



Play for Good

OLG Sustainability
Report

2024-2025



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Land Acknowledgement

We are all Treaty People.

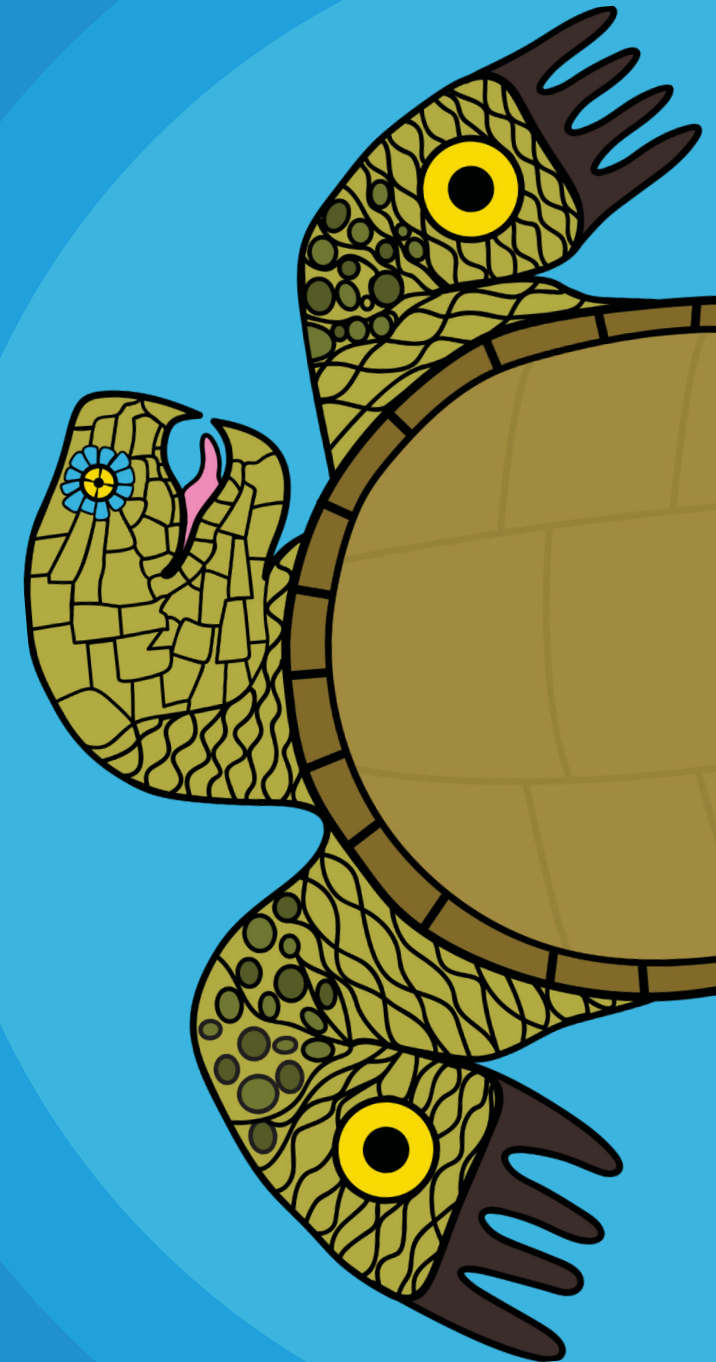
Above all, we acknowledge and offer our gratitude to Mother Earth.

We honour the history of Turtle Island – the ancestral home and territories of many Indigenous Peoples including First Nations, Inuit, and Métis peoples.

As those who call these lands home, we recognize our duty to walk together in peace, friendship, and love. We share in the many gifts of Mother Earth and respect all the land, in keeping with the traditions of Indigenous Peoples.

OLG pledges to foster the principles of Truth and Reconciliation. We acknowledge the Treaty relationship and honour Indigenous knowledge, cultures, and practices.

Using heart-thinking we will seek to understand, respect, and sustain this beautiful land we share: “For as long as the sun shines, the grass grows, and the rivers flow.”



About OLG

The Ontario Lottery and Gaming Corporation (OLG or the Corporation) is a purpose-driven organization that contributes to a better Ontario. We do this by delivering great entertainment experiences for our customers – and in addition, 100 per cent of our profits go toward improving the quality of life for people across the province.

We provide gaming entertainment in a socially responsible manner that maximizes economic benefits for the people of Ontario, related economic sectors and gaming host communities. OLG conducts and manages the sale of lottery games (including national and regional lottery games, INSTANT and sports) and land-based gaming (casino gaming and charitable gaming) in Ontario, as well as our digital gaming platform (OLG.ca and the OLG/PROLINE apps for iOS and Android). We also help support the horse racing industry in Ontario.

About this Report

This is OLG's inaugural sustainability report – the culmination of nearly two years of work. It's an evolution of our past approach to inform stakeholders about our progress, where we released corporate social responsibility or impact reports to supplement our annual reports.

Sustainability reporting allows us to benchmark existing capabilities, then develop tactical roadmaps to expand our capacity with a clear vision that drives a positive impact on Ontario.



The report is structured around three “pillars” of our sustainability story, which stem from **our mission to do good for the people of Ontario: how we’re doing good for our players; how we’re doing good for our communities; and how we’re doing good business.** These three pillars zoom into 12 key focus areas – including our three priority focus areas: responsible gambling; advancing Truth and Reconciliation; and equity, diversity and inclusion.

12 KEY FOCUS AREAS



- 1. **Responsible Gambling:** ●●●
- 2. **Advancing Truth and Reconciliation:** ●●●
- 3. **Equity, Diversity and Inclusion:** ●●●
- 4. **Customer Experience and Satisfaction:** ●
- 5. **Economic Impact:** ●
- 6. **Community Engagement and Development :** ●
- 7. **Employee Attraction, Engagement and Retention:** ●
- 8. **Cybersecurity, Crime Prevention, Anti-Money Laundering, and Data Privacy:** ●
- 9. **Responsible Procurement and Partnerships:** ●
- 10. **Corporate Governance and Risk Management:** ●
- 11. **Managing Climate Risk:** ●
- 12. **Environmental Stewardship:** ●

The report highlights progress as OLG begins to report against our own accountability metrics and the proactive and voluntary utilization of internationally recognized sustainability guidelines, including the Canadian Sustainability Disclosure Standards (CSDS), Global Reporting Initiative (GRI) Standards, and Sustainability Accounting Standards Board (SASB) Standards.

This document contains forward-looking statements about expected or potential future business and financial performance. For OLG, forward-looking statements include but are not limited to: statements about possible transformation initiatives; future revenue and profit guidance; and other statements about future events or conditions.

Forward-looking statements involve uncertainties that could cause actual results to differ materially from those projected. These uncertainties include but are not limited to: the economic environment; customer demand; changes in government policy; the outcome of disputes; the competitive environment; and the timing and scale of potential capital investments.



Message from the President and CEO

For 50 years, OLG has existed to do good. We contribute to a better Ontario by reinvesting 100 per cent of our profits back into the province. We build stronger communities through revenue sharing with gaming host communities and First Nations across the province, and by providing critical funding for local charities. Sustainability efforts play an important role in strengthening these positive impacts, and that is why we developed a plan to bring a sustainable mindset to all aspects of our work.



Duncan Hannay
President and
Chief Executive Officer

I'm pleased to share the progress made on our plan through this inaugural sustainability report, wherein we demonstrate the clear tie between our business outcomes and our work to advance sustainability – including our efforts in the priority areas of responsible gambling, advancing Truth and Reconciliation, and equity, diversity and inclusion. In this report, we focus on the impact OLG has had over the past year against the three core pillars of action – good for players, good for communities and good business.

Today, our industry is growing and evolving faster than ever before – and the opening of the iGaming market in Ontario to other operators in 2022 has only accelerated the speed of change. We know that to keep doing good for Ontario, we must evolve too. That means continuing to put our **players** first and working to build a healthy, sustainable player base. We are investing more than \$20 million each year to expand and improve our PlaySmart responsible gambling program – and we're shifting our focus to provide more tailored, proactive supports and solutions that meet players where they are. Because prioritizing player health is not only good for our customers, but it also contributes to revenue generation, growth and financial stability. That makes our business stronger and, in turn, makes our ability to give back even greater.

Communities are the backbone of our great province and we're proud of the impact we continue to make in cities and towns across Ontario. Casinos – and the share of proceeds that OLG provides municipalities and First Nations for hosting them – contribute to local economic development, infrastructure and job creation. At the same time, our charitable gaming program supports 2,400+ local charities and their mission and community-focused work to improve life for thousands of Ontarians.

Good **business** starts with engaging our employees and fostering a diverse, inclusive culture. Our Employee Resource Groups (ERGs) provide OLGers with opportunities to support one another and help make OLG a welcoming and equitable workplace. This year, we launched the Thunderbird Network, which aims to progress the principles of Truth and Reconciliation within OLG.

While we are proud of the steps we have taken as it relates to sustainability, we recognize it is a continuous journey.

I want to express my gratitude for the continued trust and dedication of our employees, customers, business partners and Board of Directors. Together, we are driving meaningful change at OLG and creating a better future.

Message from the Chair of the Board

OLG has a long and proud history of supporting jobs and giving back to communities, charities and First Nations. From the very first lottery draw in 1975, OLG has been contributing 100 per cent of its profits to a better Ontario – it is our purpose, what we stand for and what is guiding OLG on its path to a more sustainable future.



A handwritten signature in black ink, appearing to read 'J Warren', with a long, sweeping flourish extending to the right.

Jim Warren
Chair

We work closely with all stakeholders to live our purpose every day – whether it is providing revenue to the province to invest in government priorities, working with partners to build stronger communities and create local jobs or fostering a strong culture of safe, responsible gambling to help players make healthy gaming choices.

The Board of Directors believes that sustainability is fundamental to OLG's ability to stay resilient and competitive in a fast-evolving gaming market. Sustainability connects the way we do good across all areas of our business and supports the bottom line by aiding the delivery of greater long-term impact and value.

OLG understands the collective importance of our sustainability efforts. We have developed a plan and are working to rigorously benchmark OLG's sustainability efforts. To effectively measure progress and better hold ourselves accountable to all our stakeholders, the team is starting to align with international and national frameworks such as the Canadian Sustainability Disclosure Standards (CSDS), published last year and tailored for Canadian enterprises based on global frameworks.

For every organization, sustainability is a journey – one that requires constant measurement, assessment and adjustment. Through this annual sustainability report, we can be transparent about the steps we are taking and hold ourselves accountable, communicating both our progress today and our plans for a better tomorrow.

The Board looks forward to working with all OLGers to bring sustainability even closer to the core of our business model – and to build a more sustainable, inclusive future for all.

Because when we do good for Ontario, we all win.

About OLG's Sustainability Approach

At OLG, a focused and effective sustainability plan not only helps us become a stronger and more resilient company – it also helps us better deliver for our stakeholders. We know we're just setting out on this journey, so this report will be an important tool for us to continue to show accountability as we move forward together.

A new era of impact for OLG starts with a unified, strategic approach to a multi-year transformation. We began by benchmarking against peers to understand the landscape and working with internal and external stakeholders to identify the most relevant focus areas for our company.

OLG also assessed the maturity of these focus areas and set an ambition for each as part of our sustainability plan. This will be used to assess the progress of the plan over time.

While OLG is more mature in some focus areas than in others, we recognize it is an ongoing journey. We are committed to passionately pursuing every goal we have set for ourselves.

One of the key sustainability frameworks we are using as a measuring stick is the Canadian Sustainability Disclosure Standards (CSDS), which was published last year after being tailored for Canadian enterprises based on global frameworks.

“A new era of impact for OLG starts with a unified, strategic approach to a multi-year transformation.”



Crucial elements of our approach are how sustainability is appropriately integrated across the enterprise, how sustainability risk is managed and management’s role in the governance process. We do that through our sustainability culture model, which integrates sustainability into Board and Executive Leadership Team (ELT) oversight. Additionally, our Enterprise Risk Management team carries out an annual enterprise risk assessment, which captures sustainability risks for areas including business resilience, compliance, advancing Truth and Reconciliation and responsible gambling.

We are working toward our goal of integrating sustainability throughout our business. This work will allow us to redefine the value we drive and the impact we deliver across Ontario, helping to take our business to the next level – because playing with OLG means playing for Ontario, and playing for good.

SUSTAINABILITY CULTURE BUILDING MODEL

Board of Directors and Executive Leadership



Organization Committees



Top-Down Approach

Prioritization of sustainability focus areas and initiatives per the sustainability plan



Bottom-Up Approach

Operationalization and integration into business as usual, sustainability reporting, risk/opportunity assessments and decisions

Play for Good

At OLG, sustainability connects the way we do good across our business. It is fundamental to our ability to stay resilient and competitive in an evolving gaming market, so we can keep fulfilling our core mission: investing in the people of Ontario. Our multi-year sustainability plan is built around three key pillars and twelve focus areas. What’s good for players and good for communities, and what is good business – it’s all what’s good for Ontario.

Our intention at OLG has always been simple: do good for Ontario.

While that good is realized through the great entertainment experiences we provide to the province, we also believe our sustainability efforts further OLG’s positive impact on Ontario and its communities. Essential to this mission are Our Truths, which can be thought of as our north stars.

Our Truths



We care for Ontario



We play as one team



We are player obsessed



We dream big and champion change



We celebrate our differences

Good for Players

94% Enterprise Player Health Index

\$20m+ invested in responsible gambling programs and resources

Good for Communities

\$2.2b
Net Profit to the Province

\$165m
payments to municipalities and Ontario First Nations for hosting land-based casino gaming facilities and Charitable Gaming Centres

\$111m
charitable gaming proceeds distributed to participating local charities

Good Business

83%
Employee Engagement Score

68%
Employee Inclusion Score

99%
employees required to complete AML training did so before the deadline

*The metrics above are reflective of the fiscal year 2024-2025 reporting period



Good for Players

Our players are central to fulfilling our core mission: to invest in the people of Ontario.

Doing good for our players means working every day to create fun, memorable experiences built around respecting those who choose to play, prioritizing their safety and creating ways to play digitally or in-person.

We remain committed to providing resources for responsible gambling, to being transparent and upfront about what we do with data and – of course – to creating a fun, engaging experience that keeps players coming back. To facilitate this, we encourage positive play with PlaySmart – our responsible gambling program that helps inform players about the risks associated with gambling. We will continue to improve and adapt to create a safe environment for players and respond to a changing market.

KEY FOCUS AREAS

- 1 Responsible Gambling**
- 2 Customer Experience and Satisfaction**

Responsible Gambling

Encouraging responsible gambling is critical to creating a fun, engaging gaming experience. And we're dedicated to equipping our players with tools to make informed decisions – including being clear and transparent about how our games work and offering support when playing no longer becomes fun. This includes the “My PlaySmart” and “My PlayBreak” tools in OLG’s PlaySmart portfolio that are available in multiple product lines to help players create and maintain healthy habits and foster positive play.

OLG’s work to protect the well-being of our players is never done. We continue to invest in player health, applying evidence-based approaches, partnering with industry experts and leveraging innovative technologies.

Our multi-year plan for responsible gambling is the strategic framework that informs and shapes our socially responsible growth agenda. It establishes a transparent framework to embed these principles in our business performance and outcomes.

Our current plan is integral to OLG’s aspiration to remain an industry leader on a global scale, while continually enhancing our programming in sync with evolving customer needs.

The responsible gambling plan has two main objectives:

- 1 Prevent player harm** through foundational player education and seamless integration of responsible gambling tools and support into our play experience
- 2 Mitigate potential harm and problem gambling** through identifying and monitoring players for signs of problem gambling risk; proactively intervening to reduce risk; and supporting and referring players for help

OLG invests annually to prioritize player health and safety in a way that contributes to long-term revenue generation, growth, and the financial stability of our business. In fiscal year 2025, OLG directed more than \$20 million to responsible gambling programming and resources.

OLG investment in responsible gambling

\$20m+

Enterprise Player Health Index

94%

Since 2022, as part of OLG's current multi-year responsible gambling plan, we have continuously worked towards the following strategic priorities:



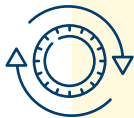
Strengthen OLG's internal culture of social responsibility across the organization



Increase understanding of OLG customers to maximize player health and develop culturally relevant programming



Enhance player supports, tools and proactive interventions tailored to a player's severity of risk, and promote positive play behaviours on OLG's digital gaming platform



Refresh in-person services, educational offerings and PlaySmart tools for both land-based and charitable gaming



Contribute to lottery players' positive play experience – including for sports bettors – and support lottery channel expansion

PlaySmart

PlaySmart is OLG's responsible gambling program, with resource centres located in every casino and charitable gaming centre across Ontario, as well as online resources providing access to virtual support for our iGaming players. The more successful PlaySmart is, the better our player experience is – making this program a critical part of keeping players safe.

What sets PlaySmart apart is its dedication to helping both new and seasoned players build knowledge to better understand gambling risks and foster healthy play habits. This program prioritizes informed choice, positive play, harm minimization and player support. It includes **eight new PlaySmart interactions** and offering **check-in calls from the Responsible Gambling Council**, which together provided **over 35,000 incidents of personalized support** to players in fiscal year 2025. In 2024, OLG earned Level 4 certification from the World Lottery Association (WLA) for excellence in responsible gambling and gained three-year accreditation status from the Responsible Gaming Council in 2022 and again in 2024.



OLG has evolved its PlaySmart training as it recognizes, and responds to, changing problem gambling behaviours. It focuses on implementing positive play strategies and customer service strategies. Self-care strategies for employees are also incorporated in training given their complex role responding to challenging responsible gambling interactions. The training is tailored for specific roles across OLG so that PlaySmart knowledge can be adopted on-the-job.

PlaySmart



The stories below highlight progress made on our responsible gambling priorities in fiscal year 2025 and illustrate how we're continuously working to do right by our players.



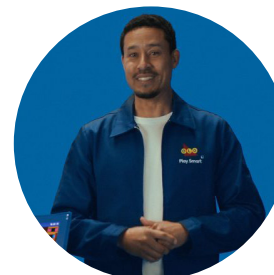
PlaySmart Centre Opened at Great Canadian Casino Resort Toronto

In May, officials from Great Canadian Entertainment, the City of Toronto and the Government of Ontario joined OLG to celebrate the grand opening of a new casino in Toronto. The Great Canadian Resort Casino Toronto boasts one of the largest gaming floors in the country, an entertainment centre and horse racing. It also features a PlaySmart Centre at its front to help destigmatize responsible gaming. The PlaySmart Centre ensures our players have the resources and support they need to have a safe and enjoyable playing experience.



PlaySmart Centre revitalized at Casino Rama Resort

In July, OLG, alongside Rama First Nation Chief Ted Williams and members of the Responsible Gambling Council (RGC), celebrated the launch of our newly renovated and relocated PlaySmart Centre at Casino Rama Resort. As part of OLG's dedication to fostering respectful and meaningful relationships with First Nations, all parties closely collaborated with Rama First Nation to incorporate culturally appropriate Anishinaabe elements into the Centre's design under the guidance of a respected Elder. Operated in collaboration with RGC, the space serves as an educational hub where players can learn about their favourite games. It provides resources like on-site PlaySmart Advisors, interactive educational games and referral services – all focused on fostering informed choice and providing assistance. We know these resources are welcomed by players, as PlaySmart.ca hosts more than two million users each year. PlaySmart Centres reached more than half a million players, patrons and gaming staff this fiscal year.



With You Every Step of the Play Campaign

To engage with our iGaming players and drive awareness of our commitment to healthy play, OLG launched a new creative advertising campaign. The campaign personified PlaySmart as a trusted advisor that is "with you every step of the play". It included a series of targeted messages that went directly to players that would benefit from them the most. The campaign drove approximately 147 million impressions and overperformed with players under 35. Driving relevance with this important demographic is yet another way OLG invested in providing a safer gambling environment.

Social Responsibility Community Investment Program

OLG provided funding to Greo Evidence Insights to commission community-based gambling harm prevention, education and support projects in Ontario, in 2023–2024. In total, we provided a combined \$280,000 toward four projects that took place during fiscal year 2025 with a focus on women, youth and East Asian communities.



▶ Treatment and support centre for women:

This project pilot-tested training and social media campaigns aimed at increasing awareness and understanding of problem gambling among women, while also signposting to available gambling harm-related support services. The training was held for 163 staff, with 73% of participants finding it effective in improving their understanding of gender-related factors and associated risks.

▶ School-based community addiction services program for youth:

Examined the effectiveness of existing school-based education and prevention programs, and explored opportunities for uptake of the program in more Ontario schools. There was increased understanding of the impacts of mental health and substance use and a revised program implemented in fall 2024.

▶ Engagement to understand how gambling impacts youth:

Engaged with youth, clinicians and caregivers to understand what young people want to learn about how gambling and gaming affect the brain. The program helped to improve resources and messaging for the intended audiences and expanded training for Youth Outreach Workers.

▶ Culturally tailored prevention and intervention strategies:

Tested and evaluated prevention, education and treatment strategies for gambling and gaming addiction in young people, with a focus on Cantonese, Mandarin and Vietnamese-speaking individuals and families. A content series that was developed garnered over 9,000 views across Facebook, Instagram, and YouTube. This project provided valuable insights into cultural factors related to gambling harm, and the stressors particular to these communities.

Customer Experience and Satisfaction

Our ability to support the province of Ontario relies on building lasting relationships with our players based on exceptional customer experience and satisfaction. In the dynamic landscape of the gambling industry, where trust and engagement are fundamental, OLG recognizes that transparent and responsible practices are cornerstones of sustainable success. As such, customer satisfaction and experience are key considerations for every part of our business and help facilitate our commitment to principles like sustainability and responsible gambling.

Measuring customer experience

To measure how satisfied our players are with their gaming experience, OLG utilizes two customer satisfaction scores – one centered around products and the other around services. Our customer feedback helps us enhance our services and ensure we solve the most pressing customer issues.

Customer Satisfaction Score (CSAT) – Service

73%



Improving customer experience

Surveying our customers continually to understand their levels of satisfaction with our products and service is a cornerstone practice at OLG. Insights from our Voice of Customer platform give us a pulse on current and future expectations. In fiscal year 2025, it was challenging to meet our customer satisfaction targets. Voice of Customer insights revealed a changing entertainment landscape, marked by declines in visits to traditional channels and evolving product preferences. This shift resulted in fewer casual players and heightened customer expectations. Today's customers seek more fun, social and interactive experiences that are convenient and on-demand.

OLG remains committed to not only meet but exceed customer expectations by actively listening to their feedback to drive our continuous improvement efforts. This has led to a steady expansion of access to various gaming experiences.

In June 2024, we launched a new category of Arcade games on OLG.ca and the OLG app.

This diverse range of adventure-style digital games, including Crash, Tap and Game Shows offers a fresh and thrilling way for players to enjoy a variety of entertaining experiences.

November 2024 saw the introduction of several new experiences across our retail locations, positively impacting customer satisfaction. One notable innovation, Money Machine, offers players an immersive, one-of-a-kind live lottery experience where winners grab as many bills as they can to win prizes up to \$100,000. This represents the next level of gaming entertainment by introducing a new way for players to win with OLG.

Same Game Parlays (SGPs) on PROLINE, a highly anticipated new sports product, also launched in November 2024. This new feature allows players to place multiple single bets within the same game, adding excitement to the betting experience.

For OLG, SGPs drive proceeds, profits and importantly, traffic to our retail locations. This all ensures PROLINE remains competitive in the Ontario market.

These new experiences are just some examples that underscore OLG's commitment to introducing new experiences that resonate with both current and future players.

To address the changing market and customer landscape, OLG also developed a new enterprise-wide customer segmentation and a cohesive plan to drive sustainable customer growth. This plan emphasizes the need for our brand, products and experiences to evolve. Together, this will increase OLG's relevance in the entertainment landscape by aligning the organization with a customer segment focus for the future.

“Since 100 per cent of OLG's profits are reinvested into communities across the province, expanding lottery into new retail locations sustains OLG's efforts to give back to the people of Ontario.”

- Duncan Hannay, President and CEO

Good for Communities

Every day, we work to improve the lives of everyone in the province with an approach that sees Ontario as one team: Team Ontario.

All OLG profits are invested into communities to make them more vibrant, inclusive and thriving – and to increase access to opportunities, cultural enrichment, and economic advancement. We continue to offer support to key community partners through employee volunteerism, contribution agreements with casino-host communities and Charitable Gaming Centres.

KEY FOCUS AREAS

- 1 Economic Impact**
- 2 Community Engagement and Development**

Economic Impact

OLG’s efforts support the people and communities of Ontario. In fiscal year 2025, we provided \$2.2 billion to the province of Ontario to support government priorities such as healthcare, education and community programs. Through our payments to municipalities and Ontario First Nations that host casino gaming facilities and Charitable Gaming Centres, OLG helped bring the following community initiatives to life:

- ▶ In Ottawa, the site of the **Rideau Carleton Casino** and future Hard Rock Hotel & Casino Ottawa, the community was able to support improvements to over 170 city facilities. This included the Walter Baker Sports Centre’s efforts to upgrade the filtration system for its three popular, large swimming pools.
- ▶ The **Sault Ste. Marie Casino** celebrated its 25th anniversary in May 2024. Since 1999, gaming revenues for hosting the casino have helped the City of Sault Ste. Marie invest in essential services including police, fire services and health care.
- ▶ Owing to the success of the **Gateway Casinos Sudbury**, OLG was able to deliver gaming revenue to the City of Greater Sudbury in 2023. This enabled the municipality to significantly improve the Sudbury Public Library’s accessibility offerings.



Net Profit to the Province

\$2.2b



charitable gaming proceeds distributed to participating local charities

\$111m



payments to municipalities and Ontario First Nations for hosting land-based casino gaming facilities and Charitable Gaming Centres

\$165m*

**Host municipalities also receive financial benefit from property tax revenue; development fees and other payments; and the creation of jobs.*



Community Engagement and Development

We are committed to investing time, money and resources to improve the lives of Ontarians. The funds we return to our shareholder lead directly to increased access to opportunities, cultural enrichment and economic advancement in communities throughout Ontario.



\$1.6m

OLG's overall community sponsorship fund

Working with Partners in the Community



Home Court Advantage Program

In spring 2024, OLG and MLSE Foundation, the charitable arm of the Toronto Raptors, partnered to donate \$60,000 to four community organizations that are changing the lives of Ontarians through basketball. Raptors fans helped raise funds by playing a Home Court Advantage game through the team's app, with every play increasing the amount that OLG and MLSE Foundation donated.

The following community groups each received \$15,000 through this initiative:

- ▶ **Vipers Wheelchair Basketball**, a professional wheelchair basketball team based in Burlington, offering basketball training and programs for people with physical disabilities.
- ▶ **Indigenous Sport & Wellness Ontario**, the designated Provincial/Territorial Aboriginal Sporting Body for Ontario based in Sudbury, serving all Indigenous Peoples across the province.
- ▶ **Abilities Centre**, a Whitby community hub where staff work alongside individuals to create programs that address specific accessibility and inclusion gaps in Durham Region and beyond.
- ▶ **Megacity Basketball**, a Toronto organization creating life-altering opportunities for personal development and leadership in underserved communities.

Working with Partners in the Community

Sponsoring Ontario Pride



In collaboration with our community partners, OLG proudly celebrates diversity, fosters inclusivity and advocates for equity by sponsoring Pride parades across Ontario. We have proudly sponsored Sault Ste. Marie's Pridefest for eight consecutive years and the Pride Toronto Parade for 20 consecutive years. Over the past decades, these vibrant events have hosted mayors, local MPs and police chiefs, and provided games, food and live music for participants to enjoy. Sporting bright colours and embracing each year's theme, OLGers play an active role at these events, celebrating our differences by standing up with our Two-Spirited, Lesbian, Gay, Bisexual, Trans, Queer, Intersex + (2SLGBTQI+) communities. Always looking for a way to take our support a step further, OLG has proudly wrapped our Prize Centre in Toronto for Pride for the past two years to reflect the importance of creating safe and inclusive spaces that encourage belonging.

Casino Rama Housed Emergency Workers During Significant Weather Event



During a March 2025 storm that caused widespread power outages and a State of Emergency in Ontario, the Casino Rama Resort was repurposed as a community warming centre. Located in Rama, Ontario, on the reserve lands of the Chippewas of Rama First Nation, the Casino Rama Resort is the largest Gateway property offering casino gaming, multiple food and beverage outlets, a hotel with spa, a 5,000-seat entertainment complex, and backup generators. These resources made it the ideal venue for producing a home base for hundreds of hydro and essential workers, who worked around the clock to restore service to the area in the aftermath of this devastating storm. After the 15-day State of Emergency, Chief Williams expressed his gratitude to Gateway and Casino Rama staff for remaining open, working together, and supporting the community.

Employee Giving and Volunteering

OLG supports employees giving back to their communities through volunteering and community fundraising. Our people have an important role in our mission to improve Ontario, and are encouraged to use their talents and skills to do good for people across the province. In fiscal year 2025, OLG employees spent approximately 2,150 hours volunteering.

▶ United Way Fundraiser

Every year, OLG employees participate in a fundraiser to support the United Way, a collective effort that always receives passionate support. There are several ways employees can contribute, from payroll donations to OLG-sponsored events to in-person volunteer opportunities. In 2024, our teams raised **more than \$78,000** for this important cause.

▶ Federated Health Charities Campaign

Our Federated Health Charities campaign helps raise funds for 21 Ontario charities that work to create healthier communities. Last year, we raised **more than \$66,000** for these organizations doing incredible work.

▶ Ocean Wise Shoreline Cleanup

At the end of October, many of our Sault Ste. Marie-based OLG employees took part in Ocean Wise's Shoreline Cleanup. Our team spent the day cleaning up the city's downtown area, removing **more than 10,000 pieces of litter** from its streets and parks.

Charitable Gaming Centres

OLG is committed to supporting over 2,400 local charitable organizations across Ontario as part of our mission to do good for the province. We generate this support through our 37 Charitable Gaming Centres, which are a partnership between OLG, service providers, municipalities and charitable organizations. Since its inception in 2005, the Charitable Gaming program has raised more than **\$111 million** for charities across Ontario.



Good Business

How we conduct our business is as important as what we do.

It starts with engaging our employees and fostering a diverse, inclusive culture where everyone feels heard – including our players and partners. When it comes to OLG’s operations, we are committed to conducting business ethically, managing risk in a responsible manner and putting our players first.

We use surveys to evaluate employee sentiments around engagement, inclusion and risk culture – then design initiatives to mature these areas based on OLG’s objectives. We work to protect stakeholders’ data through rigorous privacy programs. We are always building and refining our corporate governance and risk management efforts to ensure our business practices enable the good work we do in the community.

Furthermore, we are always looking for ways to strengthen our relationships with First Nation communities and Indigenous organizations in Ontario by building new pathways of understanding, respect and action.

KEY FOCUS AREAS

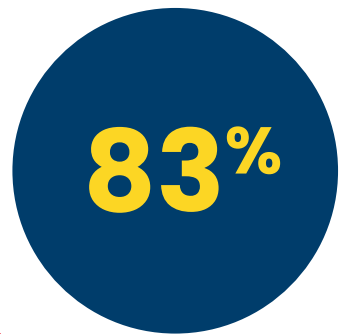
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- 8 Environmental Stewardship

Employee Attraction, Retention and Engagement

At OLG strong employee engagement is key to a fun, inclusive and performance-driven culture. Engaged OLGers feel committed and enthusiastic to their work and the organization, and drive business performance. Engaged employees are comfortable being themselves, and at OLG our differences are valued and celebrated as we work and play as one team to deliver for Ontario. Our commitment to equity, diversity and inclusion (EDI) unlocks high-performing teams and helps us better serve our communities.

It's important for us to understand how employees experience OLG's culture, programs and policies. To gauge how OLG employees feel about company culture and more, we use survey tactics that focus on EDI, employee engagement, risk culture appetite and player health knowledge. Across the board, OLG has seen survey feedback consistently improve over time and uses that feedback to drive employee engagement. OLG's Employee Inclusion Score currently exceeds the industry benchmark of 63%.

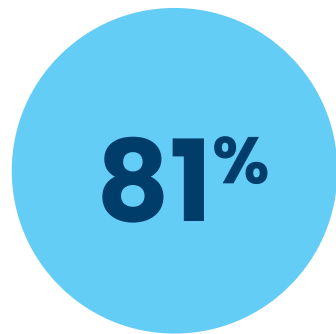
Employee Engagement Score



Employee Inclusion Score



Risk Culture Score



Select examples of employee engagement efforts from fiscal year 2025 include:



Career Centre:

To better support OLGers through their career journey, OLG launched an internal Career Centre. The Career Centre was established to empower OLGers to take ownership of their career development by offering one-to-one career conversations, resume writing, interviewing workshops and various additional career resources.



Sault Ste. Marie office refresh:

Creating a dynamic work environment that provides more opportunities to connect with colleagues is essential to OLG's success. This is why we spent last summer refreshing our head office in Sault Ste. Marie to create spaces that cultivate a culture of collaboration and innovation.



Know Your Business:

To provide more opportunities to employees to collaborate and connect, OLG re-ignited the "Know Your Business" program. As an example, the program featured the Lottery & Customer Care Division to teach OLGers about the ways of working (including simulating a live-retail environment), lottery priorities and key lottery business deliverables.



Earning recognition:

We are thrilled to be named among Forbes Canada's Best Employers for Diversity in 2023 and 2024 and Best Employers overall in 2022, 2023, 2024 and 2025.



Take Our Kids to Work Day:

In November, OLG was thrilled to expand on this fun tradition that invites eligible employees' children in Grade 9 and local Indigenous students to our Toronto and Sault Ste. Marie offices. The students learned about our company's mission and the wide variety of career paths that OLG has to offer.

Equity, Diversity and Inclusion

OLG's new three-year EDI Strategic Plan is designed to guide business practices and advance an inclusive culture. The strategy focuses on four pillars (below) that will enable OLG to foster a culture of success internally, while positioning us externally as leaders celebrating our differences.



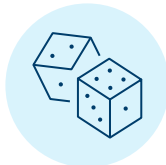
People and Process

Know and engage our people, prioritize understanding of EDI culture at OLG and rethink processes to mitigate biases and systemic barriers to inclusion.



Well-Being

Foster an environment that supports well-being, and a healthy, evolved EDI culture where OLGers feel seen, heard and valued.



Players and Suppliers

Engage our players and suppliers to understand their unique needs to help deliver great gaming experiences for our customers.



Community Engagement

Foster meaningful community partnerships to engage with equity-deserving groups, learn new perspectives and support EDI initiatives within Ontario.



ERG Spotlight

Employee Resource Groups (ERGs) are voluntary, employee-led groups that support OLG’s EDI strategy through education, advocacy and allyship. Their advice and collaboration help us better understand how to meet our goals of doing right by our employees and making OLG a stronger, more inclusive business. We have several ERGs at OLG:



Cultural Diversity Network

Members of this ERG understand the best way to serve a culturally rich and diverse province is to have an equally diverse workforce.



Mental Wellness Network

This group is devoted to enhancing awareness and reducing the stigma around mental health, and working to support and promote the well-being of OLGers.



Pride Network

The Pride Network fosters an inclusive culture and enables the success of 2SLGBTQI+ employees through advocacy, education and celebration.



Disability Inclusion Network

This group is devoted to enhancing awareness and reducing the stigma around mental health and working to support and promote the well-being of OLGers.



Women’s Network

This ERG expands opportunities and training for women at OLG, so that our leadership and long-term success is built on gender equity.



Réseau français d’OLG

The Réseau français d’OLG brings together Francophones and Francophiles at OLG, while broadening the perspectives of all employees interested in French language and culture.

ERGs hold special events to bring the OLG community together. In May 2024, for instance, the Disability and Inclusion Network celebrated Global Accessibility Awareness Day with a company-wide virtual trivia event. The objective was to have fun and spark discussion around the importance of digital access and inclusion for the approximately one in four Ontarians who live with a disability.

Another example of our ERGs leading the way on company culture was the “Paws Your Stress” event organized by the Mental Wellness Network in January 2025. The event featured therapy dog visits to three OLG worksites in Sault Ste. Marie and Toronto and helped foster organic and open conversations about the importance of mental health in the workplace.

Advancing the Principles of Truth and Reconciliation

OLG prioritizes the continued, collaborative act of relationship building with First Nations in a way that advances the work of the Truth and Reconciliation Commission of Canada. We know that our commitment to Indigenous communities in Ontario must go further than financial investments, and this work will manifest most notably in the release of our Reconcili-Action Strategy, which outlines a meaningful and actionable path to strengthen our relationship with First Nations while also advancing the principles of reconciliation. In fiscal year 2025, OLG paid \$186m to Ontario First Nations (2008) Limited Partnerships through revenue sharing agreements. In addition, OLG made payments to Ontario First Nations for hosting land-based casino gaming facilities.

Thunderbird Network

To further support OLG's future outlook, in June of 2024, we launched the first-ever employee driven Thunderbird Network to focus on developing and implementing initiatives to advance the principles of Truth & Reconciliation through education, advocacy and allyship. This effort will be undertaken within and beyond OLG's walls by helping OLGers celebrate Indigenous culture, strengthen knowledge and explore opportunities to provide safe spaces for Indigenous voices.

Grow with Gabegendaadowin - Residential Schools Awareness Training

To help OLGers understand the impacts of Residential Schools, OLG has partnered with Algoma University to provide the Grow with Gabegendaadowin training program, which has been held on a quarterly basis. The course, named for an Anishinaabe word meaning mutual respect, thoughtfulness, care, consideration and awareness for others, was attended by 91 OLG employees in fiscal year 2025. This interactive learning program bridges knowledge and culture gaps between Indigenous and non-Indigenous peoples, and will help our employees better serve those communities.



Artist Philip Cote III, in collaboration with OLG, designed this artwork for the Thunderbird Learning Centre at OLG's Toronto office.

▶ **PLATO Testing as Indigenous Vendor**

OLG is proud to partner with PLATO Testing, an Indigenous-owned software testing company committed to breaking down barriers of entry for Indigenous Peoples seeking careers in technology. Through our partnership, we are helping to create jobs for First Nations, Métis and Inuit peoples, building skills and professional experience, providing value to the local economy and making a positive social impact. Their innovative train-and-employ model gives students the education and internship experience they need to become full-time software testers.

▶ **Sponsorship of the Gathering at the Rapids Pow Wow**

OLG was a primary sponsor of the 19th Annual Gathering at the Rapids Pow Wow in Sault Ste. Marie, at GFL Memorial Gardens. Volunteers from OLG provided water and mobile charging stations, as well as an informational booth. The event has grown from ~1,000 to ~4,000 attendees in just one year, aided by a move to a larger venue.



“The partnership between OLG and PLATO started when PLATO was little more than an idea. Over the years, we’ve been able to establish a presence here, deliver multiple training courses and create jobs for Indigenous Peoples.”

– Denis Carignan, President and Co-Founder of PLATO Testing

Cybersecurity, Crime Prevention, Anti-Money Laundering and Data Privacy

Technology – and keeping it secure – has always been a priority for OLG, and the stakes have never been higher. With more of our offerings online, the gaming industry remains a popular target for potential cyber threats. OLG’s Cybersecurity Maturity Program leverages the widely recognized National Institute of Standards and Technology (NIST) framework. This framework targets six core cybersecurity functions.



Govern



The organization’s cybersecurity risk management strategy, expectations, and policy are established, communicated, and monitored. Provides outcomes to inform what may be done to achieve and prioritize the outcomes of the other five functions in the context of its mission and stakeholder expectations.



Identify



The organization’s current cybersecurity risks are understood. Understanding the organization’s assets, suppliers, and related cybersecurity risks enables an organization to prioritize its efforts consistent with its risk management strategy and mission needs identified under **Govern**.



Protect



Safeguards to manage the way the organization’s cybersecurity risks are addressed. Once assets and risks are identified and prioritized, supports securing those assets to lower the likelihood and impact of adverse cybersecurity events, and increases the likelihood and impact of taking advantage of opportunities.



Detect



Possible cybersecurity attacks and compromises are found and analyzed. **Detect** enables the timely discovery and analysis of anomalies, indicators of compromise, and other potentially adverse events that may indicate that cybersecurity attacks and incidents are occurring.



Respond



Actions regarding a detected cybersecurity incident are taken. **Respond** supports the ability to contain the effects of cybersecurity incidents.



Recover



Assets and operations affected by a cybersecurity incident are restored. **Recover** supports the timely restoration of normal operations to reduce the effects of cybersecurity incidents and enable appropriate communication during recovery efforts.

▶ Second Annual Cybersecurity Summit

In November 2024, we hosted our second Cybersecurity Summit that focused on the rapid influence of artificial intelligence (AI). Our industry partners and leading experts led discussions on how AI can help the gaming industry protect itself from new and emerging threats. The insights and strategies enabled our gaming industry partners to bolster their own resilience to cybersecurity threats, and better protect all players.

▶ Cybersecurity Month

We understand that cybersecurity is a team effort, and it is paramount for all employees to be well-versed on the latest trends and threats. As October is nationally recognized as Cybersecurity Month, OLG hosted a series of employee awareness events. Topics included the importance of using strong passwords, enabling multi-factor authentication, recognizing and reporting phishing, and keeping technology updated, as well as focused sessions on AI and related risks and benefits.

Of course, cybersecurity actions happen throughout the year, and OLG employees undergo mandatory annual training. OLG's Cybersecurity Incident Response Plan was socialized and tested in 2024 through workshops where divisional teams were able to practice their responses to different cyberattack scenarios.



▶ Anti-Money Laundering (AML)

OLG does not tolerate fraud, money laundering or financial crime at our gaming sites or through our services.

OLG has a robust anti-money laundering and terrorist financing program whose goals are:

- 1 To prevent, detect and disrupt potential money laundering and terrorist financing risks at all gaming sites that it conducts and manage
- 2 To meet or exceed all regulatory AML requirements

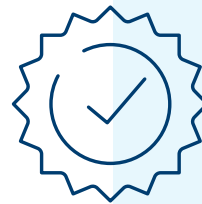
OLG's AML Program is executed in collaboration with the entire AML ecosystem including gaming site operators, regulators and law enforcement.

OLG's AML Program begins with initiatives, policies and procedures to prevent and detect suspicious activity. These controls include measures relating to customer identification, source of funds inquiries, restrictions on cash transactions and the use of casino cheques as well as the exchange of information with other gaming industry stakeholders, to the extent permitted by law.

To support these controls, OLG designs and implements ongoing training for OLG and operator staff. Complementing the formal training programs are OLG-hosted events including OLG's annual AML Summit for our stakeholders.

A well-trained casino industry helps OLG continually monitor customers and operators to identify money laundering and terrorist financing risks and take action to mitigate those risks. OLG has an aggregated player view that accounts for player activity across all gaming channels including casinos, iGaming and charitable gaming.

OLG and its stakeholders proactively identify players who may pose a risk to the integrity of gaming, and the highest risk customers can face a ban from all gaming sites that OLG conducts and manages. We collaborate with law enforcement and regulators through ongoing communications and risk mitigation exercises. Suspicious transactions and transactions that meet certain monetary thresholds are reported to FINTRAC, the AGCO and OPP to inform federal and provincial law enforcement analytics. OLG's F26 AML commitments include enhancement of technology to support our AML program and advocacy for regulatory measures that continually build the effectiveness of Canada's AML risk mitigation measures. OLG also works with law enforcement to protect lottery retailers through fraud prevention education and has provided intelligence and evidence to law enforcement agencies leading to arrests of criminals targeting our retailers.



99%

employees required to complete AML training did so before the deadline

Responsible Procurement and Partnerships

Enhancing our procurement practices and fostering robust partnerships not only enhances the quality and integrity of the goods and services integral to our operations, but also reinforces our commitments related to human rights labour standards and environmental protection.

Our Supplier Code of Conduct outlines the standards we expect from people, companies and others, such as subcontractors, that provide goods, services and/or deliverables to OLG. These official standards cover topics including human rights, labour standards, environmental protection, workplace health and safety, forced labour and child labour.

This formal code reflects OLG's commitment to, and incorporates elements of, the fundamental principles of the International Labour Organization, the UN's Universal Declaration of Human Rights and specific Canadian laws, as well as ethical, social and environmental standards that OLG follows.



▶ Canada's Modern Slavery Act and OLG Supplier Code of Conduct

OLG must also comply with Canada's Modern Slavery Act, which came into effect on January 1, 2024. In July 2024, OLG published a [report](#) detailing our actions and plans to address forced labour and child labour. This includes amendments to our existing Procurement Policy and Procedures, our Purchase Order Terms and Conditions, new contracts and the development of our new Supplier Code of Conduct.

Corporate Governance and Risk Management

Code of Ethics and Business Conduct

Our ability to deliver on our purpose depends on public confidence and trust in OLG’s brand. We build trust by conducting and managing our business with the highest level of integrity. In fiscal year 2025, OLG launched a refreshed Code of Ethics & Business Conduct (“the Code”) to guide employee behaviour and decision-making. Promoting high standards of business integrity, it reinforces the OLG’s Truths to support a sustainable organization – all the ways we do good while doing good business.

The Code includes conflict of interest guidance, transparency expectations with government regulators and auditors, rules around political activity and data ethics and the responsible use of AI. A complementary eLearning module was launched as part of annual mandatory employee training; and an “Integrity Matters” hotline is available for employees to anonymously report concerns.

Corporate Compliance and Ethics Week

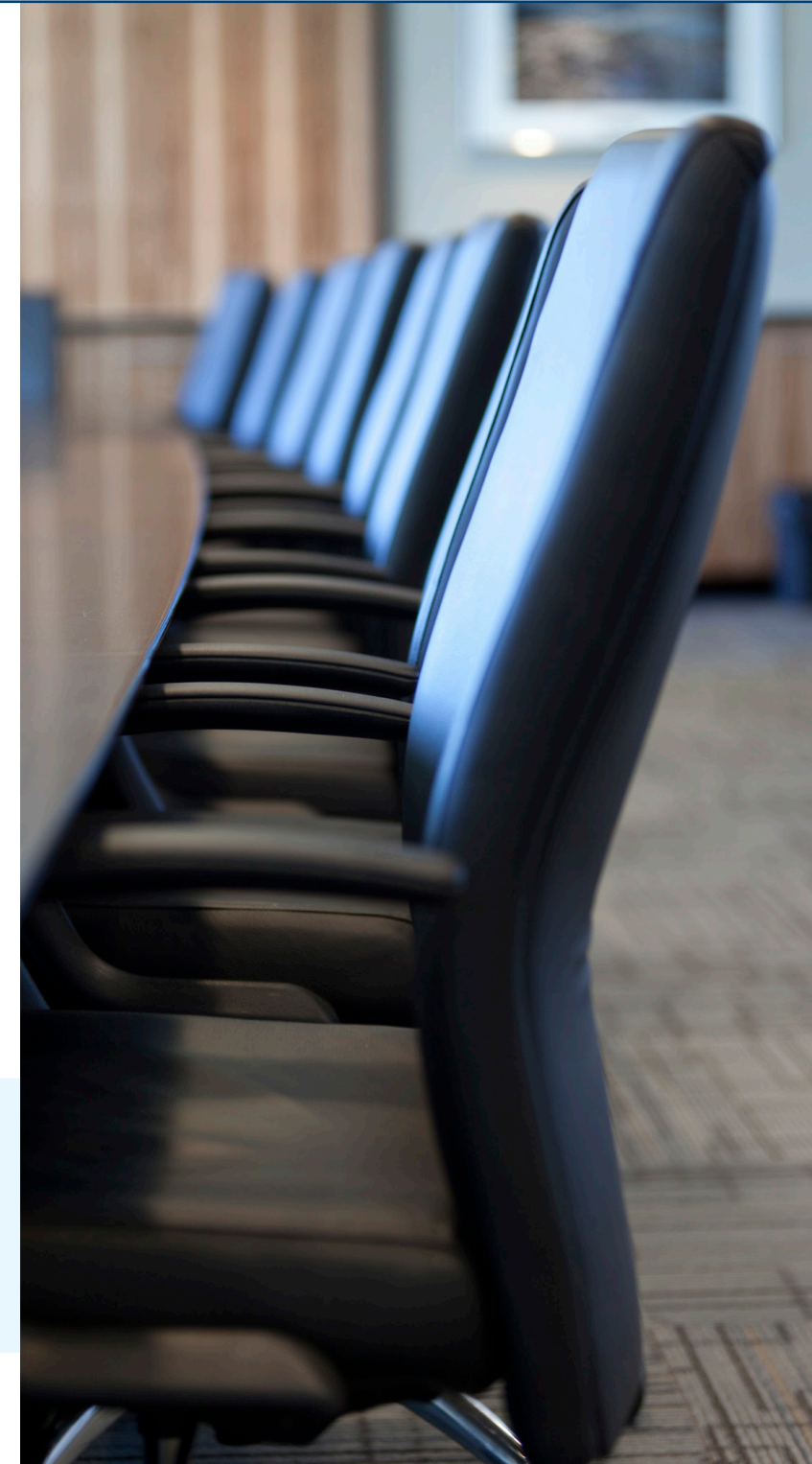
In November 2024, OLG celebrated our eighth annual Corporate Compliance and Ethics Week (CCEW).

Employees participated in daily educational webinars focused on topics such as preventing criminal activity and promoting responsible gambling, the intersection of ethics and sustainability, responsible use of AI, smart risk-taking and overcoming regulatory challenges to support business growth. CCEW is an annual internal event to raise awareness and educate OLGers about various ethics and compliance topics that support a sustainable organization.

99%



active permanent OLG employees that completed Code of Ethics and Business Conduct training



Managing Climate Risk

It's in the interest of all OLG stakeholders to understand the risk that climate change presents to our business – and to plan accordingly. Since 2023, OLG has invested time to identify strategic opportunities that strengthen our ability to manage our business in the face of climate change and the risks it presents.

Climate change can affect our business in multiple ways – from our workplaces to the health and well-being of our employees. Understanding that impact is an important component of our sustainability plan, and we've started to take steps toward identifying and assessing risks.

OLG is finalizing its climate risk assessment and climate scenario analysis. OLG also has several programs in place to protect employees and our workplaces in the event of an extreme weather event.

These include:



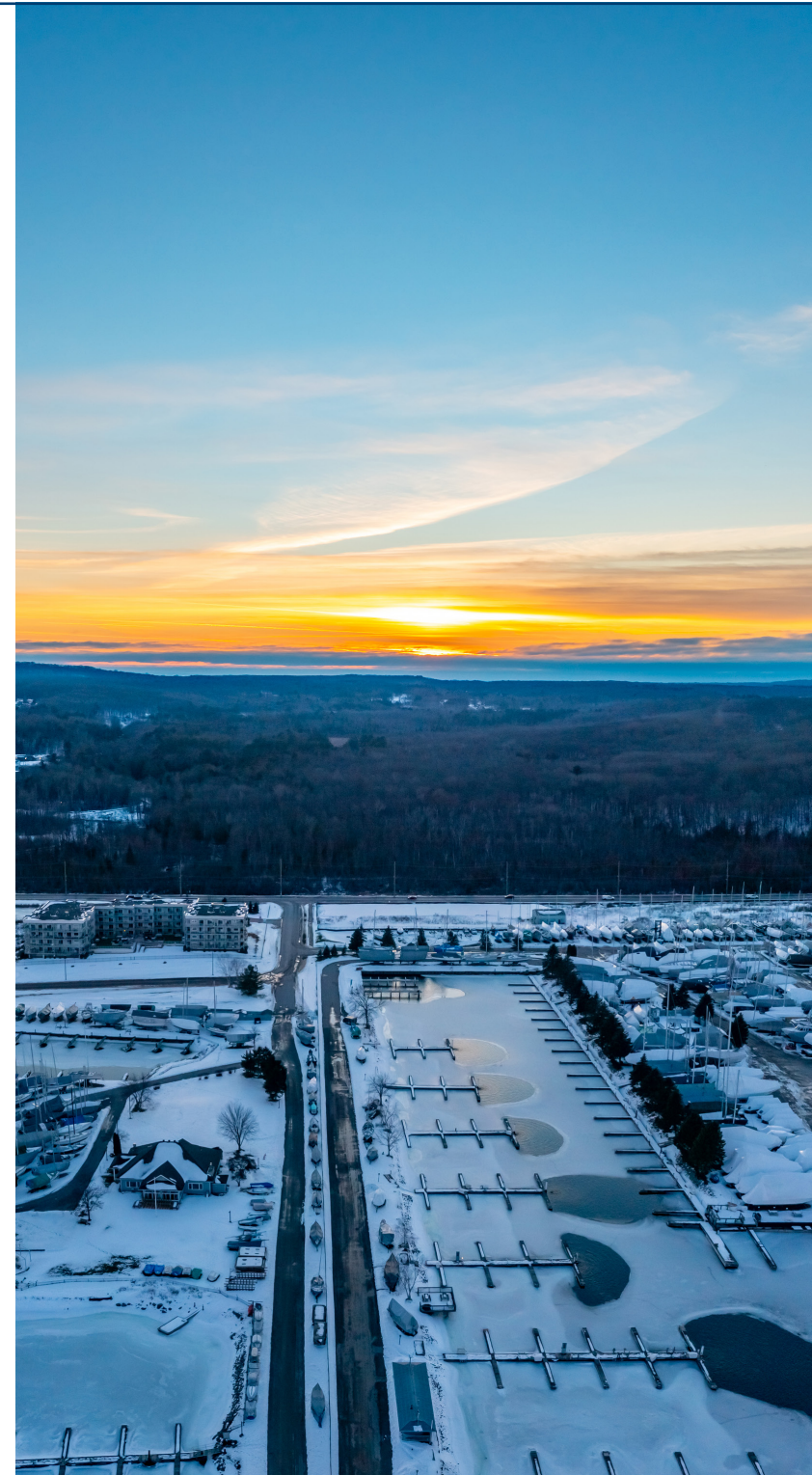
A 24/7 on-call crisis manager who can activate a crisis response protocol and team in the event of weather-related incidents.



An OLG **employee hotline** where employees can receive critical updates, such as whether OLG locations are open or closed following an extreme weather event.



A draft **Natural Disaster Response Plan** that focuses on minimizing disruption, protecting people and assets. The plan includes strategies and procedures to effectively respond to and recover from natural disaster events.



Construction & Renovation Practices

To ensure that we mitigate risk and bolster our operational resiliency, OLG has implemented strategic measures to protect our properties against natural disasters, accidents and other unexpected events. These initiatives strengthen infrastructure and minimize environmental damage caused by incidents.

▶ Use of plenum-rated cables to prevent fire spread

A key measure OLG has taken to improve fire safety is installing plenum-rated cables across its sites. These cables emit minimal smoke and toxins (including carbon emissions), significantly reducing the spread of flames and limiting the release of hazardous gases.

▶ Increased frequency of waterflow alarm testing

OLG has improved its fire safety protocols by holding waterflow alarm testing each quarter, instead of annually. Waterflow alarms are critical to activating sprinklers promptly. By ensuring these systems are regularly tested, OLG limits the risk of extensive fire damage, lowering insurance claims, repair costs and operational disruptions.

▶ Bimonthly visual inspections of sprinkler control valves

OLG has also implemented bimonthly visual inspections of sprinkler control valves conducted by certified contractors. This measure provides enhanced safety and helps minimize resource wastage and associated emissions.

Climate Change Credit From Our Property Insurer

Two years ago, OLG's property insurer began offering resilience credits to incentivize property owners and organizations to invest in measures that enhance their resilience against natural disasters and reduce their carbon footprint. OLG has earned these resilience credits for both 2023 and 2024.

Environmental Stewardship

Our commitment to environmental stewardship includes greenhouse gas emissions management, energy management, waste management and water management. We work to consider not only the impact on our environment and management of resources, but also climate-related risk and resiliency.

Approach to Asset Disposal

OLG has a structured approach to the disposal of assets, which can include lottery terminals or other technology. Documentation and reporting of disposals is handled by OLG Logistics and OLG Controllershship, under the direction of the senior director of corporate real estate and facilities management.

In fiscal year 2025, 99% of the digital assets we disposed of were reused - either through donations to nonprofits, school boards and charities, or through recycling, sale or reuse in a different OLG location.

99%
digital assets OLG disposed of that have been reused



Appendix Frameworks

In addition to the sustainability practice and policies outlined in this report, OLG is committed to doing good and holding ourselves accountable for our environmental, social and governance impacts. As a Crown agency, we hold accountability and transparency paramount and, therefore, have chosen to voluntarily report on our sustainability performance in alignment with our own personal benchmarks as well as select metrics from third-party standards. We have gathered data consistent with the following frameworks:

Ontario Lottery & Gaming Corporation Disclosures

OLG holds the best interests of Ontario at our heart, and it is our mission to create a positive impact for our people and communities. To this end, we set, track and measure our own environmental, social and governance progress to hold ourselves accountable and encourage future improvement.

Global Reporting Initiative (GRI) Standards

The GRI Standards enable organizations to understand and report on their impacts on the economy, environment and people in a comparable and credible way. Since becoming the first accountability mechanism more than 25 years ago, GRI has broadened to reflect the breadth of ESG issues, increasing transparency and encouraging organizations to take responsibility for their contribution to sustainable development.

Canadian Sustainability Disclosure Standards (CSDS)

The Canadian Sustainability Standards Board finalized and published the first set of disclosure standards specific to Canada in December 2024. The CSDS are based on the International Financial Reporting Standards but include amendments specific to Canadian organizations and stakeholders.

Sustainability Accounting Standards Board (SASB) Standards

The SASB Standards guide the disclosure of environmental, social and governance issues most financially material to companies. Uniquely tailored to 77 industries, each set of industry-based disclosures are selected with the intention of being decision-useful and are meant to encourage consistent comparisons across companies.

Ontario Lottery & Gaming Corporation Sustainability Metrics

Metric	Unit of Measurement	OLG Focus Area	Response
OLG Employee Inclusion Score	Percentage (%)	Equity, Diversity and Inclusion	68%
Total amount of OLG's overall community sponsorship fund	Canadian dollars	Community Engagement and Satisfaction	\$1.6m
Customer Satisfaction Score (CSAT) - Service	Percentage (%)	Customer Experience and Satisfaction	73%
Enterprise Player Health Index (EPHI)	Percentage (%)	Responsible Gambling	94% ¹
OLG Positive Play Indicators	Percentage (%)	Responsible Gambling	74% of Players Setting a Budget 40% of General Population Aware of PlaySmart
Code of Ethics and Business Conduct training completion	Percentage (%)	Corporate Governance and Enterprise Risk Management	Active permanent employees as of March 31, 2025 that have completed mandatory Ethics & Business Conduct eLearning training: 99.3% ²
OLG Risk Culture Score	Percentage (%)	Corporate Governance and Enterprise Risk Management	81%
Completed security patch updates in FY25	Number	Cybersecurity, Crime Prevention, AML and Data Privacy	135,890
Enterprise Net Profit to the Province (NPP)	Canadian dollars	Economic Impact	\$2.2b
Suppliers with contracts over \$1m - with explicit commitments to sustainability	Percentage (%)	Value Chain and Stakeholder Management	54%

¹ Score is calculated as an estimate of the % of all recent OLG players who are not serious or high-risk for gambling problems using a problem gambling screener that is sent out quarterly.

² Excludes employees on leave and temporary/contract individuals

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Climate-related Disclosures - Strategy and decision-making	CSDS 2 - Paragraph 14 c	The entity shall disclose quantitative and qualitative information about the progress of plans to respond to climate-related risks and opportunities disclosed in previous reporting periods.	Relevant metrics, Discussion and analysis	Climate-related Risks and Opportunities	The 2024-2025 Sustainability Report represents OLG's first sustainability report and first disclosure of plans regarding climate-related risks and opportunities. OLG intends to publish this information in future reporting.

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Climate-related Disclosures - Climate resilience	CSDS 2 - Paragraph 22 a-iii	<p>The entity’s capacity to adjust or adapt its strategy and business model to climate change over the short, medium and long term, including:</p> <ol style="list-style-type: none"> 1. the availability of, and flexibility in, the entity’s existing financial resources to respond to the effects identified in the climate-related scenario analysis, including to address climate-related risks and to take advantage of climate-related opportunities; 2. the entity’s ability to redeploy, repurpose, upgrade or 3. the effect of the entity’s current and planned investments in climate-related mitigation, adaptation and opportunities for climate resilience. 	Discussion and analysis	Climate-related Risks and Opportunities	<p>Extreme weather events are considered as a disruption threat in OLG’s business impact analysis and business continuity plans. To mitigate this threat, critical functions have been identified, along with recovery steps and time objectives to undertake during an extreme weather event. Additional information such as plan ownership, critical roles, relocation strategies and system interdependencies are also captured in business continuity plans (BCPs). These plans are tested on an ongoing basis to ensure effectiveness and preparedness to maintain resilience through extreme weather events.</p> <p>OLG has several programs and policies in place for employees in the event of an extreme weather event including a Crisis Management program, Employee Hotline, and Natural Disaster Response Plan (currently in draft).</p> <p>OLG is finalizing its climate risk assessment and climate scenario analysis. To learn about OLG’s approach to working with property insurance providers, please reference page 36 of this report.</p>



Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Climate-related Disclosures - Climate resilience	CSDS 2- Paragraph 22 b	How and when the climate-related scenario analysis was carried out, including: <ol style="list-style-type: none"> information about the inputs the entity used, the key assumptions the entity made in the analysis, The reporting period in which the climate-related scenario analysis was carried out. 	Discussion and analysis	Climate-related Risks and Opportunities	OLG initiated its climate risk assessment and climate scenario analysis in FY24. OLG intends to publish further information in future reporting.
Climate-related Disclosures - Climate-related metrics	CSDS 2 - Paragraph 29 a (i) (1)	The entity shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tonnes of carbon dioxide (CO ₂) classified as: Scope 1 greenhouse gas emissions.	Metric tonnes of CO ₂	Environmental Management	717tCO ₂ e
	CSDS 2 - Paragraph 29 a (i) (2)	The entity shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tonnes of carbon dioxide (CO ₂) classified as: Scope 2 greenhouse gas emissions.	Metric tonnes of CO ₂	Environmental Management	95tCO ₂ e

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
General Requirements - Governance	CSDS 1 - Paragraph 27 a-i	How responsibilities for sustainability-related risks and opportunities are reflected in the terms of reference, mandates, role descriptions and other related policies applicable to that body(ies) or individual(s).	Discussion and analysis	Corporate Governance and Enterprise Risk Management	The Risk Management Policy outlines in detail risk-related responsibilities for the Board, Chief Executive Officer, Chief Risk Officer, Vice President Risk Management, Audit and Risk Management Committee, Executive Leadership Team, Risk Management Committee, Risk Sponsors and all employees. The two committees dedicated to overseeing and discussing the overall Enterprise Risk Management program and risks are the Audit and Risk Management Committee and the Risk Management Committee. Each committee has its own terms of reference.
	CSDS 1 - Paragraph 27 b-ii	Management's role in the governance processes, controls and procedures used to monitor, manage and oversee sustainability-related risks and opportunities, including information about whether management uses controls and procedures to support the oversight of sustainability-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	<p>OLG's Enterprise Risk Management team carries out an annual enterprise risk assessment, which includes a detailed assessment of sustainability risk areas. Action plans to mitigate sustainability risks and address opportunities are identified and approved by the Executive Leadership Team and Board in alignment OLG's appetite. Action plan owners are identified and provide updates on status and timelines a quarterly basis. This is captured in reporting to executives where additional direction and decisions can be provided.</p> <p>The Sustainability Plan was presented to the Risk Management Committee and Governance and Corporate Social Responsibility Committee when it was approved.</p>

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
General Requirements - Risk management	CSDS 1 - Paragraph 44 a-i	The processes and related policies the entity uses to identify, assess, prioritize and monitor sustainability-related risks, including information about the inputs and parameters the entity uses (e.g., information about data sources and the scope of operations covered in the processes).	Discussion and analysis	Corporate Governance and Enterprise Risk Management	<p>Risk assessments leverage OLG’s risk categorization, which captures the risk types and sub-types that comprise OLG’s risk universe. Many of these risk areas relate to sustainability.</p> <p>At the beginning of the Enterprise Risk Assessment, there is a scan of the internal and external operating environment which includes emerging risks and trends related to material sustainability topics. Ongoing environmental scanning occurs quarterly through the Risk Management Committee and the Executive Leadership Team. Risk assessments are also performed as necessary for key decisions, changes and projects.</p> <p>OLG also has an Enterprise Risk Dashboard that includes key risk indicators with lower and/or upper limits reflecting OLG’s overall tolerance.</p> <p>The Risk Management Policy provides guiding principles on inputs and parameters to manage risks:</p> <ul style="list-style-type: none"> i. Performance-Focused ii. Consistent Approaches iii. Transparent



Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
General Requirements - Risk management	CSDS 1 - Paragraph 44 a-ii	The processes and related policies the entity uses to identify, assess, prioritise and monitor sustainability-related risks, including information about whether and how the entity uses scenario analysis to inform its identification of sustainability-related risks.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Scenario analysis in risk assessments is mostly qualitative. Climate and market scenarios are considered when anticipating risks and impacts on operations, supply chain, financial stability etc. The likelihood and impact of negative scenarios is factored into the risk rating, which drives prioritization and mitigation planning for risks. Formalized scenario analysis is done on an ad-hoc basis.
	CSDS 1 - Paragraph 44 a-iii	The processes and related policies the entity uses to identify, assess, prioritise and monitor sustainability-related risks, including information about how the entity assesses the nature, likelihood and magnitude of the effects of those risks (e.g., whether the entity considers qualitative factors, quantitative thresholds or other criteria).	Discussion and analysis	Corporate Governance and Enterprise Risk Management	OLG has standard risk scales that are used to assess the likelihood and impact of risks. Key risk indicators with defined tolerances are also used to assess and monitor risk levels. Impact scales heavily factor in potential sustainability impacts, as they are broken up into criterion for reputation, finances, customers, and operations.

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
General Requirements - Risk management	CSDS 1 - Paragraph 44 a-iv	The processes and related policies the entity uses to identify, assess, prioritise and monitor sustainability-related risks, including information about whether and how the entity prioritizes sustainability-related risks relative to other types of risk.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	<p>Overall, risks are prioritized based on their risk rating (assessed likelihood x impact) and appetite. Risk ratings are determined within a risk assessment with consideration of the controls in place and tested effectiveness of those controls.</p> <p>Risk appetite is approved by the Board. Risk appetite is set for risk types, including an overall level (Low, Moderate, High) and appetite statements that provide guidance on how to manage each risk. Where OLG has a low appetite, there is generally a heavy investment in preventative controls.</p>
	CSDS 1 - Paragraph 44 a-v	The processes and related policies the entity uses to identify, assess, prioritise and monitor sustainability-related risks, including information about how the entity monitors sustainability-related risks.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Sustainability risks can fall within different appetite levels, but are generally categorized as low appetite. These risks are prioritized by strong oversight and controls.

Canadian Sustainability Disclosure Standards (CSDS)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
General Requirements - Risk management	CSDS 1 - Paragraph 44 a-vi	The processes and related policies the entity uses to identify, assess, prioritise and monitor sustainability-related risks, including information about whether and how the entity has changed the processes it uses compared with the previous reporting period.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	OLG is unable to provide the requested information as the company is in its first reporting period for this metric. OLG intends to report on this metric in future years.
	CSDS 1 - Paragraph 44 b	The processes the entity uses to identify, assess, prioritize and monitor sustainability-related opportunities.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Sustainability-related opportunities are captured through action plans within the Enterprise Risk Assessment. See response to CSDS - Paragraph 27 b-ii
	CSDS 1 - Paragraph 44 c	The extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring sustainability-related risks and opportunities are integrated into and inform the entity's overall risk management process.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Sustainability-related opportunities are captured through action plans within the Enterprise Risk Assessment. See response to CSDS - Paragraph 27 b-ii

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 2: General Disclosures	2-29 Approach to stakeholder engagement	The organization shall: a. describe its approach to engaging with stakeholders, including: i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Reference page 9
GRI 3: Material Topics	3-1 Process to determine material topics	The organization shall: a. describe the process it has followed to determine its material topics, including: i. how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; ii. how it has prioritized the impacts for reporting based on their significance; b. specify the stakeholders and experts whose views have informed the process of determining its material topics.	Discussion and analysis	Corporate Governance and Enterprise Risk Management	Reference page 9

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 203: Indirect Economic Impacts	203-1 Infrastructure investments and services supported	<ul style="list-style-type: none"> a. Extent of development of significant infrastructure investments and services supported. b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. Whether these investments and services are commercial, in-kind, or pro bono engagements. 	Number, Canadian dollars	Economic Impact	<ul style="list-style-type: none"> a. OLG does not track this data and therefore is unable to disclose this metric. b. MCA dollars: \$165m c. OLG does not track this data and therefore is unable to disclose this metric.
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	<ul style="list-style-type: none"> a. Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). b. The organization's geographical definition of 'local'. 	Percentage (%), Discussion and analysis	Value Chain and Stakeholder Management	<ul style="list-style-type: none"> a. 97% procurement spent on local suppliers Ontario: 35% Other Canadian Provinces: 61% b. "Local Supplier" means any supplier within Canada, broken down by in-province (Ontario) and out-of-province (other Canadian provinces).

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 303: Water and Effluents	303-5 Water consumption	a. Total water consumption from all areas in megaliters. b. Total water consumption from all areas with water stress in megaliters. c. Change in water storage in megaliters, if water storage has been identified as having significant water-related impact. d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modeled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.	Megaliters, Discussion and analysis	Environmental Management	a. Total water consumption: 5.10ML b. OLG does not track this data and therefore is unable to disclose this metric. c. OLG does not track this data and therefore is unable to disclose this metric. d. This total for the 2024-2025 reporting period includes water used in all office facilities and operational sites at Lesmill or Mississauga locations. There was not water data available for OLG's Oakville location. The reported figures are based on actual metered usage rather than modeled or estimated values.

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 306: Waste	306-3 Waste generated	<ul style="list-style-type: none"> a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste. b. Contextual information necessary to understand the data and how the data has been compiled. 	Megaliters, Discussion and analysis	Environmental Management	<ul style="list-style-type: none"> a. Total waste generated: 140 items Composition Breakdown Hazardous waste: 0% Non-hazardous waste: 100% b. For FY2025, waste data was compiled from internal asset disposal records. While the current system does not quantify total waste by weight, it does allow for categorization by method of disposal and waste stream characteristics. There was no hazardous waste generated during the reporting period.

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 306: Waste	306-4 Waste diverted from disposal	<ul style="list-style-type: none"> a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste. b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: <ul style="list-style-type: none"> i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: <ul style="list-style-type: none"> i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal: <ul style="list-style-type: none"> i. onsite; ii. offsite. e. Contextual information necessary to understand the data and how the data has been compiled. 	Metric tonnes, Discussion and analysis	Environmental Management	<ul style="list-style-type: none"> a. Total weight of waste diverted from disposal: 138 items b. Total weight of hazardous waste diverted: 0 items c. Total weight of non-hazardous waste diverted: 138 items <ul style="list-style-type: none"> 1. Transferred (reused) - 19% 2. Sold - 14% 3. Donated - 25% 4. Recycled - 41% d. OLG does not track this data and therefore is unable to disclose this metric. e. OLG generated non-hazardous waste that was managed through various diversion methods. There was no hazardous waste generated during the reporting period.

Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 306: Waste	306-5 Waste directed to disposal	<ul style="list-style-type: none"> a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste. b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: <ul style="list-style-type: none"> i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations. c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: <ul style="list-style-type: none"> i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations. d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal: <ul style="list-style-type: none"> i. onsite; ii. offsite. e. Contextual information necessary to understand the data and how the data has been compiled. 	Metric tonnes, Discussion and analysis	Environmental Management	<ul style="list-style-type: none"> a. Total weight of waste directed to disposal: 2 items b. Total amount of hazardous waste directed: 0 items c. Total amount of non-hazardous waste directed: 2 items <ul style="list-style-type: none"> 1. Landfill - 1% d. OLG does not track this data and therefore is unable to disclose this metric. e. OLG generated non-hazardous waste that was managed through various direction methods.



Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 401: Employment	401-1 New employee hires and employee turnover	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Percentage (%)	Employee Attraction, Engagement and Retention	a. New Employee Hires¹ Overall OLG: 6%
		b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.			<p>By Age Group Under 30: 23% 30-50: 7% Over 50: 3%</p> <p>By Gender Women: 5% Men: 7% Non-Binary/Undeclared: 0%</p> <p>By Regional Offices: Greater Toronto Area: 8.0% Sault Ste. Marie: 3.6%</p>



Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 401: Employment	401-1 New employee hires and employee turnover	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Percentage (%)	Employee Attraction, Engagement and Retention	b. Employee Turnover² Overall OLG: 9% By Age Group Under 30: 15% 30-50: 7% Over 50: 11% By Gender Women: 8% Men: 9% Non-Binary/Undeclared: 0% By Regional Offices: Greater Toronto Area: 9.2% Sault Ste. Marie: 7.2%
		b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.			

¹Age, gender and regional percentages are not equivalent to the total percentage of overall new hires, but rather are reflective of the number of hires within that category divided by the overall employee headcount across that category.

²Age, gender and regional percentages are not equivalent to the total percentage of overall turnover, but rather are reflective of the number of employee exits within that category divided by the overall employee headcount across that category.



Global Reporting Initiative (GRI)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii. employee category.	Hours	Employee Attraction, Engagement and Retention	Average hours of mandatory training per active employee: 2.5 hours i. OLG does not track employee training by gender breakout. ii. Employee Category Executive leadership: 2.7 hours Full-time employees: 2.4 hours

Sustainability Accounting Standards Board (SASB)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Employee Recruitment, Inclusion & Performance	TC-IM-330a.2	Employee engagement as a percentage (Types of employee engagement levels may include actively engaged, not engaged, passive, actively disengaged)	Percentage (%)	Employee Attraction, Engagement and Retention	83% ¹
	TC-IMI-330a.3	Percentage of <ol style="list-style-type: none"> 1. gender and 2. diversity group representation² for <ol style="list-style-type: none"> a. executive management, b. nonexecutive management c. technical employees and d. all other employees 	Percentage (%)	Equity, Diversity and Inclusion	<p>Employees Women + Additional Genders: 47% Racial & Ethnic Minorities: 42% 2SLGBTQIA+: 9% Indigenous: 5% People with physical/mental/cognitive conditions: 48%</p> <p>Management Team (Director and above) Women + Additional Genders: 36% Racial & Ethnic Minorities: 27% 2SLGBTQIA+: 9% Indigenous: 3% People with physical/mental/cognitive conditions: 49%</p>

¹ OLG’s annual Employee Engagement Score (%) is calculated by averaging the responses to 7 specific statement questions on an agreeance scale of 1-6. Questions include but are not limited to: “Taking everything into account, I like working at OLG,” “I am very proud of the work I do,” and “My contributions are important to the success of OLG.”

² OLG does not track this data according to SASB’s preferred breakout, but has chosen to report on this metric to the best of our ability.



Sustainability Accounting Standards Board (SASB)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Responsible Gaming	SV-CA-260a.1	Percentage of gaming facilities that implement the Responsible Gambling Standards and Criteria for Venues.	Percentage (%) by revenue	Responsible Gambling	100% of gaming facilities have achieved each criterion under the Responsible Gambling Standards and Criteria for Venues
	SV-CA-260a.2	Percentage of online gaming operations that implement the Responsible Gambling Council (RGC) Standards and Criteria for iGaming.	Percentage (%) by revenue	Responsible Gambling	89% of online gaming operations implement the Responsible Gambling Council Standards and Criteria for iGaming, by revenue
Energy Management	SV-CA-130a.1	<ol style="list-style-type: none"> Total energy consumed, percentage grid electricity, and percentage renewable 	Gigajoules (GJ), Percentage (%)	Environmental Management	<ol style="list-style-type: none"> Total energy consumed: 25,392 GJ Grid electricity consumed: 49% Renewable energy consumed: Ontario's electricity grid includes renewable sources, but these are outside of OLG's control and are therefore unable to be calculated.

Sustainability Accounting Standards Board (SASB)

Topic	Code	Metric	Unit of Measurement	OLG Focus Area	Response
Internal Controls on Money Laundering	SV-CA-510a.1	Description of anti-money laundering policies and practices.	Discussion and analysis, Percentage (%)	Cybersecurity, Crime Prevention, AML and Data Privacy	AML training completion: 99% Our comprehensive policies and procedures are in place to deter and detect suspicious transactions, including money laundering. All incoming cash transactions and all disbursements of \$10,000 or more are reported to FINTRAC, including multiple payments totaling \$10,000 or more within 24 consecutive hours on behalf of the same individual or entity.

Definitions of OLG's 12 Focus Areas

- **Advancing Truth and Reconciliation:** Building organizational capacity to improve the relationship with First Nation partners.
- **Community Engagement and Development:** Measuring direct and indirect impacts from allocation of resources to local communities.
- **Corporate Governance and Risk Management:** Minimizing the likelihood and impact of potential incidents and emergencies with human, environment, and/or social implications across the value chain.
- **Customer Experience and Satisfaction:** Meeting customer expectations and providing a positive experience.
- **Cybersecurity, Crime Prevention, AML and Data Privacy:** Addressing risks related to the collection, retention and use of private customer data, as well as preventing and countering illicit activities.
- **Economic Impact:** Considering the organization's financial effect on the operating environment, including the creation of employment opportunities throughout the community.
- **Employee Attraction, Engagement and Retention:** Attracting, retaining and developing human capital to meet business needs.
- **Environmental Stewardship:** Monitoring of greenhouse gas emissions (GHG), energy management, decarbonization; and waste, water, and wastewater management.
- **Equity, Diversity and Inclusion:** Fostering an inclusive culture and engaging with a variety of people and ideas within and outside of an organization.
- **Managing Climate Risk:** Mitigating, and adapting to, the impacts of climate change.
- **Responsible Gambling:** Harm prevention and mitigation strategies, tactics and programs which promote player health, positive play and safer gaming entertainment.
- **Responsible Procurement and Partnerships** Forming sustainable and mutually beneficial connections with third-party groups and individuals.



Play for Good

www.olg.ca