on Management Approach (DMA)</b>	Economic performance	<b>Where the Money Goes</b> <b>Strengthening Communities</b> Results of a pilot assessment of the social return on investment (SROI) of community programs funded through Municipal Contribution Agreements highlighted the difficulties in determining SROI because funds are invested in numerous projects. What can be done is to document how the MCA funds are used to spur economic development.	No
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<b>G4-EC1</b>	Direct economic value generated, distributed and retained For the fiscal year ended March 31, 2016 (in thousand Canadian dollars)	<b>Strengthening Communities</b>	No
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Indicator	FY2015–16	FY2014–15	FY2013–14
<u>Direct Economic Value Generated</u>			
Revenue*	7,445,281	6,644,208	6,670,378
<u>Direct Economic Value Distributed</u>			
Operating Costs**	3,082,265	2,753,963	2,800,434
Employee Wages and Benefits***	901,987	873,281	873,289
Payments to Providers of Capital† – the Province of Ontario	2,390,982	2,048,198	2,082,606
Payments to Governments†† (taxes) – Government of Canada	305,608	285,215	281,891
Community Investment††† (payments to host communities, lottery retailers, local goods and services)	654,577	584,581	543,083
<u>Economic Value Retained</u>	109,862	98,970	89,075

**Notes:**

\*Revenue includes revenue from lottery, charitable gaming, slot and table games, internet gaming, and non-gaming revenue less returns, discounts and allowances. Revenues from slot and table games and charitable gaming excluding paper break open tickets are recorded net of prizes paid. Revenue excludes interest income and revenue from sale of assets. Revenue includes OLG's share, pursuant to the operating agreements, of the gaming revenue generated at the casino or slot facility operated by the land-based gaming Service Provider and is recognized in the same period the game is played.

\*\*Operating Costs include expenses (excluding amortization), including prizes, marketing and promotion, property rental, licence fees, facility payments, commissions, fees paid to operators, etc.

\*\*\*Total payroll comprises employee salaries, including amounts paid to government institutions (such as employee taxes, levies, and unemployment funds) on behalf of employees. Non-employees working in an operational role are normally not included here, but rather under operating costs as a service purchased. Total benefits include regular contributions (such as to pensions, insurance, company vehicles, and private health). They do not include training or other cost items directly related to the employee's job function. All sites (including resorts) are represented in this total.

†Includes dividends to all shareholders and interest payments made to providers of loans. Payment to the Province of Ontario includes win contributions. The Corporation remits a contribution to the Province of Ontario equal to 20 per cent of gaming revenue from the resort casinos and the Great Blue Heron Casino, in accordance with the *Ontario Lottery and Gaming Corporation Act, 1999*.

††As a prescribed registrant, the Corporation makes GST/HST remittances to the Government of Canada pursuant to the Games of Chance (GST/HST) Regulations of the *Excise Tax Act*.

†††Voluntary donations and investment of funds in the broader community where the target beneficiaries are external to the organization. These include contributions to charities, funds to support community infrastructure (such as recreational facilities) and direct costs of social programs (including arts and educational events, the sponsorship of community festivals and events, payments to lottery retailers, and payments for local goods and services). The amount includes accounts for actual expenditures in the reporting period, not commitments.

<b>DMA</b>	Indirect economic impacts	<b>OLG Benefits to Communities</b> Results of a pilot assessment of the social return on investment (SROI) of community programs funded through Municipal Contribution Agreements highlighted the difficulties in determining SROI because funds are invested in numerous projects. What can be done is to document how the MCA funds are used to spur economic development.	No
<b>G4-EC8</b>	Significant indirect economic impacts	<b>Strengthening Communities</b>	No
<b>DMA</b>	Procurement practices	<b>Building Public Trust</b> The Fairness Monitor for the Request for Proposal (RFP) for the East Gaming Bundle certified that the principles of openness, fairness and transparency had been, in its opinion, properly established and maintained throughout the RFP process. Furthermore, the Monitor attested that it was not made aware of any issue that emerged during the process that would impair the fairness of the initiative. No adjustment will be made in the approach. For regular procurement, we are still reviewing our social responsibility practices and guidelines and will make a recommendation in the near future.	No
<b>G4-EC9</b>	Percentage of local spending on suppliers at significant locations of operation	<b>Strengthening Communities</b> <b>Performance Snapshot</b>	No

**CATEGORY: ENVIRONMENT**

<b>DMA</b>	Materials	<b>Reducing Our Footprint</b> The results of the assessment to further reduce the sizes of online lottery tickets to realize more paper savings indicate that further reductions are not possible as legal requirements (e.g., <i>Access to Ontarians with Disabilities Act</i> and <i>Ontario French Language Services Act</i> ) preclude reducing the sizes of the tickets further.	No
<b>G4-EN1</b>	Materials used by weight and volume	<b>Reducing Our Footprint</b>	No

Paper Use	FY2015–16	FY2014–15	FY2013–14
Lottery paper (in 8.5" by 11" equivalent) – previous ticket sizes	253,906,953	241,308,914	242,551,831
Lottery paper (in 8.5" by 11" equivalent) – new, reduced ticket sizes	176,577,168	166,142,170	166,391,028
Reduction – lottery paper	77,329,785	75,166,744	76,160,803
Office paper (8.5" by 11" sheets)	13,876,904	13,988,808	14,519,576
Reduction* – office paper	8,723,277	8,611,374	8,080,606
Per cent reduction* – office paper	39	38	36

\*Reductions in office paper used are relative to the baseline of 22,600,182 (8.5" by 11" sheets) used in fiscal 2008–09.  
Note: An increase in amount of savings of lottery paper is realized when ticket sales increase. This implies that the more tickets sold, regardless of the value of the tickets, the more savings in paper are generated.

<b>G4-EN2</b>	Percentage of materials used that are recycled input materials	<b>Reducing Our Footprint Performance Snapshot</b>	No
<b>DMA</b>	Energy	<b>Reducing Our Footprint</b> Energy conservation measures are being implemented at the sites to reduce their energy consumption and leverage the incentives provided by the province's saveONenergy Program.	No
<b>G4-EN3</b>	Energy consumption	<b>Reducing Our Footprint Performance Snapshot</b>	No

<b>Energy Consumption</b>	<b>FY2015-16</b>	<b>FY2014-15</b>	<b>FY2013-14</b>
Electricity consumption (gigajoules)	282,172.70	279,822.00	283,845.00
Heating consumption (natural gas, in gigajoules)	0.126	0.147	0.158

  

<b>Fuel Consumption (megajoules)</b>	<b>FY2015-16</b>	<b>FY2014-15</b>	<b>FY2013-14</b>
Diesel	3,518,507	4,397,220	5,084,447
Ethanol (all types)	2,648,984	3,077,652	3,447,677
Propane	1,615	0	4,902
Gasoline (all types)	21,489,768	24,111,437	26,272,349
<b>Total fuel consumed</b>	<b>27,657,259</b>	<b>31,586,309</b>	<b>34,809,375</b>
<b>Reduction* in total fuel</b>	<b>21,660,564</b>	<b>17,731,501</b>	<b>14,508,435</b>

For electricity consumption and heating consumption, data is provided by a third-party service provider that calculates the amount of electricity used in kilowatt hours and natural gas used in gigajoules based on electricity and natural gas invoices provided by OLG. If there are missing invoices, the service provider estimates consumption through its proprietary method. Fuel consumption is provided by a separate third-party service provider in litres of the various types of fuel consumed based on actual consumption.

[Conversion factors used to arrive at prescribed unit of measure \(joules\) are as follows \(from https://www.neb-one.gc.ca/nrg/tl/cnvrstbl/cnvrstbl-eng.html\)](https://www.neb-one.gc.ca/nrg/tl/cnvrstbl/cnvrstbl-eng.html)

For electricity consumption conversion from kWh to joules: 1 kWh = 3,600,000 joules

For fuel consumption conversion to joules:

- For diesel: 1 litre = 38.68 megajoules
- For gasoline: 1 litre = 34.66 mega joules
- For ethanol: 1 litre = 23.60 mega joules
- For propane: 1 litre = 25.53 mega joules

\*Reductions in fuel consumption are based on the difference between the current year and the baseline year (fiscal 2008-09). Rounding off of the actual consumption may have resulted in slight differences in fuel reduction results for each year.

<b>G4-EN5</b>	Energy intensity	<b>Reducing Our Footprint Performance Snapshot</b>	No	
	<b>Energy Intensity</b>	<b>FY2015-16</b>	<b>FY2014-15</b>	<b>FY2013-14</b>
	Electricity intensity (gigajoules/sq. ft.)	0.251	0.248	0.252
	Natural gas intensity (joules/sq. ft.)	112	130.43	140.36

  

<b>G4-EN6</b>	Reduction of energy consumption	<b>Reducing Our Footprint</b>	No	
	<b>Reduction of Consumption</b>	<b>FY2015-16</b>	<b>FY2014-15</b>	<b>FY2013-14</b>
	Fuel (gigajoules)*	0.022	0.018	0.014
	Electricity (gigajoules)**	23,500	25,824	21,800

Heating (natural gas, in gigajoules)\*\* 0.014†† -0.007† -0.018†

\*Reduction in total fuel use is over baseline of 50,303 megajoules established in FY2008–2009. Rounding off actual consumption may have resulted in slight differences in fuel reduction for each year.

\*\*Reduction in electricity and natural gas use compared to the baseline of 305,646,000 megajoules and 140 megajoules, respectively, established in FY2011 while the total square footage of the facilities was 19% less than that at the start of FY2014.

†Natural gas consumption for FY2013–14 and FY2014–15 is greater than the baseline. This can be attributed to the increase in the square footage of the facilities.

††Natural gas consumption for FY2015–16 was less than the baseline. While there was no change in the square footage of the facilities, energy conservation measures were implemented in FY2015–16 which could explain the reduction in natural gas used.

<b>DMA</b>	Emissions	<b>Reducing Our Footprint</b> Our original plan was to use green electricity extensively to reduce emissions. However, an assessment in 2011 resulted in a change in program direction to focus on actual emissions reduction through energy conservation measures (e.g., use of VFDs and LED lights) and fuel consumption reduction instead of buying green electricity.	No
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<b>G4-EN15</b>	Direct greenhouse gas (“GHG”) emissions (Scope 1: Direct emissions, such as natural gas and fuel)	See performance data below.	No
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<b>GHG Emissions – Scope 1</b>			
<b>Natural Gas</b>	<b>FY2015–16</b>	<b>FY2014–15</b>	<b>FY2013–14</b>
Heating (natural gas usage; gigajoules)	0.126	0.147	0.158
CO <sub>2</sub> emissions* (tonnes)	6,358	7,399	7,963
CO <sub>2</sub> emissions (reduced)/increased from baseline (tonnes)**	(684)	357***	921***

\*Emission factor is 50.45677 g CO<sub>2</sub>/joule (converted from data taken from Environment Canada).

\*\*Reduction in emissions from heating is over the baseline of 7,042 tonnes established in fiscal 2010–11.

\*\*\*Rise in CO<sub>2</sub> emissions attributed to a 19 per cent increase in total area of the facilities, from 944,475 sq. ft. to 1,126,149 sq. ft.

GHG emissions were calculated by multiplying the usage by the conversion factor stated above.

<b>CO<sub>2</sub> Emissions* – Scope 1</b>			
<b>By Fuel Type (tonnes)</b>	<b>FY2015–16</b>	<b>FY2014–15</b>	<b>FY2013–14</b>
Diesel	242	303	350
Ethanol	168	195	218
Propane	0	0	0.3
Gasoline (all types)	1,419	1,592	1,735
<b>Total emissions</b>	<b>1,829</b>	<b>2,090</b>	<b>2,304</b>
<b>Reduction* in total CO<sub>2</sub> emissions</b>	<b>1,957</b>	<b>1,696</b>	<b>1,482</b>

\*Reductions are calculated from baseline established in fiscal 2008–09 at 3,786 tonnes. Emission factors for diesel, propane, ethanol and gasoline from Environment Canada)

<b>G4-EN16</b>	Energy indirect GHG emissions (Scope 2)	See performance data below.	No
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<b>GHG Emissions – Scope 2</b>			
<b>Electricity</b>	<b>FY2015–16</b>	<b>FY2014–15</b>	<b>FY2013–14</b>
Total usage (gigajoules)	282,172.70	279,822.00	283,845.00
Green electricity usage (joules)	45,467.10	45,467.10	41,377.60
CO <sub>2</sub> emissions (tonnes) – electricity used	5,957	5,907	7,490

CO <sub>2</sub> emissions reduction* (tonnes) – due to green electricity used	960	960	1,092
<b>Total CO<sub>2</sub> emissions (tonnes)</b>	<b>4,997</b>	<b>4,947</b>	<b>6,398</b>

\*Reduction since fiscal 2013–14 may be partly due to the lower emission factors used during the subsequent years after the baseline year and partly due to actual reduction in electricity usage.  
Emission factors for electricity production are: FY 2015-16 and FY 2014-15 - 76 g CO<sub>2</sub>/kWh; and FY 2013-14 - 95 g CO<sub>2</sub>/kWh. Source: Environment Canada. Greenhouse Gas Division, National Inventory Report 1990–2012 Part 3: Greenhouse Gas Sources and Sinks in Canada (Ottawa: Environment Canada, 2014), pp. 69–81 (taken from Energy Advantage Report on OLG's GHG Emissions)

**G4-EN19** Reduction of GHG emissions See performance data below. No  
See G4-EN15 and G4-EN16 for gases included in the calculation (CO<sub>2</sub> only).

Amount of Emission Reduction (tonnes)	FY2015–16	FY2014–15	FY2013–14
Scope 1	2,641	1,339	561
Scope 2	2,206	2,256	805
<b>Total</b>	<b>4,847</b>	<b>3,595</b>	<b>1,366</b>

Baseline for Scope 1 established in fiscal 2010–11 at 7,042 tonnes. Conversion factor used was 1,897 g/cubic metre natural gas (Source: Environment Canada)

Baseline for Scope 2 established in fiscal 2010–11 at 7,203 tonnes. Conversion factor used was 130 g/kWh.

#### CATEGORY: LABOUR PRACTICES AND DECENT WORK

**DMA** Employment **Supporting Employees** No

**G4-LA1** Employee turnover according to gender and new hires for 2015–16 according to gender and age group Employee turnover (including voluntary and involuntary terminations and retirement) and new hires for fiscal 2015–16 No

Gender	Turnover	New Hires
Male	695	559
Female	901	662
Unknown	1	n/a
<b>All gender</b>	<b>1,597</b>	<b>1,221</b>

New hires according to age group

Age Group	Number of Employees
30–39	253
40–49	177
50–59	134
60 and over	32
Under 30	625
<b>Total</b>	<b>1,221</b>

**G4-LA3** Employees that took parental leave, returned to work after parental leave, and are still employed after See data below. No

Parental Leave by Gender	Number
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Female	97
Male	53
<b>Grand total, all gender</b>	<b>150</b>

Employees who returned to work after parental leave

Gender	Returned	Did Not Return	Returning 2017	Total
Female	79	13	5	97
Male	51	2	n/a	53
<b>Grand total, all gender</b>	<b>130</b>	<b>15</b>	<b>5</b>	<b>150</b>

Employees who returned to work after parental leave and are still employed after 12 months

Gender	Still Employed	Not Employed	Have Not Been Back Full Year	Total
Female	16	27	54	97
Male	31	7	15	53
<b>Grand total, all gender</b>	<b>47</b>	<b>34</b>	<b>69</b>	<b>150</b>

<b>DMA</b>	Labour/management relations	<b>Supporting Employees</b> Although our collective agreements provide for regular labour/management meetings, a formal evaluation of our approach to labour/management relations was not undertaken during the reporting year. Therefore, adjustments were not made to our management approach. No decision has yet been made on when the review will occur.	No																				
<b>G4-LA4</b>	Minimum notice periods regarding operations changes	Some of our collective agreements provide for a minimum of five days' notice of any change to policies, rules or regulations affecting bargaining unit employees.	No																				
<b>DMA</b>	Occupational health and safety	<b>Supporting Employees</b> An evaluation of our approach to occupational health and safety was not made during the reporting year. Therefore, adjustments were not made to our management approach. No decision has yet been made on when the review will occur.	No																				
<b>G4-LA5</b>	Joint management-employee health and safety committees	<b>Supporting Employees</b> Each of the 25 OLG locations has a formal Joint Health and Safety Committee (JHSC) representing management and employees. It functions as a joint advisory committee to the organization/management. Management reviews all recommendations by each of the 25 JHSC. 100% of the employees are represented by a JHSC.	No																				
<b>G4-LA6</b>	Types of injuries, injury rates, number of occupational diseases and number of fatalities	Frequency rates of WSIB reportable injuries <table> <thead> <tr> <th></th> <th># of Events</th> <th># of Employees</th> <th>Frequency Rate (# of injuries/ 100 employees)</th> </tr> </thead> <tbody> <tr> <td>Lottery</td> <td>2</td> <td>372</td> <td>0.54</td> </tr> <tr> <td>Gaming</td> <td>171</td> <td>5,134</td> <td>3.33</td> </tr> <tr> <td>Corporate</td> <td>5</td> <td>1,105</td> <td>0.45</td> </tr> <tr> <td><b>Totals</b></td> <td><b>178</b></td> <td><b>6,611</b></td> <td><b>2.69</b></td> </tr> </tbody> </table>		# of Events	# of Employees	Frequency Rate (# of injuries/ 100 employees)	Lottery	2	372	0.54	Gaming	171	5,134	3.33	Corporate	5	1,105	0.45	<b>Totals</b>	<b>178</b>	<b>6,611</b>	<b>2.69</b>	No
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Corporate	5	1,105	0.45																				
<b>Totals</b>	<b>178</b>	<b>6,611</b>	<b>2.69</b>																				

		Number of occupational diseases: OLG currently has no approved occupational disease claims. Number of fatalities by region or gender: OLG has had no occupational fatalities within any region.	
<b>G4-LA8</b>	Health and safety in formal agreements with trade unions	Health and safety language exists within each collective agreement. 47% of employees are represented by a collective bargaining unit.	No
<b>DMA</b>	Training and education	<b>Supporting Employees</b> An evaluation of our approach to training and education was not made during the reporting year. Therefore, adjustments were not made to our management approach. No decision has yet been made on when the review will occur.	No
<b>G4-LA9</b>	Average hours of training per year per employee by gender and by employee category	<b>Supporting Employees</b> <b>Performance Snapshot</b> Except for Responsible Gambling training, hours for training are not tracked. Responsible Gambling training ranges from at least 30 minutes to 4 hours per employee annually depending on the employee's role.	No
<b>G4-LA10</b>	Programs for skills development and lifelong	<b>Supporting Employees</b>	No
<b>DMA</b>	Diversity and equal opportunity	<b>Supporting Employees</b>	No
<b>G4-LA12</b>	Composition of governance bodies including gender, age and employee category	At year-end fiscal 2015–16, the OLG Board of Directors was composed of 60 per cent males and 40 per cent females.	No
	<b>Employee Type</b>	<b>Total</b>	<b>Male</b>
	Permanent full time	4,173	2,105
	Permanent part time	2,179	971
	Temporary (including students)	259	117
	<b>Total</b>	<b>6,611</b>	<b>3,193</b>
	<b>Employee Type</b>	<b>Total</b>	<b>Male</b>
	Supervisory/management (bands 9 and above)	663	375
	Support staff (bands 8 and below)	5,948	2,818
	<b>Total</b>	<b>6,611</b>	<b>3,193</b>
<b>DMA</b>	Local communities	<b>Supporting Employees</b> <b>Strengthening Communities</b> Results of a pilot assessment of the social return on investment (SROI) of community programs funded through Municipal Contribution Agreements highlighted the difficulties in determining SROI because funds are invested in numerous projects. What can be done is to document how the MCA funds are used to spur economic development.	No

<b>G4-SO2</b>	Operations with significant actual or potential negative effects on local communities	<p><b>Addressing Social Impacts</b></p> <p>OLG's activities can have an impact on society at the community level and among customers of our gaming activities. We have programs in place to mitigate any potential impacts. These include <i>PlaySmart</i>, community engagement and contributions, employee engagement in the community and environmental initiatives.</p> <p>We track public opinion of our programs on a regular basis. In fiscal 2015–16, 78 per cent of the public, on average, had confidence in OLG to operate responsibly. Approximately 75 per cent thought OLG does all it can to make sure lotteries, casinos and slot facilities are run in a socially responsible manner, and 69 per cent said OLG is good for the economy of Ontario. However, only 44 per cent believed OLG was committed to being environmentally responsible and only 46 per cent believed that OLG and its employees positively contribute to the community's environmental efforts. Our goal is to improve our performance in these areas.</p>	No			
<b>DMA</b>	Grievance mechanisms for impacts on society	Ombudsman Ontario has a formal grievance mechanism that applies to OLG. The 2015–16 Ombudsman Report is available at: <a href="https://www.ombudsman.on.ca/Resources/Reports/2015-2016-ANNUAL-REPORT.aspx">https://www.ombudsman.on.ca/Resources/Reports/2015-2016-ANNUAL-REPORT.aspx</a> .	No			
<b>G4-SO11</b>	Number of grievances about impacts on society	Ombudsman Ontario has a formal grievance mechanism that applies to OLG. As outlined in the 2015–16 Ombudsman Report, there were 54 case complaints received about OLG in the reporting year. <a href="https://www.ombudsman.on.ca/Resources/Reports/2015-2016-ANNUAL-REPORT.aspx">https://www.ombudsman.on.ca/Resources/Reports/2015-2016-ANNUAL-REPORT.aspx</a>	No			
<b>DMA</b>	Responsible gambling	<b>Addressing Social Impacts</b>	No			
<b>G4-OLG1</b>	Level of Responsible Gambling familiarity among OLG employees	See data below.	No			
	<b>Measure</b>	<b>Indicator</b>	<b>FY2015–16</b>	<b>FY2014–15</b>	<b>FY2013–14</b>	No
	% of OLG employees who consider themselves knowledgeable about Responsible Gambling	Gaming employees	99	98	98	
		Non-gaming employees	94	93	95	
		Charitable Gaming employees	98	97	n/a	
<b>DMA</b>	Mitigating harm	<b>Addressing Social Impacts</b>	No			
<b>G4-OLG2</b>	Responsible Gambling Education to Players via Responsible Gaming Resource Centres	Every OLG Casino and Slot venue features a Responsible Gaming Resource Centre (RGRC) where players have access to a range of materials and resources that promote safe gambling and provide valuable information about problem gambling support services.	No			
		<b>Types of Interaction</b>	<b>FY2016</b>	<b>FY2015</b>	<b>FY2014</b>	No
			<b>Number of Visits</b>			

Provide safer player information	116,360	86,979	78,035
Assistance to those with gambling concerns	4,576	3,869	3,464
Educational event participation	162,696	168,397	124,899
<b>Total visits</b>	<b>283,632</b>	<b>259,245</b>	<b>206,398</b>

**CATEGORY: PRODUCT RESPONSIBILITY**

<b>DMA</b>	Customer health and safety	<b>Building Public Trust</b> <b>Addressing Social Impacts</b> OLG's products across all lines of business are assessed for customer health and safety (problem gambling) through OLG's Responsible Gambling program. OLG is continuously evaluating and improving the health and safety of its products. An evaluation of our management approach was not conducted and adjustments to it were not made in the reporting year.	No	
<b>G4-PR1</b>	Per cent of significant product and service categories for which customer health and safety impacts are assessed for improvement	100 per cent of OLG's products across all lines of business are assessed for customer health and safety (problem gambling) through OLG's Responsible Gambling program.	No	
<b>DMA</b>	Product and service labelling	<b>Addressing Social Impacts</b>	No	
<b>G4-PR3</b>	Type of product and service information required for product and service labelling and percentage of product and service categories subject to information requirements	<b>Building Public Trust</b> <b>Addressing Social Impacts</b> 100% of OLG products are labelled with minimum age requirements and "PlaySmart".	No	
<b>G4-PR5</b>	Results of surveys measuring customer satisfaction	See data below.	No	
	<b>Indicator</b>	<b>FY2016</b>	<b>FY2015</b>	<b>FY2014</b>
	OLG's favourability with the public	70	71	70
	Public agreement with the statement that OLG does all it can to make sure lotteries, casinos and slot facilities are run in a socially responsible manner	75	75	73
	Public agreement with the statement that OLG provides a lot of money for good causes in Ontario	70	71	71
<b>DMA</b>	Marketing communications	<b>Addressing Social Impacts</b>	No	
<b>G4-PR6</b>	Sale of banned or disputed products	<b>Addressing Social Impacts</b>	No	
<b>DMA</b>	Customer privacy	<b>Building Public Trust</b>	No	
<b>G4-PR8</b>	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Information relating to privacy breaches is unavailable for this report as it is subject to specific confidentiality constraints. This information is reported, as appropriate, directly to the Province of Ontario's Privacy Commissioner.	No	
<b>DMA</b>	Compliance with Alcohol and Gaming Commission of Ontario (AGCO) standards	<b>Governance</b> <b>Building Public Trust</b>	No	

**G4-OLG3**

Incidence of non-compliance

OLG has set the materiality threshold for the total monetary value of significant fines for non-compliance to rules and regulations at 1% of revenues. Based on information currently available, the total monetary value of significant fines for non-compliance to rules and regulations levied to OLG does not exceed the above materiality threshold.

No