

THE OLG TRUTHS GUIDE



**We're OLGers.
We make a difference
for Ontario.**



Duncan Hannay
President and
Chief Executive Officer



Dear OLGers,

What you'll find inside this guide are the Truths that OLGers will live by. They define who we are and who we will continue to become. They signal a foundational cultural change at OLG – a change that will bring us closer together, make us stronger as a company and create a winning culture. They also set out how we'll deliver on our purpose: **To contribute to a better Ontario by delivering great entertainment experiences for our customers.**

Our Truths define who we are. They motivate us. They unite us. They set us apart from our competition, allowing us to deliver for Ontario like never before.

Our Truths were created to help us build inclusion at every opportunity, put customers and players at the centre of everything we do, drive new thinking, and take care of each other... all of this is core to our transformation.

Our people are the heart of OLG. As we work together on this exciting journey I look forward to seeing what we can accomplish as one team.

OLGer.

Noun. OLG-er
(plural OLG-ers)

- 1 An OLG employee. Highly skilled and driven professionals who work together to make life better for the people of Ontario.
- 2 A group of people bonded by a common purpose.

Example:

I am proud to be an OLGer who works every day to make a positive difference for Ontario.



OUR PURPOSE

We contribute to a better Ontario by delivering great entertainment experiences for our customers.



WE CARE FOR ONTARIO

We're here to do good. We help build communities, create jobs and support our partners. 100% of our profits are reinvested in Ontario. Giving back is at the heart of all we do. This defines us. Motivates us. Inspires us.

How we do it.

- We work hard, building the right products and experiences to produce higher returns for the province.
- We create jobs for diverse groups of people in communities across Ontario.
- We are role models for others to follow in our communities.

Questions we ask ourselves.

- How can we serve Ontario even better?
- How can I contribute to making Ontario better through the work I do every day?

WE PLAY AS ONE TEAM

**We play. We share. We challenge.
We respect, support, and value
each other and our partners. Only
together can we compete and win.**

How we do it.

- We break down silos.
- We listen, we learn, we respond.
- We build each other up.

Questions we ask ourselves.

- Who on the OLG team can help me do this better?
- How can I be an inclusive team player?
- What can I do to help others?





WE ARE PLAYER OBSESSED

Knowing our players allows us to deliver the excitement they crave, in a safe and responsible way. That's what keeps them coming back. Their loyalty makes our business stronger and our ability to give back even greater.

How we do it.

- We support each other to understand and serve our player needs and wants.
- We actively seek out and develop ideas and experiences that will excite our players.
- We focus on delivering the best for our players but if we miss the mark, we work to make it right.

Questions we ask ourselves.

- How can I better understand our players?
- Would this idea or experience excite our players?
- How can I support or remove barriers to help the business meet player needs?

WE DREAM BIG & CHAMPION CHANGE

We think big, move fast, and welcome change. We are bold, curious, open, and always taking our game to the next level.

How we do it.

- We study the competition, try new ideas and push one another to do our best and lead the industry.
- We strive to be better and improve every day.
- We are courageous and take risks.

Questions we ask ourselves.

- How can we do this differently than it's ever been done before?
- Is there a better, faster, more efficient way to do this?





WE CELEBRATE OUR DIFFERENCES

We all bring value to the team. Our different perspectives, backgrounds and orientations make OLG a great place to work. Together we are more creative, innovative and inclusive.

How we do it.

- We are fair and approach one another with respect, trust and openness.
- We learn from one another and our mistakes.
- We seek out different or new perspectives.

Questions we ask ourselves.

- What can I learn from a coworker today?
- Who can I ask for a different perspective?
- What can I do to be more open and accepting?

THE FIVE TRUTHS THAT OLGers LIVE BY

- We Care for Ontario
- We Play as One Team
- We Are Player Obsessed
- We Dream Big & Champion Change
- We Celebrate Our Differences

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